

Department of Agriculture
Department of Fisheries and Aquaculture

2011-2012 FRENCH-LANGUAGE SERVICES PLAN

Message from the Deputy Minister

I am pleased to present the 2011-2012 French-language Services Plan for the Department of Agriculture and the Department of Fisheries and Aquaculture.

Nova Scotia's agriculture, fishing and aquaculture industries continue to play an important role in our rural and coastal communities. They strengthen our economy and contribute to our provincial identity. Our departments are committed to ensuring that these industries grow and prosper. Our continued emphasis on improving French-language service capacity reflects our commitment to ensuring all Nova Scotians can participate fully and benefit from the sustainable development of our primary industries.

I invite you to learn more about our French-language services by visiting our website or talking to your manager.

Sincerely,

Paul LaFleche
Deputy Minister

Responses to French Requests

The Departments of Agriculture and Fisheries and Aquaculture have French-speaking staff members in Halifax, Truro, Yarmouth and Arichat offices that are able to respond to French clients in person or on the phone. At the main switchboard, a list of French-speaking employees is posted so that calls and visitors can easily be referred to them. New employees are informed of the need to respond to French requests in French at the annual new employee orientation session. They are also provided with contact information for the French-language services coordinator who can assist with specific requests or questions.

Most written correspondence received in French is translated unofficially by a bilingual staff member to allow for an appropriate response. The response is then translated. In some cases the correspondence is received by a French-speaking staff member. In such cases no translation is performed, and a French response is issued.

French-language Services Inventory

Coastal Resource Coordinators in Yarmouth and Arichat provide French services to clients and display bilingual signage to indicate this capacity. The head office for Agriculture and Fisheries and Aquaculture also has French speaking staff members who can help French clients who call or visit. Food safety training manuals are available in French, along with food safety information intended for the public. Some sportfishing information is also available in French, such as species fact sheets and barrier free fishing opportunities. The Department of Agriculture and the Department of Fisheries and Aquaculture both collaborate with their federal counterparts for program delivery and all materials originating from the federal government are made available to clients in both official languages.

Progress in Reaching Goals and Objectives for 2010-2011

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
<u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i> .	1.1 - Administrative and Policy Framework 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	N/A
	1.2 - Institutional Responsibilities 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"> Support the work of the Office of Acadian Affairs and the implementation of the <i>French-language Services Act</i> 	<ul style="list-style-type: none"> Ensure departmental representation on the French-language Services Coordinating Committee. Participate on project sub-committees to advance the objectives of the Office of Acadian Affairs. Contribute to the Government's annual progress report on French-language Services. 	<ul style="list-style-type: none"> A permanent employee is assigned as the departmental representative on the French-language Services Coordinating Committee. The department representative participated on the Review of Regulations sub-committee and the FLS Awards of Excellence sub-committee. A French-language Services Plan, which includes annual progress, was completed in a timely manner.
<u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas.	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.	<ul style="list-style-type: none"> Have open communication with the communities in which we work. 	<ul style="list-style-type: none"> Ensure a French component in all province-wide consultations. 	<ul style="list-style-type: none"> A coastal consultation was based on the State of the NS Coast Report. The summary report and fact sheets were available in French for public review and comment.

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>2.2 - 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>	<ul style="list-style-type: none"> Increase employee awareness of French-language service requirements and available resources. 	<ul style="list-style-type: none"> Develop reference material for departmental staff on available French language services and how to access them. Continue to include information on French language services in the annual New Employee Orientation Session. Encourage staff to attend the Acadian awareness session 'Acadie at a Glance'. 	<ul style="list-style-type: none"> Official guidelines and department-specific procedures were communicated to new employees and those with questions about French-language services. A presentation covering French language services regulations, basic guidelines and where to find more information was included in the day's events. 'Acadie at a Glance' workshops were promoted internally to staff through posters and e-mails.
	<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>	<ul style="list-style-type: none"> Make more public and web-based information available in French. 	<ul style="list-style-type: none"> Continue to translate pertinent informational documents and web-based materials. 	<ul style="list-style-type: none"> Documents are translated as per the French-language services guidelines, ensuring appropriate information from the departments are available in both official languages. Web-based material continues to be translated within fiscal allowances.
	<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>	<ul style="list-style-type: none"> Meet the service needs of the Acadian and francophone community. 	<ul style="list-style-type: none"> Consult on the addition of French services by work units where requested. 	<ul style="list-style-type: none"> Consulted with Inland Fisheries about offering the Learn to Fish program to French schools. This project will be going forward with collaboration from the Department of Education.

