

French-language Services Plan

2020–2021

Intergovernmental Affairs



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French-language Services Plan
Department of Intergovernmental Affairs
April 2020
ISBN: 978-1-989654-61-3

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French Language Service Plan for 2020-2021

Department of Intergovernmental Affairs (IGA)

Message from the Deputy Minister

I am pleased to submit the 2020-2021 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 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 actions that promote relations with French speaking entities across Canada and internationally.

The plan for 2020-2021 reflects IGA's ongoing commitment to the objectives and spirit of the legislation.

Kelliann Dean

Progress in Reaching Goals and Objectives

1. Responses to French Requests (Written and Oral)

When required, written or verbal requests from other governments and from the public to communicate in French are directed to departmental bilingual staff. There are three fully fluent bilingual staff who can communicate and reply to requests in French when required. Written communications and translations are mostly dealt through Communications Nova Scotia translation services.

2. French language Services Inventory

- Developments in intergovernmental relations that are of potential interest to the French speaking community are translated into French and released in the form of communiqués, news releases and IGA website content.
- At present, no line departments are requesting services from IGA in French. On occasions when IGA is working in intergovernmental situations where the primary communication is in French, IGA makes use of its bilingual staff for support and/or Communications Nova Scotia translation services.

3. French language Services Coordinator

The French Language Services Coordinator (FLSC) at IGA is Laurent Law (laurent.law@novascotia.ca).

4. Progress in Reaching Goals and Objectives for 2019-2020: Intergovernmental Affairs

IGA Adopted Corporate-Wide Goals and Objectives 2019-2020

Goal: Leadership and policy direction

- Champion and support the planning, administration, and policy development frameworks for the implementation of the French-language Services Act and its regulations.

Goal: Accessibility of French language services

- 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 when required.

Planned Measures for 2019-2020

Goal: Leadership and policy direction

- IGA will review and implement measures to ensure a positive environment for the provision of French language services.

- IGA demonstrates its support for improving French language services in part by committing a staff person to actively coordinate French services internally, and to provide expertise and support to corporate French language service development.
- IGA will encourage the training of staff in French language through the courses offered by the Office of Acadian Affairs and Francophonie; the training helps the department to provide French language services to its clients when required

Goal: Accessibility of French language services

- IGA will continue to communicate with the public in French through the internet and press releases. IGA has a resident capacity to work with the public or other governments, regions or organisations in French.
- IGA promotes training in French language and support staff who choose to participate in French language training.
- French speaking public can comment on IGA French language services through the usual means of communication available; the department will take action in a timely manner as appropriate.

Progress in Reaching Goals and Objectives for 2019-2020

Goal: Leadership and policy direction

- As part of the re-designing of the province's website, IGA reviewed the French content with a view to implement changes and improve communications in French in areas where the Acadian and Francophone public in Nova Scotia would likely have an interest. IGA's website redevelopment is ongoing and it is expected a new site will be introduced in 2020-21 as part of the scheduled Communications Nova Scotia (CNS web) design roll-out.
- The FLSC administered the implementation of the IGA French Language Services Plan within IGA; advocated for a strong French language presence; and attended and provided support at corporate-wide French Language Coordinator meetings/activities. The Department is supporting staff members for French language training, there are currently two staff members taking advanced French courses.
- IGA as the intergovernmental branch of the provincial government that deals with relations with external partners hosted meetings with Saint Pierre and Miquelon and promoted economic relations with French speaking regions in Europe. In this context, IGA consulted and partnered with the Consulat Général de France in Moncton, NB and organised the Premier's mission in France to promote economic and business relations.

Goal: Accessibility of French language services

- The new corporate website is being developed. IGA will endeavour to maintain a French language presence in the new website.
- IGA ensured that staff were supported in the ongoing development of their French language services capacity through training.

5. Goals, Objectives and Measures for 2020-2021: Intergovernmental Affairs

Goals and Objectives 2020-2021

Goal: Leadership and policy direction

- IGA will review and implement measures to ensure a positive environment for the provision of French language services.
- IGA to demonstrate its support to improving 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.
- As the department responsible for intergovernmental affairs, IGA will, as appropriate, promote relations with French speaking entities at national and international levels (government, regions or organisations).

Goal: Accessibility of French language services

- IGA will continue to communicate 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.

Planned Measures for 2020-2021

Goal: Leadership and policy direction

- IGA will look for and implement opportunities to better communicate issues and developments in French that are relevant to the Acadian and Francophone public in Nova Scotia.
- The FLSC will coordinate the implementation of the IGA French Language Services Plan and will attend and provide support to the corporate-wide coordinator meetings/activities. In particular, the FLSC will offer support to the Office of Acadian Affairs and Francophonie in the areas of intergovernmental relations, French language service-related strategic planning, legislation review/advice, and policy and guideline development; and will actively participate in at least one of the French Language Services Coordinating Committee sub-committees.
- IGA will continue to engage with the Consulat Général de France in Moncton, NB and other entities, having in common the use of French, at national and international levels on matters of strategic interest.
- It is anticipated that IGA will lead a mission to Europe that will include key meetings and events in Belgium and France.
- IGA continues to support the Office of Acadian Affairs and Francophonie on the development of a memorandum of understanding with Nova Scotia and the State of Louisiana, U.S., as well as their partnership with the Council for the Development of French in Louisiana.

- IGA will continue to promote economic, business and cultural relations with French speaking governments, regions or organisations across Canada and internationally.

Goal: Accessibility of French language services

- The department will ensure that staff who receive French language training are supported in the ongoing development of their French language services capacity.
- IGA will consider increasing its French content on its website.

6. Priorities of the Acadian and Francophone Community

Intergovernmental Affairs did not have any direct consultations with the Acadian and francophone community in year 2019-2020. The department is open to meetings with the Acadian and francophone community to address their priorities.

While the Acadian and francophone community have not expressed priorities or concerns that are specifically directed at IGA, the department works with the Office of Acadian Affairs and Francophonie and other departments to ensure that it provides intergovernmental advice and support for the Acadians and Francophone in the province.

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

As the department responsible for intergovernmental relations and international relations for the province, we will endeavour through French-language services plan to contribute to the preservation and growth of the Acadian and francophone community:

- Engaging 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 linking them with the Acadian and francophone community in Nova Scotia.

8. Conclusion

The plan ensures that:

- the work of IGA can be understood in French by the French-speaking public;
- IGA can benefit by conducting their intergovernmental affairs in both English and French; and
- the corporate functions and intergovernmental objectives of the Office of Acadian Affairs and Francophonie are supported by IGA's French Languages Service Coordinator.