

**Office of Acadian Affairs**  
**Annual Accountability Report for the Fiscal Year 2007-2008**

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## A. Accountability Statement

The Accountability Report of the Office of Acadian Affairs for the year ended March 31, 2008, is prepared pursuant to the *Provincial Finance Act* and government policies and guidelines. These authorities require the reporting of outcomes against the Office of Acadian Affairs' business plan information for the fiscal year 2007-2008. The reporting of the Office of Acadian Affairs' outcomes necessarily includes estimates, judgments and opinions by the Office of Acadian Affairs management.

We acknowledge that this accountability report is the responsibility of the Office of Acadian Affairs management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the Business Plan for the Office of Acadian Affairs for the year.

Original signed

December 4, 2008

\_\_\_\_\_  
Honourable Chris d'Entremont  
Minister

\_\_\_\_\_  
Date

Original signed

December 4, 2008

\_\_\_\_\_  
Vaughne Madden  
CEO

\_\_\_\_\_  
Date

## **B. Message from the Minister and CEO**

We are pleased to present the 2007-2008 Accountability Report for the Office of Acadian Affairs.

This accountability report is intended to inform both government and the public on the accomplishments of the Office of Acadian Affairs during the past fiscal year. The report also provides an overview of financial results and performance measures.

As a central support agency of government, the Office of Acadian Affairs provides services which aim to assist departments and other designated public institutions to meet their obligations under the *French-language Services Act* and the *French-language Services Regulations*.

This assistance can take the form of advice, translation services, French language training for employees, promotional tools such as *Bonjour!* lapel pins and signage, funding for the development or delivery of services in French, or guidelines for communicating with or consulting the Acadian and Francophone community in French.

The Office of Acadian Affairs continues to support ongoing dialogue between government and the Acadian and Francophone community. It is important that the community's needs be heard and understood in order to provide services that are required for its preservation and growth.

We would like to recognize the important role played by the French-language Service Coordinating Committee in helping us achieve our goals and in helping their respective departments and offices increase or improve the services they deliver in French.

We would also like to thank the Department of Canadian Heritage and our partners in the Acadian and Francophone community for their contribution towards the achievement of our objectives. This ongoing collaboration continues to be our guiding light, as we work towards the preservation and growth of the Acadian and Francophone community of Nova Scotia.

Chris d'Entremont  
Minister of Acadian Affairs

Vaughne Madden  
CEO

## C. Introduction

The official recognition of the Office of Acadian Affairs in the *Public Services Act* and the adoption of the *French-language Services Act* in December 2004 demonstrated our government's commitment to contributing to the preservation and growth of the Acadian and Francophone community of Nova Scotia and to providing for the delivery of French-language services by designated public institutions. The adoption of the French-language Services Regulations in December 2006 further solidified this commitment with concrete direction given to departments and other designated public institutions.

The mission of the Office of Acadian Affairs is to offer advice and support to departments, agencies and Crown corporations so they can develop and adapt policies, programs, and services that reflect the needs of the Acadian and Francophone community of Nova Scotia.

Our work is guided by three strategic goals:

- Create a sustainable framework within government including regulations, policies and guidelines to support the *French-language Services Act*.
- Increase the amount of direct services offered to government in order to help it provide services in French to the Acadian and Francophone community; these include advice, translation services, and communications support.
- Ensure that the needs of the Acadian and Francophone community are considered in government initiatives, programs, policies, and services.

Our Accountability Report for 2007-2008 summarizes the activities, accomplishments and performance measures for the fiscal year ending March 31, 2008. This report should be read in conjunction with the Office of Acadian Affairs' 2007-2008 Business Plan which is available on our website <http://www.gov.ns.ca/acadian> in both French and English. This Accountability Report pertains to the activities of the Office of Acadian Affairs only.

The *French-language Services Act* requires an annual report on government's progress related to French-language Services. On November 20, 2008, the Minister of Acadian Affairs Chris d'Entremont, tabled a second annual report, the Progress Report 2008 - French-language Services Provided by the Government of Nova Scotia which provides detail on advancements in French-language services by designated public institutions for 2007-2008. This report is also available on our website <http://www.gov.ns.ca/acadian> in both French and English.

## **D. Progress and Accomplishments**

The following provides an overview of the progress and achievements of the Office of Acadian Affairs during the 2007-2008 fiscal year. These achievements are organized around our Core Business Areas, as outlined in our 2007-2008 Business Plan.

### **D.1 Core Business Area 1: *Reinforcement of the legislative framework for French-language services.***

*Reinforcing the legislative framework is key to increasing government's capacity to offer French-language services. The Office of Acadian Affairs will work with government to ensure that designated public institutions are aware of their obligations under the French-language Services Act.*

#### **Priority activities planned within this Core Business Area for 2007-2008 were:**

- Promote the *French-language Services Act* and its regulations to ensure designated public institutions are aware of their responsibilities under the *Act*.
- Provide continuing leadership for the French-language Services Coordinating Committee in order to help it achieve its planned deliverables.
- Prepare an annual report on French-language services in order to inform government and the Acadian and Francophone community of progress made and results achieved.

#### **Accomplishments:**

- The Office of Acadian Affairs provided guidance to designated public institutions in the preparation and publishing of their French-language services plans.
- A brochure titled "French-language Services in Nova Scotia" was distributed across government to promote the *Bonjour!* visual identification program for French-language services and the responsibilities of designated public institutions under the *French-language Services Act* and *Regulations*.
- Presentations were made to various departments (e.g. Transportation and Infrastructure Renewal, and Health Promotion and Protection).
- Presentations were made to various forums and individuals such as the Deputy Ministers' Forum, the Senior Policy Executives Forum, and interested parties in designated public institutions.
- A special 2-part project looking at the "Perception of French-language Services" was undertaken. The first part consisted of a research study regarding the French-speaking public's perception of French-language services and the barriers to using them. The second part included the development of a training module to inform public servants about the *French-language Services Act* and government's commitment to providing services in French. Analysis of survey results and implementation of the training module will continue in 2008-2009 and will contribute to increased awareness and understanding of responsibilities related to French-language services. Funding of

- The CEO of the Office of Acadian Affairs chaired and provided leadership for the French-language Services Coordinating Committee throughout the year; 22 departments and offices were represented in 2007-2008. Subcommittees of the Coordinating Committee worked on various deliverables which are mentioned under Outcome 1.2.
- The first annual report “Progress Report 2007 - French-language Services Provided by the Government of Nova Scotia” was published and tabled in the Legislative Assembly in the Spring of 2007. Copies were distributed throughout government and within the community to inform both the public service and the public on advancements made by government in providing French-language services.

