

Message From the Deputy Minister of Energy

I am pleased to present the Nova Scotia Department of Energy's French Language Services Plan for 2009-2010. Our department is committed to the provincial French Language Services Act and Regulations, and each year we develop a plan that outlines specific goals and objectives we are to meet. This plan is published and our progress is documented. In the coming year, I encourage Nova Scotians to provide feedback on how the Department of Energy can better serve the Acadian and Francophone community in our province.

Regards,

Alison Scott

Deputy Minister  
Department of Energy

### **Responses to French Requests (Written and Oral)**

In the 2009-2010 year we will develop and implement a plan and approach to respond to verbal and written requests from the public to communicate in French. Our reception desk will be taking oral requests by phone from the public and we will have a French speaking staff member return their call. Reception and other key staff positions plan to take French-language courses.

### **French-language Services Inventory**

The department will work to prioritize the services and publications to be made available to the Acadian and Francophone community.

Progress In Reaching Goals and Objectives for 2008-2009:

Department of Energy

Objectives	Expected Results: 2005-2009 French Language Services Strategic Plan	Goals and Objectives 2008 - 2009	Planned Measures 2008 - 2009	Progress in Reaching Goals and Objectives for 2008 - 2009
<p><b><u>Objective 1</u></b></p> <p><b>Strengthening the policy, regulatory, and administrative framework in support of the French-language Services Act.</b></p>	<p>1.1 The Office of Acadian Affairs and the Minister fulfill their obligations pursuant to the French-language Services Act.</p>	<p>Continue to participate in French-language Services Coordinating and Consultation sub-committee.</p>	<p>Attend at least 75% of monthly meetings.</p>	<p>The French-language Services Coordinator has attended at least 75% of monthly meetings.</p>
	<p>1.2 Increased capacity for government to support departments/offices in the delivery of French-language services.</p>	<p>None identified.</p>		
<p><b><u>Objective 2</u></b></p> <p><b>Consultation with the community.</b></p>	<p>2.1 Establishment and prioritization of the French-language services to be offered, and of strategies or approaches for service delivery</p>	<p>With input from the office of Acadian Affairs identify and build relationships between the department and Acadian and francophone community based organizations having an interest in energy related issues.</p>	<p>Establish a list of communities/organizations having an interest in energy related issues by end of 2nd quarter 2008-2009 and have at least one meeting with each by fiscal year end.</p>	<p>The department has a list of communities/organizations that may be interested in Energy related issues.</p>
<p><b><u>Objective 3</u></b></p> <p><b>Communication, sharing information, and promoting services available in French.</b></p>	<p>3.1 Public information is available in both official languages of Canada.</p>	<p>To continue to provide significant departmental publications in both languages. To insure that appropriate public notifications and advertisements are advertised in both languages and carried in French language media.</p>	<p>Identify which documents should be translated into French on the Departments Website. Identify appropriate notifications and advertisements. Request Acadian Affairs and community stakeholders to help identify items on web site to be translated.</p>	<p>Significant departmental publications - consultation documents for Energy Strategy and Climate Change Plan - were translated into French. The Energy Strategy is being translated into French for our website. The Bonjour Link is being set up on our website. Acadian Affairs has been asked to provide input on which sections to translate.</p>

Objectives	Expected Results: 2005-2009 French Language Services Strategic Plan	Goals and Objectives 2008 - 2009	Planned Measures 2008 - 2009	Progress in Reaching Goals and Objectives for 2008 - 2009
	3.2 Employees and the public are more aware of the approach being taken by the government to provide French-language services.	Continue to inform employees about the government's commitment to providing French language services and the process being undertaken.	Annual message from the Deputy Minister to all staff for review.	With the help of our Communications division we have prepared an annual message from the Deputy Minister and the message has been sent out.
<b>Objective 4</b>  <b>Supporting French-language services development, planning, and delivery in priority areas.</b>	4.1 Some departments/offices develop and adapt plans and strategies for French-language service delivery as part of their annual planning process.	With input from the office of Acadian Affairs obtain a model or template that has been successfully implemented in another department. Identify the priority areas for offering French language services within the department, develop a plan and monitor progress.	Have a plan in place by end of 2nd quarter 2008-2009. An annual FLS delivery plan is to be prepared prior to April 1 for subsequent fiscal years.	Acadian Affairs will provide a list of French Language Service Coordinators from other departments. An annual delivery plan will be prepared.
	4.2 The government has a coordinated approach to deal with human resources issues related to the delivery of French-language services.	To ensure that adequate number of staff are bilingual by providing training opportunities for French-language skill development, maintenance and growth, and examine the need within the department to hire, train, and contract staff required in order to provide French language services.	Find out number of staff that are currently bilingual or are taking French courses. Find out how many are interested in taking French courses by sending an inter-departmental email.	We have identified staff in our department that are fluently bilingual. We have made a list of staff who are interested in taking French courses. Directors will inform staff at their regular meetings of the French courses that are available.
	4.3 Service delivery corresponds to the objectives outlined in the Global Development Plan for the Acadian and Francophone community.	None-identified.		
	4.4 School community centres contribute to the growth of the Acadian and Francophone community.	None-identified.		

