

Department of Agriculture
Department of Fisheries and Aquaculture

2013-2014 FRENCH-LANGUAGE SERVICES PLAN

Message from the Deputy Minister

It is with pleasure that I present the 2013-2014 French-Language Services Plan for the Departments of Agriculture and Fisheries and Aquaculture.

The Acadians and Francophone communities were one of the earliest participants to our agriculture and fishing industries, and today, they are the province's most important contributors to the natural resource economy. We continue with our commitment to ensuring the sustainable growth and prosperity of these industries by delivering the best quality of public service. Our Departments are committed to building our capacity to provide French language to the Acadian and francophone communities in 2013-2014.

The Departments of Agriculture and Fisheries and Aquaculture will also provide the necessary support to meet the priorities as set out in the 2013-2014 French-Language Services Plan. I invite you to learn more about our French-language services by visiting our website.

Yours Truly,

Rosalind Penfound
Deputy Minister

Responses to French Requests

The Departments of Agriculture and Fisheries and Aquaculture recognize the importance of responding to verbal and written communication from the Acadian and francophone community in their language of choice. 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. If the material is technical in nature, or a satisfactory response cannot be provided in timely manner, Acadian Affairs is contacted for assistance.

The Departments of Agriculture and Fisheries and Aquaculture have French-speaking staff members in Cornwallis, Halifax, Lunenburg, 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.

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. Sportfishing information is also available in French, such as Species Fact Sheets, Barrier Free Fishing Opportunities, Atlantic Salmon Angling Seasons and materials from the Learn to Fish program. Several Agricultural Awareness publications have been translated into French, including materials for school garden projects. 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.

French-language Services Coordinator

The French-language Services Coordinator for the Departments of Agriculture and Fisheries and Aquaculture is Nicole Burkhard. She is located in Cornwallis and she can be reached at burkhane@gov.ns.ca or (902)-638-2397.

Progress in Reaching Goals and Objectives for 2012-2013

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
<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 and assist with sub-committee work where possible. 	<ul style="list-style-type: none"> An employee representing both departments continues to be on the French Language Services Coordinating Committee, and attended the monthly French-Language Services Coordinator meetings at the Office of Acadian Affairs.
			<ul style="list-style-type: none"> Contribute to the Government's annual progress report on French-language Services. 	<ul style="list-style-type: none"> Completed a French-Language Services Plan and annual progress report.

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><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. 	<ul style="list-style-type: none"> Nothing to report as neither department conducted province-wide consultation requiring feedback from Acadian and francophone communities.
	<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. 	<ul style="list-style-type: none"> A representative from Acadian Affairs presented on French Language Services regulations, basic guidelines and where to find information was included in 2011 New Employee Orientation.
	<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"> Encourage staff to attend the Acadian awareness session 'Acadie at a Glance'. 	<ul style="list-style-type: none"> Information on 'Acadie at a Glance' workshops were distributed by e-mails to all staff and posters were posted internally.
			<ul style="list-style-type: none"> Advise employees and work groups about pertinent regulations, guidelines and recommendations. 	<ul style="list-style-type: none"> French-Language Services Coordinator worked with Agriculture Awareness, Food Safety and Inland Fisheries on translating program documents for circulation and distribution.
			<ul style="list-style-type: none"> Continue to translate pertinent informational documents and web-based materials. 	<ul style="list-style-type: none"> Documents and departmental factsheets are translated as per the French Language Services guidelines. Public relations documents continue to be posted online as they are translated and based on fiscal allowances.

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	<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"> Worked with the Department of Education to get the Inland Fisheries' Learn to Fish program in French so that it can be promoted to schools for 2013. Food Safety is liaising with Acadian Affairs to get fourteen different food safety factsheets translated for circulation.
	<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 were informed of upcoming French language training in their regions and opportunities to practice their French skills.
<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"> Requests from Acadian and francophone communities are reviewed as they come in and support is provided based on fiscal constraints. (Nothing to report)
			<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 related were communicated to all staff to encourage and facilitate departmental representation.

