

Nova Scotia Department of Justice
French-language Services Plan

2009-2010

March 31, 2009

**Nova Scotia Department of Justice
French-language Services Plan 2009-2010**

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Message from the Deputy Minister

Nova Scotia is committed to promoting the development of its Acadian and francophone community and maintaining the French language for future generations, which contributes to the enhancement of life in Nova Scotia. Please find enclosed the Nova Scotia Department of Justice's annual French-language Services Plan for 2009-2010. This plan presents our department's priorities for promoting French-language services in the upcoming fiscal year.

The Office of Acadian Affairs and the Fédération acadienne de la Nouvelle-Écosse ("FANE") have been collecting ideas from Nova Scotians on ways to offer French services to the Acadian and francophone community of Nova Scotia and their efforts have assisted in the development of this French-language Services Plan. The Department of Justice is aware of the recommendations outlined in those consultations and will work in collaboration with other government departments and the community in ensuring a strong response to the delivery of French-language services.

In 2009-2010, we will continue to promote excellent French-language service delivery through three specific sources: *The French-language Services Act*, proclaimed December 2004 and the *Regulations* under the *French-language Services Act*, which came into effect on December 31, 2006, and the consultations which identified the needs of the Acadian and francophone community.

The plan relies on the efforts of our many staff, some of them bilingual, who are working to ensure our justice system respond to the need of Acadians, Francophones and Francophiles in the province of Nova Scotia. The initiatives reflected in these pages involve our partners in the justice system and within communities. Implementing the initiatives involves both management and leadership: management of employees, policies, procedures and facilities, and leadership in the development and dissemination of ideas.

We encourage you to take a few minutes to review this plan, and we welcome your feedback. We thank our staff and partners for their efforts in implementing this plan for all Nova Scotians.

Marian F. Tyson, Q.C.
Deputy Minister

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1. Planning for Excellence in the Delivery of French-language Services

The *French-language Services Act* was proclaimed in Nova Scotia on December 9, 2004, to contribute to the preservation and growth of the Acadian and francophone community, and provide for the delivery of French-language services by designated departments, offices, agencies of Government, Crown corporations and public institutions to the Acadian and francophone community.

The *French-language Services Regulations* were enacted as laid out in Section 10 of the *French-language Services Act* to ensure that there are substantive and measurable improvements to the French-language services offered by the Government of Nova Scotia.

Under the Regulations, all government departments must develop and publish annual French-language Services Plans in French and English. In accordance with the Regulations, this Annual Plan outlines the following:

- how the Department of Justice's employees have been instructed to respond to verbal and written requests from the public to communicate in French;
- the French-language services offered by the department;
- the steps the department will take to preserve or improve its French-language services in the next fiscal year;
- the specific goals and objectives that have been established for improving French-language services and the specific measures that it will take to achieve these goals and objectives;
- how the plan will contribute to the preservation or growth of the Acadian and francophone community;
- how the department will address the priorities of the Acadian and francophone community that have been expressed during consultations or in communications between the Acadian and francophone community and the department.

In addition, the annual French-language Services Plan includes the department's progress in reaching specific goals and objectives set for the 2008-2009 fiscal year.

The department offers French-language services to all Nova Scotians. In establishing specific goals and objectives, the department gives priority to geographic areas with the highest concentration of Acadian and francophone citizens based on demographics. These areas of priority are Yarmouth, Digby, Halifax, Dartmouth and Port Hawkesbury.

2. Responses to French Requests (Written and Oral)

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Section 12 of the *French-language Services Regulations* states that each designated public institution must ensure that all written correspondence in French that is received by the designated public institution is replied to in French and that reasonable and appropriate steps are taken to make members of the public aware that services are available in French and English. In accordance with section 12, Justice employees have been instructed to respond to verbal and written requests from the public to communicate in French as follows.

Department of Justice staff respond to written and oral requests for service in accordance with the standards for quality of service established in their division. As a result, the delivery of French-language services differs across the various divisions. The divisions with the most public contact are Court Services, and Correctional Services. Staff in Court Services, and Correctional Services have been directed to forward written or oral requests in French to staff within their workplace that are able to respond in French. If there is no one within the office who can respond in French, the correspondence will be directed to head office for translation or to other staff who are able to function in French and are able to answer the questions.

