

**French-language Services Plan 2009-2010**  
**Department of Agriculture/Department of Fisheries and Aquaculture**

**Message from the Deputy Minister**

I am pleased to present the French-language Services Plan for the Department of Agriculture and the Department of Fisheries and Aquaculture.

Nova Scotia's Acadian and francophone communities have played an important role in the province's agriculture and fishing industries for hundreds of years. The French language and Acadian culture remain prominent in many rural and coastal communities. The Departments of Agriculture and Fisheries and Aquaculture recognize the importance of French-language services in long-term industry growth and sustainable prosperity.

We continue to expand our French language service capacity through staff training, participation on the government-wide French-language Services Coordinators Committee, and translation of pertinent departmental documents. Plans for 2009-2010 include a focus on translation of sportfishing materials, and continued assessment of outreach areas that may benefit from additional resources.

Sincerely,

Paul LaFleche  
Deputy Minister

## **Responses to French Requests**

We have a number of French speaking employees at the Department of Agriculture and Department of Fisheries and Aquaculture who are capable of handling verbal and written requests from the public to communicate in French. At our head office, a list of those who speak French has been posted in the reception area so that French speaking clients may be quickly referred to someone capable of assisting them. In terms of written requests in French, most are responded to by a bilingual staff member. Occasionally, if the material is very technical in nature or a satisfactory response cannot be provided in a timely matter, Acadian Affairs is contacted for assistance.

## **French-language Services Inventory**

Two regional offices, Yarmouth and Arichat, display bilingual signs. The Coastal Resource Coordinators in these two areas regularly speak to clients in French, help them interpret English documents when necessary, and attend French meetings when invited to facilitate open communication with the communities in which they work. In addition, the Yarmouth coordinator liaises with Le Conseil de développement économique de la Nouvelle-Écosse, Clare High School's environmental studies branch, various Harbour Authorities and the Maritime Fishermen's Union.

At the head office for Agriculture and Fisheries and Aquaculture, there are a number of French speaking staff members who have volunteered to help when French clients call or visit the office. They also assist with written communications in French when necessary.

Food safety information for the public has been translated and posted online, and we are currently awaiting French handout materials for the Food Hygiene Training Course offered by the Department of Agriculture. The Select Nova Scotia campaign has made French logos available for use by retailers, and will address any further demands for French materials as they arise.

Both the Department of Agriculture and the Department of Fisheries and Aquaculture collaborate closely with their federal counterparts in terms of program delivery. All written informational materials originating from the federal departments are made available to our clients in both official languages.

Table 1 – Progress in Reaching Goals and Objectives for 2008-2009

Progress in Reaching Goals and Objectives for 2008-2009:

Objectives	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>	<ul style="list-style-type: none"> <li>Support the work of the Office of Acadian Affairs.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure representation of the Department of Agriculture and the Department of Fisheries and Aquaculture on the French-language Services Coordinating Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Ensured departmental representation on the French-language Services Coordinating Committee.</li> </ul>
		<ul style="list-style-type: none"> <li>Promote implementation of government-wide initiatives developed by the French-language Services Coordinating Committee within the departments.</li> </ul>	<ul style="list-style-type: none"> <li>Ensured communication of new French web guidelines to pertinent departmental members.</li> </ul>
		<ul style="list-style-type: none"> <li>Participate on project sub-committees to advance the objectives of the office of Acadian Affairs.</li> </ul>	<ul style="list-style-type: none"> <li>Participated on the French-language Services Excellence Award sub-committee.</li> </ul>
<p><u>Objective 2</u> Consultation with the community.</p>	<ul style="list-style-type: none"> <li>Include a French-language component when consultations are planned in traditional French-speaking areas.</li> </ul>	<ul style="list-style-type: none"> <li>Support community, cultural and economic initiatives of Acadian and francophone communities within fiscal allowances.</li> </ul>	<ul style="list-style-type: none"> <li>Gave financial support to the Finale des Jeux de l'Acadie aimed at offsetting some of the costs associated with milk for participating students.</li> <li>Two regional offices provide verbal and written services in French, in addition to liaising with community fishing organizations in the area.</li> </ul>
		<ul style="list-style-type: none"> <li>Survey departmental application of French-language component in consultations.</li> </ul>	<ul style="list-style-type: none"> <li>There were no province-wide consultations for the departments during the 2008-2009 fiscal year.</li> </ul>
<p><u>Objective 3</u> Communicating, sharing information, and promoting services available in French.</p>	<ul style="list-style-type: none"> <li>Make public and web-based information available in French.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to translate and make available information which must be provided in French.</li> </ul>	<ul style="list-style-type: none"> <li>Completed translation of all food safety information for consumers and posted on the Agriculture website.</li> </ul>

