

French–Language Service Plan for 2011-2012

Department of Intergovernmental Affairs

Message from the Deputy Minister

I am pleased to submit the 2011-2012 French-language service plan for the department of Intergovernmental Affairs (IGA). This plan supports the requirements laid out in the *French-Language Services Act*.

IGA is a central-government department that provides services predominantly to line departments and to the Premier of Nova Scotia. In this regard the common language used is English, with little demand for providing French language services.

Nonetheless from time-to-time IGA is called upon to work in French with members of the public or other governments. IGA is fortunate that it has a small resident capacity that can operate relatively effectively in these situations, but this capacity needs to be continuously maintained and nurtured. The plan for 2011-2012 that follows reflects this need, and IGA's ongoing commitment to support the Office of Acadian Affairs and the objectives of the *Act*.

Judith Sullivan-Corney
Deputy Minister
Intergovernmental Affairs

How IGA staff has been instructed to respond to verbal and written requests from the public to communicate in French

Written or verbal requests from the public to communicate in French are to be directed to any of the departmental staff who are bilingual. Written communications and translations are most often dealt with through the use of the Office of Acadian Affairs translation services.

French-language services offered now

At present no line departments are requesting services from IGA in French. However, on occasions when they are faced with intergovernmental situations which are in French, IGA staff is willing to provide support.

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

The plan insures that the work of IGA can be understood in French by the French-speaking public, that IGA staff can benefit by conducting their intergovernmental affairs in both English and French, and that the corporate

functions and intergovernmental objectives of Acadian Affairs are supported by IGA's French-language Coordinator.

Goals, objectives and measures for 2011-2012

Corporate Objective 1. Strengthening the policy, regulatory and administrative framework in support of the French-language Services Act.

Specific goals and objectives for 2011-2012

- Provide French-language coordinator to assist the Office of Acadian Affairs. Continue to provide support for policy and regulatory development.

Specific measures that will be taken to achieve these goals and objectives in 2011-2012

- Active participation on Coordinators committee and either policy, planning or regulatory sub-committees.

Corporate Objective 3. Communicating, sharing information, and promoting services available in French.

Specific goals and objectives for 2011-2012

- Select staff will pursue French language training to develop their ability to work and serve clients and the government of Nova Scotia more effectively.
- IGA will create a French language presence on its web site to communicate more effectively with the French speaking public.

Specific measures which will be taken to achieve these goals and objectives in 2011-2012

- At least two staff members will enroll and pursue formal French-language training.
- IGA's web site will be translated

Corporate Objective 4. Supporting French-language services development, planning and delivery in priority areas.

Specific goals and objectives for 2011-2012

- Continue to support the Office of Acadian Affairs in their intergovernmental relations and negotiations.

Specific measures which will be taken to achieve these goals and objectives in 2011-2012

- Provide ongoing support to the intergovernmental needs expressed by the Office of Acadian Affairs.

Report on IGA French Language Services April 2010-March 2011

The department of Intergovernmental Affairs has supported the work and objectives of the Office of Acadian Affairs since the inception of the Province's *French-Language Services Act*. In 2010-2011 its contributions to support the development of French language services within the government of Nova Scotia are summarized below:

- Deputy Minister has been advising and championing the work of the Office of Acadian Affairs.
- Participated on the French Language Services committee.
- Actively participated in the Coordinators Committee.
- Provided a strong French language presence on the new IGA web site.
- French language training provided to 4 staff members.