## **D.2 Core Business Area 2: *Interdepartmental Relations***

*The Office of Acadian Affairs views the process of developing French-language services as one of collaboration and cooperation. The Office of Acadian Affairs provides support services to departments and offices in order to help them develop and implement their French-language services. These support services include translation services, communications advice, policy interpretation, and funding assistance. The Office of Acadian Affairs can also help facilitate communications between the Acadian and Francophone community and government.*

### **Priority activities planned within this Core Business Area for 2007-2008 were:**

- Expand and promote translation services offered to government.
- Support Nova Scotia's Corporate Human Resource Plan 2005-2010, which has delivery of services in both official languages of Canada as a component, by providing opportunities and tools for improving French language capacity of the public service.
- Actively participate in government-wide initiatives to increase awareness of Acadian and Francophone issues and ensure the needs of the Acadians and Francophones of Nova Scotia are considered in the development of policies and programs and the provision of services.
- Hold regular awareness meetings with ministers, senior officials, and government leaders, to create increased awareness within government of the Office's role as a central support agency and of its strategies for French-language services.
- Provide assistance to departments in developing and communicating their French-language services, e.g. continuation of the *Bonjour!* program which allows public servants and government offices to visually identify that they provide French-language services.

### **Accomplishments:**

- The Office of Acadian Affairs expanded its translation services with the hiring of a second translator in September. The service was promoted throughout government through regular communications with the French-language Services Coordinating Committee and other interdepartmental contacts.
  - Over 1,100,000 words were translated in 2007-2008.
- French-language training was made available to public servants in order to increase government's capacity to serve the public in French; 575 seats were used. The fees paid for this training were covered by the Canada/Nova Scotia Agreement on French-language Services (nearly \$105,000). Most of this training was delivered by Université Sainte-Anne.
- Funding and assistance was provided to the Public Service Commission for the recruitment of a Policy Analyst for French-language services. A subcommittee of the French-language Services Coordinating Committee worked on draft guidelines regarding the recruitment of bilingual employees.
- The Office of Acadian Affairs participated whenever possible in government-wide initiatives to provide input, to ensure that the needs of the Acadian and Francophone

- Senior Policy Executives Forum
- Diversity Round Table
- Community Development Action Group
- GoverNEXT
- Heritage Strategy
- Interdepartmental Committee on Intergovernmental Relations
- Volunteerism Interdepartmental Coordinating Committee
- Long-term Planning Forum
- The *Bonjour!* visual identification program for French-language services was promoted within government as well as externally.
  - Advertisements were placed in Coastal Communities News, the French-language business magazine *Progrès*, and the Seniors Advocate newspaper.
  - *Bonjour!* materials were distributed within government to help government promote the active offer of services in French. See Outcome 2.3 for details.
  - Some departments such as Agriculture, Fisheries and Aquaculture, Environment, and Labour and Workforce Development used the *Bonjour!* symbol on their websites to guide users to information and services available in French.
- The CEO of the Office of Acadian Affairs met regularly with the Advisory Committee for the Implementation of the *French-language Services Act* which is composed of the Deputy Ministers for Treasury and Policy Board, Intergovernmental Affairs and the Public Service Commissioner.
- Awareness meetings were held and presentations were made to deputy ministers and CEOs to inform them of the role of the Office of Acadian Affairs, legislation and regulations, as well as the strategies for providing French-language services.

### **D.3 Core Business Area 3: *Intergovernmental Relations***

*The Office of Acadian Affairs has developed relationships on interprovincial, national, and international levels in order to move forward with the delivery of French-language services by the Government of Nova Scotia and to contribute to the growth of its Acadian and Francophone community.*

#### **Priority activities planned within this Core Business Area for 2007-2008 were:**

- Administer the Canada/Nova Scotia Agreement on French-language Services ensuring that important French-language services are funded and developed.
- Promote and explore joint activities under the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia.
- Coordinate the organization of and host the Ministerial Conference on the Canadian Francophonie to be held in Halifax in the Fall of 2007, and contribute to the implementation of strategic initiatives developed.
- Develop partnerships with federal government departments and explore areas for cooperation.
- Develop partnerships and explore opportunities of collaboration with other countries or regions of the international Francophonie.

#### **Accomplishments:**

- The Office of Acadian Affairs continued the administration of the Canada/Nova Scotia Agreement on French-language Services on behalf of the Nova Scotia Government in collaboration with the Canadian Heritage who co-manage the agreement for Canada.
  - Special project funding of \$35,000 was negotiated for the “Perception of French-language Services” project which is explained in Core Business Area 1.
  - Important French-language Services were supported including the development of new on-line services at Service Nova Scotia and Municipal Relations, and French-language services coordination positions in the departments of Education, Community Services, and Health Promotion and Protection.
  - More information is provided in Outcome 2.5.
- The Office of Acadian Affairs continued to develop its relationship with Quebec as set out in the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia.
- The Minister of Acadian Affairs and the CEO of the Office of Acadian Affairs took leadership roles within the Ministerial Conference on the Canadian Francophonie and the Officials Network as Nova Scotia hosted the XII<sup>th</sup> Ministerial Conference in Halifax in September 2007.
  - The September conference offered an opportunity to showcase the artistic talents of young Nova Scotian Acadian performers and to promote the work

