

Nova Scotia Department of Justice
French-language Services Plan

2011-2012

March 31, 2011

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Message from the Deputy Minister

Nova Scotia is committed to promoting the development of its Acadian and francophone community and maintaining the French language for future generations, which contributes to the enhancement of life in Nova Scotia. Please find enclosed the Nova Scotia Department of Justice's annual French-language Services Plan for 2011-2012. This plan presents our department's priorities for promoting French-language services in the upcoming fiscal year, as well as a progress report for 2010-11.

Highlights in 2010-2011 include the appointment of a bilingual Justice to the Nova Scotia Supreme Court, the employment of more bilingual staff, the translation of the family rules and practice memorandums of the Nova Scotia Civil Procedure Rules, the installation of bilingual signage in two Justice Centres, training in French-language and French legal terminology, intensive French training for a Court Reporter and further enhancements to the French content on the Department of Justice website by adding information on Victim Services, Correctional Services and the Maintenance Enforcement Program. These initiatives have enhanced our French-language service delivery and ensure Nova Scotians have access to service in French, thus contributing to the preservation and growth of the Acadian and francophone community and supporting the cultural diversity of Nova Scotia. The progress the Department of Justice has made in 2010-2011 continues to build a strong foundation of French-language services for the department. Our goals and objectives for this upcoming year will assist the department to continue to move forward delivering programs and services that reflect the needs of the Acadian and francophone community in Nova Scotia.

In 2011-2012, we will continue to promote French-language service delivery through three specific sources: *The French-language Services Act (FLS)*, proclaimed in December 2004; the *Regulations* under the *French-language Services Act*, which came into effect on December 31, 2006; and consultations conducted by the Office of Acadian Affairs, the Fédération acadienne de la Nouvelle-Écosse (FANE) and l'Association des juristes d'expression française de la Nouvelle-Écosse (AJEFNE) which identified the needs of the Acadian and francophone community.

The plan relies on the efforts of our many staff, some of them bilingual, who are working to ensure our justice system responds to the needs of Acadians, Francophones and Francophiles in the province of Nova Scotia. The initiatives reflected in these pages involve our partners in the justice system and within communities. Implementing the initiatives involves both management and leadership: management of employees, policies, procedures and facilities, and leadership in the development and dissemination of ideas.

We encourage you to take a few minutes to review this plan, and we welcome your feedback. We thank our staff and partners for their efforts in implementing this plan for all Nova Scotians.

Marian F. Tyson, Q.C.
Deputy Minister

1. Planning for Excellence in the Delivery of French-language Services

The *French-language Services Act* proclaimed in Nova Scotia on December 9, 2004, contributes to the preservation and growth of the Acadian and francophone community, and provide for the delivery of French-language services by designated departments, offices, agencies of Government, Crown corporations and public institutions to the Acadian and francophone community.

The *French-language Services Regulations*, passed pursuant to Section 10 of the *French-language Services Act*, ensure there are substantive and measurable improvements to the French-language services offered by the Government of Nova Scotia.

Under the regulations, all government departments must develop and publish annual French-language Services Plans in French and English. In accordance with the regulations, this annual plan outlines the following:

- how Department of Justice's employees have been instructed to communicate in response to French requests from the public;
- the French-language services offered by the department;
- the steps the department will take to preserve or improve its French-language services in the next fiscal year;
- the specific goals and objectives that have been established for improving French-language services and the specific measures that it will take to achieve these goals and objectives;
- how the plan will contribute to the preservation or growth of the Acadian and francophone community;
- how the department will address the priorities of the Acadian and francophone community that have been expressed during consultations or in communications between the Acadian and francophone community and the department.

In addition, the annual French-language Services Plan includes the department's progress in reaching specific goals and objectives set for the 2010-2011 fiscal year.

The department offers French-language services to all Nova Scotians. In establishing specific goals and objectives, the department gives priority to geographic areas with the highest concentration of Acadian and francophone citizens based on demographics. These areas of priority are Yarmouth, Digby, Halifax, Dartmouth and Port Hawkesbury.

2. Responses to French Requests (Written and Oral)

Section 12 of the *French-language Services Regulations* states that each designated public institution must ensure that all written correspondence in French that is received by their offices is replied to in French and that reasonable and appropriate steps are taken to make members of the public aware that services are available in French and English.

Department of Justice employees respond to written and oral requests for service in accordance with the standards for quality of service established in their division. As a result, the delivery of French-language services differs across the various divisions. The divisions with the most public contact are Court Services and Correctional Services. Employees in Court Services and Correctional Services have been directed to forward written or oral requests in French to staff within their workplace that are able to respond in French. If there is no one within the office who can respond in French, the correspondence will be directed to head office for translation or to other staff who are able to answer questions in French.

When public needs for correspondence or conversation in French are identified by the Information Access and Privacy Office, the division commits to accessing translation and other capabilities available through Acadian Affairs and elsewhere in the department. The division is also responsible for the overall integrity of our public website, and in that capacity, will undertake to work with department clients to accommodate online French requirements where department business functions deem they are necessary. The division will also continue to examine other opportunities to provide French service options as capabilities allow.