The Information Access and Privacy Office managed through the Policy and Information Management Division, has a small public for access to information requests and privacy complaints. When public needs for correspondence or conversation in French are identified, the division commits to accessing translation and other capabilities available through Acadian Affairs and elsewhere in the department. The division is also responsible for the overall integrity of our public website, and in that capacity, will undertake to work with our department clients to accommodate online French requirements where department business functions deem they are necessary. The division will also continue to examine other opportunities to provide French service options as capabilities allow.

Other divisions will utilize any member of their staff participating in the “Bonjour!” campaign to respond to specific inquiries in French. If there is no one at the local level who can handle the request, it may be referred to the Justice’s French Departmental Committee and Coordinator.

While they operate independently from the Department of Justice, both the Public Prosecution Service (“PPS”) and Nova Scotia Legal Aid (“Legal Aid”) community take part in our French language Services Plan. PPS has one staff member who is part of the “Bonjour!” campaign and that staff member has agreed to respond to requests from the public to communicate in French in accordance with the approach recommended by that campaign. The remaining PPS staff members who provide French-language services are prosecutors. Therefore, their French-language communication obligations are governed by sections 530 and 530.1 of the *Criminal Code*. When required, the services of out-of-region staff with French-language communication skills are engaged. Legal Aid operates a 24-hour telephone duty counsel service providing free and immediate legal advice to persons who have been arrested or detained. Legal Aid maintains a list of French-speaking lawyers who are willing to provide such telephone duty counsel services in French. Legal Aid has prepared a “Telephone Duty Counsel Manual” in French and English to assist those lawyers who handle telephone duty counsel calls. Legal Aid has a few staff members who are able to converse in the French language with our Acadian population. When an accused person in a French-language trial qualifies for legal aid, Legal Aid will ensure that French-speaking counsel is retained to act for the accused even if counsel is from out of province.

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3. French-language Services Inventory

This section provides a general inventory of the programs and/or services that are offered in French by the Department of Justice in accordance with the requirement stated in section 5(1)d of the *French-language Services Act*.

The following specific services are provided:

- Hearings in court in accordance with the *Criminal Code*;
- Interpreters in the Provincial Court for criminal matters;
- Interpreters for certain Family matters;
- Staff participation in the “Bonjour!” campaign;
- Simultaneous translators as required at Supreme Court and Appeal Court level for criminal matters;
- Some translated print and website materials.

Correctional Services is able to respond to requests for French Pre-Sentence Reports and is also able to provide offender supervision services in French at certain locations. All Victim Services informational print materials for victims of crime have been translated into French. In addition to the French-language services required by the *Criminal Code*, the Public Prosecution Service also:

- Conducts court proceedings in French not covered by s. 530 *Criminal Code of Canada*;
- Engages in oral and written communication in French with collateral agencies (particularly police agencies) and the general public (including accused persons, witnesses and the media);
- Makes presentations in French to students of the Conseil scolaire acadien provincial.

Legal Aid has a few staff members who are able to converse in the French language with our Acadian population. Legal Aid has a French-speaking lawyer serving on the Board of the Commission who has deep roots in the Acadian community.

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

The following table outlines the progress achieved by the Department of Justice in reaching goals and objectives set for 2008-2009 in accordance with section 7 of the *French-language Services Regulations*.

French-language Services Strategic Plan Objectives 2005-2008	French-language Services Strategic Plan Sub-Objectives 2005-2008	Departmental Goals 2008-2009	Planned Actions and Activities 2008-2009	Progress in Reaching Goals and Objectives
<p><u>Objective 1</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services (“FLS”) Act</i></p>	<p>1.1 Fulfill obligations pursuant to the FLS Act.</p>	<p>1. Support Acadian Affairs and the implementation of the FLS Act and Regulations by ensuring Justice’s representation on the FLS coordinating committee.</p> <p>2. Renegotiate the <i>Federal Contravention Act</i> Agreement for 2008-2013.</p> <p>3. Identify and prioritize forms or written informational materials requiring French translation and explore their translation.</p>	<p>- Continue to sit on the FLS Coordinators’ Committee, and HR/Training Sub-Committee at Acadian Affairs.</p> <p>- Continue to measure success of training, increased use of the French-language skills and follow-ups with staff to evaluate the use and retention of the new skills acquired through the French training.</p> <p>- Liaise with Acadian Affairs and</p>	<p>1. Ongoing. Monthly meetings.</p> <p>2. Completed.</p> <p>3. Ongoing. Consulted with outside agencies. Web material, brochures, and forms translated. Translation of the Civil Procedure Rules started.</p> <p>4. Ongoing. Consulted with clients, identified the gaps and provided services as required. Will be completed by March 31,</p>