- Initiatives such as the development of a framework related to the negotiation of federal-provincial agreements on French-language services, a Youth Intervention Strategy, and the introduction of a new federal plan on official languages were files worked on during the year.
- The Office of Acadian Affairs continued to develop its relationship with the federal government; with Canadian Heritage in respect to the administration of the Canada/Nova Scotia Agreement on French-language Services and with the Nova Scotia Federal Council in regard to French language training.
- The Office facilitated dialogue between federal and provincial government representatives and Acadian and Francophone community stakeholders in early childhood education. Partners continue to meet and resolve issues and provide better services to Acadians and Francophones.
- Acadian Affairs supported the Fédération acadienne de la Nouvelle-Écosse with the preparation of an external relations strategy for the Acadian and Francophone community.
- With respect to Nova Scotia's relations with Louisiana, Acadian Affairs assisted with the hosting of tourism industry representatives from Louisiana. Regions of Acadiana in Louisiana and Acadian communities in Nova Scotia continue to cross-promote their respective areas.
- The Office of Acadian Affairs supported the development of relationships with various stakeholders on the national and international level by supporting the Conseil de développement économique de la Nouvelle-Écosse (CDÉNE) with several economic and tourism trade missions including:
  - Rendez-vous Acadie-Québec in Rivière-du-Loup
  - Louisiana tourism delegation to Nova Scotia
  - Participation at the World Trade Centres Annual Meeting and promotion of Nova Scotia in New Orleans, LA
  - Trade and cultural mission to St. Aubin-sur-Mer, France
  - SESAME Conference in Victoriaville, Québec (an international network of small cities)
  - Expo-Acadie 2008, an international trade show held in Halifax.

#### **D.4 Core Business Area 4: *Citizen engagement by the Acadian and Francophone community***

*The strength and solidarity of the Acadian and Francophone community has been a key factor in the development of an environment where government services are available in French. The relationship which exists between government and the Acadian and Francophone community must be nurtured.*

#### **Priority activities planned within this Core Business Area for 2007-2008 were:**

- Strengthen dialogue between government and the Acadian and Francophone community of Nova Scotia and support the development of relationships, partnerships, and joint initiatives amongst the various stakeholders in the community and in government.
- Assist departments with accommodating the Acadian and Francophone population in citizen engagement processes undertaken and encourage the community to get involved when opportunities are presented.
- Create increased awareness within the Acadian and Francophone community of government's progress in delivering French-language services and communicating the availability of such new service, for example, promote the *Bonjour!* program within the Acadian and Francophone community to encourage the request for and use of French-language services
- Recognize the contribution and achievements of the Acadian and Francophone community.

#### **Accomplishments:**

- The Office of Acadian Affairs continued promoting the *Bonjour!* French-language services visual identification program which encourages an active offer of services in French by the public service. The *Bonjour!* symbol was used in various advertising targeting the community.
- In cooperation with the Fédération acadienne de la Nouvelle-Écosse (FANE), Acadian Affairs met with leaders in the Acadian and Francophone community across the province. These sessions provided opportunity to promote the availability of services in French and to obtain feedback on delivery and usage issues.
- The Office of Acadian Affairs attended meetings held by various Acadian and Francophone community organizations as observers or to present information regarding our French-language services strategy (e.g. FANE, Fédération des parents acadiens de la Nouvelle-Écosse, CDÉNÉ, and Regroupement des aînées et des aînés de la Nouvelle-Écosse).
- Assistance was given to the Équipe d'alphabétisation de la Nouvelle-Écosse for the development of activities related to the promotion of an education in French "Semaine de promotion de l'Éducation en français"

- The French-language Services Coordinating Committee completed a draft version of French consultation guidelines and a resource toolkit which will assist departments with providing services in French during consultations. All departments and offices were consulted. Distribution and promotion of these guidelines within government is planned for 2008-2009. A staff member and a member of the Coordinating Committee joined the Consultations Working Group led by Treasury and Policy Board in order to promote the requirements of French services during consultations.
- The Office of Acadian Affairs continued to encourage the Acadian and Francophone community members to make their needs known to government and made available funds to help government departments and institutions provide services in French during their consultations. See Outcome 4.1 for more information.
- The Office began gathering information on government agencies, boards and commissions in order to develop an action plan on how to encourage Acadians and Francophones to become involved with these groups.

## E. Financial Results

### Budget Context

<b>Office of Acadian Affairs</b>			
	<b>2007-08 Estimate</b>	<b>2007-08 Actual</b>	<b>Variance</b>
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
<b>Total Net Program Expenses</b>	688	661	27.0
<b>Gross Provincially Funded Staff (FTEs)</b>	8.0	6.6	1.4
<b>Net Provincially Funded Staff (FTEs)</b>	4.0	3.3	0.7

No Significant Variance

## **F. Measuring Our Performance**

The following report on measures is organized by Core Business Area as presented in our 2007-2008 Business Plan.

### **F.1 Core Business Area 1 - Reinforcement of the legislative framework for French-language services**

#### **Outcome 1.1:**

Government is aware of its obligations under the *French-language Services Act* and the Acadian and Francophone community is informed of government's progress and plans relating to French-language services.

#### **Measures:**

- Number of designated public institutions publishing French-language services plans.
- Publication of annual report.
- Publication of list of French-language services coordinators.

#### **What does this measure tell us?**

The *French-language Services Act* requires designated public institutions to publish an annual French-language Services Plan. By publishing these plans, public institutions inform the Acadian and Francophone community on what improvements to services to expect in the coming year.

The *Act* requires that the minister of Acadian Affairs submit annually to the Governor in Council, a report for the previous fiscal year which sets out the initiatives and programs undertaken and services provided by the government to achieve the objects and purposes of the Office of Acadian Affairs and respecting access by Acadians and Francophones to those services. This report informs both Government and the public of Government's progress in delivering French-language services.

The *Act* also requires the publication of a list of French-language services coordinators. The public is then informed of the departments and offices which help advise the minister on the implementation of the *Act*.

#### **Where are we now?**

34 designated public institutions from a possible 47 published French-language services plans for 2007-2008.

In the Spring of 2007, Minister d'Entremont tabled his first annual report [Progress Report 2007 - French-language Services Provided by the Government of Nova Scotia](#) in the Legislative Assembly. This report is available on the Acadian Affairs website [www.gov.ns.ca/acadian](http://www.gov.ns.ca/acadian) in both English and French.

The French-language Services Regulations stipulate that departments and other designated public institutions must report on an annual basis on their progress in their French-language Services Plans starting with 2008-2009, therefore some progress for 2007-2008 has already been reported.

