

Plan de services
en français

French-language
Services Plan

2019-2020

Department of Agriculture

Department of Fisheries
and Aquaculture



French-language Services Plan 2019–2020

Message from Deputy Minister Frank Dunn

I am pleased to share the 2019-2020 French-language Services Plan for the Departments of Agriculture and Fisheries and Aquaculture. The Francophone and Acadian communities are an important part of this province's agriculture and fishery industries and the Departments are committed to providing quality service to these communities through our efforts to provide French-language translation and our commitment to the *Bonjour!* Program.

The goal of the Departments of Agriculture and Fisheries and Aquaculture is to effectively implement the *French-language Services Act and Regulations* by increasing the prevalence and awareness of French-language services and engaging with the Acadian and Francophone communities. The Departments are pleased with the support that is provided by the Office of Acadian Affairs and Francophonie, and we look forward to opportunities for building on this Plan and enhancing our service.

Responses to French Requests

The Departments of Agriculture and Fisheries and Aquaculture respond to verbal and written communication from Acadian and Francophone communities in their language of choice. When correspondence is received in French, assistance is requested from Communications Nova Scotia Translation services to prepare a timely response.

French-speaking staff members are available at the Cornwallis, Lunenburg, Pictou, Shelburne, Sydney and Truro offices to assist French clients with their requests. New employees of both departments are advised of the appropriate process to follow when offering services to French-speaking clients, through an annual orientation session. The Department also supports staff enrolment in French-language courses sponsored by the Office of Acadian Affairs and Francophonie with the goal of increasing French-language capacity in both departments.

French-language Services Inventory

French language documents that are available on the Department of Fisheries and Aquaculture website include the French-language Services Plan, the departmental organizational chart, and seasonal fishing information (2015 Salmon Angling Seasons). In addition, the Report of the Maritime Lobster Panel (*Rapport du Groupe d'experts sur l'industrie du homard des Maritimes*) was translated into French following its release. In 2017-2018, the new Nova Scotia Seafood brand was translated for use in France.

On the Department of Agriculture website, French documents include the department's French-language Services Plans, the organizational chart as well as many food safety publications. There are also several Agricultural Awareness publications that are available in French, including class projects and classroom learning activities that promote agriculture (*Le fabuleux monde de Frimousse le mouton*).

Both departments coordinate with their federal counterparts to deliver programs and materials originating from the federal government to clients in both official languages.

French-language Services Coordinator

Designated public institution: Department of Agriculture and Department of Fisheries and Aquaculture

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Progress in Reaching Goals and Objectives for 2018–2019

Goals and Objectives 2018–2019

- Strive to meet the service needs of the Acadian and francophone community.
- Integrate French-language services into the corporate planning process.
- Deputy Minister to champion French-language services and continue to raise awareness among staff about government initiatives that improve service delivery to the Acadian and Francophone community.
- Increase employee awareness of and obligation to the *French- Language Services Act* and *Regulations*.
- Increase active offers of French-language services to clients by encouraging staff training and increasing the visibility and promotion of the *Bonjour!* program.
- Continue to translate pertinent documents and increase French content on departmental websites.
- Department to work closely with the Office of Acadian Affairs and Francophonie regarding the implementation of the *French- Language Services Act* and *Regulations*, including seeking advice and guidance on public consultations and translation of documents.

Planned Measures for 2018–2019

- Support the work of the Office of Acadian Affairs and Francophonie and the implementation of the *French-language Services Act* by ensuring continued departmental representation on the French-language Services Coordinating Committee, and sub-committees as needed.
- Post the 2018-2019 French-language Services Plan on respective departmental websites.
- As necessary, the French-language Services Coordinator will provide information to Senior Management on French-language initiatives and departmental goals and targets.
- Deputy Minister to champion the *Bonjour!* Program, seeking Senior Management support. The French-language Services Coordinator can offer support to the Deputy by sharing expertise to inform managers about the *Bonjour!* Program, active offer and the Human Resources guidelines.
- French-language services information will be coordinated into orientation sessions and orientation manuals for new employees, when offered.
- French-language Services Coordinator to provide updates to staff about French-language services across government, including French-language courses supported by the Office of Acadian Affairs and Francophonie and translation services at Communications Nova Scotia.
- Encourage management and staff to participate in *Acadie at a Glance* training, by sharing promotional and awareness materials.
- Contribute to the Government's annual progress report on French-language Services.
- Identify employees who can offer services in French by displaying *Bonjour!* signage and pins.
- Distribute the new *Bonjour!* desktop flipbook, 'Practical tips for providing services in French', to all staff.
- Conduct an annual review to have up-to-date information on capacity and proficiency of French-speaking employees.
- Translate documents in accordance with the French-language Services Communications guidelines by engaging Communications Nova Scotia translation services.
- Continue to post public documents online on departmental websites as they are translated, according to subject matter and budget.
- Ensure that requirements for French-language services are considered when province-wide public consultations plans are being developed, when applicable.

