



French-language Services Plan 2010-2011

Nova Scotia Department of Seniors
Dennis Building, 4th Floor
1740 Granville Street
PO Box 2065
Halifax, Nova Scotia
B3J 2Z1
Email: seniors@gov.ns.ca
Internet: <http://www.gov.ns.ca/seniors/>

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Message from the Deputy Minister

It is with pleasure that I present the Department of Seniors' *2010-2011 French-language Services Plan*.

The Department continues to enhance the delivery of services in French in accordance with the *French-language Services Act*. We will continue to explore and implement new ideas to better serve Acadian and Francophone seniors and enhance the use of the Bonjour! Program to promote existing services available in French.

We provide information about funding opportunities and senior abuse work in both French and English. By funding community-based projects that are delivered in French, we also continue to support seniors and seniors' organizations as they strive to realize their own Positive Aging objectives.

We look forward to developing partnerships within government to continue to meet the French language services needs of seniors in their communities.

Sincerely,

A handwritten signature in dark ink, appearing to read 'K. Dean', with a stylized flourish at the end.

Kelliann Dean
Deputy Minister
Department of Seniors

MISSION, VISION, MANDATE OF THE DEPARTMENT OF SENIORS

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 was 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 following is an inventory of publications available in French:

- Three grant initiatives, the *Positive Aging Fund*, *Age-Friendly Communities Program* and the *Senior Safety Grant* (applications for non-profit community organizations and municipalities are available in French during annual call for proposals).
- *Elder Abuse Strategy: Towards Awareness and Prevention*
- *Allowance* (a video which raises awareness about senior abuse);
- Senior Abuse Prevention e-Bulletin
- Eight financial planning and protection fact sheets, published 2010 by the F/P/T Ministers Responsible for Seniors
- The Department of Seniors' annual French-language Services Plans

The wide dissemination of publications to raise awareness about seniors abuse addresses 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.

PROGRESS IN REACHING GOALS AND OBJECTIVES FOR 2009-2010

ANNEX A

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

Progress in Reaching Goals and Objectives for 2009-2010: (Department of Seniors)

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009- 2010
<u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i> .	1.1 – Administrative and Policy Framework The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French- language Services Act and Regulations</i> .	N/A – Applies to the Office of Acadian Affairs	N/A	N/A
	1.2 – Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i> .	Develop linkages and partnerships within government that address the French- language services needs of Acadian and francophone seniors	**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 2009-2010 will be the	This goal will be addressed, instead, during 2010 – 2011.

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009- 2010
			Department of Health.	
			**Continue to ensure representation of the Department on the French- language Services Coordinating Committee.	This goal has been met – the Department has continued to ensure representation on the French- language Services Coordinating Committee.
		Enhance the Department's delivery of services in French in accordance with the <i>French- language Services Act</i>.	**Review existing policies and services in relation to the <i>Act</i> to identify areas where changes are required.	This goal has been met. A review of the <i>French- language Services Act</i> reveals that the Department has met its obligations in key areas such as: developing annual French-language Service Plans and reporting on its progress; communicating with the public and ensuring representation of Acadian and francophone organizations on the Department's advisory committees (<i>Group of IX Seniors' Organizations</i> and Senior Abuse Prevention Advisory Committee). The latter measure ensures that the Department is kept abreast of the priorities of the Acadian and

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009- 2010
			Department of Health.	
			**Continue to ensure representation of the Department on the French-language Services Coordinating Committee.	This goal has been met – the Department has continued to ensure representation on the French-language Services Coordinating Committee.
		Enhance the Department's delivery of services in French in accordance with the <i>French-language Services Act</i>.	**Review existing policies and services in relation to the <i>Act</i> to identify areas where changes are required.	This goal has been met. A review of the <i>French-language Services Act</i> reveals that the Department has met its obligations in key areas such as: developing annual French-language Service Plans and reporting on its progress; communicating with the public and ensuring representation of Acadian and francophone organizations on the Department's advisory committees (<i>Group of IX Seniors' Organizations</i> and Senior Abuse Prevention Advisory Committee). The latter measure ensures that the Department is kept abreast of the priorities of the Acadian and

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
				francophone community.
<u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas.	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.	Explore the French language service needs of Acadian and Francophone seniors.	<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>In order address the exploration of Acadian and Francophone needs, Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE) was funded to coordinate a provincial study on the health and well-being needs of Acadian and Francophone seniors.</p> <p>This goal has been met. RANE has continued to be an active member of the Senior Abuse Prevention Advisory Committee.</p>