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French-language Services Strategic Plan Objectives 2005-2008	French-language Services Strategic Plan Sub-Objectives 2005-2008	Departmental Goals 2008-2009	Planned Actions and Activities 2008-2009	Progress in Reaching Goals and Objectives
		<p>4. Prepare French Action Plan for 2009-2010.</p> <p>5. Explore with the Federal government and Service Nova Scotia and Municipal Relations (“SNSMR”), the possibility of implementing a Federal Parking Infraction Tickets (“PIT”) program.</p>	<p>the other departments’ coordinators to encourage the development of common evaluation tools government-wide.</p> <ul style="list-style-type: none"> - Continue meeting regularly with l’ Association des Juristes d’Expression Française de la Nouvelle-Écosse (“AJEFNÉ”) to explore the needs of Acadian and francophone Nova Scotians. - Review feasibility of implementing Federal PIT Program enforced by SNSMR. - Collaborate on the development of a policy and a training program for Interpreters. 	<p>2009.</p> <p>5. On hold due to SNSMR computer system upgrade.</p>

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			<ul style="list-style-type: none"> - Use federal funding to enhance services in French and English in processing federal contraventions. 	
<p><u>Objective 1</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the FLS Act</p>	<p>1.2 Increase capacity for government to support departments/offices in the delivery of FLS</p>	<ol style="list-style-type: none"> 1. Continue to develop & implement policies for the delivery of FLS within Justice. 2. Provide French training to staff. 3. Legal Aid will initiate a dialogue with the common law French-language Law School in New Brunswick (Université de Moncton) in an effort to locate bilingual law students who might be attracted to an articling position with Legal Aid or future employment as a staff lawyer. 	<ul style="list-style-type: none"> - Explore and provide French-language training to provincial public servants in the Justice field. - Explore training at Université Saint Anne for court reporters, fund training and have return for service agreements signed. - Invite Legal Aid to join the Departmental FLS Committee meetings. - Legal Aid will poll its staff to formally identify those staff 	<ol style="list-style-type: none"> 1. Ongoing. Court Services policy for hiring staff in designated areas drafted. Appointed one bilingual judge and hired two new bilingual staff. 2. Ongoing. 110 civil servants including staff of Legal Aid participated in French training. Two court reporters were provided with advanced French classes. 3. Interviewed students for article clerk positions for 2009-

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<p style="text-align: center;">French-language Services Strategic Plan Objectives 2005-2008</p>	<p style="text-align: center;">French-language Services Strategic Plan Sub-Objectives 2005-2008</p>	<p style="text-align: center;">Departmental Goals 2008-2009</p>	<p style="text-align: center;">Planned Actions and Activities 2008-2009</p>	<p style="text-align: center;">Progress in Reaching Goals and Objectives</p>
			<p>members that have French-language skills in the areas of conversation, writing, and representation in court.</p> <ul style="list-style-type: none"> - Legal Aid will, when seeking new hires, advise that “French-language competency would be an asset.” They will also publish its advertisements in both French and English when seeking to hire staff, and provide them to l’AJEFNÉ for further circulation. - Legal Aid will consult with l’AJEFNÉ to inform future planning of Legal Aid respecting French-language services. - Legal Aid will also seek French-language training 	<p>2010.</p>

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			opportunities relevant to the practice of law as may be promoted by l'AJEFNÉ. This would be a great assistance in enabling Legal Aid to deliver its services in the French language.	
<p><u>Objective 2</u> Consult with the community.</p>	<p>2.1 Establish and prioritize the FLS to be offered, and the strategies or approaches for service delivery.</p>	<p>1. Continue to meet legal obligations and enhance services pursuant to section 530 of the <i>Criminal Code of Canada</i> and the <i>Contraventions Act</i>.</p> <p>2. Continue consultation with Justice's partners including l'AJEFNÉ, PPS and Legal Aid regarding protocols and practices for those hearings conducted in French pursuant to section 530 of the <i>Criminal Code</i>.</p>	<ul style="list-style-type: none"> - Continue to rely on consultations prepared by Acadian Affairs. - Continue to offer FLS in the Justice system. - Consult with Justice partners to establish a French Hearing Protocol. - Legal Aid will continue to be involved with the French Hearing Protocol. Such 	<p>1. Ongoing. Appointed one bilingual judge to Provincial and family Court and hired two new bilingual staff. All Justice Centres provided with bilingual <i>Criminal Code of Canada</i>.</p> <p>2. Ongoing. French Hearing Protocol under review.</p> <p>3. Ongoing. Court forms provided to the Provincial Court Manual Committee for review.</p>

