

French-language Services Plan

2017-2018

Department of Health
and Wellness



Table of Contents

	Page
Message from the Deputy Minister	1
Responses to French Requests	2
French-language Services Inventory	2
French-language Services Coordinator	3
Progress in Reaching Goals and Objectives for 2016-2017	6
Goals, Objectives and Measures for 2017-2018	10
Priorities of the Acadian and Francophone Community	13
Contribution to the Preservation and Growth of the Acadian and Francophone Community	13

Message from the Deputy Minister

Bonjour!

As Deputy Minister of the Nova Scotia Department of Health and Wellness/Santé et Mieux-être, I am pleased to present our French Language Services (FLS) Plan for 2017-2018.

The Department of Health and Wellness is committed to ensuring that Acadians and Francophones across Nova Scotia have access to health care services in French. There are several on-going initiatives to help identify when those services are available, primarily through on-site bilingual signage and the use of the “Bonjour” initiative to identify when bilingual staff are available.

The Department continues to encourage the advancement of French-language services both internally and externally, through the voluntary participation of staff in French language training across the Province, as well as initiatives that help fund seats for Francophone medical and pharmacy students. The French-language services plan will be implemented, monitored and evaluated to move towards improving access both within the Department and within the provincial health care system.

The Department continues to work closely with Réseau Santé Nouvelle-Écosse, as well as the French-language services coordinators at the Nova Scotia Health Authority and the IWK, to ensure that the needs and priorities of Acadian and Francophone communities are being considered.

We look forward to continuing our work with our partners to better respond to the language, culture and specific needs of French-speaking Nova Scotians.

Denise Perret, Q.C.

Deputy Minister, Department of Health and Wellness

Note: For the purpose of this document “Department” means the Department of Health and Wellness and “Coordinator” means the Department of Health and Wellness French-language Services Coordinator.

Responses to French Requests

The Department is committed to providing services in French to Acadians and Francophones residing in Nova Scotia, in accordance with the *French-language Services Act* proclaimed in 2004 and the French-language Services Regulations adopted in 2006.

The Department has a French Written Correspondence and Verbal Communication Policy, the intent of which is to provide direction and guidance to employees within the Department to comply with the requirements of the *Nova Scotia French-language Services Act* and Regulations.

The policy is to ensure that

- Written correspondence received in French will be responded to in French
- Verbal requests to communicate in French will be accommodated to the extent possible

The Department maintains a list of staff able to respond to verbal requests for information that was updated in January 2017. In rare instances, where no staff are available to respond to a verbal request, the request is logged and responded to in a timely manner.

French-language Services Inventory

The Department has a number of programs and publications available in French. These include, but are not limited to:

- The administration of an online Directory of French-speaking Primary Health Care Providers which can be found at <http://novascotia.ca/dhw/repertoire-sante/>
- HealthLink 811 which is available in French through French-speaking nurses as well as an on-demand third party translation service. Service is also available in multiple languages.
- Active recruitment and support of French-speaking health professionals in Nova Scotia through the funding of three seats for Francophone medical students and one pharmacy seat shared between the Department of Health and Wellness and the Department of Labour and Advanced Education.
- Take 5, the Gambling Support Network/La règle de 5 Réseau d’aide pour la dépendance au jeu: English and French websites are available on line. The program includes a help line available in English, French and other languages. <https://gamblingsupportnetwork.ca/fr/what-does-it-mean-take-5>
- Towards Understanding, A Dementia Strategy for Nova Scotia/Pour une meilleure compréhension. Une Stratégie en matière de démence pour la Nouvelle-Écosse and a three-year action plan are available in both official languages. <https://novascotia.ca/dhw/dementia/#FR>
- Publication in English and French of the document Living Well, Continuing Care Services/Bien vivre, services de soins continus to provide an overview of continuing care services in Nova Scotia. <https://www.novascotia.ca/dhw/ccs/documents/living-wel-%20continuing-care-services-fr.pdf>
- A large number of educative public health resources available on its website.

French-language Services Coordinator

The Department of Health and Wellness French-language Services Coordinator is Joëlle Désy who can be reached at joelle.desy@novascotia.ca and 902-424-6011.

Progress in Reaching Goals and Objectives for 2016-2017

Strategic or corporate objectives are taken from the Nova Scotia Strategic Plan for French-language Services.