The list of French-language services coordinators was published on the Acadian Affairs website as required.

### **Where do we want to be?**

Acadian Affairs will continue to promote the requirements of the *French-language Services Act* and *Regulations* so that all designated public institutions are aware of their obligations which include publishing annual French-language services plans.

The second annual report on government's progress in delivery French-language services was tabled in the Legislative Assembly on November 20, 2008. This report covers the fiscal year 2007-2008 and is available on the Acadian Affairs website in both French and English.

The list of members of the French-language Services Coordination Committee posted on the Acadian Affairs website will be updated on a regular basis.

Measures related to the annual progress report and the French-language Services Coordinating Committee will be changed for 2008-2009 to:

- Number of designated departments and offices represented on the French-language Services Coordinating Committee
- Number of designated public institutions contributing to the annual progress report on French-language services

## **Outcome 1.2:**

The French-language Services Coordinating Committee has identified and pursued joint initiatives and opportunities for increasing the level of French-language government services in the province of Nova Scotia.

### **Measure:**

- Number of deliverables which have been accomplished.

### **What does this measure tell us?**

The role of the French-language Services Coordinating Committee is to assist and advise the Minister on the implementation of *French-language Services Act*. The Coordinating Committee meets regularly to share best practices and to work on policies and guidelines to help with the implementation of the *French-language Services Act* and *Regulations*.

Each year, the Coordinating Committee identifies areas of priority and works to deliver on these. Reporting on the deliverables of the Coordinating Committee allows us to show how this committee is contributing to the advancement of French-language services within government.

### **Where are we now?**

The French-language Services Coordinating Committee, chaired by the CEO of the Office of Acadian Affairs, met on a regular basis throughout the year. Additionally, various sub-committees met to contribute to the deliverables set for the fiscal year.

Progress was made on deliverables identified for this year as follows:

### **Communications:**

- Guidelines and technical standards for identifying and navigating to French content on government websites were drafted.
- *Bonjour!* French-language services identification materials were distributed throughout government and the availability of French-language services was promoted during a province-wide tour undertaken in collaboration with the Fédération acadienne de la Nouvelle-Écosse.
- Development of various informational pieces was begun.

### **Framework / Orientation:**

- Categories for an informational binder to assist departments with implementing French-language were defined and content was developed.
- Presentations were prepared to explain roles in the delivery of services in French.

### **Consultations:**

- The final draft of proposed guidelines for inclusion of French services during public consultations and a resource toolkit were developed and internal consultations were completed.
- Members of the Consultations subcommittee joined government's Senior Policy Executive Forum Consultation Working Group to ensure that French consultations requirements are met.
- Community organizations made presentations to the Coordinating Committee to inform the coordinators on community initiatives and needs (e.g. the Conseil jeunesse provincial de la Nouvelle-Écosse and the Comité organisateur de la Finale des Jeux de l'Acadie 2008).

### **HR/Training:**

- Preliminary work was done on human resources and training guidelines regarding French-language services.
- Acadian Affairs assisted in the recruitment of a Policy Analyst on French-language Services for the Public Service Commission whose role will include the development of guidelines related to HR issues and French language training. This Policy Analyst is expected to be in place during the 2008-2009 fiscal year.

### **Where do we want to be?**

Work will continue in 2008-2009 to finalize tools begun in 2007-2008 and to distribute these across government. The focus for 2008-2009 will be to:

- Create informational tools to assist government with the delivery of services in French and to promote the guidelines which have been developed.
- Implement, across government, guidelines regarding French content on websites.
- Promote the French consultation guidelines across government and distribute the French consultations toolkit.
- Work with the PSC to prepare guidelines and develop policies related to human resources and to linguistic training.

This measure is being discontinued for 2008-2009. The impact of the work of the French-language Services Coordinating Committee will be measured through the number of designated public institutions represented on the Committee and the number of designated public institutions publishing French-language services plans.

## **F.2 Core Business Area 2 - Interdepartmental Relations**

### **Outcome 2.1:**

Departments receive French-language versions of documents and other material, and English versions of correspondence received in French.

### **Measure:**

- Number of words translated.

### **What does this measure tell us?**

The Office of Acadian Affairs makes translation services available to Government and provides translations of texts submitted. By counting the number of words translated, we are able to compare from year to year the usage of the service.

The Office of Acadian Affairs is not responsible for printing the final documents or distributing the information to the public. It is understood that an increase in the number of words translated will result in an increase in the public information available in French, for example, website content, pamphlets, documents, forms, news releases, and advertisements.

### **Where are we now?**

The usage of the translation services offered by the Office of Acadian Affairs continues to grow. A second full-time translator was hired in September 2007. Freelance translators are also contracted as needed.

- In 2005-2006, approximately 643,000 words were translated. Services were accessed by 34 departments or public institutions.
- In 2006-2007, over 1,000,000 words were translated. Services were accessed by 40 departments or public institutions.
- In 2007-2008, the target of 1,000,000 was surpassed with 1.1 million words translated for 42 departments or public institutions.

### **Where do we want to be?**

Acadian Affairs will continue to assist departments and other designated public institutions in meeting their obligations under the French-language Services Regulations by providing translation services.

The measure for 2008-2009 is the number of designated public institutions accessing translation services.

## **Outcome 2.2:**

Public servants have the opportunity to improve their French language skills.

### **Measure:**

- Number of public servants taking French language training.

### **What does this measure tell us?**

The number of public servants taking French language training is an indication of the need felt by government employees to improve their French language skills in order to better offer services to the public in French.

Many public servants who can speak French are Acadians who have had the majority of their schooling in English or individuals who have graduated from French immersion programs. The courses offered allow these employees to build on their existing skills and to become more comfortable in providing services in French. Employees with little or no previous skills in French benefit from introductory courses.

### **Where are we now?**

French-language training offered to public servants remains popular and we are very satisfied with the growing interest and with the participation levels in the various courses offered.