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		3. Continue consultation on prioritizing requirements for bilingual forms.	<p>involvement will assist Legal Aid in having the operational resources in place to provide the legal aid services the Protocol will expect to be available.</p> <ul style="list-style-type: none"> - Explore translation of appearance notices and other court documents. - PPS is relying upon the consultation conducted by Acadian Affairs to fulfill need to provide FLS. - Continue to increase our capacity to respond to criminal law needs in French throughout the province. This will decrease the need for court staff to travel throughout the province to insure 	Translation of the Civil Procedure Rules.

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			<p>French court proceedings.</p> <ul style="list-style-type: none"> - Continue to consult and meet with l'AJEFNÉ and a representative from FANE to explore areas where increased services could be offered to the Acadian and francophone community. - Explore with l'AJEFNÉ other opportunities for consulting the French legal community and the French community in the designated areas on FLS. - Explore with AJEFNÉ the possibility of offering the French Parent Information Program to the Acadian and francophone community in Nova Scotia. 	

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<p><u>Objective 3</u></p> <p>Communicate, share information, and promote services available in French.</p>	<p>3.1 Provide public information in both official languages of Canada.</p>	<p>1. Continue to work with Acadian Affairs to implement and monitor the “Bonjour!” campaign in the Department of Justice.</p> <p>2. PPS will explore the possibility of making public information available in both French and English.</p> <p>3. PPS establish directives to staff for communication in French.</p> <p>4. Three Public Information sheets (Pre-sentence Reports, Adult Diversion Program and Volunteers-in-Correction) will be translated into French and distributed in Community</p>	<p>- In consultation with the community, Justice Information Technology and Communication NS, identify and recommend areas of the Justice website requiring translation.</p> <p>- Identify and recommend tools that may be accessible in French or may require translation into French to allow staff to carry out work functions more effectively in the French- language.</p> <p>- Explore with Court Services Division the implementation of bilingual signage in accordance with the terms of the <i>Contraventions Act</i> agreement. Court Services will establish a Bilingual Signage Committee to</p>	<p>1. Ongoing. New bilingual employees provided with “Bonjour!” toolkits.</p> <p>2. Ongoing.</p> <p>3. Ongoing. PPS has been developing a French- language Communication directive which is expected to be approved by management.</p> <p>4. Completed.</p> <p>5. Completed.</p> <p>6. Warning notices translated into French – Completed. <i>Safer Communities and Neighbourhoods Act</i> brochure sent for translation on Jan 21,</p>

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		<p>Corrections offices where there is a demand for French services.</p> <p>5. Victim Services will examine the feasibility of posting their translated pamphlets on the Justice website.</p> <p>6. Public Safety Division will explore the possibility of having the <i>Safer Communities and Neighbourhoods Act</i> brochure and warning notices translated into French and distributed in communities where there is a demand for French services.</p> <p>7. Public Safety Division will explore the possibility of having the <i>Safer Communities and Neighbourhoods Act</i> brochure</p>	<p>review this issue.</p> <ul style="list-style-type: none"> - Identify and recommend existing and new print material that may be translated into French and consult with l'AJEFNÉ to ensure these documents would be useful to the Acadian and francophone community. - Make Self-Represented Litigants French brochures available to the public - Meet monthly with Justice Communication to provide advice on the translation of communication materials. - PPS will explore and discuss 	<p>2009 - this should be completed within this fiscal year 2008-2009</p> <p>7. Ongoing - this will be carried over and completed in 2009-2010</p>

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		available in French on the Justice website.	<p>the possibility of translating some of its publications into French and making them available to the public.</p> <ul style="list-style-type: none"> - PPS will develop a French-language Communication directive to be presented to Management. - Continue to develop and commence implementation of the translation plan. - Court Services Division has established a recruitment strategy committee to hire French speaking court staff. This Committee will continue to develop and implement a recruitment strategy for Court 	