Other divisions will utilize any member of their staff participating in the “Bonjour!” campaign to respond to specific inquiries in French. If there is no one at the local level who can manage the request, it may be referred to the department’s French-language Services Coordinator.

While they operate independently from the Department of Justice, both the Public Prosecution Service (PPS) and Nova Scotia Legal Aid (Legal Aid) take part in our French language Services Annual Plan. PPS has one staff member who is part of the “Bonjour!” campaign and that staff member has agreed to respond to French requests from the public in accordance with the approach recommended by that campaign. The remaining PPS staff members who provide French-language services are prosecutors. Therefore, their French-language communication obligations are governed by section 530 of the *Criminal Code*. When required, the services of out-of-region staff with French-language communication skills are engaged. Legal Aid operates a 24-hour telephone duty counsel service providing free and immediate legal advice to persons who have been arrested or detained. Legal Aid maintains a list of French-speaking lawyers who are willing to provide such telephone duty counsel services in French. Legal Aid has a few staff members who are able to converse in the French language with our Acadian population. When an accused person in a French-language trial qualifies for legal aid, Legal Aid will ensure that French-speaking counsel is retained to act for the accused even if counsel is from out of province.

3. French-language Services Inventory

This section provides a general inventory of the programs and/or services that are offered in French by the Department of Justice in accordance with the requirement stated in section 5(1) d of the *French-language Services Act*.

The following specific services are provided:

- Hearings in court in accordance with the *Criminal Code*;
- Interpreters in Provincial Court for criminal matters;
- Interpreters for certain Family matters;
- Staff participation in the “Bonjour!” campaign;
- Simultaneous translators as required at Supreme Court and Appeal Court level for criminal matters;
- Some translated print and website materials.

Correctional Services is able to respond to requests for French Pre-Sentence Reports and is also able to provide offender supervision services in French at certain locations. All Victim Services print material for victims of crime has been translated. In addition to the French-language services required by the *Criminal Code*, the Public Prosecution Service also:

- Conducts court proceedings in French not covered by s. 530 *Criminal Code* of Canada;
- Engages in oral and written communication in French with collateral agencies (particularly police agencies) and the general public (including accused persons, witnesses and the media);
- Makes presentations in French to students of the Conseil scolaire acadien provincial (CSAP).

Legal Aid has a few staff members who are able to converse in the French language with our Acadian population. Legal Aid has a French-speaking lawyer serving on the Board of the Commission who has deep roots in the Acadian community.

Table 1 – French-language Services Accountability Report 2010-11

The following table outlines the progress achieved by the Department of Justice, Legal Aid and Public Prosecution Service in reaching their goals and objectives set for 2010-2011 in accordance with section 7 of the *French-language Services Regulations*.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 1</u></p> <p><u>Framework and Policy</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 - Administrative and Policy Framework</p> <p>The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>			<p><u>1.1 Applies to the Office of Acadian Affairs. There is no need for your department/organization to fill in.</u></p>

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<p><u>Objective 1</u></p> <p><u>Framework and Policy</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.2 - Institutional Responsibilities</p> <p>Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>1. Support Acadian Affairs, the implementation of the <i>French-language Services Act</i> and <i>Regulations</i> and contribute to the Government's annual progress report on French-language services.</p>	<p>1. The Department of Justice's French Services Coordinator will:</p> <p>(a) Continue to sit on the French-language Services Coordinators Committee, the HR/Training and Communication Sub-Committees at Acadian Affairs.</p> <p>(b) Inform AJEFNE and the Coordinators Committee at Acadian Affairs of current projects.</p>	<p>1.</p> <p>(a) Regularly attended the French-language Services Coordinators Committee and the HR/Training and Communication Sub-Committees.</p> <p>(b) To share information, the French-language Services Coordinator:</p> <ul style="list-style-type: none"> - Met monthly with the office of Acadian Affairs. - Met quarterly with l'Association des juristes d'expression française de la Nouvelle-Écosse (AJEFNE). - Met quarterly with the Departmental French-language Services Advisory Committee. - Met tri-annually with the Divisional French-language Services Advisory Committee. - Met annually with the Federal-Provincial-Territorial working group on access to Justice in both official languages.

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<p><u>Objective 1</u></p> <p><u>Framework and Policy</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.2 - Institutional Responsibilities</p> <p>Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>1. Support Acadian Affairs, the implementation of the <i>French-language Services Act</i> and <i>Regulations</i> and contribute to the Government's annual progress report on French-language services.</p> <p>2. Continue to meet legal obligations and enhance services pursuant to section 530 of the <i>Criminal Code</i> of Canada and the Federal <i>Contraventions Act</i>.</p>	<p>1. (c) Work with Acadian Affairs to implement the "Bonjour!" campaign at the Department of Justice, Nova Scotia Legal Aid and the Public Prosecution Service.</p> <p>2. (a) Provide a French Judge, Court Reporter, Crown Prosecutor and Interpreter for proceedings in accordance with section 530 of the <i>Criminal Code</i> of Canada and the Federal <i>Contraventions Act</i>.</p>	<p>(c) Provided Legal Aid, Public Prosecution and Correctional Services with "Bonjour" Posters, Cards and brochures to display in their offices throughout Nova Scotia.</p> <p>2. (a)</p> <ul style="list-style-type: none"> - Extended offer of French services in Court in accordance with section 530 of the <i>Criminal Code</i> of Canada and the requirements of the Federal <i>Contraventions Act</i> Agreement. - Provided French Judge, Court Reporter, and Crown Prosecutor for trials in accordance with section 530 of the <i>Criminal Code</i> of Canada. - Provided French Interpreters for trials on numerous occasions. - Appointment of Justice Pierre Leon Muisse to the Supreme Court.

