

Nova Scotia Department of Justice
French-language Services Plan

2010-2011

March 31, 2010

**Nova Scotia Department of Justice
French-language Services Plan 2010-2011**

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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 2010-2011. This plan presents our department's priorities for promoting French-language services in the upcoming fiscal year, as well as a progress report for 2009-10.

Highlights in 2009/2010 include the appointment of a new bilingual Judge to the Nova Scotia Provincial and Family Court, the translation of part two of the Nova Scotia Civil Procedure Rules and the Provincial Court Rules, the publication of the Family Law Information Center micro site and the employment of more bilingual staff. 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 2009-2010 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 in continuing to move forward delivering programs and services that reflect the needs of the Acadian and francophone community in Nova Scotia.

In 2010-2011, we will continue to promote excellent French-language service delivery through three specific sources: *The French-language Services Act*, proclaimed December 2004 and the *Regulations* under the *French-language Services Act*, which came into effect on December 31, 2006, and the consultations conducted by the Office of Acadian Affairs and the Fédération acadienne de la Nouvelle-Écosse ("FANE") 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

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

The *French-language Services Act* was proclaimed in Nova Scotia on December 9, 2004, to contribute 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* were enacted as laid out in Section 10 of the *French-language Services Act* to ensure that 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 the Department of Justice's employees have been instructed to respond to verbal and written requests from the public to communicate in French;
- 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 2009-2010 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.

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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 the designated public institution 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. In accordance with section 12, Justice employees have been instructed to respond to verbal and written requests from the public to communicate in French as follows.

Department of Justice staff 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. Staff in Court Services and Correctional Services has 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 function in French and are able to answer the questions.

The Information Access and Privacy Office managed through the Policy and Information Management Division has a small public for access to information requests and privacy complaints. When public needs for correspondence or conversation in French are identified, 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 our 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 Justice’s French-language Coordinator.

While they operate independently from the Department of Justice, both the Public Prosecution Service (“PPS”) and Nova Scotia Legal Aid (“Legal Aid”) community take part in our French language Services Plan. PPS has one staff member who is part of the “Bonjour!” campaign and that staff member has agreed to respond to requests from the public to communicate in French 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 sections 530 and 530.1 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 prepared a “Telephone Duty Counsel Manual” in French and English to assist those lawyers who handle telephone duty counsel calls. Legal Aid has a few staff members who are able to

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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 the 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 informational print materials for victims of crime have been translated into French. 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.

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Table 1 – Progress in Reaching Goals and Objectives for 2009-2010

The following table outlines the progress achieved by the Department of Justice, Legal Aid and PPS in reaching their goals and objectives set for 2009-2010 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 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
<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>1.1 - 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>
	<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 FLS Act & Regulations and contribute to the Government’s annual progress report on French-language services.</p>	<p>1. (a) The Department of Justice’s French Services Coordinator will continue to sit on the French Coordinators’ Committee, the HR/Training and Communication Sub-Committees at Acadian Affairs.</p> <p>(b) The department will continue to inform l’AJEFNÉ and the Coordinators Interdepartmental Committee at Acadian Affairs of current projects.</p>	<p>1. (a) Ensured representation on the FLS Coordinating Committee and the HR/Training and Communication Sub-Committees.</p> <p>(b) 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 “AJEFNÉ”.

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		<p>2. Continue to meet legal obligations and enhance services pursuant to section 530 of the <i>Criminal Code of Canada</i> and the <i>Contravention Act</i>.</p>	<p>(c) The French Services Coordinator will work with Acadian Affairs to implement the “Bonjour!” campaign in the Department of Justice.</p> <p>(d) Legal Aid will educate its staff on the obligations placed on Legal Aid under the FLS Act to assist in meeting those obligations.</p> <p>2. Provide French Judge, Court Reporter, Crown Prosecutor and Interpreter for French proceedings in accordance with section 530 and 530.1 <i>Criminal Code of Canada</i>.</p>	<ul style="list-style-type: none"> – Met quarterly with the Departmental FLS Advisory Committee. – Met quarterly with the Divisional FLS Advisory Committee. – Participated in the Canadian Criminal Justice Association Congress 2009. <p>(c) Provided twelve employees with “Bonjour” toolkits.</p> <p>(d) Provided Lawyers/staff with report on obligations, progress and meetings. French-speaking employees identified as resource.</p> <p>2.</p> <ul style="list-style-type: none"> – Extended offer of French services in Court in accordance with section 530 and 530.1 <i>Criminal Code of Canada</i>. – Provided French Judge, Court Reporter, Crown Prosecutor for French trials in accordance with section 530 and 530.1 <i>Criminal Code of Canada</i>.

