



Acadian Affairs
Affaires acadiennes

French-Language Services Plan

2009-2010

Office of Acadian Affairs French-Language Services Plan 2009-2010

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

During the 2008-2009 fiscal year, the Office of Acadian Affairs contributed towards strengthening the Government of Nova Scotia's capacity to offer French-language services. As the central support agency for government for French-language services, Acadian Affairs provided services in three key areas. The Office provided translation services to ensure that the public has access to an increasing amount of government information in French. Acadian Affairs also coordinated French language training for provincial civil servants across the province, thereby building the public service's capacity to serve Acadians and francophones in French. Third, the Office helped government institutions develop and implement French-language services by providing funding under the Canada-Nova Scotia Agreement on French-language Services.

The steps Acadian Affairs will take during 2009-2010 will allow it to continue to support government institutions in developing and implementing programs and services that meet the needs and priorities of the Acadian and francophone community. Acadian Affairs aims to collaborate with government and community stakeholders to contribute to the community's economic, social, and cultural well-being by ensuring that Acadians and francophones have increased accessibility to government services in French.

In March 2010, Acadian Affairs will recognize leaders and champions of French-language services by awarding the very first *Bonjour!* Awards for Excellence in French-language Services. Only three years after the adoption of the French-language Services Regulations, we recognize that it is time to celebrate excellence in French-language services development and to highlight our Government's successes in providing services in French!

This French-language services plan highlights the progress that the Office of Acadian Affairs has achieved in reaching the goals and objectives it established for the 2008-2009 fiscal year to improve French-language services. The plan also outlines the measures that the Office will implement in 2009-2010 to build on its successes and to strengthen our Government's commitment to contribute to the preservation and growth of the Acadian and francophone community of Nova Scotia.

The Office of Acadian Affairs acknowledges the funding it receives from the Department of Canadian Heritage, without which many initiatives could not be concluded.

Original signed by...

Vaughne Madden

Chief Executive Officer – Office of Acadian Affairs

RESPONSES TO REQUESTS IN FRENCH

All staff positions at the Office of Acadian Affairs require a bilingual capacity. Therefore, the staff is able to respond in French to verbal and written requests submitted in French by members of the public.

FRENCH-LANGUAGE SERVICES INVENTORY

The Office of Acadian Affairs is the central support agency for French-language services for government departments, offices, and agencies. Accordingly, Acadian Affairs' services include:

- Offering translation services to provincial government entities;
- Coordinating and funding French language training for provincial public servants and French-language lunch and learn sessions;
- Providing assistance to public institutions to develop relationships, to maintain ongoing dialogue with Acadian and francophone community stakeholders, and to provide French-language services during consultations;
- Offering advice and financial support to public institutions for the development and delivery of programs, policies, and services that reflect the needs of the Acadian and francophone community;
- Providing material from the *Bonjour!* visual identification program to designated public institutions to encourage and promote the active offer of French-language services;
- Supporting initiatives led by the Acadian and francophone community which contribute to the community's growth and development;
- Encouraging and recognizing excellence in French-language services delivery.

All press releases and public documents from Acadian Affairs are issued in both French and English. In addition, a bilingual annual report on the Government of Nova Scotia's progress on delivering services in French is published by the Office and tabled in the House of Assembly by the Minister of Acadian Affairs.

PROGRESS IN REACHING GOALS AND OBJECTIVES FOR 2008-2009

Table 1 outlines the progress the Office of Acadian Affairs has achieved in reaching the goals and objectives it had established for the 2008-2009 fiscal year. Highlights include:

Supporting the Development, Promotion, and Delivery of French-Language Services:

- Supported the Ministerial Conference on the Canadian Francophonie's Youth Intervention Strategy by providing funding for youth projects such as RÉVEILution, Dialogues jeunesse, and participation of the Conseil jeunesse provincial de la Nouvelle-Écosse in the Institut du Nouveau Monde's summer school;
- Created the www.gov.ns.ca/bonjour website to display hyperlinks to the departments, offices, and agencies that offer information and/or services in French;
- Provided more than \$966,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services to 17 designated public institutions to develop and implement French-language services initiatives;