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.1 – Consultations</p> <p>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>1. Liaise with French-language stakeholders and the Department of Justice regarding French-language Services.</p>	<p>1. (a) Continue meeting regularly with AJEFNE to keep current on the needs of Acadian and francophone Nova Scotians.</p> <p>(b) Consult with partners including AJEFNE, Public Prosecution Service and Legal Aid regarding protocols and practices for French hearings pursuant to section 530 of the <i>Criminal Code</i>.</p> <p>(c) Work with AJEFNE to offer a French Parent Information Program to the Acadian and francophone community.</p> <p>(d) Continue to consult and meet with AJEFNE and representatives from FANE to explore areas where increased services could be offered to the Acadian and francophone community.</p>	<p>1. (a) Quarterly meetings occurred between Court Services and AJEFNE. One meeting included consultation with the Minister of Justice.</p> <p>(b) Completed and distributed French hearing protocol to all Justice partners including AJEFNE, Public Prosecution Service and Legal Aid.</p> <p>(c) A Justice committee reviewed scripts for the filming of six French and English videos produced by AJEFNE. These videos will be a tool for the Parent Information Program. Ongoing</p> <p>(d) Consulted with representatives from FANE including AJEFNE in January to discuss the publication of French material on the Internet and prioritized the translation plan for the Justice website. Victim Services and the Maintenance Enforcement program were cited as priority areas in the delivery of French-language Services. This information has been translated and posted on the website.</p>

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<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.1 – Consultations</p> <p>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>3. (b) Translate identified material as resources are available.</p>	<ul style="list-style-type: none"> – Correctional Services will continue to identify and prioritize its print material requiring translation. 	<ul style="list-style-type: none"> – 95 percent of Correctional Services website information has been translated and published on the Department of Justice website.
	<p>2.2 – Internal Communications</p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>	<p>1. Prepare the French-language Services Business Plan for 2010-11.</p> <p>2. Promote and use the “Bonjour!” program.</p> <p>3. Legal Aid will provide continuing information to support staff and lawyers regarding the <i>French-language Services Act</i>.</p>	<p>1. Develop and publish in French and English, the French-language Services Business Plan for 2010-2011.</p> <p>2. (a) Provide “Bonjour!” posters and explanatory cards to support the delivery of French-language services in workplaces providing direct services to the public.</p> <p>(b) Provide “Bonjour!” toolkits to new French speaking employees.</p> <p>3. Legal Aid:</p> <ul style="list-style-type: none"> – Will provide French-language Services information to staff through formal staff meetings. 	<p>1. French-language Services plan completed by March 31, 2010.</p> <p>2. (a) Promoted the “Bonjour” program within the Department of Justice, at Legal Aid and the Public Prosecution Service.</p> <p>(b) Provided “Bonjour” material as required.</p> <p>3. Legal Aid:</p> <ul style="list-style-type: none"> – Provided ongoing information on the <i>French-language Services Act</i> to staff and lawyers.

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<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.2 – Internal Communications</p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>	<p>3. Legal Aid will provide continuing information to support staff and lawyers regarding the <i>French-language Services Act</i>.</p>	<p>3. Legal Aid:</p> <ul style="list-style-type: none"> – Will continue to implement the formal Policy on French-language Services contained in the Policy Manual provided to all staff. – Will provide information and support to staff to develop French language skills. – Will respond to all French correspondence according to the French communication guidelines. 	<ul style="list-style-type: none"> – Prepared and circulated a policy supporting French-language training in its Policy Manual. – Enrolled lawyers in French-language programs. – Engaged translation services to correspond in French with the public.
	<p>2.3 – Communications with the Public</p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>1. Enhance bilingual content on the website.</p>	<p>1. (a) In consultation with Justice Internet Technology and Communication Divisions, identify and recommend areas of the Justice website requiring translation and submit plan to Senior Management Committee for approval.</p> <p>(b) The Maintenance Enforcement Program will publish the translated and approved portion of their public website.</p> <p>(c) Victim Services will translate key sections of their website.</p> <p>(d) Legal Aid is developing its website which will contain information regarding French-language Services.</p>	<p>1. (a) Complete</p> <p>(b) Complete</p> <p>(c) Complete</p> <p>(d) Legal Aid published their website on the Internet November, 2010. French translation has begun. Ongoing</p>