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		<p>3. Implementation of the <i>Contravention Act</i> - use of the 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 FLS within the Department of Justice.</p>	<p>3. (a) Provide training in specialized French legal terminology for Justice staff, purchase video conferencing equipment and hire more bilingual staff.</p> <p>(b) Explore with the Federal government and SNSMR, the possibility of implementing a PIT program.</p> <p>4. (a) Develop and implement an internal communication's plan on FLS delivery.</p>	<ul style="list-style-type: none"> - French Interpreters were provided on 32 occasions for trials. - Organized two consultations between stakeholders and PRA Inc on the implementation of the <i>Contravention Act</i>. <p>3. (a)</p> <ul style="list-style-type: none"> - Provided twelve days of specialized French legal terminology training to ten Justice's employees in NS. - Hired four bilingual Justice Administrative clerks. <p>(b) Met with stakeholders. This project is ongoing.</p> <p>4. (a)</p> <ul style="list-style-type: none"> - Developed and implemented an internal communication's plan on FLS delivery. - Developed and implemented the terms of reference for the Departmental and Divisional Advisory FLS Committees.

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			<p>(b) Prepare and implement staff survey and self-identifying survey.</p> <p>(c) Based on operational needs, the FLS Coordinator will work with Human Resources to develop a recruitment and development strategy for hiring and developing bilingual staff.</p> <p>(d) PPS will implement communication directives.</p> <p>(e) Develop a guide for Victim Services staff to help them secure French-language interpreters for court preparation, the Child Victim Witness Program and assistance with the Victim Impact Statements.</p>	<p>(b) Prepared staff survey. Collaborating with webmaster to implement online survey.</p> <p>(c) The HR and Training sub-committee are currently working on an initiative.</p> <p>(d) Ongoing.</p> <p>(e) Secured French-language interpreter services for the Provincial Victim Services Program.</p>
<p><u>Objective 2 –</u> <u>Enabling</u> <u>French-</u> <u>language</u> <u>Services</u></p> <p>Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 - Consultations 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 FLS.</p>	<p>1. (a) PPS French-language Services Coordinator will meet with l'AJEFNÉ to discuss the needs of Acadian and francophone communities.</p> <p>(b) Legal Aid will meet with l'AJEFNÉ to discuss the needs of Acadian and francophone communities.</p>	<p>1. (a) PPS will continue to provide a staff person to meet with the l'AJEFNE, as operational requirement permit.</p> <p>(b) Legal Aid:</p> <ul style="list-style-type: none"> - Has met with l'AEJFNE, - Has an active relationship in identifying potential employees, - Networks on issues as they arise, - Actively recruit articling clerks from the Université de

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			<p>(c) Court services will continue meeting regularly with l'AJEFNÉ to keep current on the needs of Acadian and francophone Nova Scotians.</p> <p>(d) Justice FLS coordinator will consult with Justice partners including l'AJEFNÉ, PPS and Legal Aid regarding protocols and practices for hearings conducted in French pursuant to section 530 of the <i>Criminal Code</i>.</p> <p>(e) Explore with l'AJEFNÉ the possibility of offering a French Parent Information Program to the Acadian and francophone community in Nova Scotia.</p>	<p>Moncton,</p> <ul style="list-style-type: none"> - Hired two French-speaking articling clerks and a French-speaking lawyer trained in the common law who is available to conduct trials and other legal services throughout NS, - Has posted employment ads with "the ability to speak French as an asset". <p>(c) Consulted quarterly with AJEFNÉ. Annual meeting with the Minister of Justice took place September, 2009.</p> <p>(d)</p> <ul style="list-style-type: none"> - Reviewing the French hearing protocol. - Completed amendments to the Provincial Court manual regarding the offering of French hearings by Justice of the Peace. <p>(e)</p> <ul style="list-style-type: none"> - Collaborating with L'AJEFNÉ to create a French Parent Information Program (PIP) video and manual (Multi-year