Supporting the Development, Promotion, and Delivery of French-Language Services (continued):

- Facilitated applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia;
- Launched the *Bonjour!* Award for Excellence in French-language Services;

Building the Government's Capacity to Proactively Offer French-Language Services:

- Coordinated French language training for over 650 provincial public servants in Halifax, Tusket, and Sydney;
- Hosted 11 French-language lunch and learn sessions for public servants (146 participants);
- Coordinated French language training for 9 parliamentarians and 15 Nova Scotia Legislature staff under the Noria project funded by the Assemblée parlementaire de la Francophonie;

Translating Government Publications, Websites, and Press Releases:

- Translated over 1.6 million words, including publications, correspondence, speeches, website content, and press releases for 54 government institutions;
- Translated over 32,500 words of parliamentary web content, including portions of the Elections Nova Scotia and the Nova Scotia Legislature websites.

GOALS, OBJECTIVES, AND MEASURES FOR 2009-2010

In 2009-2010, the Office of Acadian Affairs will continue to develop and implement initiatives that improve the French-language services offered by the Government of Nova Scotia. Table 2 illustrates the goals and objectives that Acadian Affairs has established for 2009-2010 and the measures that it will implement to achieve these goals and objectives, including:

Creating a Sustainable Framework for French-language Services Within Government:

- Negotiate and manage the Canada-Nova Scotia Agreement on French-language Services;
- Assist designated public institutions develop and implement French-language services initiatives;
- Begin planning a review of the French-language services offered by the Government of Nova Scotia for the purpose of evaluating the effectiveness of the French-language Services Regulations;

Providing Support to Facilitate the Delivery of Services in French to the Acadian and Francophone Community:

- Coordinate French language training for public servants to build government capacity to offer services in French;
- Increase translation services;
- Provide funding to designated public institutions for French-language services projects through the Canada-Nova Scotia Agreement on French-language Services;
- Facilitate applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia;

Addressing the Needs of the Acadian and Francophone Community in Government Initiatives, Programs, Policies, and Services:

- Support the Acadian and francophone community's efforts to inform government of its needs by encouraging citizen engagement;
- Support Acadian and francophone school community centers in providing services and programs in French to the Acadian and francophone community;
- Support activities that raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community.

ADDRESSING THE PRIORITIES OF THE ACADIAN AND FRANCOPHONE COMMUNITY

The Office of Acadian Affairs maintains ongoing dialogue with Acadian and francophone stakeholders to remain informed of the needs and priorities of the community. The Office regularly attends meetings, annual forums, symposiums, and annual general meetings of provincial organizations. Acadian Affairs is then able to advise the Government during the development and implementation of policies, programs, and services. Acadian Affairs also encourages the Acadian and francophone community to communicate its needs and priorities directly to government institutions.

Acadian Affairs encourages other government institutions to collaborate with Acadian and francophone community organizations to develop programs, policies, and services that meet the needs and priorities of the community. As part of its mandate, Acadian Affairs assists designated public institutions to provide services in French during public consultations. The support offered includes consultation guidelines, translation services, and funding. This assistance enables designated public institutions to encourage the participation, in French, of Acadians and francophones during public consultations, thereby helping government institutions remain aware and responsive to the needs and priorities of the community.

CONTRIBUTION TO THE PRESERVATION AND GROWTH OF THE ACADIAN AND FRANCOPHONE COMMUNITY

This French-language services plan outlines measures that the Office of Acadian Affairs will undertake to contribute to the Acadian and francophone community's growth and sustainability. As a central support agency for government, Acadian Affairs assists designated public institutions to develop and deliver their French-language services. The Office works to build the government's capacity to proactively offer services in French by providing training opportunities, translation services, and financial assistance for French-language services initiatives.

The Office of Acadian Affairs maintains and builds partnerships with key stakeholders, including the Fédération acadienne de la Nouvelle-Écosse and its members. Acadian Affairs assists government in supporting initiatives which allow Acadians and francophones to attain the goals outlined in the community's global development plan.

Acadian Affairs recognizes that accessibility to quality government services in French ensures that the Acadians and francophones of Nova Scotia benefit from services that are required for their economic, social, and cultural well-being as well as their continued growth.

