

French-language Services Plan 2009-2010

Nova Scotia Department of Seniors

Dennis Building, 4th Floor

1740 Granville Street

PO Box 2065

Halifax, Nova Scotia

B3J 2Z1

Email: scs@gov.ns.ca

Internet: <http://www.gov.ns.ca/seniors/>

Table of Contents

Message from the Deputy Minister.....	3
Mission, Vision, Mandate of the Department.....	4
Responses to French Requests.....	4
French-language Services Inventory.....	5
Progress in Reaching Goals and Objectives for 2008 – 2009.....	6
Goals, Objectives and Measures for 2009 – 2010.....	11
Priorities of the Acadian and Francophone Community.....	15
Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community.....	15

Message from the Deputy Minister

It is with pleasure that I present the Department of Seniors' *2009-2010 French-language Services Plan*. This is the department's third French-language Services Plan and we look forward to building upon past work to increase services in French for our Acadian and francophone seniors.

This year, the Department will continue to enhance the delivery of services in French in accordance with the *French- Language Services Act*. One example of this is our continued commitment to providing information about funding opportunities and our senior abuse work in both languages.

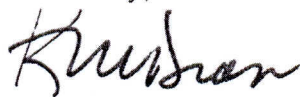
We also continue to foster awareness among the Department's staff about government initiatives to improve service delivery to the Acadian and francophone community and about government's work to enhance knowledge about and sensitivity toward Acadian and francophone Nova Scotians. In keeping with this goal, we will continue to support French-language training and other cultural awareness opportunities for staff.

We also plan to utilize the Bonjour! program to promote existing services available in French as part of our ongoing communication and referral activities.

A significant portion of the Department's work is to support seniors and seniors' organizations as they strive to realize their own Positive Aging objectives. Accordingly, this year we will support Acadian and francophone community-based organizations to realize their objectives related to program and service delivery for seniors. To guide and inform this support, the Department will continue to consult and work with the Regroupement des Aînées et Aînés de la Nouvelle-Écosse (RANE) and Réseau Santé Nouvelle-Écosse to help them meet their needs for French-language services for seniors.

Once again in 2009-2010, the Department's many strong partnerships allow it to collaborate with partner organizations on a wide variety of initiatives. That successful model continues to serve us well in our efforts to serve the Acadian and Francophone communities of Nova Scotia, and we look forward to further developing our French-language services for seniors in 2009-2010.

Sincerely,



Kelliann Dean
Deputy Minister, Department of Seniors

MISSION, VISION, MANDATE OF THE DEPARTMENT OF SENIORS

On September 10, 2007, the Department of Seniors was created. The Seniors' Citizens' Secretariat, the committee of government Ministers that coordinates government services and programs for seniors, remains intact and is chaired by Minister Denise Peterson-Rafuse.

Mission

The Department of Seniors is committed to ensuring the inclusion, well-being, and independence of seniors in Nova Scotia by facilitating the development of policies on aging and programs for seniors across government and through the provision and coordination of strategic planning, support, services, programs and information. This is achieved through leadership and collaboration with partners.

Vision

Nova Scotia is an inclusive society of caring communities that supports the well-being of seniors and values their contributions (Strategy for Positive Aging in Nova Scotia, 2005).

Mandate

- To lead the implementation of the *Strategy for Positive Aging in Nova Scotia*.
- To facilitate the planning, development, and coordination of policies, programs, and services for seniors in partnership with government departments, seniors, and voluntary seniors' groups.
- To consult with seniors and ensure their views are considered by the province in the development of policies, programs, and services.
- To serve as a single entry point to the Government of Nova Scotia – providing information on programs and services for seniors and their families and responding to seniors' issues and concerns.

RESPONSES TO FRENCH REQUESTS (Written and Oral)

A written memo has been prepared for staff outlining the importance of providing service in French and the procedure for doing so. The memo stated that all written requests received from the public that are communicated in French will be replied to in French in a timely manner and will follow the procedure outlined in the policy memo.

