

**DEPARTMENT OF AGRICULTURE**

**DEPARTMENT OF FISHERIES AND AQUACULTURE**

French-language Services Plan 2010-2011

## **Message from the Deputy Minister**

I am pleased to present the 2010-2011 French-language Services Plan for the Department of Agriculture and the Department of Fisheries and Aquaculture.

The Acadian culture is a large part of who we are as Nova Scotians. It is particularly visible in the work that we do on behalf of agriculture, fisheries and aquaculture clients. Early Acadians played an important role in establishing the agriculture and fishing industries that we have today, and the French language continues to thrive in our rural and coastal communities.

I am encouraged by the strides we have made in recent years to expand our delivery of French-language services, and by our ongoing commitment to serving French speaking clients more affectively. I invite everyone to learn more about our French-language initiatives at the departments.

Sincerely,

Paul LaFleche  
Deputy Minister

## **Responses to Written and Oral Communications in French**

A list of bilingual employees is posted at the main switchboard for the Department of Agriculture and Department of Fisheries and Aquaculture. French speaking clients who call or visit our head office are referred to one of these staff members for appropriate and timely assistance. There are also bilingual employees at some regional offices, and staff members throughout the province taking French-language training to improve their capability to serve the Nova Scotia public.

When written correspondence is received in French, a response is often drafted by a bilingual staff member. If the material is very technical in nature, or a satisfactory response cannot be provided in a timely manner, Acadian Affairs is contacted for assistance.

## **French-language Services Inventory**

Regional offices in Yarmouth and Arichat display bilingual signs, and the Coastal Resource Coordinators in these two areas regularly assist French speaking clients. They help interpret English documents when necessary, attend French meetings when invited, and liaise with Le Conseil de développement économique de la Nouvelle-Écosse, local high schools, Harbour Authorities and the Maritime Fishermen's Union. The Yarmouth coordinator also worked with Le Réseau de développement économique et d'employabilité Nouvelle-Écosse in the last year.

The head office for Agriculture and Fisheries and Aquaculture has French speaking staff members who have volunteered to assist with French clients who call or visit the office. They also assist with written communications in French when necessary.

Food safety fact sheets for the public are posted on-line in French, and the Food Hygiene Training Courses offered by the Department of Agriculture now have training manuals and exams available in French. The Select Nova Scotia campaign has included le Courier in three of its advertising campaigns this year: (1) general advertising for Select Nova Scotia, (2) apple month, and (3) the incrEDIBLE community suppers.

Both the Department of Agriculture and the Department of Fisheries and Aquaculture collaborate closely with their federal counterparts in terms of program delivery. All written materials originating from the federal government are made available to our clients in both official languages.

## Progress in Reaching Goals and Objectives for 2009-2010

Objectives	Goals for 2009-2010	Planned Measures for 2009-2010	Progress in Reaching 2009-2010 Goals
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i>.</p>	<ul style="list-style-type: none"> <li>Support the work of the Office of Acadian Affairs.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure representation of the Department of Agriculture and the Department of Fisheries and Aquaculture on the French-language Services Coordinating Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Ensured departmental representation of the French-language Services Coordinating Committee.</li> </ul>
		<ul style="list-style-type: none"> <li>Promote implementation of government-wide initiatives developed by Acadian Affairs and the French-language Services Coordinating Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Ensured communication of new consultation guidelines to project leads.</li> </ul>
		<ul style="list-style-type: none"> <li>Participate on project sub-committees to advance the objectives of the Office of Acadian Affairs.</li> </ul>	<ul style="list-style-type: none"> <li>Participated on the French-language Services Excellence Award sub-committee and the Review of Services sub-committee.</li> </ul>
		<ul style="list-style-type: none"> <li>Contribute to the Government's annual progress report on French-language services.</li> </ul>	<ul style="list-style-type: none"> <li>Completed a French-language Service Plan that includes progress in reaching goals in a timely manner.</li> </ul>
	<ul style="list-style-type: none"> <li>Assess departmental progress in fully implementing the French-language Services Regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Develop or adapt policies as required to fully implement the French-language Services Regulations.</li> </ul>	<ul style="list-style-type: none"> <li>No new policies or changes to previous policies were required in 2009-2010 to encourage the implementation of the French-language Services Regulations.</li> </ul>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas.</p>	<ul style="list-style-type: none"> <li>Meet the service needs of the Acadian and francophone community.</li> </ul>	<ul style="list-style-type: none"> <li>Complete an examination of the need for services in French in regional areas.</li> </ul>	<ul style="list-style-type: none"> <li>Finished contacting front-line staff in regional offices to inquire about requests for services and/or written materials in French. The responses provided indicate that there have not been any requests in the regions for services or materials in French that we do not or cannot provide.</li> </ul>
		<ul style="list-style-type: none"> <li>Consult with 4-H and Inland Fisheries divisions on how to expand French-language services.</li> </ul>	<ul style="list-style-type: none"> <li>Began discussions with 4-H and Inland Fisheries about possibilities for French services in their areas. These discussions will continue into the 2010-2011 fiscal year.</li> </ul>