Table 1: Progress in Reaching Goals and Objectives for 2008-2009:
Office of Acadian Affairs

Corporate Objectives 2005-2009	Acadian Affairs Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 1</u> Strengthening the policy, regulatory, and administrative framework in support of the French-language Services Act</p>	<p>1.1 Promotion of the French-language Services Act and its Regulations to ensure designated public institutions are aware of their responsibilities under the Act</p>	<p>1.1.1 Chair and provide leadership for the French-language Services Coordinating Committee</p>	<ul style="list-style-type: none"> - Held regular meetings of an expanded French-language Services Coordinating Committee - from 22 members to representatives of 24 designated public institutions - Created two new subcommittees to develop the <i>Bonjour!</i> Award for Excellence in French-language Services and to develop the 2009-2013 Nova Scotia Strategic Plan for French-language Services
		<p>1.1.2 Provide advice and other support to designated public institutions to help them understand their obligations under the French-language Services Act</p>	<ul style="list-style-type: none"> - Met individually with senior management of various designated public institutions to discuss their obligations under the French-language Services Act and Regulations, including a presentation to the Deputy Ministers' Forum and to the Senior Policy Executives' Forum
		<p>1.1.3 Assist designated public institutions with the development and implementation of their French-language services plans</p>	<ul style="list-style-type: none"> - Provided designated public institutions with a template to help them develop a French-language services plan - Hired an additional Program Administration Officer to review and offer advice on the preparation of French-language services plans - Received 2008-2009 French-language services plans from 34 designated public institutions
	<p>1.2 Development of human resources policies and guidelines related to the delivery of services in French</p>	<p>1.2.1 Collaborate with the Public Service Commission and the French-language Services Coordinating Committee in the development of guidelines and policies for dealing with human resources issues related to the delivery of services in French</p>	<ul style="list-style-type: none"> - Supported the Public Service Commission in hiring a French-language Services Policy Analyst and assisted with the definition of the responsibilities and priorities of the position
	<p>1.3 Negotiation of a new agreement with the Government of Canada related to the delivery of French-language services</p>	<p>1.3.1 Collaborate with the French-language Services Coordinating Committee to revise the Strategic Plan for French-language Services for Nova Scotia</p>	<ul style="list-style-type: none"> - Developed, in collaboration with the French-language Services Coordinating Committee, the 2009-2013 Nova Scotia Strategic Plan for French-language Services - Initiated discussions with Canadian Heritage to renew the Canada-Nova Scotia Agreement on French-language Services

Corporate Objectives 2005-2009	Acadian Affairs Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 1</u> Strengthening the policy, regulatory, and administrative framework in support of the French-language Services Act</p>	<p>1.3 Negotiation of a new agreement with the Government of Canada related to the delivery of French-language services (continued)</p>	<p>1.3.2 Obtain Cabinet approval for consulting stakeholders and negotiating a new agreement</p>	<p>- Obtained advice from legal counsel who drafted the required documentation to obtain Cabinet approval for consulting stakeholders and negotiating a new agreement</p>
		<p>1.3.3 Consult the Acadian and francophone community</p>	<p>- Consulted the political-judicial committee of the Acadian and francophone community regarding the development of the 2009-2013 Nova Scotia Strategic Plan for French-language Services</p>
		<p>1.3.4 Negotiate a new agreement with the Government of Canada</p>	<p>- Maintained ongoing dialogue with members of the Intergovernmental Network on the Canadian Francophonie regarding the development of a general agreement framework - Submitted a strategic plan on French-language services to Canadian Heritage to initiate negotiations</p>
	<p>1.4 Support for the Ministerial Conference on the Canadian Francophonie</p>	<p>1.4.1 Chair the Ministerial Conference on the Canadian Francophonie and the Intergovernmental Network on the Canadian Francophonie and work with other provincial, territorial, and federal governments on strategic initiatives related to the development of Acadian and francophone communities and the improvement of French-language government services across Canada</p>	<p>- Chaired the Ministerial Conference on the Canadian Francophonie and the Intergovernmental Network on the Canadian Francophonie from September 2007 to September 2008, and continued on the Executive Committee after September 2008 - Supported the Conference's Youth Intervention Strategy by providing funding for youth projects such as RÉVEILution, Dialogues jeunesse, and participation of the Conseil jeunesse provincial de la Nouvelle-Écosse in the Institut du Nouveau Monde's summer school - Assisted with the preparation of the Conference's submission to the Canadian Radio-television and Telecommunications Commission on radio and television services in official language communities in minority situations</p>
<p><u>Objective 2</u> Consultation with the community</p>	<p>2.1 Engagement of the Acadian and francophone community</p>	<p>2.1.1 Support the development of relationships, partnerships, and joint initiatives among various stakeholders in the community and in government</p>	<p>- Nurtured partnerships between government institutions and community groups, among others, between the Department of Community Services and the Fédération des parents acadiens de la Nouvelle-Écosse; between the Department of Health and the Department of Health Promotion and Protection and the Réseau Santé Nouvelle-Écosse; and between the Department of Labour and Workforce Development and the Réseau acadien des intervenants en employabilité</p>