Objectives	Department Goals and Objectives	Department Planned Measures 2016-2017	Progress in Reaching Goals and Objectives 2016-2017
<p>Objective 1 – Leadership and policy direction</p> <p>Champion and support the policy development, planning, and administrative framework for the implementation of the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>The Department supports French-language services in the province by establishing actions related to its core activities as per the Department’s redesign.</p>	<ul style="list-style-type: none"> • The Deputy Minister of Health and Wellness is committed to engaging the department in promoting and enhancing French-language services. • The Department will publish a French-language Services Plan that identifies key areas of focus in enhancing French-language services in the province. • The coordinator will participate in the French-language Services Coordinating Committee organized by Acadian Affairs. The coordinator will also participate to sub-committees as needed to advance the French-language services agenda. • The coordinator will continue to work with management to provide information on the Department’s obligations under the <i>French-language Services Act</i> and <i>Regulations</i>. 	<ul style="list-style-type: none"> • The Deputy Minister’s handbook was updated to include information on the role of the FLS Coordinator, as well as the Department’s responsibilities to provide French-language Services. • The Risk Mitigation-Continuing Care Branch updated a Long-Term Care policy that provides clarification on accommodations for clients with linguistic and cultural requests. • The resource list of French speaking staff at the Department of Health and Wellness was updated in January 2017. This list was distributed to the main points of contact (reception desk, main phone, receptionists, etc.). • Ongoing participation of the coordinator on the government-wide French-language Service Coordinating Committee led by Acadian Affairs and la Francophonie. • The Department worked in collaboration with the Nova Scotia Health Authority and the IWK to consolidate French-language services through ongoing communication and meetings with their French-language coordinators. • Employees who complete the new to government orientation sessions being offered by the PSC are advised of the French-language services and coordinators that are available.

Objectives	Department Goals and Objectives	Department Planned Measures 2016-2017	Progress in Reaching Goals and Objectives 2016-2017
			<ul style="list-style-type: none"> Information on French-language training was communicated to staff using the Departments' all staff email list.
<p>Objective 2 - Availability and accessibility of French-language services</p> <p>Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.</p>	<p>The Department promotes active offer of French-language services and visibly promotes the use of the <i>Bonjour!</i> program.</p> <p>The Department continues to enhance materials available to French speaking Nova Scotians, in print and on its website.</p>	<ul style="list-style-type: none"> The coordinator will work in collaboration with the Nova Scotia Health Authority and IWK, which are often the first point of contact for patients and families, to enhance French-language services. The Department will continue to support staff to take training such as French language training, Acadie at a Glance sessions and Health Care in French at a Glance. The Department will continue to update and enhance the electronic Directory of French-speaking Primary Health Care Providers. 	<ul style="list-style-type: none"> A <i>Bonjour!</i> sign is displayed at the main reception desk of the Department in Barrington Tower. The Department ensures that French language information is included on its Intranet. The coordinator was invited to participate in the redesign of the Department's web pages. French language training courses and Acadie at a Glance workshops were promoted within the Department for staff to learn more about and celebrate the Acadian and Francophone culture. Six staff from the Department of Health and Wellness participated in one or more French language training and two staff attended the Acadie at a Glance sessions in 2016-2017. The Department coordinated the translation of 29 documents. The Department published eight news releases in French to the public. Doctors Nova Scotia began including the FLS service directory email in their next survey so that bilingual physicians can request to be added to the Francophone primary healthcare providers list that can be located at http://novascotia.ca/dhw/repertoire-sante/

Objectives	Department Goals and Objectives	Department Planned Measures 2016-2017	Progress in Reaching Goals and Objectives 2016-2017
<p>Objective 3 – Community engagement and outreach</p> <p>Encourage the participation of the Acadian and Francophone community in the development of government policies with a view to improving the delivery of services in French.</p>	<p>The Department engages the Acadian and Francophone community on key areas, including new programs, services and legislation.</p> <p>The Department makes every effort to ensure Acadians and Francophones are aware of opportunities to participate on government agencies, boards and commissions, and encourages them to submit nominations.</p> <p>The Department meets the needs of French-speaking Nova Scotians and enhances French-language services and programs available to them.</p>	<ul style="list-style-type: none"> • The Department will continue to build on its strong relationship with the Réseau Santé- Nouvelle-Écosse. • The coordinator will also work with other organizations that support French language healthcare services, and facilitate collaborations between them. • Executive Council has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions (ABC), and regularly advertises current opportunities, in both French and English. The Department of Health and Wellness has numerous agencies, boards and commissions. The Department will continue to work with partners such as the Réseau Santé to help attract qualified individuals to the ABCs. For more information, visit www.gov.ns.ca/exec_council/abc. • The Department will fulfill its obligations under the <i>French-language Services Act</i> and Regulations to consult with the Acadian and Francophone community when holding province-wide public consultations. 	<ul style="list-style-type: none"> • The coordinator met regularly with staff from Réseau Santé – Nouvelle-Écosse to discuss the needs of Acadian and francophone Nova Scotians. This also included attendance as a non-voting member at quarterly meetings, as well as participation in a unique visit from Réseau Santé representatives from the other Atlantic Provinces and Québec. • Réseau Santé was also consulted in June-August 2016 regarding the ABI (acquired brain injury) strategy. DHW staff was notified by Réseau Santé that they received no reply to their inquiry for participants to a public consultation in French. Therefore, a discussion paper resulting from English consultations was made available in French and a link to a survey was provided. • As a continuation of the Dementia Strategy work from 2015-2016, presentations in French on the ten warning signs of Alzheimer’s were done in collaboration with Alzheimer Society of Nova Scotia (ASNS), Réseau Santé and the Department. • Health Human Resource Supply Management Branch supports the recruitment and retention of French-speaking health professionals in Nova Scotia through the funding of three seats for Francophone medical students and one seat for Francophone pharmacy students. This initiative is also supported by the Department of Labour and Advanced Education (LAE).

