

Health & Wellness

French Language Services Plan 2013-2014

The language barrier makes accessing the health-care system nerve racking for some patients and can be an obstacle for qualified professionals to provide the required care. The Department of Health and Wellness, the district health authorities, and the IWK Health Centre provided resources and services to patients and their families throughout 2012-2013 so they could be more at ease communicating with health-care providers.

The Department of Health and Wellness promoted and actively encouraged recruitment of French-speaking health-care professionals, promoted recruitment of French speaking Nova Scotians to the more than 40 agencies, boards and commissions regulated by the department and added publications in French to its website. A strong relationship with the Réseau Santé Nouvelle-Écosse ensured that Health and Wellness remained informed of the needs and priorities of the Acadian and francophone community, providing guidance in French-language services development and improvement. In 2012-13, the Réseau Santé and the department continued to work on an inventory of French-language health

services in the province, available on the Health and Wellness' website (www.gov.ns.ca/health/frhcp). In 2012/13, the Minister of Health and Wellness wrote letters to the federal ministers of Health Canada and Canadian Heritage and Official Languages in support of renewing The Roadmap to Linguistic Duality. The Roadmap is a key source of funding for organizations like the Réseau Santé and aims to strengthen and enhance the capacity of francophone and Acadian communities in Canada.

Health and Wellness coordinated translation requests from the health authorities and the IWK, contributing to a greater amount of health related publications and patient material available in French. The department also played a leading role in organizing a forum bringing together the health authorities, the IWK, and the Réseau Santé to share best practices in French-language services and capitalize on shared resources. The efforts of the DHAs and IWK are vital to promoting and enhancing French language services in the province.



Message from Deputy Minister,
Kevin McNamara

Responding to French Language Requests

(Written and Oral)

The Department of Health and Wellness is committed to providing services in French to Acadians and francophones residing in Nova Scotia, in accordance with the French Language Services Act proclaimed in 2004 and the French Language Services Regulations adopted in 2006.

The Department has a Written Correspondence and Verbal Communication in French policy, the intent of which is to provide direction and guidance to employees of the Department of Health and Wellness in order to comply with the requirements of the Nova Scotia French-language Services Act and Regulations.

The policy aims to ensure:

- Written correspondence that is received in French will be responded to in French.
- Verbal requests to communicate in French will be accommodated to the extent possible.



The Department maintains a list of staff within the department that are able to respond to verbal requests for information. In rare instances where no staff are available to respond to a verbal request, the request is logged and responded to in a reasonable timeframe through reliance on partners, such as Acadian Affairs.

CONTACT US

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Photo from: <http://www.novascotia.com/en/home/planyourtrip/default.aspx>

French Language Services Inventory

The Department of Health and Wellness has a number of programs and publications available in French. These include, but are not limited to:

- In partnership with Réseau Santé, the Directory of French-speaking Primary Health Care Professionals which can be found online at http://www.gov.ns.ca/health/frhpc/default_english.asp
- HealthLink 811 is available in multiple languages through French-speaking bilingual nurses as well as an on-demand third-party translation service.
- An exception to the First Available Bed Policy in continuing care, which provides for French speaking Nova Scotians to have access to facilities with bilingual staff who can better meet their needs

- Active recruitment and support of French-speaking health professionals in Nova Scotia, through: the funding of nursing bursaries to help French-speaking nursing graduates find employment in Nova Scotia after graduation and presenting to career fairs in Quebec.
- Youth Health Centres in 52 locations throughout the province, some of which are now staffed by bilingual staff to better meet the needs of French speaking Nova Scotians.