Corporate Objectives 2005-2009	Acadian Affairs Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 2</u> Consultation with the community</p>	<p>2.1 Engagement of the Acadian and francophone community (continued)</p>	<p>2.1.2 Assist government with accommodating the Acadian and francophone population during consultations or other citizen engagement activities and encourage the community to get involved when opportunities are presented</p>	<ul style="list-style-type: none"> - Promoted the availability of funding to hold consultations with the Acadian and francophone community and funded province-wide consultation initiatives organised by Acadian and francophone community groups - Developed and distributed, within government, the French-language Services Consultation Guidelines and a consultation toolkit to assist designated public institutions in consulting the Acadian and francophone community
		<p>2.1.3 Explore means of encouraging the participation of Acadians and francophones on government adjudicative agencies, boards, and commissions</p>	<ul style="list-style-type: none"> - Assisted the Executive Council Office to translate its brochure of appointment opportunities to agencies, boards, and commissions - Raised awareness of appointment opportunities to agencies, boards, and commissions through the Minister of Acadian Affairs' Advisory Committee and the French-language Services Coordinating Committee
<p><u>Objective 3</u> Communicating, sharing information, and promoting services available in French</p>	<p>3.1 Promotion of French-language Services using the <i>Bonjour!</i> identification and other tools</p>	<p>3.1.1 Continue the distribution of the <i>Bonjour!</i> materials within government and promote their use, both within government and within the Acadian and francophone community</p>	<ul style="list-style-type: none"> - Distributed <i>Bonjour!</i> material to designated public institutions to communicate an active offer of French-language services in these institutions – as of 2008-2009, 33 designated public institutions have received <i>Bonjour!</i> material - Placed <i>Bonjour!</i> advertisements in key publications such as <i>Progrès</i>, <i>The Senior's Advocate</i>, and <i>Le Courrier de la Nouvelle-Écosse</i> - Ensured consistent branding by adapting the <i>Bonjour!</i> visual identification program to new initiatives: the <i>Bonjour!</i> social marketing campaign for French-language services (led by the Fédération acadienne de la Nouvelle-Écosse) and the <i>Bonjour!</i> Award for Excellence in French-language Services - Increased the online presence of the <i>Bonjour!</i> logo by encouraging public institutions to post the logo on their home pages to indicate the availability of French-language services and/or publications
		<p>3.1.2 Collaborate with Service Nova Scotia and Municipal Relations and Communications Nova Scotia to develop guidelines for managing French content on government websites</p>	<ul style="list-style-type: none"> - Collaborated with Service Nova Scotia and Municipal Relations to finalize the Guidelines for Displaying French on Provincial Government Websites; - Shared Guidelines with government institutions through the French-language Services Coordinators and webmasters