- In 2005-2006, government employees used approximately 188 seats of French training.
- In 2006-2007, 230 seats of training were used.
- In 2007-2008, approximately 575 seats were used.
  - Most of this training was delivered by Université Sainte-Anne, although 20 seats were provided by the Nova Scotia Federal Council.
  - This does not include a number of government employees who attended courses during the winter of 2008 but which were not funded by Acadian Affairs.
  - Fees of nearly \$105,000 were paid with funding from the Canada/Nova Scotia Agreement on French-language Services.

A new initiative in 2007-2008 was a monthly French language *dîner-causerie* – a lunch and learn event where public servants can participate in a French language conversation not related to formal training. At the first *dîner-causerie* in March, 11 public servants participated in a discussion in French about Louisiana.

### **Where do we want to be?**

French language training is a support service to designated public institutions who are implementing their French-language Services Plans. Ideally, we would like to see French language courses included in the training calendar published annually by the Public Service Commission. During 2008-2009, the Office of Acadian Affairs plans to continue providing

French-language training opportunities and work with the PSC to formalize requirements for French-language training.

The *Dîner-causerie* sessions will continue in 2008-2009.

The measure for 2008-2009 will be the percentage of staff with French-language capacity. We will also continue to provide information on the number of participants in French language training offered.

### **Outcome 2.3:**

Departments receive support to help them communicate their French-language services. *Bonjour!* materials (e.g. pins, signage) are distributed across government.

### **Measures:**

- Number of pins, signage, and other tools distributed.
- Number of departments requesting materials

### **What does this measure tell us?**

The *Bonjour!* program and materials were developed to help government departments and public institutions communicate an “active offer” of services in French. Public servants who use *Bonjour!* materials are visibly communicating to potential users that they can expect to be served in French. This helps remove the barrier of not asking for services in French out of fear or habit, and can contribute to increasing the use of these services.

### **Where are we now?**

In the base year, 2006-2007, Acadian Affairs provided over 3,300 *Bonjour!* lapel pins, 2,700 program pieces (posters, desktop signs, program information cards, stickers and brochures), 300 keyboard toolbars for French accents, and 300 flip chart information tools, to 17 departments or other public institutions for distribution to their staff. The Department of Health also distributed materials to the District Health Authorities.

In 2007-2008, 400 *Bonjour!* lapel pins, over 800 program pieces (posters, desktop signs, program information cards, and brochures), 275 keyboard toolbars for French accents, and 180 flip chart information tools were distributed to 10 departments or other public institutions for distribution to their staff. The Department of Health also distributed materials to the District Health Authorities.

By the end of 2007-2008, 27 designated public institutions had received materials to-date.

### **Where do we want to be?**

Ideally, all designated public institutions will have requested, received and be using the *Bonjour!* materials.

The measure for 2008-2009 will be the cumulative number of designated public institutions having received materials.

## **Outcome 2.4:**

Departments receive advice from Acadian Affairs and are aware of French-language services issues and of services available from Acadian Affairs.

### **Measure:**

- Number of departments receiving input or advice from Acadian Affairs for initiatives led by these departments.

### **What does this measure tell us?**

One of the objects and purposes of the Office of Acadian Affairs is to offer advice and support to government institutions for the purpose of developing and adopting or providing programs, policies, and services that reflect the needs of the Acadian and Francophone community.

The Office uses various opportunities to provide advice and inform the rest of government of its available services.

The following strategic actions were planned for this measure in 2007-2008 as expressed in our Business Plan:

- participate in interdepartmental initiatives led by other departments and provide input
- make presentations to other departments to promote the services available from the Office of Acadian Affairs.

This measure is an indicator of the range of influence or impact the Office of Acadian Affairs can have on the development of French-language services or initiatives led by other departments.

### **Where are we now?**

Regarding interdepartmental initiatives led by other departments, Acadian Affairs contributed to initiatives of the following interdepartmental committees:

- Community Development Advisory Group
- Diversity Round Table
- GoverNext
- Heritage Strategy Committee
- Interdepartmental Committee in Support of Culture
- Interdepartmental Committee on Intergovernmental Relations
- Long-term Planning Forum
- Senior Policy Executives Forum
- Department of Seniors' Action Plan for Positive Aging Work Group
- Volunteerism Interdepartmental Coordinating Committee

In addition to general guidance and advice provided to 22 departments, offices or agencies represented on the French-language Services Coordinating Committee, management and staff of the Office of Acadian Affairs made presentations and provided advice to senior managers of several departments and agencies, including:

- 2011 Canada Winter Games
- Community Services
- Democracy 250
- Health
- Health Promotion and Protection
- Justice
- Public Service Commission
- Transportation and Infrastructure Renewal
- Treasury and Policy Board

### **Where do we want to be?**

The Office of Acadian Affairs will continue to respond to requests for advice and input, to promote services offered, and to participate whenever possible on interdepartmental initiatives so that designated public institutions understand their obligations under the *French-language Services Act*.

This measure is being discontinued in 2008-2009. Departments and other designated institutions obtain advice and input from Acadian Affairs to help them to develop policies, programs, and services which meet the needs of the Acadian and Francophone community. This result will be measured by the number of designated public institutions publishing French-language services plans and contributing to the annual progress report.

### **Outcome 2.5:**

Departments obtain funding from the Canada/Nova Scotia Agreement on French-language Services to help them develop, adapt and provide French-language services.

### **Measure:**

- Number of projects and departments supported.

### **What does this measure tell us?**

Some French-language services provided by departments and other government institutions are completely funded through the institutions' budgets, however, in some instances additional funds are required in order to adapt, develop, or deliver the service in French.

Projects or initiatives may be funded through the Agreement if they help Nova Scotia to meet the objectives in its Strategic Plan for French-language Services. In some cases, these projects support the Acadian and Francophone community's Global Development Plan and contribute to its development and growth.

Eligible expenses under the Canada/Nova Scotia Agreement on French-language Services include, among others, expenditures related to the planning, study, research, development and implementation of the activities supporting Nova Scotia's strategic plan. Nova Scotia must contribute at least 50% of the projects' costs.