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			<p>staff.</p> <p>- Three Correctional Services Public Information Sheets will be translated.</p>	
<p><u>Objective 3</u></p> <p>Communicate, share information, and promote services available in French.</p>	<p>3.2 Increase employee and public awareness of the government's approach to provide FLS.</p>	<p>1. Examine the feasibility of surveying Justice's staff to determine the level of FLS provided. New Justice Employees to self-identify linguistic capability by filling out form included in hiring package.</p> <p>2. The Department will continue to inform l'AJEFNÉ and the Coordinators Committee of current projects.</p> <p>3. Continue to identify and explore possibilities of French-</p>	<p>- Explore with Justice Librarian the possibility of distributing French <i>Criminal Code of Canada</i> to all Justice Centres.</p> <p>- Provide Justice Centres and staff "Bonjour!" toolkits.</p> <p>- Legal Aid will educate its staff as to the obligations placed on Legal Aid under the FLS Act to assist in meeting those obligations.</p> <p>- Legal Aid will review any</p>	<p>1. Ongoing.</p> <p>2. Ongoing.</p> <p>3. Ongoing. Four employees evaluated for French proficiency. Legal Aid lawyer and employees provided training and French Lexicons/dictionaries for their offices.</p> <p>4. Ongoing. Guidelines developed and to be submitted for departmental approval.</p>

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		<p>language training for Justice civil servants as per operational needs tables.</p> <p>4. Development French Communications Guidelines.</p>	<p>documents or publications being produced by Legal Aid for public consumption to determine if the Acadian and francophone community would be directly benefitted by translation of the documents into the French language.</p>	
<p><u>Objective 4</u> Support FLS development, planning and delivery in priority areas.</p>	<p>4.1 Develop and adapt plans and strategies for FLS delivery as part of annual planning process.</p>	<p>- Implement the 2008-2009 FLS Plan.</p>	<p>- See all actions listed in the progress report.</p>	<p>1. Completed.</p>
<p><u>Objective 4</u> Support FLS development, planning and delivery in priority areas.</p>	<p>4.2 Apply a coordinated approach to deal with human resources issues related to the delivery of FLS.</p>	<p>1. Send PPS staff to specialized French-language training.</p> <p>2. Continue to ensure that PPS Prosecutors and support staff have access to the materials and resources required to</p>	<p>- PPS will send as many qualified Prosecutors to Quebec Prosecutors' School and/or such other Prosecutor French-language training program such as specialized French legal terminology and general French-</p>	<p>1. Ongoing. Two PPS Prosecutors attended the Quebec Prosecutors' School, and four attended the week-long specialized French legal terminology training session for prosecutors provided through</p>

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		<p>appropriately deliver FLS.</p> <p>3. Fill designated bilingual positions in department of Justice as operational needs demand.</p>	<p>language training as availability, funding and operational requirements permit.</p> <ul style="list-style-type: none"> - One Victim Services staff member will be evaluated to determine French-language proficiency. - Work with the Court Services' French speaking recruitment committee and as requested, assist HR in the hiring process for any designated bilingual or French as an asset positions. - As requested, arrange language testing for employees or new candidates for designated positions to evaluate their abilities in the French-language. 	<p>l'Institut Joseph-Dubuc.</p> <p>2. Ongoing. The PPS conducted a survey of its staff to determine the number of staff able and willing to provide FLS. All PPS French-language prosecutors were provided with current French Annotated <i>Criminal Code</i>. The PPS has advertised and held a competition for a Crown Attorney who will be the Crown primarily responsible for French-language prosecutions in Nova Scotia, supplemented by local Crown Attorney resources where available, and will also be the FLS Coordinator for the PPS.</p> <p>3. One bilingual judge appointed</p>

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			<ul style="list-style-type: none"> - Coordinate on-going French-language training opportunities for current and new staff in the implementation of the operational needs tables under the French services training policy. - Explore providing Civil Law and specialized French legal terminology training to Justice's employees. - Research and recommend working tools for French speaking employees to facilitate the delivery of FLS to the Acadian and francophone community. 	<p>and two bilingual positions filled.</p>

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<p><u>Objective 4</u></p> <p>Support FLS development, planning and delivery in priority areas.</p>	<p>4.3 Support the objectives outlined in the Global Development Plan for the Acadian and francophone community through FLS delivery</p>	<p>1. Purchase video conferencing equipment for Court Services pilot project.</p> <p>2. Develop a guide for victim services staff to help them secure French-language translators for court preparation, the Child Victim Witness Program and assistance with the Victim Impact Statements.</p>	<p>- Explore the purchase and implementation of video conferencing equipment for a Court Services pilot project.</p> <p>- Secure French-language translators information to help develop guidelines.</p>	<p>1. Ongoing. Equipment purchased for Yarmouth, and Port Hawkesbury.</p> <p>2. Ongoing.</p>

