



French-language Services Plan 2011-2012

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Message from the Deputy Minister

I am pleased to present the Department of Seniors' *2011-2012 French-language Services Plan*.

The Department continues to enhance the delivery of services 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.

The French language act helps to support our vision that Nova Scotia is an inclusive society of caring communities that supports the well-being of seniors and values their contributions.

To further assist Nova Scotia's French speaking seniors understand funding opportunities and programs, we provide publications in French. We continue to support funding for community-based projects that are delivered in French, and to support seniors and seniors' organizations.

Through our many partnerships within government we will work towards meeting the French language services needs of seniors in their communities. Consultation with Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE), which is represented on the Group of IX Seniors' Advisory Council of Nova Scotia and the Nova Scotia Network for the Prevention of Senior Abuse, and our continued representation on the French-language Services Coordinating Committee will help ensure opportunities for French-language services are realized.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kelliann Dean', is written over a faint, larger version of the same signature.

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. As such, the Department supports staff to enrol in French language courses sponsored by the Office of Acadian Affairs.

FRENCH-LANGUAGE SERVICES INVENTORY

With the assistance of the 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 currently 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).
- The Department of Seniors' annual French-language Services Plans
- *Elder Abuse Strategy: Towards Awareness and Prevention* Executive Summary
- Senior Abuse brochures (a general brochure and another specific to financial abuse)
- *Allowance* (a video which raises awareness about senior abuse);
- Eight financial planning and protection fact sheets, published 2010 by the F/P/T Ministers Responsible for Seniors

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*.

Regroupement des Aînées et Aînés de la Nouvelle-Écosse (RANE) is a member of the *Group of IX Seniors' Advisory Council of Nova Scotia* 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 2010-2011

Table 1 – Progress in Reaching Goals and Objectives for 2010-2011

Progress in Reaching Goals and Objectives 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	Progress in Reaching Goals and Objectives for 2010- 2011
<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</i> and <i>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</i> and <i>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.	This measure has not been met. It will be will be re- assessed during 2011-2012 in order to determine the best approach for engaging other departments.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010- 2011
			**Continue to ensure representation of the Department on the French-language Services Coordinating Committee.	This measure has been met – the Department has continued to ensure representation on the French-language Services Coordinating Committee.
<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.	Support the Acadian and Francophone community to explore the French-language (and other service) needs of Acadian and Francophone seniors.	<p>**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) 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 remains committed to supporting the Acadian and Francophone community to explore the French-language service needs of Acadian and Francophone seniors. There were no funding requests to the Department of Seniors related to this measure for 2010-2011.</p> <p>This committee was restructured in 2010-2011 and renamed the Nova Scotia Network for the Prevention of Senior Abuse. RANE remains on the committee as a Steering Committee member.</p>

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010- 2011
			<p>**The Department will continue to consult and work with RANE as a member of the <i>Group of IX Seniors' Advisory Council of Nova Scotia</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. (Note: this measure has been moved to 2.2 for 2011-2012)</p>	<p>This measure has been met – The Department is in ongoing consultation with RANE through its active involvement with the <i>Group of IX</i>.</p> <p>This measure has been met through ongoing communication to staff about services and programs relevant to the Acadian and Francophone community.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
	<p>2.2 – Internal Communications</p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and Francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>	<p>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.</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 measure has been met through ongoing communication with staff about <i>Lunch and Learn</i> sessions, <i>Acadie at a Glance</i>, and other initiatives which increase awareness about the Acadian and Francophone community.</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>Enhance the use of the <i>Bonjour!</i> Program to promote existing services available in French.</p>	<p>** Establish enhanced website links from the <i>Bonjour!</i> button, on the Department's website, to the full range of publications available in French</p>	<p>This measure is in progress. The <i>Bonjour!</i> symbol lets visitors, to the Department's Website, know that French language services (publications) are available. The Department's French-language Service Coordinator (FLSC) had an initial discussion with the Department's webmaster. A more comprehensive discussion (with the Department's new Communications Director and</p>