### **Where are we now?**

- In 2005-2006, 10 departments or public institutions received a total of nearly \$ 670,000 for 25 projects or initiatives. This included \$242,425 provided to Service Nova Scotia and Municipal Relations for the coordination and development of new online and direct services, and for which they provided matching funds.
- In 2006-2007, 17 departments or public institutions received a total of nearly \$835,000 for 70 projects or initiatives. This included \$230,843 provided to Service Nova Scotia and Municipal Relations for the implementation of new online and direct services, and for which they provided matching funds.
- In 2007-2008, 17 departments or public institutions received a total of nearly \$922,000 for 66 projects. This included \$300,000 provided to Service Nova Scotia and Municipal Relations for the implementation of new online services and the maintenance of direct services in French, and for which they provided matching funds.

### **Where do we want to be?**

Funds available through the Canada/Nova Scotia Agreement on French-language Services are being used to plan, develop and provide services in French. Each year new projects are undertaken while some continuing multi-year projects are supported.

The Office of Acadian Affairs is pleased with the types of requests for funding received and the services which are being developed and offered with the help of support given. It is our expectation that new services developed with Agreement funding will be maintained in the future by the various departments and institutions through business and budget planning.

The current agreement expires March 31, 2009, and significant efforts will be made to revise Nova Scotia's Strategic Plan for French-language Services and negotiate a new agreement with the Federal Government before the end of the 2008-2009 fiscal year.

### **F.3 Core Business Area 3 - Intergovernmental Relations**

#### **Outcome 3.1:**

Nova Scotia and the Federal government are mutually aware of initiatives for French-language services.

#### **Measure:**

- Number of joint initiatives or areas of collaboration.
- Delivery of reports required under the Canada/Nova Scotia Agreement on French-language Services.

#### **What does this measure tell us?**

Canadian Heritage has the mandate on behalf of Canada to co-operate with provincial governments in order to foster the full recognition and use of English and French in Canadian society and to enhance the vitality and support the development of official-language minority communities across Canada, and to promote a coordinated approach by federal institutions in pursuit of these objectives.

It is important that the Office of Acadian Affairs and the Department of Canadian Heritage collaborate in sharing information about projects and initiatives related to the provision of government services in French in Nova Scotia.

#### **Where are we now?**

The Office of Acadian Affairs officially met with the local office of the Department of Canadian Heritage as required to discuss administration of the Canada/Nova Scotia Agreement on French-language Services, review the Strategic Plan for French-language Services by the government of Nova Scotia, share information on projects and initiatives, and complete required reports. In addition, informal conversations were had throughout the year regarding funded projects.

Acadian Affairs also collaborated with the Nova Scotia Federal Council which permitted 20 Nova Scotia public servants to take French-classes with federal colleagues

Acadian Affairs has assisted in creating a dialogue between federal and provincial government representatives and Acadian and Francophone community stakeholders working in the area of early childhood education. Partners continue to meet and resolve issues in order to provide better services to Acadians and Francophones.

The Office of Acadian Affairs and the Department of Canadian Heritage are also able to share information as participants in the Ministerial Conference on the Canadian Francophonie and the Intergovernmental Network of the Canadian Francophonie.

**Where do we want to be?**

Canadian Heritage will continue to be the key federal partner for the Office of Acadian Affairs in the administration of the Canada/Nova Scotia Agreement on French-language Services and Acadian Affairs will continue to foster this beneficial relationship.

The Office will continue to encourage and support collaborative efforts between our governments whenever possible.

This measure is being discontinued in 2008-2009. The Office of Acadian Affairs provides regular reports to Canadian Heritage which are required by the Agreement. Services developed by other designated public institutions, through intergovernmental collaboration, should be reported by the respective departments.

### **Outcome 3.2:**

Increased national profile of Nova Scotia's Acadian and Francophone community during the Ministerial Conference on the Canadian Francophonie.

### **Measures:**

- Conference is held.
- Satisfaction of participants.

### **What does this measure tell us?**

The Ministerial Conference on the Canadian Francophonie aims to build a stronger relationship between the Federal, Provincial and Territorial Governments to enhance French-language services for citizens and to strengthen the Canadian francophonie. Hosting the Ministerial Conference on the Canadian Francophonie offers a valuable opportunity to showcase the vitality of our Acadian and Francophone community.

### **Where are we now?**

The 12<sup>th</sup> Ministerial Conference on the Canadian Francophonie met on September 12 and 13, 2007 in Halifax. Ministers or representatives from 10 provinces and 3 territories were in attendance as was the Honourable Josée Verner, minister of Canadian Heritage.

The conference met standards expected for Federal/Provincial/Territorial meetings. The agenda and relevant documents were prepared and distributed to participants. Initiatives of the Conference were further advanced.

News releases issued by the Conference reported on the adoption of a Youth Intervention Strategy to encourage active citizenship among young Francophones, the approval of an approach to facilitate the timely renewal of intergovernmental agreements on French-language services, and the recognition of the importance of French community radio as a means of communication and tool for the development of the Canadian francophonie.

The cultural component of the Conference was a visit to the Grand-Pré National Historic Site where the ministers and senior officials from across Canada were exposed to the story of the Deportation. Entertainment for the evening was provided by young musicians, singers and dancers from Chéticamp and Clare.

Upon hosting the Conference, the Minister and CEO of Acadian Affairs became chair of the ministerial table and officials table respectively for the following year, providing the opportunity for Nova Scotia to provide leadership on a national level.

### **Where do we want to be?**

The Minister and senior staff of the Office of Acadian Affairs will continue to support the goals of the Conference and participate in its initiatives. The measure for 2008-2009 relates to participating in required meetings.

### **Outcome 3.3:**

The Acadian and Francophone community is better known in the international Francophonie community. Nova Scotia benefits from relationships with countries of the international francophonie.

### **Measure:**

- Number and types of relationships which have been developed.

### **What does this measure tell us?**

One of the objects and purposes of the Office of Acadian Affairs as expressed in the *French-language Services Act* is to develop partnerships with Acadian and Francophone organizations at provincial, national, and international levels.

The varied types of relationships developed allow Nova Scotia's Acadian and Francophone community to benefit culturally, economically, and socially.