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<p><u>Objective 4</u></p> <p>Support FLS development, planning and delivery in priority areas.</p>	<p>4.4 Support school community centres.</p>	<p>1. Offer students from two French schools the opportunity to participate in Law Day.</p>	<p>- Justice, in partnership with l'AJEFNÉ and the Conseil Scolaire Acadien Provincial ("CSAP"), will bring 20 - 25 French students from different regions of the Province to participate in Law Day 2008. They will offer French Elementary schools a drawing contest and provide French Junior High teachers activities to do during Law Week.</p>	<p>1. Completed.</p>

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

This table reflects the new direction for French-language Services in Nova Scotia. It outlines the goals, and objectives established by the Department of Justice for 2009-2010 and the specific measures and/or activities that the department will take to achieve the goals and objectives.

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Departmental Goals 2009-2010	Measures to Achieve Goals 2009-2010
<p><u>Objective 1</u> Framework and Policy</p> <p>Strengthen the policy, regulatory, and administrative framework in support of the FLS Act</p>	<p>1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the FLS 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 FLS offered by the Government of Nova Scotia.</p>	<p>1. Support Acadian Affairs, the implementation of the FLS Act/Regulations and contribute to the Government’s annual progress report on French-language services.</p>	<p>1. (a) The Department of Justice’s French Services Coordinator will continue to sit on the French Coordinators’ Committee, the HR/Training and Communication Sub-Committees at Acadian Affairs.</p> <p>(b) The department will continue to inform l’AJEFNÉ and the Coordinators Committee of current projects.</p> <p>(c) The French Services Coordinator will work with Acadian Affairs to implement the “Bonjour!” campaign in the Department of Justice.</p> <p>(d) Legal Aid will educate its staff on the obligations placed on Legal Aid under the FLS Act to assist in meeting those</p>

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		<p>2. Continue to meet legal obligations and enhance services pursuant to section 530 of the <i>Criminal Code of Canada</i> and the <i>Contravention Act</i>.</p> <p>3. Implementation of the <i>Contravention Act</i> - use of the federal funding to enhance services in the processing of federal contraventions in designated areas.</p>	<p>obligations.</p> <p>2. Provide French Judge, Court Reporter, Crown Prosecutor and Interpreter for French proceedings in accordance with section 530 and 530.1 <i>Criminal Code of Canada</i>.</p> <p>3. (a) Provide training in specialized French legal terminology for Justice staff, purchase video conferencing equipment, hire more bilingual staff.</p> <p>(b) Explore with the Federal government and SNSMR, the possibility of implementing a PIT program.</p>
<p><u>Objective 1</u> Framework and Policy</p> <p>Strengthen the policy, regulatory, and administrative framework in support of the FLS Act</p>	<p>1.2 Designated public institutions have implemented all sections of the Regulations.</p>	<p>1. Continue to develop policies to support the delivery of FLS within the Department of Justice.</p>	<p>1. (a) Develop and implement an internal communication's plan on FLS delivery.</p> <p>(b) Prepare and implement staff survey and self-identifying survey.</p>

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			<p>(c) Based on operational needs, the FLS Coordinator will work with Human Resources to develop a recruitment and development strategy for hiring and developing bilingual staff.</p> <p>(d) PPS will implement communication directives.</p> <p>(e) Develop a guide for Victim Services staff to help them secure French-language interpreters for court preparation, the Child Victim Witness Program and assistance with the Victim Impact Statements.</p>
<p><u>Objective 2</u> Enabling FLS.</p> <p>Consult, plan, develop, and deliver FLS in priority areas</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>1. Liaise with French-language stakeholders and the Department of Justice regarding FLS.</p>	<p>1. (a) PPS French-language Services Coordinator will meet with l'AJEFNÉ to discuss the needs of Acadian and francophone communities.</p> <p>(b) Legal Aid will meet with l'AJEFNÉ to discuss the needs of Acadian and</p>

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			<p>francophone communities.</p> <p>(c) Court services will continue meeting regularly with l'AJEFNÉ to keep current on the needs of Acadian and francophone Nova Scotians.</p> <p>(d) Justice FLS coordinator will consult with Justice partners including l'AJEFNÉ, PPS and Legal Aid regarding protocols and practices for hearings conducted in French pursuant to section 530 of the <i>Criminal Code</i>.</p> <p>(e) Consider opportunities to explore with l'AJEFNÉ the possibility of offering French Parent Information Program to the Acadian and francophone community in Nova Scotia.</p> <p>(f) Justice, Legal Aid and PPS continue to rely on consultations prepared by Acadian Affairs to fulfill need to provide</p>