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		<p>2. (a) Identify material requiring translation to assist French speaking Nova Scotians access programs and services.</p> <p>(b) Translate identified material as resources are available.</p>	<p>(f) Justice, Legal Aid and PPS will continue to rely on consultations prepared by Acadian Affairs to fulfill need to provide FLS.</p> <p>(g) Continue to consult and meet with l'AJEFNÉ and a representative from FANE to explore areas where increased services could be offered to the Acadian and francophone community.</p> <p>2. (a) Victim Services will translate the referral card for distribution by Police to French-language speaking clients.</p> <p>(b) Crime Prevention will translate the strategy to prevent and reduce crime.</p> <p>(c) PPS will identify and prioritize print material requiring translation.</p>	<p>project).</p> <ul style="list-style-type: none"> - Provided AJEFNÉ with letter of support to gain federal funding for PIP project. <p>(f) Justice, Legal Aid and PPS:</p> <ul style="list-style-type: none"> - Participated in meetings, - Participated in regular consultation with Acadian Affairs. <p>(g) Consulted with l'AJEFNÉ and a representative from FANE to determine priorities for Department of Justice website content.</p> <p>2. (a)</p> <ul style="list-style-type: none"> - Translated referral card. Printing referral card for distribution by police to French speaking clients will be completed in 2010-11. <p>(b) No longer relevant as we are re-profiling the department's crime strategy</p> <p>(c) Ongoing.</p>

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			<p>(d) Legal Aid will identify and prioritize its print material requiring translation.</p> <p>(e) Court Services will translate the Civil procedure Rules, the Provincial Court Rules, and “Welcome to Court Services” poster.</p> <p>(f) Justice FLS Coordinator will continue to identify and recommend existing and new print material that may be translated into French and consult with l’AJEFNÉ to ensure these documents would be useful to the Acadian and francophone community.</p>	<p>(d)</p> <ul style="list-style-type: none"> – The Legal Aid website is under development with a future goal of identifying print material (e.g. FAQs, brochures) for translation. – Legal Aid adopted a logo which was translated into French. – Legal Aid will respond to all French correspondence according to the French communications guidelines. <p>(e)</p> <ul style="list-style-type: none"> – Translated part II of the Civil Procedure Rules and the Provincial Court Rules. – Reviewing Provincial Court Rules. – Translated “Welcome to Court Services” poster for display at Justice Centres in the designated areas. <p>(f)</p> <ul style="list-style-type: none"> – Consulted AJEFNÉ about priorities. – Translated sections of the Department of Justice’s website such as the Family

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			(g) Public Safety Division will explore the possibility of having the <i>Safer Communities and Neighbourhoods Act</i> brochure available in French on the Justice website.	Law Information Centre (FLIC) and most of Correction microsite. This project is ongoing. (g) Translated, printed and published on the Justice website the <i>Safer Communities and Neighbourhoods Act</i> brochure.
<p><u>Objective 2 –</u> <u>Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.2 - Internal Communications 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>2.3 -Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-</p>	<p>1. Prepare FLS Plan 2010-2011.</p> <p>2. Promote and use the “Bonjour!” program.</p> <p>1. Enhance bilingual content on the website.</p>	<p>1. Develop and publish in French and English a FLS plan.</p> <p>2. (a) Provide “Bonjour!” posters and explanatory cards to support the delivery of FLS in workplaces providing direct services to the public.</p> <p>(b) Provide “Bonjour!” toolkits to new French speaking employees.</p> <p>1. (a) In consultation with Justice IT and Communication Divisions, identify and recommend areas of the Justice website requiring translation and submit a plan to SMC for approval.</p>	<p>1. Consulted with clients, identified the gaps and provided services as required. FLS plan will be completed by March 31, 2010.</p> <p>2. (a) Used and promoted the “Bonjour” program within the Department of Justice.</p> <p>(b) Provided “Bonjour” material as required.</p> <p>1. (a)</p> <ul style="list-style-type: none"> – Consulted with stakeholders. – Developed a website plan for translation which was approved by senior