For verbal requests, the memo indicates that verbal requests to communicate in French will be accommodated to the extent possible at this time. The procedure for doing so is outlined and includes direction to staff who are not fluent in French to utilize the *Bonjour Guide* to provide a courtesy response in French and direct the call to a staff member, if available, who is sufficiently fluent in French. If this

person is not available, staff will request the caller's name and telephone number and ensure a government representative who is able to communicate in French contacts them as soon as possible.

The Department recognizes the importance of being able to respond to written and verbal requests from the public to communicate in French and would like to be better positioned to do so. Therefore, the Department has identified bilingualism as an asset in appropriate job postings.

FRENCH-LANGUAGE SERVICES INVENTORY

With the assistance of the Nova Scotia Office of Acadian Affairs, the Department has had several key senior abuse resource documents (brochures and posters on senior abuse and financial abuse of seniors) translated into French. A short video intended to raise awareness about senior abuse was adapted and is posted on the Department's website. The Department will continue to offer its Senior Abuse Prevention e-Bulletin in French and English. The wide dissemination of these resources address the first strategic area – Education and Awareness – outlined in the Department's *Elder Abuse Strategy: Towards Awareness and Prevention*. The Department is committed to continued exploration of a number of French-language activities related to delivering senior abuse prevention services.

Regroupement des Aînées et Aînés de la Nouvelle-Écosse (RANE) is a member of the Group of IX Seniors' Organizations which acts as an advisory committee to the Department. RANE's participation on the Group of IX is an important mechanism to the Department in ensuring the voices of Acadian and francophone seniors are heard.

During the 2009 – 2010 year, the Department will issue a province-wide call for proposals for three grant initiatives – the *Positive Aging Fund*, *Age-Friendly Communities Program* and the *Senior Safety Grant*. All call for proposals will be available in both English and French.

PROGRESS IN REACHING GOALS AND OBJECTIVES FOR 2008-2009

ANNEX A

Table 1 – Progress in Reaching Goals and Objectives for 2008-2009

Progress in Reaching Goals and Objectives for 2008-2009: (Department of Seniors)

Objectives	Expected Results: 2005-2009 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
Objective 1 Strengthening the policy, regulatory, and administrative framework in support of the French-language Services Act.	1.1 The Office of Acadian Affairs and the Minister fulfill their obligations pursuant to the French-language Services Act.	Develop linkages and partnerships within government that address the French-language services needs of Acadian and francophone seniors	<p>**Meet with the French-language Coordinators in departments to which the Department most often refers requests and issues from seniors in order to ascertain and prioritize needs for French-language services. A primary contact for 2008-2009 will be the Department of Health.</p> <p>**Continue to ensure representation of the Department on the French-language Services Coordinating Committee.</p>	<p>Due to limited human resources, this goal will be addressed during 2009 – 2010.</p> <p>This goal has been met – the Department ensured representation on the French-language Services Coordinating Committee</p>

Objectives	Expected Results: 2005-2009 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
	1.2 Increased capacity for government to support departments/offices in the delivery of French-language services.	N/A		
<u>Objective 2</u> Consultation with the community.	2.1 Establishment and prioritization of the French-language services to be offered, and of strategies or approaches for service delivery.	Meet with Acadian and francophone seniors to identify their needs for services to be provided in French.	**The Department will work with RANE and Réseau Santé Nouvelle-Écosse to consult with seniors across the province in order to begin to identify needs for French-language services	<p>Although no formal consultations have taken place, the Department has met with Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE) to discuss mobilizing a seniors network in Acadian communities. A network would provide a forum for Acadian and Francophone seniors to explore needs for French language and other services.</p> <p>The Department supported the Jeux acadiens des aînés (2009) [the Acadian Seniors Games] in conjunction with the Office of Acadian Affairs (OAA). During the week of March 16, three sessions took place in the south-west region of the province; one in Pubnico, Belleville and Saulnierville. During the week of March 23, there was a session in Petit-de-Grat, one in Chéticamp and one in Pomquet. The last session took place</p>

