



NOVA SCOTIA
PUBLIC PROSECUTION SERVICE

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FRENCH LANGUAGE COMMUNICATIONS

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The intent of this directive is to provide direction and guidance to employees of the Public Prosecution Service to meet the requirements of the Nova Scotia *French-language Services Act and Regulations*.

Note: This directive shall be interpreted reasonably and construed broadly. Employees who require clarification or direction regarding the interpretation or application of this policy should consult with their supervisor and/or the French-language Services Coordinator.

GENERAL PRINCIPLES:

- Written correspondence that is received in French will be responded to in French, to the extent possible.
- Oral requests to communicate in French will be accommodated, to the extent possible.

PRACTICAL APPLICATION OF THESE PRINCIPLES:

(A) Correspondence received in French

- Staff who are tasked with formulating responses to French correspondence and who are unable to translate or understand the text sufficiently to do so, or who are unable to respond adequately in French, shall first seek advice, assistance and/or an informal translation from colleagues in the PPS.
- Such staff shall request a formal translation from the Office of Acadian Affairs by contacting their French-language Services Coordinator when:
 - staff members within the PPS are not available to provide advice and/or an informal translation for a timely response; or
 - the correspondence is technical and an informal translation is not sufficient to formulate a response.

In such situations, once a translation sufficient to formulate a response is received, the staff person tasked with preparing the response shall prepare it in English. The final English version shall be translated into French by the Office of Acadian Affairs through the services of the French-language Services Coordinator.

The final French version shall be forwarded to the author for signature and sent to the intended recipient.

(B) Oral Communications

- Staff shall accommodate requests to orally communicate in French, either by telephone or in person, to the greatest extent possible.
- Staff who are not sufficiently fluent in French to respond shall refer to the “*Bonjour guide*” and provide a courtesy response in French to the greatest extent possible.

The “*Bonjour guide*” is a booklet entitled “*Bonjour Français /English: Practical tips for providing service in French*” prepared by the Office of Acadian Affairs. This easy-to-use guide provides French translation for many common terms used when serving the public. Basic instruction on how to use this guide will be provided.

- Such a courtesy response shall be used:
 - In the case of a telephone call, to transfer the caller to a PPS staff member able to respond in French;
 - In the case of an in-person exchange, to have the person requesting oral communication in French wait long enough to have a PPS staff member able to respond in French attend and provide services in French to that person; and
 - If a PPS staff member able to respond in French is not available, to take the person’s contact information and, to the greatest extent possible, inform the person that a staff member who is able to communicate in French will contact him or her soon as possible.