Highlighted Publications available in French:

- Nova Scotia's Renewed Injury Prevention Strategy: Taking It to the Next Level

- Family Friendly Breastfeeding Pledge
- Breastfeeding Basics
- Food and Nutrition Policy for Nova Scotia Public Schools and associated documents
- General Sexual Health Information, e.g., How to Talk to Your Kids about Sexuality and Healthy Sexual Choices
- Pregnancy: Prenatal Education & Support
- Early Childhood Development resources
- General Dental Information, e.g., Healthy Teeth for Babies, Toddlers and Pre-Schoolers

- Personal Hygiene resources
- Health, it's for Me! Resources
- Information on Youth Health Centres in NS
- Communicable Disease Prevention Control, including info on, e.g., H1N1, general vaccinations, chickenpox, seasonal flu, mumps, HPV, etc
- Information on the Yellow Flag Campaign and responsible gambling
- Information on substance use
- Active Kids, Healthy Kids Strategy – General Information
- National Coaching Certification Program (NCCP)
- Information on capital grants
- Nova Scotia School Athletic Federation handbook and resource training material
- Information on the Ice Safety Campaign (in collaboration with Red Cross Society)
- Information on Environmental Health, e.g., fact sheets on wildfires, blue green algae and vermiculite insulation

Priorities of the Acadian and Francophone Community

DHW consults and partners with Réseau Santé Nouvelle-Écosse on issues related to the health and wellness needs and priorities of the Acadian and francophone community. The Department also ensures that the French-language services plan is reflective of francophone community needs and priorities to improve the overall health and well-being of French-speaking Nova Scotians.

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

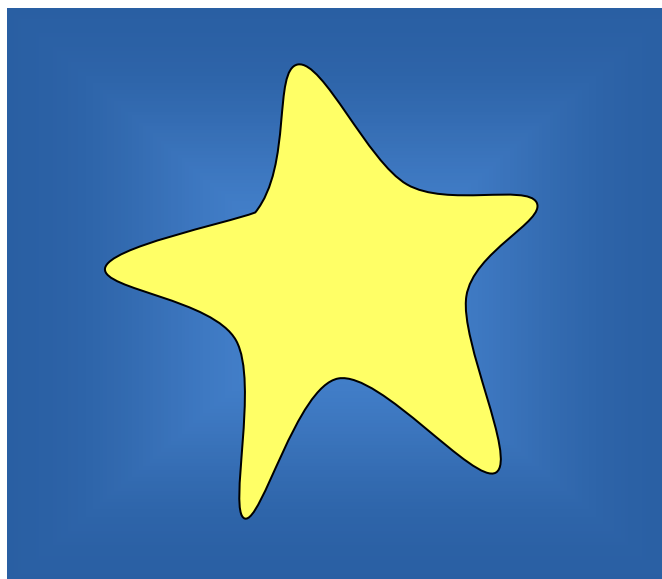
The intent of this plan is to outline the efforts of DHW to increase health services available in French and to actively promote those services already being offered in French. This dual approach will encourage the Acadian and francophone community to utilize the services which will in turn contribute to the preservation and growth of the Acadian and francophone community.

Appendix A

Progress in Reaching Goals and Objectives 2012-2013

Appendix B

Goals, Objectives, Measures for 2013-2014



Appendix A - Progress in Reaching Goals and Objectives for 2012-2013: (Department Health and Wellness)

