

French-language Services Plan

2020–2021

Office of the Premier
Executive Council Office
Office of Strategy Management

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

Message from the deputy head or CEO

The Executive Council Office (ECO) acts as a secretariat to the Executive Council (Cabinet) and its Committees. It aims to ensure the business of Executive Council and its Committees is conducted in a timely, efficient manner.

ECO provides non-partisan advice and information to the Premier and the Cabinet and its Committees. ECO administers government's decision-making process; develops and advances corporate priorities and plans; and provides advice and support on the governance of and appointments to agencies, boards and commissions. It also provides operational support to the Office of the Premier.

In accordance with the *French-language Services Act* and Regulations, I am pleased to provide the Executive Council Office's French-language Services Plan for the year 2020-2021.

Respectfully submitted,

Laura Lee Langley
Clerk of the Executive Council
Deputy Minister of the Office of the Premier

What we're doing to contribute to the growth of the Acadian and francophone community

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 programs, policies and services address the priorities expressed by the Acadian and francophone community. To achieve this, we collaborate with others in 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.

Nova Scotians may request services from government in French. We also encourage Acadians and Francophones to participate in 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 we invite 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:

Leanne Gillis (Leanne.Gillis@novascotia.ca, 902-424-3501)

Services we offer in French

This Office responds to verbal and written requests to communicate in French from the public in a timely manner. This is accomplished by obtaining external translation when necessary. Our goal continues to be to provide the same quality of handling inquiries and information requests in French as in English.

This Office provides the following services in English as well as French:

- Advertisements (print and social media) for joining provincial agencies, boards, and commissions are run in both English and French
- The novascotia.ca website is being updated to better improve and encourage French speaking users to visit and navigate the webpage. This will allow the public to have a better ability to interact with government in either French or English
- Continue to encourage the translation of web content, forms, brochures and other publications as opportunities become available

How we communicate with the public in French

Acadians and Francophones are encouraged to become active participants on provincial agencies, boards, and commissions, which impact their business, or their community or way of life. This can be done by visiting https://novascotia.ca/exec_council/abc/

Information about ways to participate is also made available through the provincial “Grow your career. Serve your Community.” initiative which is published in *Le Courrier de la Nouvelle-Écosse*.

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

Objective 1: Support the development, planning, and delivery of French-language services to the public

- Goal
 - Represent the ECO/PO and OSM and participate on the French-language Services Coordinating Committee, while providing advice and recommendations on corporate initiatives as necessary
 - Share information regarding the French-language Services Coordinating Committee with the staff through email communications
 - Support the publication of the 2020-2021 French-language services plan
 - Fulfill obligations determined in the *French-language Services Act* and Regulations
 - Ensure all staff are aware of French-language Services related activities, such as cultural learning and training opportunities

Objective 2: Communications and consultations with the francophone community

- Goal
 - Provide staff with opportunities for French-language training
 - Continue to develop and distribute communication materials in French and move towards a bilingual format as resources are updated
 - Collaborate and engage our stakeholders to ensure policies, programs and services encourage and support safe and healthy French language communities
 - Encourage staff to request resources for French-language skills development, maintenance, and growth
 - Liase with the Acadian and Francophone community organizations through business and community events

Objective 3: Strengthen internal operational structures including policy, legislative and administration frameworks

- Goal

- Translate requests and provide services in French as per the French-language Services Regulations
- Increase awareness of our French-language services requirements to achieve a better understanding of the ECO obligations under the *French-language Services Act*