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	<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"> • Worked as a liaison between Inland Fisheries and Department of Education to translate the Learn to Fish program materials and promote it to the Conseil scolaire acadien provincial (CSAP) schools. • Agriculture Education – translation of school garden application and reports for CSAP schools

Goals, Objectives and Measures for 2013-2014

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2013-2014	Planned Measures 2013-2014
<p>Objective 1 – Leadership and policy direction</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>	<ul style="list-style-type: none"> • Deputy Minister to champion French-language services • Support the work of the Office of Acadian Affairs and the implementation of the <i>French-Language Services Act</i> • Integrate French-language Services into corporate planning process 	<ul style="list-style-type: none"> • The Deputy Minister to champion the Bonjour! program and initiate discussion at the executive level on how to best promote and improve French-language services • Include analysis and discussion of French-language services as part of corporate strategic planning resulting from reorganization and relocation of head offices to rural Nova Scotia. • French-language services continue to be included in orientation sessions for new employees • The 2013-14 French-language services plan to be posted on the respective websites of the departments of Fisheries & Aquaculture and Agriculture • Continued representation and participation on the French-Language Services Coordinating Committee

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2013-2014	Planned Measures 2013-2014
	<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-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>	<ul style="list-style-type: none"> • Improve support to the Office of Acadian Affairs and the implementation of the <i>French-Language Services Act</i> 	<ul style="list-style-type: none"> • Support the work of the Office of Acadian Affairs and the implementation of the French-Language Services Act by ensuring departmental representation on the French-Language Services Coordinating Committee and sub committees as needed. • Contribute to the Government's annual progress report on French-Language Services. • Increase visibility of the Bonjour! Program and promote the Awards of Excellence in French-language service internally to staff • The Department of Agriculture will host a bilingual Federal-Provincial-Territorial Agriculture Minister's Conference July 17-19 which will be attended by all Ministers of Agriculture, Deputy Ministers and Assistant Deputy Ministers from across Canada. All information, conference materials and signage will be translated for this event.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2013-2014	Planned Measures 2013-2014
<p><u>Objective 2 – Availability and accessibility of French-language services</u> 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>	<ul style="list-style-type: none"> • Continue to translate pertinent informational documents and web-based materials. • Increase visibility and promotion of the Bonjour! Program • Increase ‘active offers’ of French-language services to clients 	<ul style="list-style-type: none"> • Encourage dialogue between our Departments and Acadian and francophone community stakeholders. • Encourage staff to promote an active offer of services by having French phone messages, email signatures, etc. • Highlight staff who can offer French-language services by distributing and displaying the Bonjour! sign • Documents and factsheets translated as per the French Language Services guidelines. Public relations documents continue to be posted online as they are translated and based on fiscal allowances. • Translate new ‘Select Nova Scotia’ logo into French
	<p>2.2 – Information materials: printed or electronic</p> <p>The Acadian and Francophone 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>	<ul style="list-style-type: none"> • Increase French-language content on website 	<ul style="list-style-type: none"> • Assess materials for translation that can be posted on departments’ websites • Continue to improve navigation to French content on websites

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	<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>	<ul style="list-style-type: none"> • Increase employee awareness of and obligation to French-Language Service requirements and available resources. 	<ul style="list-style-type: none"> • Continue to include information on French-Language Services in the annual New Employee Orientation Session. • Continue to support staff French language and cultural awareness training • Survey staff annually to have updated information on French-language capacity and skill level

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2013-2014	Planned Measures 2013-2014
<p><u>Objective 3 – Community engagement and outreach</u> Engage the Acadian and francophone community and provide services which support its development and growth.</p>	<p>3.1 – Public Engagement</p> <p>Designated public institutions have engaged the Acadian and Francophone community and are aware of its needs.</p> <p>French-speaking Nova Scotians are provided with the opportunity to participate in government consultations in French.</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. Defer to the consultation guidelines created by the Office of Acadian Affairs when performing province-wide consultations. Encourage dialogue between our Departments and Acadian and francophone community stakeholders
	<p>3.2 – Agencies, Boards and Commissions</p> <p>Acadians and Francophones are aware of opportunities to participate on government Agencies, Boards and Commissions, and have submitted nominations.</p>		<ul style="list-style-type: none"> The 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
	<p>3.3 – Complaints process</p> <p>The Acadian and Francophone community is aware of the complaints process for government services.</p>		<ul style="list-style-type: none"> Complainants that are not satisfied upon completion of the internal complaint process may be referred to the Nova Scotia Office of the Ombudsman.

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	<p>3.4 – Municipal services</p> <p>The Acadian and Francophone community has access to municipal services in French.</p>	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • N/A
	<p>3.5 – Community development and growth</p> <p>The development and vitality of the Acadian and Francophone community is enhanced by the delivery of French-language services.</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 • Ensure departmental representation at pertinent meetings and community events

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

Nova Scotia’s Acadian and francophone communities continue to provide innovation and drive contributing to the province’s rural and coastal communities. The Departments’ French-Language Services Plan contributes to the preservation and growth of the Acadian and francophone population by allowing us to serve French-speaking community members in the native language and 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.