

2011-2012 French-language Services Plan

Public Service Commission

May 2011

Message from the Commissioner

I am pleased to present the 2011-2012 French-language Services Plan for the Public Service Commission. We fully appreciate our role in contributing to the preservation and growth of Nova Scotia's Acadian and francophone communities.

Our 2011-12 French-language Services Plan highlights the progress achieved last year with respect to the *French-language Services Act* and outlines our goals and objectives for 2011-2012.

This coming year the PSC will focus on improving our ability to manage French-language services as we build on our existing resources. We will continue to organize and develop the way in which we provide French-language Services to the Acadian and francophone community. As an example, we are introducing and implementing the Human Resources Guidelines to Support Implementation of the *French-language Services Act*. These Guidelines will provide departments with a consistent protocol to guide management in the areas of recruitment, selection, and development of employees within the Government of Nova Scotia.

In 2011 - 2012, the PSC will lead the development of an evaluation framework to assess skill development for those employees participating in French language training. We will also continue to look for opportunities to translate information on our websites and corporate documents that may be of particular relevance to the Acadian and francophone community, advertise jobs in French and encourage government employees to take advantage of French language training opportunities.

We are pleased with the progress achieved to date to contribute to government's overall ability to better serve our Acadian and francophone communities better and look forward to building on our work in 2011-2012.

Kelliann Dean
Commissioner

Introduction

The PSC recognizes the importance of providing services in French and is committed to helping preserve and promote the province's Acadian and francophone culture and heritage. The goals and objectives outlined in this plan build upon the foundation of French-language services the PSC has in place to contribute to the preservation and growth of the Acadian and francophone community. Although, the PSC does not generally provide services directly to the public, we strive to fulfill our corporate role of supporting government employees who are responsible for delivering French-language services, which reflects the needs of the Acadian and francophone Communities.

Responses to French Requests (Written and Oral)

The Public Service Commission (PSC) will respond in French to any correspondence received in French from the public, using the translation services offered by the Office of Acadian Affairs.

The PSC participates in the Bonjour! Program, sponsored by the Office of Acadian Affairs. The Bonjour! Program logo signifies that an employee can provide service in both French and English. The PSC maintains a list of employees with French-language capacity who participate in the Bonjour! Program. These employees may be called upon to respond promptly to any situations requiring French-language communication skills. This list is shared with the PSC's administrative staff and retained at the reception desk (WTCC) and reviewed annually.

In 2011-2012 the PSC will create internal guidelines for PSC employees responding in French to any written or verbal communication received in French.

French-language Services Inventory

The PSC does not provide direct services to the general public. The Public Service Commission's mandate is to develop, implement, and evaluate corporate human resource policies, programs, services and standards. French speaking PSC employees participating in the Bonjour! Program provide verbal French-language communication services, when required. The PSC will use the translations services offered by the Office of Acadian Affairs when responding to written correspondence received in French.

The HR Guidelines are targeted for approval early in fiscal year 2011-2012, followed by implementation. These Guidelines will provide departments, offices and agencies with a consistent protocol to guide the management of HR issues related to the delivery of French-language services (including training and retention). The Guidelines will also provide clarity on how to integrate French-language capacity into human resources planning.

The How's Work Going Survey has been conducted again in 2011. Questions about French-language capacity were included in the survey. The survey results will provide the PSC with a snapshot of current capacity among our employees.

Progress in Reaching Goals and Objectives for 2010-2011

Table 1 – Progress in Reaching Goals and Objectives for 2010-2011

This table highlights the Public Service Commission's Progress in Reaching Goals and Objectives for 2010-2011:

Progress achieved in French-language services development and delivery is presented according to the specific objectives identified in the [Nova Scotia Strategic Plan for French-language Services for 2009-2013](#).