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 – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
<p>Objective 1 – Framework and Policy</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>Acadian Affairs and its Minister fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>	<p>Section reserved for Acadian Affairs</p>	<p>Section reserved for Acadian Affairs</p>	<p>Section reserved for Acadian Affairs</p>
	<p>1.2 – Institutional Responsibilities</p> <p>Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>	<p>Ensure ongoing participation of the French Language Services Coordinator on the French Language Coordinating Committee and sub-committees.</p> <p>Review internal policies and practices to identify areas where changes could be made to support French-language health services.</p> <p>Continue to implement guidelines regarding Written Correspondence and Verbal communication requests from the public.</p>	<p>Support the work of Acadian Affairs and the implementation of the French Language Services Act by ensuring representation on the French Language Coordinating Committee and other sub-committees.</p> <p>Review Department of Health and Wellness programs and services to ensure compliance to regulations.</p> <p>Continue to accept requests for exceptions to the First Available Bed Policy for French-speaking Nova Scotians and others with compelling circumstances, to wait for placement in the most suitable long-term care facility rather than being required to accept the first available bed.</p>	<p>Ongoing active participation of the French Language Services Coordinator on the French Language Services Coordinating Committee led by Acadian Affairs.</p> <p>Continued strengthening of relationship with Réseau Santé - Nouvelle Ecosse to find ways to partner in identification of: a) the needs of francophones and Acadians in Nova Scotia and b) ways to best meet those needs.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
			Evaluate implementation of policy for responding to written correspondence and verbal communication requests from the public to communicate in French.	
<p><u>Objective 2 –Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 – Consultations</p> <p>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Consult and partner with Réseau Santé Nouvelle-Écosse on issues related to the health needs of the Acadian and francophone population.</p> <p>Provide French Language services in province wide public consultations undertaken by the Department.</p> <p>Develop a collaborative approach for French-language health training initiatives.</p>	<p>Participate in annual activities organized by Réseau Santé Nouvelle-Écosse i.e. mini-colloquiums, annual Forum and Board of Director’s meetings.</p> <p>Work closely with core program areas within the Department to ensure that French language services are included in planned consultation projects, such as the Health Service and Insurance Act consultation.</p> <p>Strengthen relationships between the Department of Health and Wellness, Department of Education (DOE), Consortium national de formation en santé (CNFS), and Université Sainte-Anne to support and further develop the French-language health training initiatives</p>	<p>Hosted the French Language Services Forum with the Réseau Santé. This is an annual event that brings together all French language coordinators from the district health authorities to share information and learn from one another in an effort to strengthen French language health services in Nova Scotia. Other participants included: Acadian Affairs, Dept. of Community Services and Consortium national de formation en santé (CNFS).</p> <p>The Minister of Health and Wellness and the Deputy Minister of Health and Wellness wrote letters to the federal government in support of the great work done by the Réseau Santé. In an effort to encourage renewal of The Roadmap to Linguistic Duality, which largely funds associations like the Réseau.</p>
	<p>2.2 – Internal Communications</p> <p>Public service employees are more knowledgeable about the approach being taken by the</p>	<p>Increase awareness of Department of Health and Wellness staff that an approach is being taken by the government to provide French language services.</p>	<p>Deliver regular presentations to Department of Health and Wellness staff, DHAs and the IWK Health Center to inform employees about the government’s commitment to providing French language</p>	<p>Worked with Special Advisor to Associate Deputy Minister on Diversity and Social Inclusion to enhance the efforts of the French language service coordinator by better integrating French language services into the larger scope of actions directed at diverse</p>

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	<p>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>Ensure that new staff becomes familiar with French –language services.</p>	<p>services.</p> <p>Maintain and update the Department’s intranet page for French language services.</p> <p>Participate on the Department Diversity Committee to ensure the inclusion of French language services and the Acadian culture in the diverse workplace.</p> <p>Promote the use of the <i>Bonjour!</i> campaign within the Department.</p> <p>Incorporate French language services in the orientation of new staff i.e. trade show, orientation manual (binder & web site).</p>	<p>populations.</p> <p>French language courses, lunch and learns and other opportunities were promoted within the department for staff to learn more about and celebrate the Acadian and francophone culture.</p>
	<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>Promote access to French-language services offered by the department through the website with the <i>Bonjour!</i> button.</p> <p>Promote new French materials developed by the department.</p>	<p>Promote the Department’s website to the Acadian and francophone community through Acadian networking groups such as Réseau Santé Nouvelle-Écosse and French school board (CSAP).</p> <p>Increase the amount of French content on department internet site.</p> <p>Prioritize, translate and make available information materials which must be provided in French.</p>	<p>Translated several documents in French, including documents for the DHAs and IWK. These included documents related to mental health, healthy development, sport and recreation and primary care.</p>