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<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.3 –Communications with the Public</p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>1. Enhance bilingual content on the website.</p> <p>2. Install bilingual signs.</p> <p>3. Translate documents if they relate to a specific provincial-wide initiative or if they pertain to Acadian community related matters.</p>	<p>1. (e) Public Safety Division will explore the opportunity to translate program content on the website as required.</p> <p>2.</p> <ul style="list-style-type: none"> – Court Services will explore implementation of internal bilingual signage at other locations in designated areas in accordance with the terms of the Federal <i>Contraventions Act</i> agreement. – Public Safety Division will implement bilingual signage on doors accessible to the public at the Firearms Office. <p>3. Public Safety Division will explore the possibility of translating divisional material (documents, reports).</p>	<p>1. (e) Nova Scotia Provincial Firearms Office webpage translated and published on the Department of Justice website.</p> <p>2.</p> <ul style="list-style-type: none"> – Purchased and installed bilingual signs for Halifax and Dartmouth Justice Centres in accordance with the terms of the Federal <i>Contraventions Act</i> Agreement. – Complete <p>3. (a) Rewards for Major Unsolved Crimes online information has been translated.</p> <p>(b) Correctional Services sent a bilingual survey about case management in adult facilities to other jurisdictions to identify practices which could improve services offered in NS.</p>

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<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.4 - Service Delivery</p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>1. Implement the French-language Services plan for 2010-2011.</p> <p>2. Identify legal and support staff capable of providing French language service to clients.</p>	<p>1. Publish an annual accountability report.</p> <p>2. (a) Compile a list of Legal Aid staff capable of providing French-language Services.</p> <p>(b) Update Justice list of staff capable of providing French-language Services.</p>	<p>1. Collaborated with the French-language Services Departmental Advisory Committee to provide annual progress report by March 31, 2011.</p> <p>2. (a) Complete</p> <p>(b) Complete</p>
<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>1. Provide French-language training to Justice staff based on operational needs and the French-language training policy.</p>	<p>1. (a) Provide training in specialized French legal terminology to Justice staff.</p> <p>(b) Support training in French at the Université Sainte Anne (sponsored by the Office of Acadian Affairs).</p> <p>(c) Explore training at Université Saint Anne for Court Reporters, fund training and have Return for Service Agreements signed.</p>	<p>1. (a) Offered 15 specialized French legal terminology training sessions in Halifax, Port Hawkesbury and Yarmouth. Approximately ten employees per session participated.</p> <p>(b) Justice employees participated in numerous French training sessions offered at the University Sainte Anne.</p> <p>(c) Funded a 6-week intensive one-on-one French online course with Université Saint Anne for one Court Reporter who agreed to a two-year return for service agreement to provide French-language Services in Court.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>1. Provide French-language training to Justice staff based on operational needs and the French-language training policy.</p> <p>2. Legal Aid will continue its policy of enhancing opportunities for staff to develop French speaking capabilities.</p> <p>3. Legal Services division will improve their ability to deliver French legal services.</p> <p>4. Continue to increase our capacity to respond to the demands of French-language services throughout Justice.</p>	<p>1. (d) The Public Prosecution Service will continue to ensure that Crown Attorneys and support staff are provided the opportunity to participate in French-language training as availability, funding and operational requirements permit.</p> <p>2. (a) Legal Aid will advertise, where appropriate, employment opportunities with “Proficiency in French would be considered an asset”.</p> <p>(b) Legal Aid will provide support for qualified staff to participate in French language training.</p> <p>3. Continue to take advantage of all training opportunities that are made available.</p> <p>4. (a) Hire designated bilingual staff based on operational needs.</p>	<p>1. (d) Three Crown Attorneys attended training in Cornwall, Ontario. Public Prosecution Service employees are enrolled in French legal terminology training.</p> <p>2. (a) Ongoing</p> <p>(b) Ongoing</p> <p>3. Five lawyers participated in French legal terminology training specific to their positions. The training was sponsored by the federal government.</p> <p>4. (a)</p> <ul style="list-style-type: none"> – Correctional Services hired two bilingual Probation Officers for Yarmouth and Sydney. – Legal Services Division hired two new staff with French-language capabilities.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>4. Continue to increase our capacity to respond to the demands of French-language services throughout Justice.</p> <p>5. Provide staff with learning tools and resources for French-language skills development.</p>	<p>4. (b) Assist HR in the hiring process for designated bilingual positions and for positions where French is identified as an asset.</p> <p>(c) Arrange language testing for current and new employees in designated positions to evaluate their French-language capacity.</p> <p>(d) Hire bilingual staff when appropriate vacancies occur.</p> <p>5. (a) Provide new French speaking employees with French-English dictionaries and legal terminology Lexicons.</p>	<p>4. (b) Coordinated the translation of job postings upon request by HR representatives and sat on the interviewing panel for a Justice Officer II position. Ongoing</p> <p>(c) Tested six employees in designated bilingual positions to evaluate their French-language skills.</p> <p>(d) Ongoing</p> <p>5. (a)</p> <ul style="list-style-type: none"> - Bilingual employees were provided with French/English dictionaries, legal terminology Lexicons and le Français au bureau. Justice Centres were provided bilingual <i>Criminal Code(s)</i>. - Fifteen Antidote Druides, a French grammar and editing program was provided to Probation Officers and Court Reporters.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 2</u></p> <p><u>Enabling French-language services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>5. Provide staff with learning tools and resources for French-language skills development.</p>	<p>5. (b) Public Prosecution Service will provide staff with bilingual <i>Criminal Code(s)</i>.</p> <p>(c) Develop a system to monitor individual staff members in relation to ongoing training and development of French speaking capabilities.</p> <p>(d) Monitor and provide as required, tools to facilitate French speaking services e.g. lexicons, legal references, etc.</p>	<p>5. (b) Supplied bilingual employees with bilingual <i>Criminal Code(s)</i> and Antidote Druide, a French grammar and editing program to assist with French correspondences.</p> <p>(c) Purchased online system to track ongoing training and development of staff members French speaking capabilities.</p> <p>(d) Provided French/English dictionaries, Le Français au bureau and Lexicons to two new employees.</p>
<p><u>Objective 3</u></p> <p><u>Community Development and Capacity-Building</u></p> <p>Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 - Preservation and Growth of the Community</p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.</p>	<p>1. Implement the Court Services video conference pilot project.</p>	<p>1. Complete the installation of video conferencing equipment at all designated Court sites.</p>	<p>1. Complete</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 3</u></p> <p><u>Community Development and Capacity-Building</u></p> <p>Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.2 - School Community Centres</p> <p>Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.</p>	<p>1. Promote knowledge of the Justice system in French schools.</p>	<p>1. (a) Provide funding and in-kind contributions to support AJEFNE with Law Day.</p> <p>(b) Offer presentations to French schools to promote careers in Justice.</p> <p>(c) Provide presentations on the Nova Scotia Correctional Services Youth Facility to French students.</p>	<p>1. (a) The Department of Justice and AJEFNE collaborated to invite French students from throughout Nova Scotia to participate in Law Day.</p> <p>(b) A career as a Sheriff was presented to law students at two French high schools.</p> <p>(c) A presentation about the Nova Scotia Correctional Services Youth Facility was presented to law students at two French high schools.</p>