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<p><u>Objective 3</u> Communicating, sharing information, and promoting services available in French</p>	<p>3.1 Promotion of French-language Services using the <i>Bonjour!</i> identification and other tools (continued)</p>	<p>3.1.3 Distribute informational tools to help guide government in promoting services in French</p>	<ul style="list-style-type: none"> - Developed and distributed, within government, the French-language Services Consultation Guidelines and a consultation toolkit to assist designated public institutions in consulting the Acadian and francophone community
	<p>3.2 Social marketing campaign to encourage the use of government services in French</p>	<p>3.2.1 Collaborate with the Fédération acadienne de la Nouvelle-Écosse in the implementation of a social marketing campaign to promote and encourage the use of government services in French</p>	<ul style="list-style-type: none"> - Provided special project funding under the Canada-Nova Scotia Agreement on French-language Services to the Fédération acadienne de la Nouvelle-Écosse for a social marketing campaign on French-language services - Collaborated with the Fédération acadienne to encourage the Acadian and francophone community to use existing French-language services (social marketing campaign) - Provided communications and marketing advice to the Fédération acadienne to launch the social marketing campaign on government French-language services in March 2009 - Created the www.gov.ns.ca/bonjour website that displays hyperlinks to the departments, offices, and agencies that offer information and/or services in French - Briefed designated public institutions on the launch of the social marketing campaign and on the anticipated increase in requests for French-language services
	<p>3.3 Recognition of French-language service delivery excellence by the public service</p>	<p>3.3.1 Develop a process to recognize departments or individual public servants who have contributed to the preservation and growth of the Acadian and francophone community by their involvement in a French-language services delivery initiative</p>	<ul style="list-style-type: none"> - Launched the <i>Bonjour!</i> Award for Excellence in French-language Services on March 20, 2009 - Celebrated the contributions of three French-language services champions and ten former French-language Services Coordinators during the Award launch - Welcomed leaders of the Acadian and francophone community and senior public servants at the launch of the Award program
	<p>3.4 Inform the public and government of the progress in delivering French-language services</p>	<p>3.4.1 Publish an annual report on French-language services provided by the Government of Nova Scotia</p>	<ul style="list-style-type: none"> - Published the Progress Report 2008: French-language Services Provided by the Government of Nova Scotia – 39 designated public institutions contributed to the report - Tabled the Progress Report in the House of Assembly on November 20, 2008 (Minister of Acadian Affairs) - Distributed the Progress Report to community and government leaders

Corporate Objectives 2005-2009	Acadian Affairs Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 3</u> Communicating, sharing information, and promoting services available in French</p>	<p>3.5 Raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community</p>	<p>3.5.1 Take advantage of various opportunities to recognize the contributions and achievements of the Acadian and francophone community in order to increase the government's and the general public's awareness of the significant role played by the Acadians and francophones of our province</p>	<p>- Coordinated the first Nova Scotia-based ceremony of the Ordre de la Pléiade in October 2008 (Hosted by the Assemblée parlementaire de la Francophonie and Acadian Affairs, the ceremony honoured 15 former and current Acadian and francophone parliamentarians and community leaders for their contribution to the Acadian and francophone community.)</p>
		<p>3.5.2 Support various activities which will increase the visibility and profile of Nova Scotia's Acadian and francophone community</p>	<p>- Attended forums, symposiums, and annual general meetings of Acadian and francophone community groups, including the annual general meeting of the Fédération acadienne de la Nouvelle-Écosse, the members' forum of the Fédération culturelle acadienne de la Nouvelle-Écosse, and the annual general meeting of the Fédération des parents acadiens de la Nouvelle-Écosse - The Minister of Acadian Affairs delivered approximately 20 formal speeches during various news conferences, forums, symposiums, and annual general meeting, including: the Finale des Jeux de l'Acadie, the annual general meeting of the Fédération acadienne de la Nouvelle-Écosse, and the Forum économique du Conseil de développement économique de la Nouvelle-Écosse</p>
<p><u>Objective 4</u> Supporting French-language services development, planning, and delivery in priority areas</p>	<p>4.1 Provision of translation services</p>	<p>4.1.1 Effectively manage translation resources ensuring that priorities are met</p>	<p>- Translated over 1.6 million words, including publications, speeches, correspondence, website content, and press releases for 54 government institutions - Translated over 32,500 words of parliamentary web content, including portions of the Elections Nova Scotia and the Nova Scotia Legislature web sites (Noria project funded by the Assemblée parlementaire de la Francophonie to increase accessibility to French-language parliamentary information)</p>
	<p>4.2 Coordination of French language training for public servants</p>	<p>4.2.1 Coordinate training and provide tools for building on the French-language capacity of the public service</p>	<p>- Coordinated French language training for more than 650 provincial public servants in Halifax, Tusket, and Sydney - Coordinated French language training for 9 parliamentarians and 15 Nova Scotia Legislature staff under the Noria project - Developed and tested a training session designed to promote a greater awareness of the Acadian and francophone community among Nova Scotia public servants</p>

