

Office of Acadian Affairs

French-language Services Plan

2008-2009

Message from Deputy Minister or CEO

The vision of the Office of Acadian Affairs is of *a vibrant Acadian and francophone community that enjoys significant support from the Province of Nova Scotia, thus enabling its members to grow and develop as a people.*

In order to work toward making this vision a reality, the Office of Acadian Affairs was officially given its mandate as a central support agency for French-language services within government with the proclamation of the *French-language Services Act* of 2004.

This Act defines the objects and purposes of the Office of Acadian Affairs which include: offering advice and support to government for the purpose of developing, adopting or providing programs, policies and services; developing partnerships with Acadian and francophone agencies; ensuring that Acadian and francophone needs are addressed; and recognizing the contribution of the Acadian and francophone community.

The Office of Acadian Affairs provides translation services, French-language training, and assistance to departments and other public institutions to support them in the development and adoption of policies, programs, and services that reflect the needs of the Acadian and francophone community of Nova Scotia. These services are made possible with the help of funding from the federal government through the Canada/Nova Scotia Agreement on French-language Services. The current agreement expires on March 31, 2009, so significant efforts will be made this year to revise Nova Scotia's Strategic Plan for French-language Services and to negotiate the next agreement.

Since 2004, Nova Scotia's Acadian and francophone community has seen a range of new services being actively offered in French by various departments and other public institutions as can be seen in the publication Progress Report 2007 - French-language Services Provided by the Government of Nova Scotia produced by our Office.

I am pleased to provide our French-language services plan, as required by the French-language Services Regulations, which highlights the measures and activities to be undertaken by the Office of Acadian Affairs during the fiscal year 2008-2009.

Vaughne Madden
Chief Executive Officer

All positions require bilingual capacity; therefore staff members at the Office of Acadian Affairs are able to respond in French to all verbal and written requests from the public to communicate in French.

2. French-language services offered now

- a) News releases and other public documents from the Office of Acadian Affairs are issued in both French and English.
- b) Translation services are offered to provincial government entities in order to help them provide public information in French.
- c) French language training is coordinated and offered to provincial public servants so that government can build on its human resource capacity to service the public in French.
- d) Advice, funding, and other support is given to departments and other public institutions to assist them with developing programs, policies and services that reflect the needs of the Acadian and francophone community.
- e) Regular dialogue is maintained with Acadian and francophone community stakeholders and assistance is given to other government institutions for consulting the community.
- f) Support is given to initiatives led by the Acadian and francophone community which contribute to its growth and development.
- g) An annual report on government's progress on delivering services in French is published in both French and English.
- h) The Office of Acadian Affairs chairs the French-language Services Coordinating Committee.

3. How this plan will contribute to the preservation or growth of the Acadian and francophone community

The French-language Services Act has as purpose to: 1) contribute to the preservation and growth of the Acadian and francophone community; and 2) provide for the delivery of French-language services by designated public institutions to the Acadian and francophone community.

The preservation and growth of the Acadian and francophone community are impacted by the community's access to government services in French as well as to government support for structuring initiatives which contribute to its sustainability and prosperity.

As a central support agency for government, the Office of Acadian Affairs assists departments and other public institutions with the planning, development, and delivery of French-language services by providing advice, funding, and other support.

The Office of Acadian Affairs also maintains a regular dialogue with Acadian and francophone stakeholders, and encourages and supports consultation and communication between the community and government to ensure that government is aware of and responsive to the community's needs.

Through various partnerships and activities, the Office works to recognize the value and contribution of the Acadian and francophone community to the social and economic prosperity of the province.

5. Goals, Objectives and Measures for 2008-2009

Corporate objectives	Specific goals and objectives for 2008-2009	Specific measures which will be taken to achieve these goals and objectives in 2008-2009
1. Strengthening the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i> .	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	1.1.1 Chair and provide leadership for the French-language Services Coordinating Committee. 1.1.2 Provide advice and other support to designated public institutions to help them understand their obligations under the French-language Services Act. 1.1.3 Assist designated public institutions with the development and implementation of their French-language Service Plans.
	1.2 Development of human resources policies and guidelines related to the delivery of services in French	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.
	1.3 Negotiation of a new agreement with the Government of Canada related to the delivery of French-language services	1.3.1 Collaborate with the French-language Services Coordinating Committee to revise the Strategic Plan for French-language Services for Nova Scotia. 1.3.2 Obtain Cabinet approval for consulting stakeholders and negotiating a new agreement. 1.3.3 Consult the Acadian and francophone community. 1.3.4 Negotiate new agreement with government of Canada.

	1.4 Support for the Ministerial Conference on the Canadian Francophonie	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.
2. Consultation with the Acadian and francophone community.	2.1 Engagement of the Acadian and francophone community	<p>2.1.1 Support the development of relationships, partnerships, and joint initiatives among various stakeholders in the community and in government.</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> <p>2.1.3 Explore means of encouraging the participation of Acadians and francophones on government adjudicative agencies, boards, and commissions.</p>
3. Communicating, sharing information, and promoting services available in French.	3.1 Promotion of French-language Services using the <i>Bonjour!</i> identity and other tools	<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> <p>3.1.2 Collaborate with Service Nova Scotia and Municipal Relations and Communications Nova Scotia to develop guidelines for managing French content on the government's website.</p> <p>3.1.3 Distribute informational tools to help guide government in promoting services in French.</p>

	3.2 Social marketing campaign to encourage the use of government services in French	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.
	3.3 Recognition of French-language service delivery excellence by the public service	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 service delivery initiative.
	3.4 Inform the public and government of the progress in delivering French-language services	3.4.1 Publish Annual Report on French-language services provided by the Government of Nova Scotia.
	3.5 Raise the provincial, national and international profile of Nova Scotia's Acadian and francophone community.	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. 3.5.2 Support various activities which will increase the visibility and profile of Nova Scotia's Acadian and francophone community.
4. Supporting French-language services development, planning and delivery in priority areas.	4.1 Provision of translation services	4.1.1 Effectively manage translation resources ensuring that priorities are met.

	4.2 Coordination of French language training for public servants	4.2.1 Coordinate training and provide tools for building on the French-language capacity of the public service.
	4.3 Funding assistance for French-language services	4.3.1 Administer the Canada/Nova Scotia Agreement on French-language Services and the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia. Provide funding assistance to designated public institutions for French-language service initiatives.
	4.4 Participation in interdepartmental initiatives	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 of services that meet the needs of the Acadian and francophone community.
	4.5 Supporting the programming of the school community centres	4.5.1 Support the Conseil 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 the Halifax Regional Municipality. 4.5.2 Support the community in its efforts to develop new school community centres.