Table 2 – French-language Services Plan 2011-12

This table reflects the new direction for French-language Services in Nova Scotia. It outlines the goals, and objectives established by the Department of Justice, Legal Aid and Public Prosecution Service for 2011-2012 and the specific measures and/or activities that we will take to achieve these goals and objectives.

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 1</u></p> <p><u>Framework and Policy</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i>. This includes the required review of the <i>Regulations</i> before July 31, 2010 to evaluate their effectiveness in ensuring substantive and measurable improvements to the French-language Services offered by the Government of Nova Scotia.</p>		<p>1.1 <u>Applies to the Office of Acadian Affairs.</u></p>

<p style="text-align: center;">French-language Services Strategic Plan Objectives 2009-2013</p>	<p style="text-align: center;">French-language Services Strategic Plan Sub-Objectives 2009-2013</p>	<p style="text-align: center;">Department Goals 2011-2012</p>	<p style="text-align: center;">Measures to Achieve Goals 2011-2012</p>
<p><u>Objective 1 Framework and Policy</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.2 Designated public institutions have implemented all sections of the <i>Regulations</i>.</p>	<p>1. Support Acadian Affairs, the implementation of the French-language Services Act and Regulations and contribute to the Government’s annual progress report on French-language services.</p> <p>2. Meet legal obligations and enhance services pursuant to section 530 of the <i>Criminal Code</i> of Canada and the requirements of the <i>Federal Contraventions Act</i> Agreement.</p> <p>3. Implementation of the <i>Federal Contraventions Act</i> - use federal funding to enhance services in the processing of federal contraventions in designated areas.</p>	<p>1. (a) The Department of Justice’s French-language Services Coordinator will:</p> <ul style="list-style-type: none"> – Participate in French–language Services Coordinators Committee, the HR/Training and Communication Sub-Committees at the office of Acadian Affairs. – Continue to inform AJEFNE and the French–language Services Coordinators Committee at Acadian Affairs of current projects. – Work with Acadian Affairs to implement the “Bonjour!” campaign at the Department of Justice, Nova Scotia Legal Aid and Public Prosecution Service. <p>2. Provide a French Judge, Court Reporter, Crown Prosecutor and Interpreter for Court proceedings in accordance with section 530 of the <i>Criminal Code</i> of Canada and the requirements of the <i>Federal Contraventions Act</i> Agreement.</p> <p>3. (a) Provide specialized French legal terminology training to Justice employees and hire more bilingual staff to meet operational needs.</p>

<p align="center">French-language Services Strategic Plan Objectives 2009-2013</p>	<p align="center">French-language Services Strategic Plan Sub-Objectives 2009-2013</p>	<p align="center">Department Goals 2011-2012</p>	<p align="center">Measures to Achieve Goals 2011-2012</p>
<p><u>Objective 1</u></p> <p><u>Framework and Policy</u></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.2 Designated public institutions have implemented all sections of the <i>Regulations</i>.</p>	<p>3. Implementation of the Federal <i>Contraventions Act</i> - use federal funding to enhance services in the processing of federal contraventions in designated areas.</p> <p>4. Continue to develop policies to support the delivery of French-language Services.</p> <p>5. Legal Aid will continue to develop policies to support the delivery of French-language Services.</p>	<p>(b) Continue to explore with the Federal government and Halifax Regional Municipality, the possibility of expanding a bilingual Parking Ticket program.</p> <p>4. (a) The Public Prosecution Service will implement French communication directives.</p> <p>(b) Complete the terms of reference for the Court Services Divisional French-language Services Advisory Committee.</p> <p>5. Legal Aid will:</p> <ul style="list-style-type: none"> - Have a senior executive member sit on the Department of Justice French-language Services Advisory Committee and report to the Executive Director for action required. - Regularly review the Legal Aid French-language Services policies. - Have the Legal Aid French-language Services Advisory Committee member inform staff and lawyers about the obligations to provide French-language services. - Provide annual progress updates to the French-language Services Coordinator.