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	<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>Ensure that the development of plans and strategies for increasing access to French-language health services is part of the annual planning process.</p> <p>Develop strategies for planning and delivering French language services in priority areas.</p> <p>Ensure third party contracts are reviewed to encourage delivery of French language services.</p> <p>Encourage Acadians and francophone to get involved on Agencies, Boards and Commissions (ABCs) within our purview.</p>	<p>French Language Services are an integral part of Department of Health and Wellness Business Plan and Accountability Report.</p> <p>Inform all staff to ensure that third party contracts are aware of French-language services and delivery needs?</p> <p>Translate documents relating to recruitment of members for ABCs.</p> <p>Distribute information to Acadian and Francophones about opportunities to get involved on ABC.</p>	<p>Highlighted the need to target services and programs to francophone and Acadian communities in the province’s mental health strategy “Together We Can”. As this strategy is implemented, the department will work to meet the needs of these communities.</p> <p>Provided a report on French Language Services in 2011-2012 Accountability Report.</p> <p>Maintained directory for French Speaking Primary Health Care Professionals in partnership with Réseau Santé.</p> <p>Worked with Executive Council Office and the Réseau Santé to ensure wide distribution of information about upcoming opportunities to get involved with the over 40 agencies, boards and commissions connected to the Department of Health and Wellness. Ensured information was available in French, as were interviews.</p>
	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>Provide staff with learning opportunities, tools and resources for French language skills development, maintenance and growth.</p>	<p>Encourage staff to enroll in French-language training offered by Acadian Affairs.</p> <p>Encourage staff to participate at Lunch and Learn in French offered by the Acadian Affairs in order to practice French skills.</p>	<p>Distributed detailed information about French-language training to all DHW and DHA staff.</p> <p>332 staff from the Dept of Health and Wellness and the district health authorities participated in French language training in 2012/13.</p> <p>Encouraged staff to participate at Lunch and Learns in French offered</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
			Encourage staff to enroll in the new course <i>Acadie at a Glance</i> to learn more about the Acadian culture and French-language Services.	<p>by Acadian Affairs.</p> <p>Staff from Department of Health and Wellness and various district health authorities attended the new Healthcare in French at a Glance developed and delivered by the Réseau Santé (modeled after the <i>Acadie at a Glance</i> sessions developed by Acadian Affairs).</p> <p>At the French Language Services Forum, the Public Service Commission delivered a presentation to the FLS coordinators of the district health authorities on the Human Resource Guidelines for hiring positions that require French language capacity.</p>
<p><u>Objective 3 – Community Development and Capacity-Building</u></p> <p>Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 – Preservation and Growth of the Community</p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Comprehensive Development Plan 2009-2014.</p>	<p>Ensure that the plan to increase access to French language services corresponds with the objectives outlined in the Global Development Plan for the Acadian and francophone communities as well as the priorities identified by Réseau Santé.</p>	<p>Continue to support activities organized by Réseau Santé-Nouvelle-Écosse in responding to health and wellness priorities and needs of Acadian and francophones.</p> <p>French Language Services will continue to support Primary Health Care managers within District Health Authorities and the IWK Health Center on issues related to French-language health services.</p> <p>Physician Services will develop recruitment materials and incentives aimed at students attending the French-language medical program through CNFS</p>	<p>Met regularly with the Réseau Santé to better align work and maximize opportunities.</p> <p>The Minister of Health and Wellness wrote letters to the federal ministers of Health Canada and Canadian Heritage and Official Languages in support of continued federal funding for The Roadmap for Linguistic Duality (from which the Réseau Santé gains its funding).</p> <p>DHAs and the IWK were supported on issues related to French-language health services.</p> <p>Health and Wellness staff attended and presented at the Outside Quebec Career Day to help recruit French speaking physicians to the</p>

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			<p>and Quebec/New-Brunswick Agreement.</p> <p>Physician Services will continue to work with Dalhousie University on opportunities for our French-language medical students to return to Nova Scotia for their work placements and residencies.</p> <p>French Language Services will provide the support to the Department of Health and Wellness, District Health Authorities, and IWK Health Centre to assist department/offices in reaching the objectives of their French language services plans.</p>	<p>province.</p>
	<p>3.2 – School Community Centres</p> <p>Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.</p>	<p>Ensure that Acadian and francophone school community centres receive health and wellness material and documentation in French.</p> <p>Continue to support Youth Health Centres by providing French-language resources.</p>	<p>Provide information to Acadian and francophone schools, as well as health and community centres throughout Nova Scotia. This will be linked to the objectives in the Thrive! strategy, which aims to combat childhood obesity.</p> <p>Liaise with Conseil scolaire acadien provincial (French school board) to develop partnerships that promote healthy (physical and mental) lifestyle.</p>	<p>Health and Wellness continued to provide public health information to Acadian and francophone schools, in line with the objectives of the Thrive! strategy.</p> <p>Health and Wellness continued to support the expansion of Youth Centres in French speaking areas of the province.</p>