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 1 – Framework and Policy</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act</p>	<p>1.1 – Administrative and Policy Framework</p> <p>The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>	<p>Complete development and implementation of the Human Resources Guidelines to Support the Implementation of the <i>French-language Services Act</i>.</p> <p>The PSC will continue to:</p> <p>Support the French-language Services Coordinating Committee by supporting representation of a staff member on the committee.</p> <p>Support and contribute to corporate planning and progress reporting requirements.</p> <p>Identify publications and program promotional materials for translation into French and distribution among French-speaking employees, and availability within government offices in regions within the province with large French-speaking populations.</p>	<p>The Guidelines will be completed early in 2010 and will move from the development stage to the implementation and operational stage.</p> <p>Have a dedicated staff member on the French-language Services Coordinating Committee and sub-committees (HR/Training).</p> <p>The PSC contributed to the corporate 2010-11 Progress Report on French-language Services and prepares and publishes the PSC's 2011-12 French-language Services Plan.</p> <p>Publications that are required to be translated under the <i>French-language Services Act</i> will be translated. Consideration will be given to documents that may directly affect members of the Acadian or francophone community.</p>	<p>Following an extensive consultation process, the HR Guidelines are targeted for approval early in fiscal year 2011-2012.</p> <p>The PSC's French-language Services Coordinator (FLSC) attended monthly meetings and participated in discussions.</p> <p>The PSC completed their 2010-11 French-language Services Plan, which was used to develop the Progress Report and is preparing to publish their 2011-12 Plan.</p> <p>The PSC published its French-language Services Plan in French and English. Also, the PSC continues to have French copies of the Public Service Code of Conduct available in both hard copy and on the intranet.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
	<p>1.2 – Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>	<p>Explore other opportunities to include French-language service delivery considerations in the development and implementation of programs and services.</p>	<p>Translate business cards for senior officials and staff members with French-language capacity.</p> <p>Identify opportunities for greater use of translation services and increase French-language content on the PSC website.</p>	<p>Business cards were translated for the Commissioner as well as for one of the PSC's bilingual employees.</p> <p>The PSC translated one of its corporate displays units which is used by employees when attending career fairs and other events throughout the province.</p>
<p><u>Objective 2 –Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 – Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Respond to any identified needs of the Acadian and francophone community as they relate to services and programs provided by the PSC.</p>	<p>If any consultations occur with the PSC and the Acadian or francophone community, we will ensure that the Consultation guidelines are consulted and used.</p>	<p>The PSC did not conduct any public consultations in 2010-11.</p>
	<p>2.2 – Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>	<p>Identify opportunities to raise awareness among employees of the objectives of the <i>French-language Services Act and Regulations</i> and the PSCs role in contributing to these objectives.</p>	<p>Use and promote the Bonjour! program within the PSC.</p> <p>Publicize French courses offered through the Université Sainte Anne, and the Office of Acadian Affairs.</p>	<p>The PSC's FLSC was responsible for:</p> <p>Promoting the <i>Bonjour! Program</i> by distributing program materials to PSC employees volunteering to participate in the program.</p> <p>Distributing, via email, information regarding available French-language training, encouraging employees to discuss their interest with their supervisor. These emails are sent approximately 4 times per year.</p> <p>Responding to all requests regarding training opportunities.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
			Promote Acadie at a Glance workshops for people to gain a better understanding of the Acadian and francophone community in Nova Scotia.	Tracking / monitoring the progress of employees participating in French-language training. Five PSC employees took training in 2010-2011. Promoting the Acadie at a Glance Workshop by sending e-mails to PSC staff detailing upcoming courses.
	<p>2.3 – Communications with the Public</p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>Most of its publications are directed towards employees of government; the Public Service Commission will continue to have materials translated and will look for many opportunities to improve communications in French.</p>	<p>Advertise job postings in French-language media.</p> <p>Publications that are required to be translated under the <i>French-language Services Act</i> will be translated. If not required to be translated under the Act, consideration will be given to documents that may directly affect members of the Acadian or francophone community.</p>	<p>Translation Services offered through the Office of Acadian Affairs continued to facilitate the posting of jobs in both French and English on Career Beacon.</p> <p>The PSC translated one of its corporate displays units which is used by employees when attending career fairs and other events throughout the province.</p>
	<p>2.4 – Service Delivery</p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>Continue to complete and implement the Human Resources Guidelines to Support Implementation of the <i>French-language Services Act</i>. These guidelines will help government Departments meet their requirements for employees who speak French, thus increasing the capacity and ability to deliver more services in French.</p> <p>Ensure that completed HR Guidelines, templates and Reference material are located on HR Online and very easy to access for hiring managers and HR Professionals.</p>	<p>Complete and implement the HR Guidelines.</p>	<p>The HR Guidelines are targeted for approval early in fiscal year 2011-2012.</p> <p>These guidelines will be posted on the intranet for use by hiring managers and HR staff.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
	<p>2.5 – Human Resources The capacity of the Public Service to provide services in French has increased.</p>	<p>Complete and implement the HR Guidelines to Support the Implementation of the <i>French-language Services Act</i>.</p>	<p>The Guidelines will be implemented and feedback received from departments as to their effectiveness.</p> <p>Within the PSC, the FLSC will:</p> <p>Identify French-language capacity of current staff.</p> <p>Monitor employees who are taking French courses to determine their level of proficiency.</p> <p>Provide staff with learning opportunities and tools to develop and maintain their French skills as the year progresses.</p> <p>Promote and encourage employees within the Public Service Commission to attend the Acadian awareness session <i>Acadie at a Glance</i> offered by the Office of Acadian Affairs.</p>	<p>Contact information is provided with the Guidelines and it's anticipated that feedback will be received by e-mail and through phone calls.</p> <p>The FLSC:</p> <p>Monitored the advancement of PSC employees enrolled in French training. In 2010-2011, 5 PSC employees were enrolled in training.</p> <p>Distributed, via email, information regarding available French-language training, encouraging employees to discuss their interest with their supervisor. These emails are sent approximately 4 times per year.</p> <p>Promoted the <i>Acadie at a Glance</i> Workshop by sending e-mails to PSC staff detailing upcoming courses.</p>