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	<p>language services and they are more aware of the programs and services available to them.</p>	<p>2. Installation of bilingual signs.</p>	<p>(b) Maintenance Enforcement Program (“MEP”) will translate a portion of their public website in French and seek approval from SMC to publish it on the Justice website.</p> <p>2. (a) Explore with Court Services Division the implementation of bilingual signage in accordance with the terms of the <i>Contraventions Act</i> agreement.</p> <p>(b) Explore implementation of bilingual signs in accordance with the terms of the <i>Contraventions Act</i> agreement.</p>	<p>management.</p> <ul style="list-style-type: none"> – Translated the Lighthouse grant program, the Mental Health Court Program Overview, The Family Law Information Center (“FLIC”) microsite, the majority of the Correction microsite, the NS Court Transcribers transcription services and the <i>Safer Communities & Neighbourhoods Act</i>. All of this information is available on the department of Justice website. <p>(b) MEP information was translated and will be made available on the department of Justice website in 2010-11.</p> <p>2. (a) Yarmouth Justice Centre bilingual signs are on display.</p> <p>(b)</p> <ul style="list-style-type: none"> – Bilingual signage for Digby, Port Hawkesbury and HRM Justice Centres is purchased and will be installed in 2010-11.

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<p><u>Objective 2 –</u> <u>Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.4 - Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>1. Implement FLS 2009-2010 plan.</p>	<p>1. Provide annual progress report.</p>	<p>– Posted French “Welcome to Court Services” signs in 5 designated Justice Centres.</p> <p>1. Collaborated with the FLS Departmental Committee to provide annual progress report by March 31, 2010.</p>
	<p>2.5 - Human Resources 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) Justice employees will participate in French training at Université Sainte Anne sponsored by 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>(d) Legal Aid will continue to maintain an inventory of its staff that has French-language skills in the areas of conversation, writing, and representation in court.</p>	<p>1. (a) Offered 12 specialized French legal terminology training sessions in Halifax and Yarmouth. Approximately 10 employees per session participated.</p> <p>(b) Thirty-six Justice employees participated in French training offered at University Sainte Anne.</p> <p>(c) Funded a 6-week intensive one-on-one French course for one Court Reporter, who signed a two-year return for service agreement to provide FLS in Court.</p> <p>(d)</p> <p>– Provided Acadian Affairs with names of our French-speaking</p>

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			<p>(e) Legal Aid will continue to educate its staff as to the obligations placed on the Commission under the FLS Act to assist in meeting those obligations.</p> <p>(f) PPS will send as many qualified Prosecutors to Quebec Prosecutors' School and other Prosecutor French-language training opportunities, as availability, funding and operational requirements permit.</p> <p>(g) Explore options for providing Civil French legal terminology training to Justice employees.</p>	<p>staff;</p> <ul style="list-style-type: none"> - Identified each staff member and are aware of their fluency level; - Augmented our staff resource by asking NSLA Commission French-speaking member as well as private lawyers to provide duty counsel (both business hours and after hours) in French; as well as interpretation services and representation in court. <p>(e) Ensured that French speaking representation is provided when requested.</p> <p>(f) Two Crown Attorneys attended the Quebec Prosecutors' School. Four Crown Attorneys attended the French Language Institute for Professional Development Ontario Ministry of Attorney General. A Legal Assistant has attended specialized French Legal Terminology Training.</p> <p>(g) Completed. Unable to find Civil French legal terminology training to Justice employees.</p>