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<u>Objective 1</u> <u>Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i>	1.2 Designated public institutions have implemented all sections of the <i>Regulations</i>.	5. Legal Aid will continue to develop policies to support the delivery of French-language Services.	<ul style="list-style-type: none"> - Publish information about French-language Services on the Legal Aid website.
<u>Objective 2</u> <u>Enabling French-language Services</u> Consult, plan, develop, and deliver French-language Services in priority areas	2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.	1. Liaise with French-language stakeholders.	1. (a) Legal Aid will: <ul style="list-style-type: none"> - Meet regularly with the Department of Justice Departmental French-language Services Advisory Committee. - Provide timely information to the Department of Justice Departmental French-language Services Advisory Committee on projects and developments. - Continue its relationship with AJEFNE, seeking advice, referrals and meetings with the executive. (b) The Public Prosecution Service will provide a staff person to meet with AJEFNE as operational requirements permit.

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>1. Liaise with French-language stakeholders.</p>	<p>(c) Court Services at the Department of Justice will meet regularly with AJEFNE to keep current on the needs of Acadian and francophone Nova Scotians.</p> <p>(d) The Department of Justice will provide in-kind contributions and deliver presentations on French-language Services at the Department of Justice at three AJEFNE symposiums.</p> <p>(e) Work with AJEFNE to offer a French Parent Information Program to the Acadian and francophone community in Nova Scotia.</p> <p>(f) The French-language Services Coordinator will assist, as required, in community engagement sessions regarding the dissemination of the Domestic Violence Action Plan.</p> <p>(g) The French-language Services Coordinator will assist, as required, with the First Voice Research Project.</p>

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>2. Continue consultations with stakeholders such as the Office of Acadian Affairs, l'Association des juristes d'expression française de la Nouvelle-Écosse (AJEFNE) and la Fédération acadienne de la Nouvelle-Écosse (FANE) to ensure successful implementation of the French-language Services Act in priority areas.</p> <p>3. Identify material requiring translation to ease access to programs and services for French speaking Nova Scotians.</p>	<p>2. (a) Continue to consult and meet with AJEFNE and representatives from FANE to explore areas where increased services could be offered to the Acadian and francophone community.</p> <p>(b) Court Services will work with AJEFNE and the Office of Acadian Affairs to explore the possibility of accepting French wills without requiring an English translation.</p> <p>(c) The Public Prosecution Service will meet with AJEFNE to discuss the needs of Acadian and francophone communities.</p> <p>3. (a) The French-language Services Coordinator will ensure the Department meets French-language services requirements, including providing services in French where appropriate.</p>

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>3. Identify material requiring translation to ease access to programs and services for French speaking Nova Scotians.</p>	<p>(b) The French-language Services Coordinator will work with colleagues on the French-language Services Coordinators Committee to determine:</p> <ul style="list-style-type: none"> – What French material is available for victims and perpetrators of domestic violence; – Determine what the information needs of French victims and perpetrators are; – Prioritize material for translation; – Translate material as resources allow; – And post the translated material on the appropriate website. <p>(c) Correctional Services will identify and prioritize its print material requiring translation.</p> <p>(d) The Maintenance Enforcement Program (MEP) will translate any additional English information added to the MEP website.</p> <p>(e) Victim Services will give bilingual referral cards to police for distribution to French speaking clients.</p>

<p align="center">French-language Services Strategic Plan Objectives 2009-2013</p>	<p align="center">French-language Services Strategic Plan Sub-Objectives 2009-2013</p>	<p align="center">Department Goals 2011-2012</p>	<p align="center">Measures to Achieve Goals 2011-2012</p>
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>3. Identify material requiring translation to ease access to programs and services for French speaking Nova Scotians.</p> <p>4. Translate identified material as resources are available.</p>	<p>(f) The Public Prosecution Service will identify and prioritize print material requiring translation.</p> <p>4. (a) Correctional Services will translate identified print material.</p> <p>(b) Court Services will complete translation and publication of the Civil Procedure Rules and the Provincial Court Rules.</p> <p>(c) The Public Prosecution Service will translate identified print material as resources are available.</p>