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>	<ul style="list-style-type: none"> Increase the French capacity of staff. 	<ul style="list-style-type: none"> Provide staff with opportunities, learning tools and resources for French language skill development, maintenance and growth. 	<ul style="list-style-type: none"> Staff was provided with information on French-language training in their geographic regions and opportunities to practice their French skills. 21 employees took French-language training in the last year with many returning for multiple terms.
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability.</p>	<p>3.1 - Preservation and Growth of the Community Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.</p>	<ul style="list-style-type: none"> Assist Acadian and francophone communities with the resources we have available. 	<ul style="list-style-type: none"> Support community, cultural and economic initiatives of Acadian and francophone communities within fiscal allowances. 	<ul style="list-style-type: none"> All requests from Acadian and francophone communities are considered on an ad-hoc basis and support provided within fiscal allowances.
			<ul style="list-style-type: none"> Ensure departmental representation at pertinent meetings and community events. 	<ul style="list-style-type: none"> Meetings and community events are communicated to relevant staff to facilitate departmental representation.
	<p>3.2 - School Community Centres Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.</p>	<ul style="list-style-type: none"> Communicate and consult with schools and community groups where requested. 	<ul style="list-style-type: none"> Continue to liaise with local schools and community groups in the Yarmouth and Arichat regions. 	<ul style="list-style-type: none"> Coastal Resource Coordinators continue to liaise with local schools and community groups such as the Le Conseil de développement économique de la Nouvelle-Écosse.

Goals, Objectives and Measures for 2011-2012

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2011-2012	Planned Measures 2011-2012
<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>	<p>1.1 - Administrative and Policy Framework 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>.</p>	N/A	N/A
	<p>1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<ul style="list-style-type: none"> Support the work of the Office of Acadian Affairs and the implementation of the <i>French-language Services Act</i> 	<ul style="list-style-type: none"> Ensure departmental representation on the French-language Services Coordinating Committee and assist with sub-committee work where possible.
			<ul style="list-style-type: none"> Contribute to the Government's annual progress report on French-language Services.
<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>	<ul style="list-style-type: none"> Acquire representative feedback from the citizens of Nova Scotia. 	<ul style="list-style-type: none"> Respect the consultation guidelines created by the Office of Acadian Affairs when performing province-wide consultations.
	<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>	<ul style="list-style-type: none"> Increase employee awareness of French-language service requirements and available resources. 	<ul style="list-style-type: none"> Include information on French-language services in the annual New Employee Orientation Session. Encourage staff to attend the Acadian awareness session 'Acadie at a Glance'. Advise employees and work groups about pertinent regulations, guidelines and recommendations.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2011-2012	Planned Measures 2011-2012
	<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>	<ul style="list-style-type: none"> • Make relevant public and web-based information available in French. 	<ul style="list-style-type: none"> • Continue to translate pertinent informational documents and web-based materials.
	<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>	<ul style="list-style-type: none"> • Meet the service needs of the Acadian and francophone community. 	<ul style="list-style-type: none"> • Consult on the addition of French services by work units where requested.
	<p>2.5 - Human Resources The capacity of the Public Service to provide services in French has increased.</p>	<ul style="list-style-type: none"> • Increase the French capacity of staff. 	<ul style="list-style-type: none"> • Provide staff with opportunities, learning tools and resources for French language skill development, maintenance and growth.
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability.</p>	<p>3.1 - Preservation and Growth of the Community Government has helped Acadian and francophone community organizations-realize objectives expressed in the community's Global Development Plan 2009-2014.</p>	<ul style="list-style-type: none"> • Assist Acadian and francophone communities with the resources we have available. 	<ul style="list-style-type: none"> • Support community, cultural and economic initiatives of Acadian and francophone communities within fiscal allowances.
			<ul style="list-style-type: none"> • Ensure departmental representation at pertinent meetings and community events.
	<p>3.2 - School Community Centres Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.</p>	<ul style="list-style-type: none"> • Communicate and consult with schools and community groups where requested. 	<ul style="list-style-type: none"> • Continue to liaise with local schools and community groups in the Yarmouth and Arichat regions.

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

French speaking populations continue to make important contributions to Nova Scotia's rural and coastal communities. The departments strive to make services available to French speaking clients to support the ongoing development of agriculture, fisheries and aquaculture and the Acadian and francophone communities in which they are practiced.