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		2. Hire more bilingual staff based on operational needs.	<p>2. (a) Continue to increase our capacity to respond to criminal law needs in French throughout Justice.</p> <p>(b) When the next vacancy occurs Correctional Services will advertise for a bilingual Probation Officer and administrative support in HRM.</p> <p>(c) Fill designated bilingual positions in Justice as operational needs demand.</p> <p>(d) Assist HR in the hiring process for designated bilingual positions and for positions where French is identified as an asset.</p> <p>(e) Arrange language testing for current and new employees in designated positions to evaluate their French-language capacity.</p> <p>(f) Legal Aid will, when seeking new hires, advise that “French-language competency would be an</p>	<p>2. (a)</p> <ul style="list-style-type: none"> – Appointed Judge Muise to Provincial and Family Courts. – Hired three French Court Reporters. – Hired four Judicial Administrative Clerks. – Court Services appointed eight bilingual Administrative Justice of the Peace to perform civil wedding. <p>(b) Ongoing.</p> <p>(c) Filled Correctional Services Bilingual Administrative Support position in Port Hawkesbury.</p> <p>(d) Participated in two job interviews for bilingual positions.</p> <p>(e) Evaluated 14 employees to determine their level of French proficiency.</p> <p>(f) Ongoing. When advertising for</p>

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		3. Provide staff with learning tools and resources for French-language skills development.	asset". (g) Legal Aid will continue a dialogue with the common law French-language Law School (Université de Moncton). 3. Provide new French speaking employees with French-English dictionaries, and legal terminology Lexicons.	staff, where appropriate, NSLA notes that French speaking language competency is an asset. (g) – Met with the Université de Moncton – Actively recruiting articled clerks from the institution. 3. – Provided Dictionaries and Lexicons to eight new employees. Provided Antidote Druide, a French translator program to five Correctional Services Probation Officers.
<u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term	3.1 - Preservation and Growth of the Community Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.	1. Explore the purchase and implementation of video conferencing equipment for a Court Services pilot project.	1 (a) Purchase video conferencing equipment. (b) Court Services will continue to develop a video conferencing pilot project to enhance the availability of FLS.	1. (a) Budget to secure video conference equipment has been arranged and efforts to purchase the equipment is 75% complete. (b) The video conferencing pilot project to enhance the availability of FLS is on hold in Cheticamp due to problems with access to high speed internet. Solutions to this challenge are being worked on.

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
development and sustainability				
	<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) Justice, in partnership with l'AJEFNÉ and the CSAP, will offer French students an opportunity to participate in Law Day 2009</p> <p>(b) Justice staff will give presentations within French schools to promote careers in Justice.</p> <p>(c) Correctional Services will provide presentations on the Nova Scotia Youth Facility to French students.</p>	<p>1. (a)</p> <ul style="list-style-type: none"> - 28 French students from Halifax and the tri-counties participated in Law Day. - Provided funding and the use of a courtroom to AJEFNÉ for Law Day. - Arranged to have a judge and Sheriff available for a question and answer period at Law Day. <p>(b) Provided a presentation about a Sheriff's career to law students at two French high schools.</p> <p>(c) Provided a presentation about the Nova Scotia Correctional Services Youth Facility to law students at two French high schools.</p>

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Table 2 – Goals, Objectives and Measures for 2010-2011

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 PPS for 2010-2011 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	Departmental Goals 2010-2011	Measures to Achieve Goals 2010-2011
<p><u>Objective 1</u> Framework and Policy</p> <p>Strengthen the policy, regulatory, and administrative framework in support of the FLS Act</p>	<p>1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the FLS Act and Regulations. This includes the required review of the Regulations before July 31, 2010 to evaluate their effectiveness in ensuring substantive and measurable improvements to the FLS offered by the Government of Nova Scotia.</p>		
<p><u>Objective 1</u> Framework and Policy</p> <p>Strengthen the policy, regulatory, and administrative framework in support of the FLS Act</p>	<p>1.2 Designated public institutions have implemented all sections of the Regulations.</p>	<p>1. Support Acadian Affairs, the implementation of the FLS Act and Regulations and contribute to the Government’s annual progress report on French-language services.</p>	<p>1. (a) The Department of Justice’s French Services Coordinator will continue to sit on the French Coordinators’ Committee, the HR/Training and Communication Sub-Committees at Acadian Affairs.</p> <p>(b) Justice will continue to inform l’AJEFNÉ and the Coordinators Committee at Acadian Affairs of current projects.</p>