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
			Work closely with Youth Health Centres to ensure that they have French material available for the students and to provide qualified French subject matter experts and speakers for their events.	

Appendix B - Goals, Objectives, and Measures for 2013-2014: (Department Health and Wellness)

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 2013-2018 (available from Acadian Affairs).

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
<p><u>Objective 1 – Leadership and policy direction</u></p> <p>Champion and support the policy development, planning, and administrative frameworks for the implementation of the French-language Services Act and Regulations</p>	<p>1.1 – Championing French-language Services</p> <p>Designated public institutions:</p> <p>Have fostered a positive environment where French-language services are encouraged, expected, respected, and valued;</p> <p>Are aware of their obligations relating to French-language services and have fulfilled their obligations pursuant to the French-language Services Act and Regulations; and</p> <p>Have a vision for ensuring progress and have integrated French-language services into departmental policies, programs and service delivery.</p>	<p>DHW will enhance French language services in the province by establishing priorities in line with departmental and government priorities. In 2013-14, these areas will include: mental health, patient safety, health human resources and sexual violence.</p>	<p>The Deputy Minister of Health and Wellness is committed to engaging the department in promoting and enhancing French language services.</p> <p>The department will work with Human Resources to strengthen the French language services section of the orientation sessions for new staff.</p> <p>The department will publish a French language services plan that identifies key areas of focus for the department in enhancing French language services in the province.</p> <p>The French language Coordinator for Health and Wellness will participate on the French-language Services Coordinating Committee organized by Acadian Affairs.</p>
	<p>1.2 – Policy, planning, and administration frameworks</p> <p>Designated public institutions are supported in meeting their obligations pursuant to the French-language Services Act and Regulations through programs and services from Acadian Affairs and other central support units.</p> <p>Acadian Affairs supports the Minister responsible for the French-</p>	<p>The department continues to work to enhance its programs and services to ensure they are meeting the needs of francophone and Acadian communities.</p>	<p>The French Language Services Coordinator will hold information sessions with branches and divisions to clarify the department's obligations under the French-language Services Act.</p> <p>The department will continue to take advantage of translation services provided by Acadian Affairs and will continue to coordinate translations for the DHAs and IWK.</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	<p>language Services Act in fulfilling obligations pursuant to the French-language Services Act and Regulations.</p> <p>The French-languages Services Coordination Committee assists and advises the Minister of Acadian Affairs on the implementation of the French-language Services Act.</p>		<p>The French Language Services Coordinator will encourage the use of the Bonjour! Program and will promote nominations for the Awards of Excellence.</p> <p>The French Language Services Coordinator will continue to build collaborative relationships with other designated public institutions and the francophone and Acadian community.</p>
<p><u>Objective 2 – Availability and accessibility of French-language services</u></p> <p>Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.</p>	<p>2.1 – Active offer and communications with the public</p> <p>Government provides French-language communications in a consistent manner.</p> <p>The Acadian and Francophone community is informed of services in French available to them and of the approach being taken by the government to provide French-language services.</p> <p>Designated public institutions embrace and promote an “active offer” of services in French and the Acadian and francophone community makes use of these services.</p> <p>The French language and French-language services are visible in public areas of government spaces due to the use of French or bilingual signage and other methods.</p>	<p>The department promotes Active offer of French language services and visibly promotes the use of the Bonjour! program.</p>	<p>The French Language Services Coordinator will review departmental policy on the use of the Bonjour! Program and Active Offer of French language services and make changes as appropriate.</p>
	<p>2.2 – Information materials: printed or electronic</p> <p>The Acadian and Francophone</p>	<p>The department continues to enhance materials available to French speaking Nova Scotians, in print and on the website.</p>	<p>The French Language Services Coordinator will review and update the department’s website and enhance the French language material found on it. As well, the French</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	<p>community has access to bilingual or French-language information material, in printed or electronic formats.</p> <p>Government websites have new French-language content and are easy to navigate by French-speaking users because a consistent approach is being followed.</p>		<p>Language Services Coordinator will work with the webmaster to have the Bonjour! Logo incorporated into the website.</p>
	<p>2.3 – Human Resources</p> <p>Government human resources professionals and managers are aware of government's commitment to providing French-language services and they consider requirements for French-speaking employees in recruitment and training activities.</p> <p>The capacity of the Public Service to provide services in French has increased, through recruitment, training, and supports of French-speaking or bilingual employees.</p> <p>Public servants are knowledgeable about the approach being taken by the government to provide French-language services. They are aware of the obligations relating to communicating, delivering and promoting French-language services, and of cultural issues pertaining to the Acadian and Francophone community.</p>	<p>The department continues to review position descriptions to ensure the needs of French speaking Nova Scotians will be met, through the hiring of bilingual staff, where appropriate.</p>	<p>The French Language Services Coordinator will examine methods to assess the level of French language services provided by department staff and will work to enhance those services.</p> <p>The French Language Services Coordinator will encourage the use of the HR Guidelines for French language positions.</p> <p>The department will continue to support staff to take French language training including: language training, Acadie at a Glance sessions and Healthcare in French at a Glance.</p>
<u>Objective 3 – Community engagement and outreach</u>	<p>3.1 – Public Engagement</p> <p>Designated public institutions have</p>	<p>The department engages the francophone and Acadian community on key areas,</p>	<p>The French Language Services Coordinator will continue to build on its strong relationship</p>