Corporate Objectives 2005-2009	Acadian Affairs Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 4</u> Supporting French-language services development, planning, and delivery in priority areas</p>	<p>4.2 Coordination of French language training for public servants (continued)</p>	<p>4.2.1 Coordinate training and provide tools for building on the French-language capacity of the public service (continued)</p>	<ul style="list-style-type: none"> - Hosted 11 French-language lunch and learn sessions for public servants (146 participants) - Coordinated the purchase of French-language publications for the Legislative Library (Noria project)
	<p>4.3 Funding assistance for French-language services</p>	<p>4.3.1 Administer the Canada-Nova Scotia Agreement on French-language Services and the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia. Provide funding assistance to designated public institutions for French-language services initiatives</p>	<ul style="list-style-type: none"> - Provided more than \$966,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services to 17 designated public institutions to develop and implement French-language services initiatives - Facilitated applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia
	<p>4.4 Participation in interdepartmental initiatives</p>	<p>4.4.1 Participate in initiatives led by other departments or offices to increase awareness of Acadian and francophone issues, ensuring that these departments have the information required to effectively develop policies and programs, and to deliver services that meet the needs of the Acadian and francophone community</p>	<ul style="list-style-type: none"> - Participated on various interdepartmental committees and initiatives, including the Senior Policy Executives' Forum, the Diversity Roundtable, the Community Development Advisory Group, the Labour Market Agreement Interdepartmental Committee, and the Recreation Policy Committee
	<p>4.5 Supporting the programming of school community centres</p>	<p>4.5.1 Support the Centre communautaire Étoile de l'Acadie and the Conseil communautaire du Grand-Havre so that they can maintain their programming and services for the Acadian and francophone communities of Sydney and of the Halifax Regional Municipality</p>	<ul style="list-style-type: none"> - Supported the programming of the Centre communautaire Étoile de l'Acadie and the Conseil communautaire du Grand-Havre through funding from the Canada-Nova Scotia Agreement on French-language Services

Corporate Objectives 2005-2009	Acadian Affairs Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 4</u> Supporting French-language services development, planning, and delivery in priority areas</p>	<p>4.5 Supporting the programming of school community centres (continued)</p>	<p>4.5.2 Support the community in its efforts to develop new school community centres</p>	<p>- Supported the construction of the Par-en-Bas school community centre – \$100,000 in funding provided in 2008-2009 for construction</p>

Table 2: Goals, Objectives, and Measures for 2009-2010:
Office of Acadian Affairs

Corporate Objectives 2009-2013	Acadian Affairs Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act</p>	<p>1.1 Promote the French-language Services Act and its Regulations to ensure designated public institutions are aware of their responsibilities under the Act</p>	<ul style="list-style-type: none"> - Chair and provide leadership to the French-language Services Coordinating Committee in achieving set deliverables - Promote obligations under the French-language Services Acts and Regulations throughout government - Launch an internal awareness campaign regarding the French-language Services Consultation Guidelines, including presentations to Communications Nova Scotia and senior managers, as required - Assist designated public institutions to develop and implement their French-language services plans - Publish an annual report outlining the government's progress in ensuring that there are substantive and measurable improvements to French-language services offered in Nova Scotia - Begin planning a review of the French-language services offered by the Government of Nova Scotia for the purpose of evaluating the effectiveness of the French-language Services Regulations (to be completed by July 2010 as required by the Regulations)
	<p>1.2 Negotiate and manage the Canada-Nova Scotia Agreement on French-language Services and implement the Nova Scotia Strategic Plan for French-language Services 2009-2013</p>	<ul style="list-style-type: none"> - Complete negotiations of a new agreement with the federal government - Communicate the objectives of the strategic plan on French-language services to government and community stakeholders
	<p>1.3 Support the Ministerial Conference on the Canadian Francophonie</p>	<ul style="list-style-type: none"> - Contribute to priority initiatives of the Ministerial Conference on the Canadian Francophonie - Participate in the annual conference in September 2009 - Include Youth Intervention Strategy messaging in Acadian Affairs' communications tools, where possible