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		<p>2. Continue to meet legal obligations and enhance services pursuant to section 530 of the <i>Criminal Code of Canada</i> and the <i>Contravention Act</i>.</p> <p>3. Implementation of the <i>Contravention 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 FLS within the Department of Justice.</p>	<p>(c) The French Services Coordinator will work with Acadian Affairs to implement the “Bonjour!” campaign at the Department of Justice.</p> <p>2. (a) Provide a French Judge, Court Reporter, Crown Prosecutor and Interpreter for French proceedings in accordance with sections 530 and 530.1 Criminal Code of Canada.</p> <p>(b) Finalize the French hearing protocol and disseminate to relevant staff and justice partners.</p> <p>3. (a) Provide training in specialized French legal terminology for Justice employees, purchase video conferencing equipment, hire more bilingual staff to meet operational needs.</p> <p>(b) Explore with the Federal government and SNSMR, the possibility of implementing a bilingual Parking Infraction Ticket program.</p> <p>(c) Implement changes to Contravention Act Agreement.</p> <p>4. (a) Develop and implement a communication’s plan on FLS delivery.</p>

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		5. Legal Aid will continue to develop policies to support the delivery of French-language Services.	<p>(b) Design and implement a self-identifying survey.</p> <p>(c) PPS will implement French communication directives.</p> <p>5. (a) Continue to be a member in good standing on the Departmental FLS Advisory Committee.</p> <p>(b) Legal Aid will regularly review the FLS policy with particular emphasis on ensuring staff is aware of our obligations to provide French language service.</p> <p>(c) The FLS Coordinator will continue to monitor Legal Aid's progress to achieve these goals.</p>
<p><u>Objective 2</u> Enabling FLS.</p> <p>Consult, plan, develop, and deliver FLS in priority areas</p>	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 and the Department of Justice regarding FLS.	<p>1. (a) PPS French-language Services Coordinator will meet with l'AJEFNÉ to discuss the needs of Acadian and francophone communities.</p> <p>(b) Continue meeting regularly with l'AJEFNÉ to keep current on the needs of Acadian and francophone Nova Scotians.</p> <p>(c) Consult with Justice partners including l'AJEFNÉ, PPS and Legal Aid regarding protocols and practices for hearings conducted in</p>

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		<p>2. Continue consultations with stakeholders such as the Office of Acadian Affairs, l'Association des juristes d'expression française de la Nouvelle-Écosse ("AJEFNÉ") and la Fédération acadienne de la Nouvelle-Écosse ("FANE") to ensure successful implementation of the FLS Act in priority areas.</p>	<p>French pursuant to section 530 of the <i>Criminal Code</i>.</p> <p>(d) Work with l'AJEFNÉ to offer a French Parent Information Program to the Acadian and francophone community.</p> <p>(e) Continue to consult and meet with l'AJEFNÉ and representatives from FANE to explore areas where increased services could be offered to the Acadian and francophone community.</p> <p>(f) Work with l'AJEFNÉ and the Office of Acadian Affairs to explore the possibility of accepting wills in French without requiring an English translation.</p> <p>2. (a) PPS, Legal Aid and the Department of Justice will continue its relationship with AJEFNE, seeking advice, referrals and meetings.</p> <p>(b) Ensure effective and on-going communications between FLS Coordinator and Legal Aid.</p> <p>(c) Legal Aid will provide timely information to FLS Coordinator on projects and developments.</p>

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		<p>3. (a) Identify material requiring translation to assist French speaking Nova Scotians access to programs and services.</p> <p>(b) Translate identified material as resources are available.</p>	<p>3. (a) Victim Services will print French referral cards for distribution by police to French-language speaking clients.</p> <p>(b)</p> <ul style="list-style-type: none"> – Legal Aid will utilize FLS to translate correspondence and documents as required. – PPS will identify and prioritize print material requiring translation. Will provide staff with criminal codes in both French and English. – Court Services will pursue the translation and publication of the Provincial Court Rules in the Canada Royal Gazette. – Justice FLS Coordinator will continue to identify and recommend print material for translation and consult with l’AJEFNÉ to ensure these documents would be useful to the Acadian and francophone community. – Correctional Services will continue to identify and prioritize its print material requiring translation.

