

French-language Services Plan

2020–2021

Agriculture
Fisheries and Aquaculture



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French-language Services Plan
Department of Agriculture
Department of Fisheries and Aquaculture
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Departments of Agriculture and Fisheries and Aquaculture

Ce document est également disponible en français sous le titre : « Plan de services en français 2020-2021 »

Message from Deputy Minister Loretta Robichaud

It is my pleasure to share the 2020-2021 French-language Services Plan for the Departments of Agriculture and Fisheries and Aquaculture. The Acadian and Francophone communities are an important part of this province's agriculture, aquaculture and fishery industries. The Departments are committed to providing quality service to these communities through our efforts to provide French-language translation and our commitment to the *Hello/Bonjour!* program.

The goals of the Departments of Agriculture and Fisheries and Aquaculture are 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 appreciative of 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.

Loretta Robichaud
Acting Deputy Minister

What we're doing to contribute to the 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.

We recognize the importance of French-language services and we endeavour to fulfil our responsibilities under the *French-language Services Act* and Regulations. We believe Nova Scotians should have access to quality government services in French, and this plan demonstrates our commitment to ensuring our programmes, policies and services address the priorities expressed by the Acadian and Francophone community. To achieve this aim, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services Coordinating Committee. We greatly value this partnership which ensures a continued understanding of the unique needs of our province's Acadian and Francophone community.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and Francophones to have their voices heard by participating on agencies, boards and commissions which are regularly advertised by the Executive Council Office. As we continue to maintain and improve our French-language services, we welcome feedback on our progress and invite you to share with us your comments or questions by contacting our French-language services coordinator. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

Stacy Bruce email: Stacy.Bruce@novascotia.ca Tel : 902-896-4873

Manager of Policy / French Language Services Coordinator / Agriculture, Fisheries and Aquaculture

Gestionnaire des politiques / Coordonnateur des services en français / Agriculture, Pêches et Aquaculture

Services we offer in French

- Yearly French-language services plan.
- Departmental organizational chart.
- Offer of services in French through the *Hello/Bonjour!* program throughout various regions of the province.
- French report of the Maritime Lobster Panel (*Rapport du Groupe d'experts sur l'industrie du homard des Maritimes*).
- The Nova Scotia Seafood brand was translated for use in France.
- International fisheries resource meetings involving St-Pierre and Miquelon (France) occur in French.
- Several food safety publications and several agricultural awareness publications are available in French.
- Class projects and classroom learning activities that promote agriculture are available in French.
- The guidelines for the Small Farm Accelerator Program were translated in French.
- Programs and materials originating from the federal government are made available to clients in both official languages.

How we communicate with the public in French

The Departments of Agriculture and Fisheries and Aquaculture respond to verbal and written communication, including invoicing and project administration documents, from Acadian and Francophone communities, institutions and businesses in their language of choice.

Departmental French-speaking staff members are available at the Cornwallis, Yarmouth, Lunenburg, Pictou, Shelburne, Sydney and Truro offices to offer initial services in French through the *Hello/Bonjour!* program and to also assist French clients with their requests. As required, the departments engage Communications Nova Scotia translation services.

New employees of both departments are advised of the appropriate process to follow when offering services to French-speaking clients through regular orientation sessions. The Departments 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.

What we did to maintain or improve our French-language services in 2019–20

- Departmental French-language Services Coordinator represented the departments during regular monthly meetings of the French-language Services Coordinating Committee.
- The 2019-2020 French-language Services Plan was posted on respective departmental websites.
- New staff received information on French-language services information via PSC-led orientation sessions.
- Staff were provided updates about French-language services across government, including *Acadie at a Glance* training, the *Hello/Bonjour!* program and French-language courses supported by the Office of Acadian Affairs and Francophonie.
- The departments contributed to the Government's annual progress report on French-language Services.

- The *Bonjour!* pin to identify French-speaking staff that volunteered to offer initial services in French was distributed to staff that volunteered to participate in the *Hello/Bonjour!* program.
- An annual review on capacity and proficiency of French speaking employees was carried out around the province.
- Increased employee and senior management awareness and obligations of the *French- Language Services Act* and Regulations.

How we plan to maintain or improve our French-language services in 2020–21

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

- Integrate French-language services into the corporate planning process as appropriate.
- Support French-language training for staff and explore options to address the challenges of training staff in rural areas.
- Deputy Minister will continue to champion French-language services and to raise awareness among staff about government initiatives that improve service delivery to the Acadian and Francophone community.
- Build awareness into the Deputy Minister New Staff Orientation Session.

Objective 2: Develop and deliver quality French-language services and programmes 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 *Hello/Bonjour!* program.
- Continue to translate pertinent documents and increase French content on departmental websites.
- Continue consideration given when developing promotional materials and industry outreach programming to include version in French.

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and Francophone community

- Strive to meet the service needs of the Acadian and Francophone community.
- For regulatory changes, consultation scope and plans to be developed which will include consultations with Francophone industry members.
- 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.

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, aquaculture 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 and services available in French.