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.2 Public service employees are more knowledgeable about the approach being taken by the government to provide French-language Services; are more sensitive to cultural issues pertaining to the Acadian and francophone community; and promote public awareness of French-language Services and their availability.</p>	<p>1. Prepare the French-language Services 2011-2012 Business Plan.</p> <p>2. Promote and use the “Bonjour!” program.</p> <p>3. Provide information to Nova Scotia Legal Aid support staff and lawyers regarding the delivery of French-language Services.</p>	<p>1. In consultation with the Department’s French-language Services Advisory Committee, develop and publish in French and English the Department of Justice’s 2011-2012 French-language Services Annual Business Plan.</p> <p>2.</p> <ul style="list-style-type: none"> – Provide “Bonjour!” posters and explanatory cards to support the delivery of French-language Services in areas providing direct services to the public. – Provide “Bonjour!” toolkits to new French speaking employees. <p>3. Legal Aid will:</p> <ul style="list-style-type: none"> – Provide French-language Services information to employees through formal staff meetings. – Continue to provide all staff with the formal policy directive on French-language Services contained in the Policy Manual. – Provide information regarding training and encourage staff to take advantage of opportunities to develop French skills.

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.3 The public is more aware of the approach being taken by the government to provide French-language Services and of the programs and services available to them.</p>	<p>1. Enhance bilingual content on the website.</p> <p>2. Install bilingual signs.</p> <p>3. Attract bilingual employees.</p>	<p>1.</p> <ul style="list-style-type: none"> – In consultation with Justice Internet Technology, Communications Division and the French community, identify and recommend areas of the Justice website requiring translation and submit plan to Senior Management Committee for approval. – Implement approved work plan. <p>2. Court Services will complete the implementation of bilingual signs in accordance with the terms of the Federal <i>Contraventions Act</i> Agreement.</p> <p>3. (a) The Public Safety and Security Division will include the phrase “bilingualism in French and English will be considered an asset” in job postings for positions with the Provincial Firearms Office.</p> <p>(b) Victim Services will advertise for a designated bilingual position in the HRM area.</p>

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 2</u> <u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.3 The public is more aware of the approach being taken by the government to provide French-language Services and of the programs and services available to them.</p>	<p>3. Attract bilingual employees.</p> <p>4. Legal Aid will:</p> <p>(a) Provide communication in French.</p> <p>(b) Provide information on their website regarding French speaking services.</p> <p>(c) Identify legal and support staff capable of providing French language service to clients.</p>	<p>3. (c) MEP will add "the ability to speak French would be considered an asset" in their job postings.</p> <p>(d) Legal Aid will Advertise employment opportunities with "the ability to speak French would be considered an asset".</p> <p>4. Legal Aid will:</p> <p>(a) Contact the Justice French-language Services Coordinator for translation of documents and correspondence received in French.</p> <p>(b) Publish up-to-date bilingual information on the Legal Aid website about their services.</p> <p>(c)</p> <ul style="list-style-type: none"> - Monitor the provision of French services by staff. - Accommodate lawyers and support employees who wish to continue French training to enhance service delivery. - Continue to update the roster of staff and private lawyers available to provide duty counsel service in French.

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<u>Objective 2</u> <u>Enabling French-language Services</u> Consult, plan, develop, and deliver French-language Services in priority areas	2.3 The public is more aware of the approach being taken by the government to provide French-language Services and of the programs and services available to them.	(c) Identify legal and support staff capable of providing French language service to clients.	(c) <ul style="list-style-type: none"> - Accommodate the movement of French speaking staff as required to provide representation in French. - Translate the Nova Scotia Legal Aid Annual Report and publish it on the Legal Aid website.
<u>Objective 2</u> <u>Enabling French-language Services</u> Consult, plan, develop, and deliver French-language Services in priority areas	2.4 Prioritization and establishment of French-language Services to be offered, and of strategies or approaches for service delivery.	1. Implement the French-language Services Business Plan 2011-12. 2. Identify legal and support staff capable of providing French language service to clients.	1. Publish the annual accountability report. 2. (a) Compile a list of Legal Aid staff capable of providing French-language Services. (b) Update Justice list of employees capable of providing French-language Services.
<u>Objective 2</u> <u>Enabling French-language Services</u> Consult, plan, develop, and deliver French-language Services in priority areas	2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation and training are in place.	1. Provide French-language training to Justice staff based on operational needs and according to the Department of Justice French-language training policy.	1. (a) <ul style="list-style-type: none"> - Provide training in specialized French legal terminology to Justice employees. - Support Justice Employees' participation in French training offered by Université Sainte Anne and sponsored by the Office of Acadian Affairs.

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation and training are in place.</p>	<p>1. Provide French-language training to Justice staff based on operational needs and according to the Department of Justice French-language training policy.</p> <p>2. Continue to increase capacity to respond to the demands of French-language Services.</p>	<p>1.(a)</p> <ul style="list-style-type: none"> - Explore intensive French training for Court Reporters offered by Université Saint Anne, fund training and have Return for Service Agreements signed. <p>(b) Continue to ensure that Public Prosecution Service Crown Attorneys and support staff are provided French-language training opportunities, as availability, funding and operational requirements permit.</p> <p>2. (a)</p> <ul style="list-style-type: none"> - Fill designated bilingual positions in Justice as operational needs require. - Assist HR in the hiring process for designated bilingual positions and for positions where French is identified as an asset. - Arrange language testing for current and new employees in designated positions to evaluate their French-language capacity.