Goals, Objectives, and Measures for 2011-2012

Table 2 – Goals, Objectives, and Measures for 2011-2012

This table highlights the Public Service Commission's Goals, Objectives, and Measures for 2011-2012:

Goals, objectives, and measures for French-language services development and delivery are presented according to the specific objectives identified in the [Nova Scotia Strategic Plan for French-language Services for 2009-2013](#)

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
<p>Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act</p>	<p>1.1 - Administrative and Policy Framework The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>	<p>The HR Guidelines are targeted for approval by early in fiscal year 2011-2012. Once approved they will be implemented with the HR community and operational managers.</p> <p>The PSC will continue to:</p> <p>Support the French-language Services Coordinating Committee by having a staff member on the committee</p> <p>Support and contribute to corporate planning and progress reporting requirements.</p> <p>Identify publications and program promotional materials for translation into French and distribution among French-speaking employees, and availability within government offices in regions within the province with large French-speaking populations</p>	<p>The HR Guidelines are targeted for approval early in fiscal year 2011-2012. Once approved the PSC's FLSC will lead the implementation in collaboration with the HR/Training sub-committee.</p> <p>The PSC's FLSC will continue to be a dedicated member of the French-language Services Coordinating Committee</p> <p>The PSC will publish its 2011-12 French-language Services Plan, in English and French.</p> <p>Publications that are required to be translated under the <i>French-language Services Act</i> or may directly affect the Acadian or francophone communities will be translated. The HR Guidelines will be translated.</p> <p>The FLSC will promote obligations for translation under the <i>French-language Services Act</i> to subject matter experts within the PSC. The FLSC will increase the French-language content on both the PSC's internet and intranet.</p>
	<p>1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>	<p>Lead the implementation of the HR Guidelines to support the <i>French-language Services Act</i>.</p> <p>The HR Guidelines are targeted for approval early in fiscal year 2011-2012. The Guidelines will provide clarity on how to integrate French-language capacity into</p>	<p>The HR guidelines will provide guidance to departments in the areas of recruitment, selection, and development of employees. The PSC's FLSC and departmental FLSCs will make presentations to the 7 HR CSUs.</p> <p>With the implementation of the HR Guidelines, the PSC has fulfilled its primary responsibility under the <i>French-language Services Act</i>. During 2011-2012 the PSC's FLSC will track all feedback received about the HR Guidelines to help</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
		<p>human resources planning.</p> <p>Continue to consider opportunities to include French-language service delivery when a program or service is being developed.</p>	<p>determine their effectiveness.</p> <p>Identify opportunities for greater use of translation services and increase French-language content on the PSC website. The HR Guidelines will be translated and posted to the PSC's website in both French and English.</p>
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	<p>2.1 - Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	Respond to any identified needs of the Acadian and francophone community as they relate to services and programs provided by the PSC. Identify any areas that the PSC could better respond to the needs of the Acadian or francophone community.	For the most part, PSC's consultations are internal to government. If any consultations occur between the PSC and the Acadian or francophone Community, we will ensure that the Consultation guidelines are used.
	<p>2.2 - Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French. They promote services in French to the public.</p>	Raise awareness among employees of the objectives of the <i>French-language Services Act</i> and regulations and the PSC's role in contributing to these objectives.	<p>The PSC's FLSC will:</p> <p>Promote the Acadie at a Glance Workshop throughout the department by sending e-mails to PSC staff detailing all upcoming courses.</p> <p>Advertise all activities that are of special interest to employees with French-language capacity, such as lunch and learns and other cultural events.</p> <p>Working with the PSC's communications director, create a communications tool for staff describing the PSC's obligations under the <i>French-language Services Act</i>.</p> <p>Raise awareness with the PSC's HR Service and Client Support division to encourage bilingual employees to participate in the Bonjour! Program.</p>