### **Where are we now?**

Some of the international partnerships and relationships which were developed and opportunities for collaboration explored during the year follow:

- Collaboration with the Conseil de développement économique de la Nouvelle-Écosse (CDÉNE) and the organizing committee of the « Semaine acadienne de Saint-Aubin-sur-Mer » for a cultural and economic mission to Normandy, France in August 2008. Nova Scotia's cultural and historical links with Normandy were highlighted during this event and several Nova Scotia Acadian artists were featured.
- Collaboration with CDÉNE and various Louisiana partners for Expo-Acadie, the World Trade Centres Conference, and the hosting of a Louisiana tourism delegation to Nova Scotia.
- Partnership with CDÉNE and the South West Shore Development Authority for attending the SESAME Conference in Victoriaville, Québec. This is an international network of small cities.
- Support for the Nova Scotia section of the *Assemblée parlementaire de la Francophonie*, an international association linking francophone parliaments.
- Participation on committee promoting the inclusion of Grand-Pré as a UNESCO World Heritage Site.

Acadian Affairs also supported FANE in its development of an external relations strategy for the Acadian and Francophone community of Nova Scotia. A vision, strategic objectives, and actions were defined, and an environmental scan of present assets was prepared. Links to the *New Nova Scotia: A Path to 2020* were identified.

### **Where do we want to be?**

Progress continues to be made in developing relationships and partnerships between Nova Scotia's Acadian and Francophone community and the international Francophonie, and efforts will continue.

This measure is being discontinued in 2008-2009 as it does not reflect the results achieved. We will, however, report on the accomplishments related to the priority activity of raising the provincial, national and international profile of the community. In addition, the annual progress report on French-language services shows how government contributes to the preservation and growth of the Acadian and Francophone community.

### **Outcome 3.4:**

Nova Scotia benefits from cooperation and exchanges with Quebec.

#### **Measure:**

- Number of departments benefiting from Quebec-Nova Scotia Agreement for Cooperation or Exchange

#### **What does this measure tell us?**

This measure points to the value and importance of the agreement and of the partnership between the province of Quebec and the province of Nova Scotia in respect to French-language services.

#### **Where are we now?**

In 2005-2006, 13 projects supported by the Department of Education were approved for grants totaling \$ 34,785 from the government of Quebec through the Agreement.

In 2006-2007, 12 projects supported by the Department of Education were approved for grants totaling \$ 13,895 from the government of Quebec through the Agreement.

In 2007-2008, 12 projects supported by the Department of Education were approved for grants totaling \$ 21,000 from the government of Quebec through this Agreement.

In addition, Acadian Affairs partnered with the government of Quebec, other provinces and territories, and the federal government in supporting the coordination of *Francoforce*, a multimedia presentation celebrating Francophone culture in Canada touring across the country in the summer of 2008, including a stop in Chéticamp, Nova Scotia.

#### **Where do we want to be?**

There are several areas of collaboration identified in the Agreement including education, health, social services, the economy and youth. Target sectors are identified jointly with Quebec on an annual basis. We would like to explore opportunities for expansion into other areas. We will continue to promote the Agreement in 2008-2009.

## **F.4 Core Business Area 4 – Citizen engagement of the Acadian and Francophone community**

### **Outcome 4.1:**

Departments have the opportunity and means to conduct consultations with the Acadian and Francophone community.

The Acadian and Francophone community has the opportunity to make its needs known to government in French

### **Measure:**

- Number of departments receiving assistance in regard to consulting the Acadian and Francophone community.

### **What does this measure tell us?**

The French-language Services Regulations require that designated public institutions undertaking province-wide meetings for the purpose of consulting the public must offer French services in at least one session or provide other appropriate means of participation for the Acadian and Francophone community.

In some cases, departments or other public institutions will ask for advice or funding from the Office of Acadian Affairs to assist them in engaging Acadians and Francophones and in providing services in French during their consultations.

By consulting the Acadian and Francophone community, government is able to understand the needs of the community and consider these needs in the development of policies, programs and services. Providing services in French during consultations with the public facilitates the participation of the Acadian and Francophone community.

### **Where are we now?**

In 2005-2006, the Office of Acadian Affairs assisted three departments with funding for consultations related to early learning and childcare, immigration and heritage.

In 2006-2007, three initiatives engaging the Acadian and Francophone community were supported – the consultation on French-language Services Regulations, the publishing of the final reports of the Heritage Strategy consultations, and the Department of Education’s consultation on school closures.

In 2007-2008, Acadian Affairs provided funding assistance for seven projects where the Acadian and Francophone community was consulted or able to engage more fully because services were provided in French:

- Stakeholder meeting on volunteerism held in May. Meeting materials were available in French which facilitated the participation of Acadian and Francophone participants. (Health Promotion and Protection)
- Provincial Health Forum with Réseau Santé held in May. Simultaneous interpretation was provided so that Acadian and Francophone stakeholders and government representatives were able to participate in the official language of their choice. (Health).
- Atlantic Summer Institute on Healthy and Safe Communities, August. The engagement of Acadians and Francophones from all 4 Atlantic Canada provinces was supported by providing simultaneous interpretation during conference sessions, French-speaking presenters, and conference documentation in French. (Health Promotion and Protection)
- Celebrating Communities Conférence / *Conférence Célébrons les collectivités*, September. The participation of Acadians and Francophones was encouraged by sponsoring some registrations, offering simultaneous interpretation during key sessions, and making conference materials available in French. One conference workshop was on collaborations in Acadian community development. (Economic Development)
- Health Promoting Schools / *Écoles en santé*. Simultaneous interpretation services were available during a stakeholder meeting in December where participants included the Conseil scolaire acadien provincial and representatives from the departments of Education and Health Promotion and Protection. (Health Promotion and Protection)
- Renewed Energy Strategy and Climate Change Action Plan consultation. The background paper to guide Nova Scotia's Climate Change Action Plan *Document de travail en vue de l'élaboration du plan d'action sur les changements climatiques en Nouvelle-Écosse* and the consultation paper for Nova Scotia's Renewed Energy Strategy *Document de consultation : Stratégie de l'énergie renouvelée et plan d'action sur les changements climatiques de la Nouvelle-Écosse* were available in French. (Energy)
- Nova Scotia's Heritage Strategy. Incorporating results of consultations with the public and various stakeholders including the Acadian and Francophone community, the province's Heritage Strategy document *A Treasured Past, A Precious Future* was also published in French - *Un riche passé, un avenir précieux: Une stratégie du patrimoine pour la Nouvelle-Écosse 2008-2013*. (Tourism, Culture and Heritage)

### **Where do we want to be?**

The Office will continue to offer financial assistance and advice to government departments and institutions in order to help them provide services in French or facilitate the involvement of Acadians and Francophones during their consultations. The Office of Acadian Affairs will also continue to encourage the Acadian and Francophone community to participate in government consultations whenever these occasions are presented.