Progress in Reaching Goals and Objectives for 2018–2019

- French-language Services Coordinator represented the departments during monthly meetings of the French-language Services Coordinating Committee.
- The 2018-2019 French-language Services Plan was posted on respective departmental websites.
- New staff received information on French-language services information via PSC-led orientation sessions.

- French-language Services Coordinator provided updates to staff about French-language services across government, including *Acadie at a Glance* training and French-language courses supported by the Office of Acadian Affairs and Francophonie.
- French-language Services Coordinator contributed to the Government’s annual progress report on French-language Services.
- The new *Bonjour!* desktop flipbook, ‘Practical tips for providing services in French’, was distributed to NSDA and NSFA staff.
- An annual review on capacity and proficiency of French speaking employees is scheduled for 2019-2020.
- French-speaking employees will receive *Bonjour!* signage and pins when the program is renewed in the next fiscal year by the Office of Acadian Affairs and Francophonie.
- The guidelines for the Small Farm Accelerator Program were translated in French

Goals, Objectives, and Planned Measures for 2019–2020

Department’s Goals and Objectives 2019–2020

Strategic Objective 1. Strengthen internal operational structures including policy, legislative and administrative frameworks.

- Integrate French-language services into the corporate planning process as appropriate.
- Deputy Minister to champion French-language services and continue to raise awareness among staff about government initiatives that improve service delivery to the Acadian and Francophone community.

Strategic Objective 2. Develop and deliver quality French-language services and programs to the public.

- Increase employee awareness of and obligation to the *French- Language Services Act and Regulations*.
- Increase active offers of French-language services to clients by encouraging staff training and increasing the visibility and promotion of the *Bonjour!* program.
- Continue to translate pertinent documents and increase French content on departmental websites.

Strategic Objective 3. Maintain on-going dialogue and consultation with the Acadian and francophone community.

- Strive to meet the service needs of the Acadian and francophone community.
- Department to work closely with the Office of Acadian Affairs and Francophonie regarding the implementation of the *French- Language Services Act and Regulations*, including seeking advice and guidance on public consultations and translation of documents.

Department’s Planned Measures for 2019–2020

- Support the work of the Office of Acadian Affairs and Francophonie and the implementation of the French-language Services Act by ensuring continued departmental representation on the French-language Services Coordinating Committee, and sub-committees as needed.
- Post the 2019-2020 French-language Services Plan on respective departmental websites.
- Will work on implementing a similar *Bonjour* button on the Department of Fisheries and Aquaculture homepage as that which is found on the Department of Agriculture’s homepage.
- As necessary, the French-language Services Coordinator will provide information to Senior Management on French-language initiatives and departmental goals and targets.
- French-language Services Coordinator will give a presentation on FLS to Senior Management of both departments.
- Deputy Minister to champion the *Bonjour!* Program, seeking Senior Management support.

- The French-language Services Coordinator will inform managers at the regularly held Managers' Forum about the *Bonjour!* Program and the active offer of service in French as well as the PSC's new Human Resources guidelines.
- French-language services information will be coordinated into orientation sessions and orientation manuals for new employees, when offered.
- French-language Services Coordinator to provide updates to staff about French-language services across government, including French-language courses supported by the Office of Acadian Affairs and Francophonie and translation services at Communications Nova Scotia.
- Encourage management and staff to participate in *Acadie at a Glance* training, by sharing promotional and awareness materials.
- Contribute to the Government's annual progress report on French-language Services.
- Conduct a review to have up-to-date information on capacity and proficiency of French-speaking employees.
- Identify employees who can offer services in French by displaying *Bonjour!* signage and pins when the program is renewed.
- Translate documents in accordance with the French-language Services Communications guidelines by engaging Communications Nova Scotia translation services.
- Continue to post public documents online on departmental websites as they are translated, according to subject matter and budget. Review material to make sure relevant content is carried over to the new departmental websites, when applicable.
- Ensure that requirements for French-language services are considered when province-wide public consultation plans are being developed, when applicable.

Priorities of the Acadian and Francophone Community

The Departments of Agriculture and Fisheries and Aquaculture recognize the importance of the Acadian and Francophone communities and are committed to working with them to advance the agriculture and fishing industries within these communities. The Departments will continue to consult and seek input from the Office of Acadian Affairs and Francophonie to develop ways to further our efforts to improve our support through French language capacity and making resources available in French.

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

The Departments' French-language Service Plan outlines the steps that will be taken to further the provision of French-language services to the Acadian and Francophone community. Through this on-going work, the Departments strive to preserve and grow the Acadian and Francophone communities in Nova Scotia.