Objectives	Expected Results: 2005-2009 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
			<p>**The Department will continue to consult with RANE on the Senior Abuse Prevention Strategy.</p> <p>**Continue to consult and work with RANE as a member of the Group of IX Seniors' Organizations which acts as an advisory committee of the Department.</p>	<p>on March 31 in the Dartmouth region. Acadian seniors were consulted about the Games and encouraged to participate in healthy sporting activities.</p> <p>Due to limited human resources the Senior Abuse Prevention Advisory Committee did not meet during the 2008 – 2009 year. However, this committee will continue to meet and it is expected that RANE will be an active member.</p> <p>This goal has been met – The Department is in ongoing consultation with RANE through its active involvement with the Group of IX Seniors' Organizations.</p>
<u>Objective 3</u> Communicating, sharing information, and promoting services available in French.	3.1 Public information is available in both official languages of Canada.	In partnership with RANE and with translation support from	**With RANE, promote the e-Bulletin within Acadian and francophone	This goal has been met – Although due to limited human resources, the last e-bulletin was released in July

Objectives	Expected Results: 2005-2009 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
		Acadian Affairs, continue to provide the Department's Elder Abuse Prevention e-Bulletin in French.	communities. **Continue to release <i>Calls for Proposals</i> in both languages.	2008; promotion of the bulletin has been done in consultation with RANE. This goal has been met – All calls for proposals for the <i>Positive Aging Fund</i> , and <i>Age-Friendly Communities Program</i> (spring '08 and fall '09 calls) and the <i>Senior Safety Grant</i> (fall '09) have been released in both languages.
	3.2 Employees and the public are more aware of the approach being taken by the government to provide French-language services.	N/A		
<u>Objective 4</u> Supporting French-language services development, planning, and delivery in priority areas.	4.1 Some departments/offices develop and adapt plans and strategies for French-language service delivery as part of their annual planning process.	Increase staff ability to communicate in French.	**Support staff through release time to participate in the French-language training opportunities available through the Office of Acadian Affairs. **Work with Human Resources to have French-language requirements	This goal has been met – Three staff members participated in French language training in 2007 – 2008. Although no staff was enrolled during the 2008 – 2009 year, the Department is in full support of staff attending training opportunities. This goal has been met – The Department includes French language ability as an asset in appropriate job

Objectives	Expected Results: 2005-2009 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008- 2009
		Acadian Affairs, continue to provide the Department's Elder Abuse Prevention e-Bulletin in French.	communities. **Continue to release <i>Calls for Proposals</i> in both languages.	2008; promotion of the bulletin has been done in consultation with RANE. This goal has been met – All calls for proposals for the <i>Positive Aging Fund</i> , and <i>Age-Friendly Communities Program</i> (spring '08 and fall '09 calls) and the <i>Senior Safety Grant</i> (fall '09) have been released in both languages.
	3.2 Employees and the public are more aware of the approach being taken by the government to provide French-language services.	N/A		
Objective 4 Supporting French-language services development, planning, and delivery in priority areas.	4.1 Some departments/offices develop and adapt plans and strategies for French-language service delivery as part of their annual planning process.	Increase staff ability to communicate in French.	**Support staff through release time to participate in the French-language training opportunities available through the Office of Acadian Affairs. **Work with Human Resources to have French-language requirements	This goal has been met – Three staff members participated in French language training in 2007 – 2008. Although no staff was enrolled during the 2008 – 2009 year, the Department is in full support of staff attending training opportunities. This goal has been met – The Department includes French language ability as an asset in appropriate job

Objectives	Expected Results: 2005-2009 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008- 2009
			included in the appropriate job postings.	postings.
	4.2 The government has a coordinated approach to deal with human resources issues related to the delivery of French-language services.	N/A		
	4.3 Service delivery corresponds to the objectives outlined in the Global Development Plan for the Acadian and Francophone community.	N/A		
	4.4 School community centres contribute to the growth of the Acadian and Francophone community.	N/A		

