

French-language Services Plan

2021–2022

Intergovernmental Affairs



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French-language Services Plan
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French Language Service Plan for 2021-2022

Department of Intergovernmental Affairs

Message from the Deputy Minister

Nova Scotia Intergovernmental Affairs (IGA) continued to engage with our partners, primarily virtually, during the pandemic to ensure our French language connections remained strong. I am pleased to submit the 2021-2022 French Language Service Plan for the Department of Intergovernmental Affairs (IGA). This plan supports the requirements in the *French Language Services Act*.

IGA provides services predominantly to stakeholders within government as well as national and international stakeholders. Business is conducted primarily in English and when required, IGA provides French language services.

IGA works to build and promote a stronger French language public service culture within government by supporting staff with French language training to help build the organization's capacity to serve its clients and provide meaningful personal growth opportunities.

As a department that is responsible for national and international relations, we are supportive of and actively pursuing French language connections and partnerships aimed at strengthening economic growth and actions that promote relations with French speaking entities across Canada and internationally.

The plan for 2021-2022 reflects IGA's ongoing commitment to the objectives and spirit of the legislation.

Kelliann Dean
Deputy Minister
Intergovernmental Affairs

1. 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 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 we 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.

2. French-language services coordinator:

The French Language Services Coordinator (FLSC) at IGA is Laurent Law (laurent.law@novascotia.ca), Tel 902-424-5274

3. Services we offer in French

- Translation from English to French for correspondence and documents is available internally
- Training and support to staff for French classes
- Interpretation services for phone calls when needed
- French content on newly designed website
- Identification of staff who can offer service in French

4. How we communicate with the public in French

- During the year, IGA received numerous correspondence (emails and letters) in French from within and outside Nova Scotia. IGA responds in French to all communications received in French. We will also endeavour to propose an active service in French on our newly designed website.

5. What we did to maintain or improve our French-language services in 2020–21

Goal: Leadership and policy direction

- During the COVID-19 pandemic, IGA worked with the Department of Health and Wellness to facilitate emergency health procedures for residents of Saint Pierre Miquelon that were performed in Halifax.
- Implemented measures to ensure a positive environment for the provision of French language services plan.
- Supported French language services within the department and corporately by committing a staff person to actively engage in the work of the interdepartmental French Language Coordinator Committee.
- Promoted relations with French speaking entities at national and international levels (government, regions or organizations).
- Supported Departments in the areas of intergovernmental relations, French language service-related strategic planning, legislation review/advice, and policy and guideline development.
- Engaged with the Consulat Général de France in Moncton, NB, and other entities at national and international levels on matters of strategic interest, including pursuing a formal twinning partnership with a strategic region in France.
- Engaged in regular conference calls of First Ministers (Prime Minister and Premiers); offered in both official languages (English and French).

Goal: Accessibility of French language services

- Communicated with the public in French through the internet and press releases. IGA has a resident capacity to work with the public or other governments in French, promote training in French language and support staff who choose to participate in French language training.
- Worked on the French version of the IGA website.

6. How we plan to maintain or improve our French-language services in 2021–22

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

- Support staff with French language training.
- Raise staff awareness of departmental responsibilities and obligations with respect to French language services.

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

- Respond proactively in French to all requests in French language.
- Provide French content on IGA website.
- Create awareness on services that are available in French.

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

- Engage with other provinces and territories on matters of interest to the Acadian and francophone community.
- Promote cultural, economic and trade relations with French speaking regions and link them with the Acadian and francophone community in Nova Scotia.