Goals, Objectives, and Measures for 2009 - 2010:  
Department of Energy

Objectives	Expected Results: 2009 - 2014 French-language Services Strategic Plan	Goals and Objectives - 2009-2010	Planned Measures- 2009-2010	Progress in Reaching Goals and Objectives for 2008 - 2009
<p><b><u>Objective 1 - Framework and Policy</u></b></p> <p><b>Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act.</b></p>	<p>1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the French-language Services Act and Regulations. This includes the required review of the Regulations before July 31, 2010 to evaluate their effectiveness in ensuring substantive and measurable improvements to the French-language services offered by the Government of Nova Scotia.</p>	<p>Increase the awareness within the department of the French-language Act and Regulations.</p>	<p>The French-language Services Coordinator will inform all divisions of the French-language Services Act and Regulations.</p>	<p>TBD</p>
	<p>1.2 Designated public institutions have implemented all sections of the Regulations.</p>	<p>Identify areas where the Regulations can be Implemented.</p>	<p>To be announced.</p>	
<p><b><u>Objective 2 - Enabling French- language Services.</u></b></p> <p><b>Consult, plan, develop, and deliver French- language Services in priority areas.</b></p>	<p>2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and Francophone community as identified through consultation.</p>	<p>Identify services offered to the public by the Department of Energy. Develop a plan to offer these services to the Acadian and Francophone community.</p>	<p>Consult with Directors on services offered at present and seek advice on which to offer to the Acadian and Francophone community.</p>	
	<p>2.2 Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services; are more sensitive to cultural issues pertaining to the Acadian and Francophone community; and promote public awareness of French-language services and their availability.</p>	<p>Staff will be more aware and sensitive to the cultural issues pertaining to the Acadian and Francophone community.</p>	<p>Request Acadian Affairs to provide information on social, economic and cultural issues. The department will share this information with staff.</p>	<p>TBD</p>

Objectives	Expected Results: 2009 - 2014 French-language Services Strategic Plan	Goals and Objectives - 2009-2010	Planned Measures- 2009-2010	Progress in Reaching Goals and Objectives for 2008 - 2009
	2.3 The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	Public is informed of services Energy offers on our website in French.	Work with Communications to identify information to be translated into French.	TBD
	2.4 Prioritization and establishment of French-language services to be offered, and of strategies or approaches for service delivery.	None-identified.		TBD
	2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation and training are in place.	Have key members of staff take French courses.	Work with Directors to identify which staff positions require the use of French and which members of staff are willing to take French courses.	TBD
<p><b><u>Objective 3 - Community Development and Capacity-Building.</u></b></p> <p><b>Ensure that the Acadian and Francophone community has resources available for its long-term development and sustainability.</b></p>	3.1 Government has helped Acadian and Francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.	Translation of select portions of Energy's website into French. Develop and implement a plan and approach to respond to verbal and written requests from the public to communicate in French.	Identify portions of our website for translation this year. Develop an approach to address requests in French at the reception desk.	TBD
	3.2 Acadian and Francophone school community centres offer services and programs to the Acadian and Francophone community.	None-identified.		TBD

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

The department will endeavor to give the Acadian and Francophone community greater access to information available to English speaking Nova Scotians both in printed form and verbally.

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

The Department of Energy is structured as a regulatory, policy building, and planning mechanism in regard to energy resources and sustainability. Information is available on our website regarding energy related issues. We are planning on translating as much as possible of this information into French in the near future and plan to enable our staff to respond to any questions or concerns of the Acadian and Francophone community in both verbal and written form. Any services we have offered to the general public, although they be limited, we will strive to also make available to the Acadian and Francophone community.