It is expected that guidelines for consulting in French and a resource toolkit developed by the French-language Services Coordinating Committee will be distributed within government during 2008-2009.

The measure for 2008-2009 is the number of province-wide consultations by designated public institutions where services are provided in French.

## **Outcome 4.2:**

The Acadian and Francophone community is aware of government services available in French and of government's plans to improve and/or deliver services in French. Government is aware of community initiatives and needs.

### **Measure:**

- Number of promotional activities undertaken to inform the community

### **What does this measure tell us?**

Departments and other public institutions regularly communicate to the public regarding the services and programs they offer. In the case of services available in French, extra efforts may be required to ensure that the Acadian and Francophone community is aware of these services as they become available and to encourage their use.

We are reporting on the major promotional activities undertaken for each strategic action indicated in our 2007-2008 Business Plan.

### **Where are we now?**

#### **Strategic Action: Inform the Acadian and Francophone community about government's strategies for French-language services.**

The primary promotional activity undertaken by the Office of Acadian Affairs was to supporting FANE in a provincial tour of Acadian communities. Meetings were held with community leaders and the general public in 8 regions to promote the availability of services in French, to raise awareness of the French-language Services Act, to provide information regarding the implementation of the *Bonjour!* visual identification program for French-language services, and to obtain feedback on delivery and usage issues related to French-language services.

#### **Strategic Action: Encourage opportunities for government and the community to share information.**

Acadian Affairs assisted in the coordination of several meetings which provided opportunities for government and the community to share information on respective initiatives, for example:

- Coordinated meeting between staff of the Conseil jeunesse provincial de la Nouvelle-Écosse and approximately 10 departments or offices to share information on Acadian community initiatives and government programs for youth.
- Invited organizers of the Finale des Jeux de l'Acadie 2008 to make presentation to the French-language Services Coordinating Committee.

- Facilitated dialogue between early childhood education partners of the federal and provincial governments and Acadian and Francophone community stakeholders.
- Coordinated meeting between the Société des Acadiens et Acadiennes de Tor Baie, and representatives of the Municipality of Guysborough and of the Department of Transportation and Public Works to discuss requirements for road signage in French.

**Strategic Action: Maintain regular dialogue with key stakeholders.**

The Office of Acadian Affairs maintained ongoing dialogue with community organizations such as FANE, CDÉNÉ, Réseau Santé, and other organizations, in order to stay informed on community initiatives and to inform the community on government initiatives.

Staff attended annual meetings of various Acadian and Francophone community organizations and made presentations on government's strategic plan for the delivery services in French to:

- Fédération acadienne de la Nouvelle-Écosse
- Fédération des parents acadiens de la Nouvelle-Écosse
- Regroupement des aînés et des aînées de la Nouvelle-Écosse

**Where do we want to be?**

Acadian Affairs will continue to promotion and support the promotion by other designated public institutions of services which are available in French, through on-going dialogue, advertising, and other means of informing the Acadian and Francophone community.

Acadian Affairs will continue to encourage dialogue between the community and government.

This measure is being discontinued in 2008-2009. The number of province-wide public consultations by designated public institutions where services are provided in French will replace it.

### **Outcome 4.3:**

Government is aware of current achievements in the Acadian and Francophone community.

### **Measure:**

- Number of promotional activities undertaken.

### **What does this measure tell us?**

One of the objects and purposes of the Office of Acadian Affairs is to recognize the contribution of the Acadian and Francophone community. Achievements of the Acadian and Francophone community may not be well-known outside of the community but these achievements are important and contribute to the social and economic prosperity of our province.

The planned strategic action in our 2007-2008 Business Plan was to develop an action plan to recognize the contribution of the Acadian and Francophone community across government.

We are reporting on various actions which were undertaken to inform government on activities and achievements in the Acadian and Francophone community.

### **Where are we now?**

Information on current achievements in the Acadian and Francophone community was shared through the French-language Services Coordinating Committee. Some examples follow:

- The French-language Services Coordinators were provided with subscriptions to *Le Courrier de la Nouvelle-Écosse*, Nova Scotia's only French-language newspaper in order to inform them on a weekly basis of the important issues and news in the Acadian and Francophone community.
- Coordinators from each department informed others on the Committee about community achievements and activities which related to their sector.
- *Le Franco*, the newsletter published by the Conseil communautaire du Grand-Havre, was distributed to the Coordinating Committee members to inform them of activities and achievements of the Acadian and Francophone community of HRM.
- *Le Bottin 2007*, a directory of Acadian and Francophone business published by the CDÉNE was distributed.

A French-language services awareness training module for public servants was developed for the Office of Acadian Affairs and was tested with the French-language Services Coordinating Committee. When implemented, this training will highlight achievements of the Acadian and Francophone community and will inform participants about government's strategy for French-language services.

The Acadian and Francophone community also played a role in informing government on their achievements. The Municipality of Clare submitted its nomination for the first Lieutenant Governor's Community Spirit Award. In March 2008, the Honourable Mayann E. Francis, Lieutenant Governor of Nova Scotia, announced that Clare was one of the four recipients of this award, which was presented on August 15, 2008, bringing extra attention to the celebration of National Acadian Day and Provincial Acadian Day.

**Where do we want to be?**

Acadian Affairs will continue to promote achievements of the Acadian and Francophone community within government.

The awareness training module will be finalized in 2008-2009.

This measure is being discontinued in 2008-2009, however, a new measure related to the recognition of French-language service excellence by the public service is being introduced.

## G. Supplemental information

### G.1 Bonjour!

The French-language services visual identification program *Bonjour!* was developed to help government employees with the active offer of services in French. This encourages the French-speaking public to communicate in French as it becomes obvious that the government employee is able to respond in their language.