Objectives	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
			<ul style="list-style-type: none"> <li>• Included a French print ad in the promotional campaign for the incredible picnic, and made the Select NS logo available in French.</li> </ul>
		<ul style="list-style-type: none"> <li>• Continue to communicate with employees about the government's commitment to provide French-language services and how this is being accomplished.</li> </ul>	<ul style="list-style-type: none"> <li>• Responded to inquiries regarding the provision of French services, French language training, translation services, and current systems and resources.</li> </ul>
		<ul style="list-style-type: none"> <li>• Inform the Acadian and Francophone community of available French-language services through the use of the Bonjour sign and bilingual signage.</li> </ul>	<ul style="list-style-type: none"> <li>• Continued to display bilingual signs at the Arichat and Yarmouth regional offices where services are available in both official languages.</li> <li>• Continued to update the departmental Bonjour webpages with French material as it was translated.</li> </ul>
<p><u>Objective 4</u> Supporting French-language services development, planning, and delivery in priority areas.</p>	<ul style="list-style-type: none"> <li>• Increase the French capacity of staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate an examination of the need for services in French in relevant locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Began contacting front-line staff in regional offices to inquire about requests for services and/or written materials in French.</li> </ul>
		<ul style="list-style-type: none"> <li>• Provide staff with opportunities, learning tools and resources for French-language skill development, maintenance and growth.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicated with staff about French-language training opportunities in their area, opportunities to practice their French skills and where to look for additional resources.</li> </ul>

Table 2 – Goals, Objectives, and Measures for 2009-2010

Goals, Objectives, and Measures for 2009-2010:

Objectives	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>	<ul style="list-style-type: none"> <li>• Support the work of the office of Acadian Affairs.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure representation of the Department of Agriculture and the Department of Fisheries and Aquaculture on the French-language Services Coordinating Committee.</li> </ul>
		<ul style="list-style-type: none"> <li>• Promote implementation of government-wide initiatives developed by Acadian Affairs and the French-language Services Coordinating Committee.</li> </ul>
		<ul style="list-style-type: none"> <li>• Participate on project sub-committees to advance the objectives of the office of Acadian Affairs.</li> </ul>
		<ul style="list-style-type: none"> <li>• Contribute to the Government's annual progress report on French-language services.</li> </ul>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<ul style="list-style-type: none"> <li>• Assess departmental progress in fully implementing the French-language Services Regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop or adapt policies as required to fully implement the French-language Services Regulations.</li> </ul>
		<ul style="list-style-type: none"> <li>• Meet the service needs of the Acadian and francophone community.</li> </ul>
	<ul style="list-style-type: none"> <li>• Include a French-language component in public consultations that are province-wide or in traditional French-speaking areas.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Make more public and web-based information available in French.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to translate and make available in French information of interest to the public.</li> </ul>

Objectives	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
	<ul style="list-style-type: none"> <li>Promote available French services through the use of the Bonjour! program and bilingual signage.</li> </ul>	<ul style="list-style-type: none"> <li>Promote available French services through the use of the Bonjour! program and bilingual signage.</li> </ul>
	<ul style="list-style-type: none"> <li>Increase the French capacity of staff.</li> </ul>	<ul style="list-style-type: none"> <li>Provide staff with opportunities, learning tools and resources for French language skill development, maintenance and growth.</li> </ul>
<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	<ul style="list-style-type: none"> <li>Assist Acadian and francophone communities with the resources we have available.</li> </ul>	<ul style="list-style-type: none"> <li>Support community, cultural and economic initiatives of Acadian and francophone communities within fiscal allowances.</li> <li>Continue to communicate and consult with schools and community groups where requested.</li> </ul>

### **Priorities of the Acadian and Francophone Community**

The Department of Agriculture and the Department of Fisheries and Aquaculture will continue to respond to all individual requests for French materials and services. Repeated requests for the same services will be considered for expanded French language services.

### **Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community**

In providing French language services to our clients, we are helping strengthen coastal and rural communities, encouraging innovation in the agri-food business, and supporting the traditional agriculture and fishing industries. These industries are not only traditional to the province, but to Acadian and francophone communities as well. In this manner, we can assist Acadian and francophone communities in their preservation and growth.