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009- 2010
			<p>**The Department will continue to consult and work with RANE as a member of the <i>Group of IX Seniors' Organizations</i> (which acts as an advisory committee to the Department).</p> <p>**The French Language Service Coordinator will provide regular updates to staff about French-language service delivery across government.</p>	<p>This goal has been met – The Department is in ongoing consultation with RANE through its active involvement with the <i>Group of IX Seniors' Organizations</i>.</p> <p>The Department will work to enhance its formal communication to staff in 2010-2011.</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</p>	<p>Improve awareness among Department's staff about government initiatives to improve service delivery to the Acadian and Francophone community and work to enhance knowledge about and sensitivity toward Acadian and</p>	<p>**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.</p>	<p>This goal has been met through ongoing communicating with staff about <i>Lunch and Learn</i> sessions, and other initiatives, which increase awareness about the Acadian and Francophone community.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
	<p>services in French to the public.</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>Francophone Nova Scotians.</p> <p>Utilize the <i>Bonjour!</i> Program to promote existing services available in French.</p>	<p>**Add the Bonjour! symbol to the Department's website and improve website content related to the Department's publications available in French.</p>	<p>This goal has been met. The <i>Bonjour!</i> symbol lets visitors, to the Department's Website, know that French language services are available. The Department has a number of key publications available in French such as: the <i>Elder Abuse Strategy: Towards Awareness and Prevention</i>; <i>Allowance</i> (a video about senior abuse); a series of eight financial planning and protection fact sheets and; grant applications (for non-profit community organizations and municipalities) for its three grant initiatives (*available during call for proposals).</p> <p>An additional objective realized this year (related to communication with the public) is the Department's delivery of a presentation on aging to Réseau Santé.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
	<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>Ensure that information is available in English and French when possible.</p>	<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</i> and <i>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 francophone communities.</p>	<p>It is expected that publication of the <i>Senior Abuse e-bulletin</i> will commence once again in 2010-2011.</p> <p>This goal has been met. The Fall 2009 call for proposals of the <i>Positive Aging Fund, Age-Friendly Communities Program</i> and <i>Senior Safety Grant</i> were released in English and French. Three <i>Positive Aging Fund</i> (Comité Touristique de la Paroisse Ste Anne du Ruisseau, Le Conseil des arts de Chéticamp, and Meteghan Community Access Committee) and one <i>Senior Safety Grant</i> applicant (Association Des Seniors en Sécurité-Security for Seniors Association) were funded in 2009-2010 to deliver services to the Acadian and Francophone communities in Nova Scotia. The Department also</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>Increase the Department's capacity (i.e. staff's ability) to provide services in French.</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>funded Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE) to support them in the planning, promotion and recruitment of participants and volunteers for the Jeux des aînés de l'Acadie. A key goal was to consult with Acadian and Francophone organizations across the province to explore the establishment of a provincial structure in order to ensure the permanence of the games.</p> <p>The Department's Intergenerational Awards will be launched in 2010-2011. The awards will be translated and promoted in the Acadian and francophone communities.</p> <p>The Department had initial discussions with a service provider about their ability to assist the Department with delivery of service in French for the Senior Abuse Line. The Department will continue to explore opportunities in 2010-2011.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
			<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>This goal has been met. One staff person attended a French language course delivered by Université Sainte-Anne in Winter 2010.</p> <p>The Department remains committed to recruiting staff with capabilities to communicate in French.</p>
<p><u>Objective 3</u> <u>Community Development and Capacity Building</u> 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>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>This goal has been met. The Department funded a number of projects to deliver programs and services to the Acadian and Francophone community (please see objective 2.4 – Service Delivery).</p>
	<p>3.2 – School Community Centres</p> <p>Acadian and Francophone school</p>	N/A	N/A	N/A

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009- 2010
	community centres offer services and programs to the Acadian and Francophone community.			

GOALS, OBJECTIVES AND MEASURES FOR 2010-2011

ANNEX B

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

Goals, Objectives, and Measures for 2010-2011: (Department of Seniors)

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
Objective 1 – <u>Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the French- language Services Act	1.1 – Administrative and Policy Framework The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i> .	N/A – Applies to the Office of Acadian Affairs	N/A
	1.2 – Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i> .	Develop linkages and partnerships within government that address the French-language services needs of Acadian and Francophone seniors	**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 2010-2011 will be the Department of Health. **Continue to ensure representation of the Department on the French-language Services Coordinating Committee.
Objective 2 – <u>Enabling French-language Services</u> Consult, plan, develop, and deliver French- language services in priority areas.	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.	Support the Acadian and Francophone community to explore the French- language (and other service) needs of Acadian and Francophone	**The Department will provide support (i.e. financial – based on the availability of funds) to the Acadian and Francophone community to explore the French-language (and other service)

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
		seniors.	<p>needs of seniors in their communities.</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 <i>Group of IX Seniors' Organizations</i> (which acts as an advisory committee to the Department).</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 – 2010-2011	Planned Measures – 2010-2011
	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.	Continue to raise awareness among Department's staff about government initiatives to improve service delivery to the Acadian and 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 awareness about the Acadian and Francophone community.
	2.3 – Communications with the Public 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.	Enhance the use of the <i>Bonjour!</i> Program to promote existing services available in French.	**Establish enhanced website links from the <i>Bonjour!</i> button, on the Department's website, to the full range of publications available in French.
	2.4 – Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	Ensure that information is available in English and French when possible.	**The next publication of the <i>Senior Abuse e-bulletin</i> (expected to commence once again in 2010-2011) 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. ** The call for proposals for the 2010 – 2011 grants

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
			<p>(Positive Aging Fund, Age-Friendly Communities Program and Senior Safety Grant will be released in English and French.</p> <p>**The Department's Intergenerational Awards will be launched in the fall of 2010. The awards will be translated into French and promoted in the Acadian and Francophone communities.</p>
	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>Increase the Department's capacity (i.e. staff's ability) to provide services in French.</p>	<p>**The Department will continue to explore opportunities to provide service delivery in French for the toll-free (within Nova Scotia) Senior Abuse Line.</p> <p>**The Department will continue to support staff to attend French language courses to enhance the Department's capacity to deliver services in French.</p> <p>**The Department will continue to include French language skills as an asset in appropriate job postings.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
<p>Objective 3 <u>Community Development and Capacity Building</u> 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>Support Acadian and Francophone non-profit 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 non-profit community-based organizations to apply for funding to support programs related to service delivery for seniors. Annual call for proposals are released in English and French.</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>	<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 that affect 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.