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010- 2011
	<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 2010 – 2011 grants (<i>Positive Aging Fund, Age-Friendly Communities Program and Senior Safety Grant</i> will be released in English and French.</p>	<p>webmaster) to develop and implement a plan is required.</p> <p>The Senior Abuse e-bulletin is not being produced at this time. However, the Department has a variety of key senior abuse prevention materials available in English and French (please see page 5 of this plan).</p> <p>This measure has been met. The 2010-2011 call for proposals was released in English and French.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010- 2011
	<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'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>**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>This measure has been met. The Department's Intergenerational Awards was successfully launched and promoted in the Acadian and francophone communities.</p> <p>This measure has not been met. The Department will explore government resources available to assist with responding to verbal requests in French. This will enhance the Department's ability to respond to requests to its toll-free lines (Senior Abuse Line <i>and</i> general toll-free line) in French.</p> <p>The Department remains committed to supporting staff to attend French language courses.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
			**The Department will continue to include French language skills as an asset in appropriate job postings.	The Department remains committed to recruiting staff with capabilities to communicate in French.
Objective 3 <u>Community Development and Capacity Building</u> Support the Acadian and francophone community in its long term development and sustainability.	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.	Support Acadian and Francophone community-based organizations to realize their objectives related to program and service delivery for seniors.	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.	This measure has been met. The Department funded three projects in 2010-2011 to deliver programs and services to the Acadian and Francophone community. Two projects were funded through the <i>Positive Aging Fund: Le Transport de Clare Society</i> (Adopt a grandparent - youth visiting senior homes in community and start a walking program with seniors) and; <i>Regroupement des aînées et aînés de la Nouvelle-Écosse</i> ("Seniors and the Law" information forums). One project was funded through the <i>Senior Safety Grant: Security for Seniors Association / Association des seniors en sécurité.</i>
	3.2 – School Community Centres Acadian and Francophone school community centres offer services and	N/A	N/A	N/A

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
	programs to the Acadian and Francophone community.			

GOALS, OBJECTIVES AND MEASURES FOR 2011-2012

Table 2 – Goals, Objectives, and Measures for 2011-2012

Goals, Objectives, and Measures for 2011-2012: (Department of Seniors)

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
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	Consult with the Office of Acadian Affairs to identify the best approach to engage other departments. **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	Support the Acadian and Francophone community to explore the French-language (and other service) needs of	**The Department will provide support (i.e. financial – based on the availability of funds) to the Acadian and Francophone community to explore

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
	<p>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>Francophone community and work to enhance knowledge about and sensitivity toward Acadian and Francophone Nova Scotians.</p>	<p>government.</p> <p>**The French Language Service Coordinator will Communicate <i>Acadie at a Glance</i> and <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.</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>Enhance the use of the <i>Bonjour!</i> Program to promote existing services available in French.</p>	<p>**Establish enhanced website links from the <i>Bonjour!</i> button, on the Department's website, to the full range of publications available in French.</p> <p>**Explore opportunities for the development of 50+ Expo's key materials to be translated into French.</p>
	<p>2.4 – Service Delivery</p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>Ensure that information is available in English and French when possible.</p>	<p>** The call for proposals for the 2011 – 2012 grants (<i>Positive Aging Fund, Age-Friendly Communities Program</i> and <i>Senior Safety Grant</i> will be released in English and French.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
			<p>**The Department's Intergenerational Awards 2011-2012 will be 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 review its internal memo on Written Correspondence and Verbal Communication in French, and use the memo as a tool to educate staff and identify areas for improvement.</p> <p>**The Department will explore government resources available to assist with responding to verbal requests in French. This will enhance the Department's ability to respond to requests to its toll-free lines (general toll-free and 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 – 2011-2012	Planned Measures – 2011-2012
<u>Objective 3</u> <u>Community Development</u> <u>and Capacity Building</u> Support the Acadian and francophone community in its long term development and sustainability.	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.	Support Acadian and Francophone non-profit community-based organizations to realize their objectives related to program and service delivery for seniors.	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.
	3.2 Acadian and Francophone school community centres offer services and programs to the Acadian and Francophone community.	N/A	N/A

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' Advisory Council of Nova Scotia*. 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.