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		<p>2. (a) Identify material requiring translation to assist French speaking Nova Scotians access programs and services.</p> <p>(b) Translate identified material as resources are available.</p>	<p>FLS.</p> <p>(g) Continue to consult and meet with l'AJEFNÉ and a representative from FANE to explore areas where increased services could be offered to the Acadian and francophone community.</p> <p>2. (a) Victim Services will translate the referral card for distribution by Police to French-language speaking clients.</p> <p>(b) Crime Prevention will translate the strategy to prevent and reduce crime.</p> <p>(c) PPS will identify and prioritize print material requiring translation.</p> <p>(d) Legal Aid will identify and prioritize its print material requiring translation.</p> <p>(e) Court Services will translate the</p>

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			<p>Civil procedure Rules, the Provincial Court Rules, and “Welcome to Court Services” poster.</p> <p>(f) Justice FLS Coordinator will continue to identify and recommend existing and new print material that may be translated into French and consult with l’AJEFNÉ to ensure these documents would be useful to the Acadian and francophone community.</p> <p>(g) Public Safety Division will explore the possibility of having the <i>Safer Communities and Neighbourhoods Act</i> brochure available in French on the Justice website.</p>
<p><u>Objective 2</u> Enabling FLS.</p> <p>Consult, plan, develop, and deliver FLS in priority areas.</p>	<p>2.2 Public service employees are more knowledgeable about the approach being taken by the government to provide FLS; are more sensitive to cultural issues pertaining to the Acadian and</p>	<p>1. Prepare FLS Plan 2010-2011.</p> <p>2. Promote and use the “Bonjour!” program.</p>	<p>1. Develop and publish in French and English a FLS plan.</p> <p>2. (a) Provide “Bonjour!” posters and explanatory cards to support the delivery</p>

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	francophone community; and promote public awareness of FLS and their availability.		of FLS in workplaces providing direct services to the public. (b) Provide “Bonjour!” toolkits to new French speaking employees.
<p><u>Objective 2</u> Enabling FLS.</p> <p>Consult, plan, develop, and deliver FLS in priority areas.</p>	<p>2.3 The public is more aware of the approach being taken by the government to provide FLS and of the programs and services available to them.</p>	<p>1. Enhance bilingual content on the website.</p> <p>2. Installation of bilingual signs.</p>	<p>1. (a) In consultation with Justice IT division and Communication, identify and recommend areas of the Justice website requiring translation and submit plan to OPS for approval.</p> <p>(b) Maintenance Enforcement Program will translate a portion of their public website in French and seek approval from OPS to publish it on the Justice website.</p> <p>2. (a) Explore with Court Services Division the implementation of bilingual signage in accordance with the terms of the <i>Contraventions Act</i> agreement.</p> <p>(b) Explore implementation of bilingual</p>

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			signage at certain Court locations in designated areas.
<p><u>Objective 2</u> Enabling FLS.</p> <p>Consult, plan, develop, and deliver FLS in priority areas.</p>	<p>2.4 Prioritization and establishment of FLS to be offered, and of strategies or approaches for service delivery.</p>	<p>1. Implement FLS 2009-2010 plan.</p>	<p>1. Provide annual progress report.</p>
<p><u>Objective 2</u> Enabling FLS.</p> <p>Consult, plan, develop, and deliver FLS in priority areas</p>	<p>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.</p>	<p>1. Provide French-language training to Justice staff based on operational needs and the French-language training policy.</p>	<p>1. (a) Provide training in specialized French legal terminology to Justice staff.</p> <p>(b) Justice employees will participate in French training at Université Sainte Anne sponsored by Acadian Affairs.</p> <p>(c) Explore training at Université Saint Anne for Court reporters, fund training and have Return for Service Agreements signed.</p> <p>(d) Legal Aid will continue to maintain an inventory of its staff that have French-language skills in the areas of</p>