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<p><u>Objective 2</u> Enabling FLS.</p> <p>Consult, plan, develop, and deliver FLS in priority areas.</p>	<p>2.2 Public service employees are more knowledgeable about the approach being taken by the government to provide FLS; are more sensitive to cultural issues pertaining to the Acadian and francophone community; and promote public awareness of FLS and their availability.</p>	<ol style="list-style-type: none"> 1. Prepare FLS Business Plan 2010-2011. 2. Promote and use the “Bonjour!” program. 3. Legal Aid will provide continuing information to support staff and lawyers regarding FLS Act. 	<ol style="list-style-type: none"> 1. Develop and publish in French and English the 2010-11 FLS Business Plan. 2. (a) Provide “Bonjour!” posters and explanatory cards to support the delivery of FLS in workplaces providing direct services to the public. (b) Provide “Bonjour!” toolkits to new French speaking employees. 3. Legal Aid: <ul style="list-style-type: none"> – Will provide FLS information to staff through formal staff meetings. – Will continue to implement the formal Policy on FLS contained in the Policy Manual provided to all staff. – Will provide information and support to staff to develop French language skills. – Will take measures to provide a level of communication in French. – Will respond to all French correspondence according to the French communications guidelines.

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		4. Translate documents into French if they relate to a specific provincial-wide initiative or if they pertain to the Acadian Community related matters	4. Public Safety Division will explore the possibility of translating divisional material (documents, reports).
<u>Objective 2</u> Enabling FLS. Consult, plan, develop, and deliver FLS in priority areas.	2.4 Prioritization and establishment of FLS to be offered, and of strategies or approaches for service delivery.	1. Implement FLS 2010-2011 plan. 2. Identify legal and support staff capable of providing French language service to clients.	1. Publish an annual accountability report. 2. <ul style="list-style-type: none"> – Compile a list of Legal Aid staff capable of providing FLS. – Update Justice list of staff capable of providing FLS.
<u>Objective 2</u> Enabling FLS. Consult, plan, develop, and deliver FLS 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 the French-language training policy.	1. (a) Provide training in specialized French legal terminology to Justice staff. (b) Justice employees will participate in French training at Université Sainte Anne sponsored by Acadian Affairs. (c) Explore training at Université Saint Anne for Court reporters, fund training and have Return for Service Agreements signed. (d) Explore specialized training for two French Court Reporters. (e) PPS will continue to ensure that as many Crown Attorneys and support staff will be provided French-language training opportunity, as

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		<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 FLS throughout Justice.</p>	<p>availability, funding and operational requirements permit.</p> <p>2. (a) Advertise employment opportunities with "French language capability as an asset" where appropriate.</p> <p>(b) Provide support for qualified staff to participate in French language training.</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>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>(b) Assist HR in the hiring process for designated bilingual positions and for positions where French is identified as an asset.</p>

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		5. Provide staff with learning tools and resources for French-language skills development.	(c) Arrange language testing for current and new employees in designated positions to evaluate their French-language capacity. (d) The department will hire bilingual staff when appropriate vacancies occur. 5. Provide new French speaking employees with French-English dictionaries and legal terminology Lexicons.
<u>Objective 3</u> Community Development and Capacity-Building. 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.	1. Implement Court Services video conference pilot project.	1. Complete the installation of video conferencing equipment at all Court sites.

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<p><u>Objective 3</u> Community Development and Capacity-Building.</p> <p>Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability</p>	<p>3.2 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 AJEFNÉ with Law Day.</p> <p>(b) Justice staff will give presentations within French schools to promote careers in Justice.</p>

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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 the plan how the department has addressed and will continue to 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 of Justice. The department is committed to advancing and resolving outstanding issues which go to the heart of “access to justice” for our French speaking citizens. However, everyone, including the French community itself, must 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 some 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 the 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. Public prosecution Service has French prosecutors available. In 2009-2010, another bilingual judge was appointed to the Provincial and Family Court and four bilingual Court Reporters, four Justice Officers and a secretary 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 2010-2011 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.