Goals, Objectives, and Measures for 2017-2018

Strategic objectives and expected results are taken from the Nova Scotia Strategic Plan for French-language Services.

Objectives	Department Goals and Objectives 2017-2018	Department Planned Measures 2017-2018
<p>Objective 1 – Leadership and policy direction</p> <p>Champion and support the policy development, planning, and administrative framework for the implementation of the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>The Department supports French-language services in the province by establishing actions related to its core activities.</p>	<ul style="list-style-type: none"> • The Deputy Minister of Health and Wellness is committed to engaging the department in promoting and enhancing French-language services. In 2017-2018, the Department’s Deputy Minister will be part of a six-member committee tasked with promoting and supporting French-language services. • The Department will publish a French-language Services Plan that identifies key areas of focus in enhancing French-language services in the Province. • The coordinator will participate in the French-language Services Coordinating Committee organized by Acadian Affairs and Francophonie. The coordinator will also participate in sub-committees as needed to advance the French-language services agenda. • The coordinator will continue to work with management to provide information on the Department’s obligations under the <i>French-language Services Act</i> and <i>Regulations</i>.
<p>Objective 2 - Availability and accessibility of French-language services</p> <p>Increase the prevalence and awareness of French-language services through active offer,</p>	<p>The Department promotes active offer of French-language services and visibly promotes the use of the <i>Bonjour!</i> program.</p> <p>The Department continues to enhance materials available to French speaking Nova Scotians, in print and on its website.</p>	<ul style="list-style-type: none"> • The coordinator will work in collaboration with the Nova Scotia Health Authority (NSHA) and IWK, which are often the first point of contact for patients and families, to enhance French-language services.

Objectives	Department Goals and Objectives 2017-2018	Department Planned Measures 2017-2018
<p>communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.</p>		<ul style="list-style-type: none"> • The Department will continue to support staff to take training, such as French language training, Acadie at a Glance sessions and Health Care in French at a Glance. • The Department will continue to update and enhance the electronic Directory of French-speaking Primary Health Care Providers. • The Department will look at streamlining and improving access to French-language materials located on its website.
<p>Objective 3 – Community engagement and outreach</p> <p>Encourage the participation of the Acadian and Francophone community in the development of government policies with a view to improving the delivery of services in French.</p>	<p>The Department engages the Acadian and Francophone community on key areas, including new programs, services and legislation.</p> <p>The Department makes every effort to ensure Acadians and Francophones are aware of opportunities to participate on government agencies, boards and commissions, and encourages them to submit nominations.</p> <p>The Department meets the needs of French-speaking Nova Scotians and enhances French-language services and programs available to them.</p>	<ul style="list-style-type: none"> • The Department will continue to build on its strong relationship with the Réseau Santé – Nouvelle-Écosse. • The coordinator will also work with other organizations that support French language healthcare services, and facilitate collaborations between them. • Executive Council has the primary responsibility for recruiting members of the public to government agencies, boards and commissions (ABC), and regularly advertises opportunities, in both French and English. The Department of Health and Wellness has numerous agencies, boards and commissions. The Department will continue to work with partners such as the Réseau Santé to help attract qualified individuals to the ABCs. For more information, visit www.gov.ns.ca/exec_council/abc • The Department will fulfill its obligations under the <i>French-language Services Act</i> and

Objectives	Department Goals and Objectives 2017-2018	Department Planned Measures 2017-2018
		<p><i>Regulations</i> to consult with the Acadian and Francophone community when holding province-wide public consultations.</p>

Priorities of the Acadian and Francophone Community

The Department consults and partners with Réseau Santé Nouvelle-Écosse on issues related to the health and wellness of the Acadian and Francophone community. The Department also ensures that the French-language services plan is reflective of the community-identified needs and priorities to improve the overall health and well-being of French-speaking Nova Scotians.

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

The intent of this plan is to outline the efforts of the Department of Health and Wellness to provide and actively promote appropriate health services in French. The Department will continue to encourage the Acadian and Francophone community to utilize the services which will in turn contribute to the preservation and growth of the Acadian and Francophone community.