Objectives	Goals for 2009-2010	Planned Measures for 2009-2010	Progress in Reaching 2009-2010 Goals
	<ul style="list-style-type: none"> <li>• Include a French-language component in public consultations that are province-wide or in traditional French-speaking areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure staff are aware of consultation guidelines on when to include a French component.</li> </ul>	<ul style="list-style-type: none"> <li>• Consulted two groups planning province-wide consultations about the inclusion of French services. One of the consultations did not go forward, but a summary report and fact sheets associated with the project were translated and posted in French. The second consultation did go forward, and included simultaneous translation at their Yarmouth session. Supporting documents, ads, and presentations were also translated for this project.</li> </ul>
	<ul style="list-style-type: none"> <li>• Make more public and web-based information available in French.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to translate and make available in French information of interest to the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Began translating sport fishing materials available to the public on the Department of Fisheries and Aquaculture website.</li> </ul>
		<ul style="list-style-type: none"> <li>• Promote available French services through the use of the Bonjour! program and bilingual signage.</li> </ul>	<ul style="list-style-type: none"> <li>• Continued to display bilingual signs at the Arichat and Yarmouth regional offices where services are available in both official languages.</li> <li>• Continued to update the departmental Bonjour! webpages with French material as it was translated.</li> </ul>
<ul style="list-style-type: none"> <li>• Increase the French capacity of staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide staff with opportunities, learning tools and resources for French language skill development, maintenance and growth.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicated with staff about French-language training opportunities in their area, opportunities to practice their French skills and where to look for additional resources. Thirty-two staff members took French-language training in the last year, eleven were at an intermediate or higher level.</li> </ul>	

Objectives	Goals for 2009-2010	Planned Measures for 2009-2010	Progress in Reaching 2009-2010 Goals
<u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability.	<ul style="list-style-type: none"> <li>Assist Acadian and francophone communities with the resources we have available</li> </ul>	<ul style="list-style-type: none"> <li>Support community, cultural and economic initiatives of Acadian and francophone communities within fiscal allowances.</li> </ul>	<ul style="list-style-type: none"> <li>Had staff attendance at the Forum Tripartite with representation from the provincial government, federal government, and FANE.</li> </ul>
		<ul style="list-style-type: none"> <li>Continue to communicate and consult with schools and community groups where requested.</li> </ul>	<ul style="list-style-type: none"> <li>Yarmouth and Arichat Coastal Resource Coordinators continued to liaise with local schools and attend French meetings when invited to facilitate open communication with the communities in which they work.</li> </ul>

### Goals, Objectives and Measures for 2010-2011

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Departmental Goals for 2010-2011	Planned Measures for 2010-2011
<u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i> .	<b>1.1 - Administrative and Policy Framework</b> The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i> .	N/A	N/A
	<b>1.2 - Institutional Responsibilities</b> Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i> .	<ul style="list-style-type: none"> <li>Support the work of the Office of Acadian Affairs and the implementation of the <i>French-language Services Act</i></li> </ul>	<ul style="list-style-type: none"> <li>Ensure departmental representation on the French-language Services Coordinating Committee.</li> <li>Participate on project sub-committees to advance the objectives of the Office of Acadian Affairs.</li> <li>Contribute to the Government's annual progress report on French-language Services.</li> </ul>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Departmental Goals for 2010-2011	Planned Measures for 2010-2011
<u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas.	<b>2.1 - Consultations</b> Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.	<ul style="list-style-type: none"> <li>Have open communication with the communities in which we work.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure a French component in all province-wide consultations.</li> </ul>
	<b>2.2 - Internal Communications</b> 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.	<ul style="list-style-type: none"> <li>Increase employee awareness of French-language service requirements and available resources.</li> </ul>	<ul style="list-style-type: none"> <li>Develop reference material for departmental staff on available French language services and how to access them.</li> <li>Continue to include information on French language services in the annual New Employee Orientation Session.</li> <li>Encourage staff to attend the Acadian awareness session 'Acadie at a Glance'.</li> </ul>
	<b>2.3 - Communications with the Public</b> 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.	<ul style="list-style-type: none"> <li>Make more public and web-based information available in French.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to translate pertinent informational documents and web-based materials.</li> </ul>
	<b>2.4 - Service Delivery</b> Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	<ul style="list-style-type: none"> <li>Meet the service needs of the Acadian and francophone community.</li> </ul>	<ul style="list-style-type: none"> <li>Consult on the addition of French services by work units where requested.</li> </ul>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Departmental Goals for 2010-2011	Planned Measures for 2010-2011
	<b>2.5 - Human Resources</b> The capacity of the Public Service to provide services in French has increased.	<ul style="list-style-type: none"> <li>Increase the French capacity of staff.</li> </ul>	<ul style="list-style-type: none"> <li>Provide staff with opportunities, learning tools and resources for French language skill development, maintenance and growth.</li> </ul>
<u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability.	<b>3.1 - Preservation and Growth of the Community</b> Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.	<ul style="list-style-type: none"> <li>Assist Acadian and francophone communities with the resources we have available.</li> </ul>	<ul style="list-style-type: none"> <li>Support community, cultural and economic initiatives of Acadian and francophone communities within fiscal allowances.</li> <li>Ensure departmental representation at pertinent meetings and community events.</li> </ul>
	<b>3.2 - School Community Centres</b> Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.	<ul style="list-style-type: none"> <li>Communicate and consult with schools and community groups where requested.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to liaise with local schools and community groups in the Yarmouth and Arichat regions.</li> </ul>

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

The Department of Agriculture and the Department of Fisheries and Aquaculture will continue to respond to all individual requests for French materials and services. Repeated requests for the same services will be considered for expanded French language services along with priority areas indicated by the community.

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

Nova Scotia's French speaking population continues to be a source creativity, innovation and drive, making important contributions to the province's rural and coastal communities. The departments strive to make services available to French speaking clients to support the ongoing development of the agriculture, fisheries, and aquaculture industries.