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		<p>2. Hire more bilingual staff based on operational needs.</p>	<p>conversation, writing, and representation in court.</p> <p>(e) Legal Aid will continue to educate its staff as to the obligations placed on the Commission under the FLS Act to assist in meeting those obligations.</p> <p>(f) PPS will send as many qualified Prosecutors to Quebec Prosecutors' School and other Prosecutor French-language training opportunities, as availability, funding and operational requirements permit.</p> <p>(g) Explore options for providing Civil French legal terminology training to Justice employees.</p> <p>2. (a) Continue to increase our capacity to respond to criminal law needs in French throughout Justice.</p>

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			<p>(b) When the next vacancy occur Correctional Services will advertise for a bilingual Probation Officer and administrative support in HRM.</p> <p>(c) Fill designated bilingual positions in Justice as operational needs demand.</p> <p>(d) Assist HR in the hiring process for designated bilingual positions and for positions where French is identified as an asset.</p> <p>(e) Arrange language testing for current and new employees in designated positions to evaluate their French-language capacity.</p> <p>(f) Legal Aid will, when seeking new hires, advise that “French-language competency would be an asset”.</p> <p>(f) Legal Aid will continue a dialogue</p>

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		3. Provide staff with learning tools and resources for French-language skills development.	with the common law French-language Law School (Université de Moncton). 3. Provide new French speaking employees with French-English dictionaries, and legal terminology Lexicons.
<p><u>Objective 3</u> Community Development and Capacity-Building.</p> <p>Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability</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.	1. Explore the purchase and implementation of video conferencing equipment for a Court Services pilot project.	1. (a) Purchase video conferencing equipment. (b) Court Services will continue to develop a video conferencing pilot project to enhance the availability of FLS.

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<p><u>Objective 3</u> Community Development and Capacity-Building.</p> <p>Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability</p>	<p>3.2 Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.</p>	<p>1. Promote knowledge of the Justice system in French schools.</p>	<p>1 (a) Justice, in partnership with l'AJEFNÉ and the CSAP, will offer French students an opportunity to participate in Law Day 2009.</p> <p>(b) Justice staff will give presentations within French schools to promote careers in Justice.</p> <p>(c) Correctional Services will provide presentations on the Nova Scotia Youth Facility to French students.</p>

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6. Addressing the Priorities of the Acadian and Francophone Community

Pursuant to Section 6 of the *French-language Services Regulations*, the Department of Justice has outlined in the plan how the department has addressed and will continue to address the priorities of the Acadian and francophone community that have been expressed during consultations or in communications between the Acadian and francophone community and the Department of Justice. The department is committed to advancing and resolving outstanding issues which go to the heart of “access to justice” for our French speaking citizens. However, everyone, including the French community itself, must recognize that this is a work in progress and some of the challenges will require significant time and resources to overcome.

In the past few years, great progress has been made to ensure that French speaking Nova Scotians have access to justice in French. The number of French speaking civil servants has increased and French services are available in some areas of the province. Many employees are participating in French and specialized French legal terminology training. Printed and web materials get translated every year.

Section 530 of the *Criminal Code* guarantees the accused the choice of the language in which the court proceeding will be heard. This choice is made by the accused appearing before the provincial court when they enter a plea. The trial may then proceed in either the Provincial or Supreme Court. We have judges and staff available who can provide the service requested. The Department of Justice also provides interpretation and translation services, in most cases, this is applicable when a witness or lawyer does not speak French. Public prosecution Service has French prosecutors available. In 2008-2009, a bilingual judge was appointed to the provincial and family court in response to the need of the Acadian and francophone community. Providing French-language services is challenging and time consuming, but its gradual and continued progress will make justice more accessible to French Nova Scotians.

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

In accordance with section 5(1)(e) of the *French-language Services Regulations*, the Department of Justice will continue to work with its partners, focusing its efforts on those areas of service deemed most important by the Acadian and francophone community. In particular, this means that the department will continue its commitment to providing French-language services in the areas of priority such as Halifax, Dartmouth, Port Hawkesbury, Yarmouth and Digby. In general, the department will look at ways to further improve its capacity to deal with front-line inquiries at the counter, at reception areas, by phone, in court and also to translate public material, especially material available on the department’s website. The Department of Justice will accomplish this through direct consultation with l’Association des juristes d’expression française de la Nouvelle-Écosse and other representative Acadian and francophone groups, and through reference to the consultation reports generated by the Office of Acadian Affairs.

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It is envisioned that the French-language Services Plan for 2009-2010 will address the need to facilitate access to justice in French in Nova Scotia by continuing to offer a variety of services, tools, and French-language training to staff, thus improving our ability to deliver services in French.