<p align="center">French-language Services Strategic Plan Objectives 2009-2013</p>	<p align="center">French-language Services Strategic Plan Sub-Objectives 2009-2013</p>	<p align="center">Department Goals 2011-2012</p>	<p align="center">Measures to Achieve Goals 2011-2012</p>
<p><u>Objective 2</u></p> <p><u>Enabling French-language Services</u></p> <p>Consult, plan, develop, and deliver French-language Services in priority areas</p>	<p>2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation and training are</p>	<p>2. Continue to increase capacity to respond to the demands of French-language Services.</p> <p>3. Legal Aid will continue to enhance opportunities for staff to develop French speaking capabilities.</p> <p>4. Legal Services division will improve their ability to deliver French legal services.</p> <p>5. Provide staff with learning tools and resources for French-language skills development.</p>	<p>2. (b) The Maintenance Enforcement Program will add "the ability to speak French would be considered an asset" in their job postings.</p> <p>3. Legal Aid will:</p> <ul style="list-style-type: none"> – Advertise employment opportunities with “the ability to speak French would be considered an asset”. – Provide support for staff to participate in French language training. – Monitor staff training and development of French speaking capabilities. – Supervise the provision of tools to facilitate French speaking services e.g. lexicons, legal references, the posting of the “Bonjour” poster in appropriate locations, etc. <p>4. Continue to take advantage of all training opportunities that are made available to Legal Services employees.</p> <p>5. (a) Provide new French speaking employees with French-English dictionaries and legal terminology Lexicons.</p>

French-language Services Strategic Plan Objectives 2009-2013	French-language Services Strategic Plan Sub-Objectives 2009-2013	Department Goals 2011-2012	Measures to Achieve Goals 2011-2012
		5. Provide staff with learning tools and resources for French-language skills development.	5. (b) Provides Justice Centre with bilingual <i>Criminal Code(s)</i> .
<u>Objective 3</u> <u>Community Development and Capacity-Building</u> Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	3.1 Government has helped Acadian and francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.		
<u>Objective 3</u> <u>Community Development and Capacity-Building</u> Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	3.2 Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.	1. Promote knowledge of the Justice system in French schools.	1. (a) Collaborate with AJEFNE and the Conseil scolaire acadien provincial to offer French students the opportunity to participate in Law Day 2011. (b) Provide funding and in-kind contributions to support AJEFNE with Law Day 2011. (c) Offer presentations to French students to promote careers in Justice.

6. Addressing the Priorities of the Acadian and Francophone Community

Pursuant to Section 6 of the *French-language Services Regulations*, the Department of Justice has outlined in this plan how the department has addressed, and will continue to address, the priorities of the Acadian and francophone community. The department is committed to advancing and resolving outstanding issues which go to the heart of “access to justice” for our French speaking citizens. We recognize that this is a work in progress and some of the challenges will require significant time and resources to overcome.

In the past few years, great progress has been made to ensure that French speaking Nova Scotians have access to justice in French. The number of French speaking civil servants has increased and French services are available in more areas of the province. Many employees are participating in French and specialized French legal terminology training. Printed and web materials get translated every year.

Section 530 of the *Criminal Code* guarantees the accused the choice of language in which the court proceeding will be heard. This choice is made by the accused appearing before the provincial court when they enter a plea. The trial may then proceed in either the Provincial or Supreme Court. We have judges and staff available who can provide the service requested. The Department of Justice also provides interpretation and translation services, in most cases. This is applicable when a witness or lawyer does not speak French. The Public Prosecution Service also has French prosecutors available. In 2010-2011, we enhanced the French content to the Department of Justice website by adding information on Victim Services, the Maintenance Enforcement Program and Correctional Services. The translation of the family rules and practice memorandums of the Civil Procedure Rules has been completed. Two Justice Centres had bilingual signs installed. A bilingual Justice was appointed to the Nova Scotia Supreme Court. Many employees were offered French training as well as French legal terminology training and a bilingual Court Reporter took intensive online French training. Two Probations Officers and two lawyers were hired in response to the need of the Acadian and francophone community. Providing French-language services is challenging and time consuming, but its gradual and continued progress will make justice more accessible to French Nova Scotians.

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

In accordance with section 5(1)(e) of the *French-language Services Regulations*, the Department of Justice will continue to work with its partners, focusing its efforts on those areas of service deemed most important by the Acadian and francophone community. In particular, this means that the department will continue its commitment to providing French-language services in the areas of priority such as Halifax, Dartmouth, Port Hawkesbury, Yarmouth and Digby. In general, the department will look at ways to further improve its capacity to deal with front-line inquiries at the counter, at reception areas, by phone, in court and also to translate public material, especially material available on the department’s website. The Department of Justice will accomplish this through direct consultation with l’Association des juristes d’expression française de la Nouvelle-Écosse and other representative Acadian and francophone groups, and through reference to the consultation reports generated by the Office of Acadian Affairs.

It is envisioned that the French-language Services Plan for 2011-2012 will address the need to facilitate access to justice in French in Nova Scotia by continuing to offer a variety of services, tools, and French-language training to staff, thus improving our ability to deliver services in French.