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Engage the Acadian and francophone community and provide services which support its development and growth.	engaged the Acadian and Francophone community and are aware of its needs. French-speaking Nova Scotians are provided with the opportunity to participate in government consultations in French.	including new programs and services and legislation.	with the Réseau Santé- Nouvelle Ecosse. The Coordinator will also work with other organizations that support French language healthcare services, such as La Pirouette, La Federation Acadienne de le Nouvelle Ecosse, and Consortium Nationale de Formation en Santé.
	3.2 – Agencies, Boards and Commissions Acadians and Francophones are aware of opportunities to participate on government Agencies, Boards and Commissions, and have submitted nominations.	The department makes every effort to ensure Acadians and Francophones are aware of opportunities to participate on government Agencies, Boards and Commissions, and encourages them to submit nominations.	Executive Council has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions, and regularly advertises current opportunities, in both French and English. For more information, visit www.gov.ns.ca/exec_council/abc The Department of Health and Wellness has over 40 agencies, boards and commissions. The Department will continue to work with partners such as the Réseau Santé to help attract qualified individuals to the ABCs.
	3.3 – Complaints process The Acadian and Francophone community is aware of the complaints process for government services.	The department deals with complaints in an effective and efficient manner.	Complainants who are not satisfied upon completion of the internal complaint process will continue to be referred to the Nova Scotia Office of the Ombudsman.
	3.4 – Municipal services The Acadian and Francophone community has access to municipal services in French.	The department works with partners, including municipalities to enhance services and programs available.	The French Language Services Coordinator will investigate areas of potential collaboration with municipalities to help promote and enhance French language services.
	3.5 – Community development and growth The development and vitality of the	The department meets the needs of the francophone and Acadian communities and enhances the French language	The French Language Services Coordinator will continue to work on projects and initiatives that meet the needs of the francophone and Acadian communities. The

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	Acadian and Francophone community is enhanced by the delivery of French-language services.	services and programs available to them.	department will focus on areas of identified during the 2009 provincial consultations conducted by the Réseau Santé, These include: care for seniors, health and human resource planning, youth and mental health. The department will work with partners and the communities to enhance services and programs in these areas.