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
<p><u>Objective 2 – 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>Explore the French language service needs of Acadian and Francophone seniors.</p>	<p>**The Department will continue to explore the mobilization/ establishment of a seniors' network in Acadian communities with Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE). A network would provide a forum for Acadian and Francophone seniors to explore needs for French language and other services.</p> <p>**The Department will continue to consult with RANE through their active involvement on the Senior Abuse Prevention Advisory Committee. This committee oversees implementation of the <i>Elder Abuse Strategy: Towards Awareness and Prevention.</i></p> <p>**The Department will continue to consult and work with RANE as a member of the Group of IX Seniors' Organizations which acts as an advisory committee to the Department.</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</p>	<p>Improve awareness among Department's staff about government initiatives to improve service delivery to the Acadian and</p>	<p>**The French Language Service Coordinator will provide regular updates to staff about French-language service delivery across government.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
	the Acadian and Francophone community; and promote public awareness of French-language services and their availability.	Francophone community and work to enhance knowledge about and sensitivity toward Acadian and Francophone Nova Scotians.	**The French Language Service Coordinator will Communicate <i>Lunch and Learn</i> sessions offered by the Office of Acadian Affairs (OAA) to Department staff in order to promote the importance of increasing awareness about the Acadian and Francophone community.
	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.	Utilize the <i>Bonjour!</i> Program to promote existing services available in French.	**Add the Bonjour! symbol to the Department's website and improve website content related to the Department's publications available in French.
	2.4 Prioritization and establishment of French-language services to be offered, and of strategies or approaches for service delivery.	Ensure that information is available in English and French when possible.	<p>**The next publication of the <i>Senior Abuse e-bulletin</i> will be distributed in English French and the Department will work with RANE to promote the <i>e-bulletin</i> within Acadian and francophone communities.</p> <p>** The call for proposals for the 2009 – 2010 grants (<i>Positive Aging Fund, Age-Friendly Communities Program and Senior Safety Grant</i>) will be released in English and French. The Department's Intergenerational Awards will also be translated into French and promoted in the Acadian and</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
	<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>Increase the Department's capacity (i.e. staff's ability) to provide services in French.</p>	<p>francophone communities.</p> <p>**The Department will explore opportunities to provide service delivery in French for the toll-free (within Nova Scotia) Senior Abuse Line.</p> <p>**Support staff to attend French language courses to enhance the Department's capacity to deliver services in French.</p> <p>**French language skills are included as an asset in appropriate job postings.</p>
<p><u>Objective 3 – Community Development and Capacity-Building</u> Ensure that the Acadian and Francophone community has resources available for its long-term development and sustainability</p>	<p>3.1 Government has helped Acadian and Francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.</p>	<p>Support Acadian and Francophone community-based organizations to realize their objectives related to program and service delivery for seniors.</p>	<p>The Department's three grant initiatives, the <i>Positive Aging Fund</i>, <i>Age-Friendly Communities Program</i> and <i>Senior Safety Grant</i> provide an opportunity for Acadian and francophone community-based organizations to apply for funding to support programs related to service delivery for seniors.</p>
	<p>3.2 Acadian and Francophone school community centres offer services and programs to the Acadian and Francophone community.</p>	<p>N/A</p>	

PRIORITIES OF THE ACADIAN AND FRANCOPHONE COMMUNITY

Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE) is an active member of the *Group of IX Seniors' Organizations*. The *Group of IX* acts an advisory committee to the Department of Seniors and the Seniors' Secretariat, a group of five Cabinet Ministers who share the responsibility for ensuring cross departmental co-ordination of policies, programs and services affecting seniors. RANE's membership on the *Group of IX* positions them well to bring forth key issues, that impact the Acadian and Francophone community, to government.

The Department of Seniors is committed to ensuring ongoing communication with Acadian and Francophone Nova Scotians, specifically as it relates to identifying issues that impact the lives of Acadian and Francophone seniors.

CONCLUSION: CONTRIBUTION TO THE PRESERVATION AND GROWTH OF THE ACADIAN AND FRANCOPHONE COMMUNITY

The Department of Seniors' plan includes measures related to communicating in French, consulting the Acadian and francophone community, and increasing and promoting services available in French.

Our department provides services to seniors, their families and the organizations that serve them. By working towards ensuring that services are available in French, we enable Acadians and francophones to speak in their language in times when they are most vulnerable; this contributes to the preservation of the community.