Corporate Objectives 2009-2013	Acadian Affairs Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 Coordinate French language training for public servants and other opportunities to increase knowledge and awareness</p>	<ul style="list-style-type: none"> - Provide French language training for public servants to help build government's capacity to offer French-language services - Offer French language training opportunities outside Halifax, Sydney, and Tusket - Evaluate the results of the question on French-language capacity included in the 2009 biennial <i>How's Work Going</i> employee survey - Offer a workshop to public servants to inform them of their responsibilities under the French-language Services Act and Regulations and to raise their awareness of the needs of the Acadian and francophone community for French-language services - Offer French-language lunch and learn sessions on a variety of subjects
	<p>2.2 Provide translation services</p>	<ul style="list-style-type: none"> - Translate government publications, correspondence, speeches, website content, and press releases to ensure that the public has access to government information - Increase the capacity of translation services by hiring two additional translators
	<p>2.3 Improve accessibility to French-language parliamentary information</p>	<ul style="list-style-type: none"> - Manage the Noria project, a project funded by the Assemblée parlementaire de la Francophonie to increase accessibility to French-language parliamentary information
	<p>2.4 Promote French-language services using the <i>Bonjour!</i> symbol and other tools</p>	<ul style="list-style-type: none"> - Distribute and encourage the use of <i>Bonjour!</i> material across government - Promote the <i>Bonjour!</i> program to the Acadian and francophone community as a means to identify the active offer of French-language services
	<p>2.5 Recognize excellence in French-language services delivery by the public service</p>	<ul style="list-style-type: none"> - Recognize the contribution of individual public servants or teams of public servants to the development and delivery of French-language services by awarding the <i>Bonjour!</i> Award of Excellence in French-language Services in March 2010 - Develop an internal and external advertising campaign to encourage government employees and members of the public to submit nominations in three categories: Excellence in Leadership (government nominations only); Excellence in Program Development (government nominations only); and Excellence in Service Delivery to the Public (government and public nominations) - Further strengthen the relationship between the Acadian and francophone community and government by enabling the community to nominate public servants who have demonstrated excellence in French-language services delivery - Invite the Fédération acadienne de la Nouvelle-Écosse to participate on the award recipients selection committee

Corporate Objectives 2009-2013	Acadian Affairs Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.6 Provide funding assistance for French-language services</p>	<ul style="list-style-type: none"> - Provide funding to designated public institutions for French-language services initiatives through the Canada-Nova Scotia Agreement on French-language Services - Facilitate applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia
<p><u>Objective 3 – Community Development and Capacity-Building</u> Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability</p>	<p>3.1 Participate in interdepartmental initiatives</p>	<ul style="list-style-type: none"> - Increase awareness of Acadian and francophone issues by participating in interdepartmental initiatives led by other departments - Ensure that designated public institutions consider the needs of the Acadian and francophone community in the development of policies, programs, and services
	<p>3.2 Support citizen engagement within the Acadian and francophone community</p>	<ul style="list-style-type: none"> - Support the Acadian and francophone community's initiatives to increase citizen engagement - Inform government of the needs of the Acadian and francophone community to ensure that they are considered in the development and delivery of programs, policies, and services - Provide funding and other support, including consultation guidelines and translation services, to designated public institutions so they can provide services in French during public consultations - Distribute the French-language Services Consultation Guidelines and the consultation toolkit throughout government - Support francophone school community centers in providing services and programs in French to the Acadian and francophone community
	<p>3.3 Raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community</p>	<ul style="list-style-type: none"> - Support activities that raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community [e.g. the Assemblée parlementaire de la Francophonie meeting in Halifax in fall 2009; the Ordre de la Pléiade; the Grand-Pré UNESCO designation nomination process; and the Congrès mondial acadien 2009]



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