	<p>2.3 - Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	Most of the PSC's publications are directed towards employees of government; the PSC will continue to have materials translated and will look for opportunities to improve communications in French.	<p>The PSC FLSC will:</p> <p>Encourage the use of French-language media, such as Le Courier de la Nouvelle Écosse, for posting of jobs which require French-language capacity.</p> <p>Promote obligations for translation under the <i>French-language Services Act</i> to subject matter experts within the PSC.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
			<p>Promote the availability of translation services for PSC documents to all employees.</p> <p>Work with our Webmaster to increase French-language materials available on the PSC's website.</p>
	<p>2.4 - Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>Fully implement the Human Resources Guidelines to support implementation of the <i>French-language Services Act</i>. These guidelines will help government departments meet their requirements for employees who speak French, thus increasing the capacity and ability to deliver more services in French.</p> <p>Ensure the HR Guidelines, templates and reference materials are located online.</p> <p>Provide advice and guidance to the other designated public institutions upon request to facilitate the development of their own Human Resources Guidelines to support the implementation of the <i>French-language Services Act</i>.</p> <p>The PSC will lead the HR/Training subcommittee in the development of an evaluation framework. This framework will provide the tools to assess skill development for those employees participating in French language training.</p>	<p>Create a training plan including a training schedule for the HR staff. This plan will include a training package for managers and HR staff.</p> <p>Other activities included in the training plan are:</p> <ul style="list-style-type: none"> • Assist with the development of training packages targeted for operational managers and HR staff. • Train departmental FLSCs. • Support FLSCs when working with their operational managers to use the guidelines. • Provide expertise to mitigate any possible HR issues. • Track all feedback received about the HR Guidelines to determine their effectiveness. • Update the Guidelines annually to reflect current practice. <p>As requested, the PSC's FLSC will provide advisory support to designated public institutions (DPIs) listed in the <i>French-language Services Regulations</i> as they develop their HR guidelines.</p> <p>The objective of this project is to develop a user-friendly evaluation plan. Four important tools will be developed through this evaluation planning project:</p> <ul style="list-style-type: none"> • A program description • A program logic model • An evaluation framework • An evaluation management plan.
	<p>2.5 - Human Resources The capacity of the Public Service to provide services in French has increased.</p>	<p>Implement the HR Guidelines to support the implementation of the <i>French-language Services Act</i>.</p>	<p>PSC's FLSC will track all feedback received about the HR Guidelines to help determine their effectiveness.</p> <p>Within the PSC, the French-language capacity of employees will continue to be monitored in the following ways:</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
			<ul style="list-style-type: none"> • Identify French-language capacity of current staff (through How's Work Going survey). • Continue to monitor staff who are taking French courses • Continue to communicate learning opportunities to PSC staff and track their participation.

Priorities of the Acadian and Francophone Community

The HR Guidelines are targeted for approval early in fiscal year 2011-2012. The PSC will lead the implementation of these guidelines in collaboration with the HR/Training sub-committee. These Guidelines will provide guidance to departments in the areas of recruitment, selection, and development of employees within the Government of Nova Scotia. By implementing these guidelines operational managers and human resources professionals will have a consistent protocol to guide the management of human resources issues related to the delivery of French-language services. By providing this consistent protocol departments can consistently demonstrate their efforts to increase the quality and quantity of services available in French, which is a priority for the Acadian and francophone communities.

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

The PSC will follow through on opportunities to increase our capacity to provide service in French, through training, recruitment, and awareness of French-language services. By increasing our capacity to deliver services in French, we will be providing Acadian and francophone Nova Scotians with options to interact with government in their own language. The PSC will do this by:

- Continuing to advertise the French-language courses offered through the Office of Acadian Affairs, developing the French-language capacity of current PSC employees.
- Implementing the HR guidelines, which will provide guidance to departments in the area of recruitment.
- Creating awareness of and promoting obligations for translation under *the French-language Services Act* to subject matter experts within the PSC.

By committing to these activities, the PSC is contributing to the preservation and growth of the Acadian and francophone communities.