



French-language Services Plan 2013-2014

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Message from the Deputy Minister

I am pleased to present the 2013-2014 *French-language Services Plan* for the Department of Seniors.

During the past year, the Department of Seniors has continued to explore and implement new ideas to better serve Acadian and Francophone seniors and enhance the use of the *Bonjour!* Program to promote existing resources available in French. Our 2013-2014 French-language Services Plan highlights this progress and also outlines our goals and objectives for the upcoming year in accordance to the *French-language Services Act*.

In the past year, our Department provided information in French in our Positive Aging Directory for the first time. The Department also continued to translate key Senior Abuse tools and resources. Supporting Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE) to host a colloque (summit) in Spring of 2012 to explore making their communities more “age-friendly” and the French-language needs of Acadian and Francophone seniors was also a key activity.

To assist Nova Scotia’s French speaking seniors access information and understand funding opportunities, we will continue to provide publications in French including the grant applications for our grant programs. The Department also promotes its Intergenerational Award program in Acadian and francophone communities.

Through our many partnerships within government we 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.

In the year ahead, we will continue to look for opportunities for communication and providing services in French. By building on our efforts during 2012-2013, the Department is committed to contributing to government’s goal of improving service to our Acadian and francophone community.

Sincerely,



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)

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 Acadian Affairs. In the past year, the Department also began discussions with Service Nova Scotia and Municipal Relations (SNSMR) to determine if there was a possibility for SNSMR to assist with calls received by the Department of Seniors in French. In the current year, the Department will continue to explore options such as with SNSMR.

FRENCH-LANGUAGE SERVICES INVENTORY

With the assistance of Acadian Affairs, the Department has had several key senior abuse resource documents translated into French over the last number of

years. The following is an inventory of publications previously made available (and currently still 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

In 2012-2013 two additional documents were also completed in French and will be available from the Department:

- Understanding Senior Abuse: Facts, tips and contacts (*Comprendre la violence contre les aînés: Faits, conseils et services d'aide*)
- Understanding Senior Abuse: a toolkit for community champions (*Comprendre la violence contre les aînés: Une trousse à outils pour les champions communautaires*)

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.

FRENCH-LANGUAGE SERVICES COORDINATOR CONTACT– DEPARTMENT OF SENIORS

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PROGRESS IN REACHING GOALS AND OBJECTIVES FOR 2012-2013

Table 1 – Progress in Reaching Goals and Objectives for 2011-2012

Progress in Reaching Goals and Objectives for 2012-2013: (Department of Seniors)

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012- 2013
<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 Acadian Affairs and its Minister fulfill their obligations pursuant to the <i>French- language Services Act</i> and <i>Regulations</i> .	N/A – Applies to 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	**Consult with 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.	**This measure is in progress. **This measure has been met – the Department has continued to ensure representation on the French- language Services Coordinating Committee.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012- 2013
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas.</p>	<p>2.1 – Consultations</p> <p>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Support the Acadian and Francophone community to explore the French-language (and other service) needs of Acadian and Francophone seniors.</p>	<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 Nova Scotia Network for the Prevention of Senior Abuse (formerly the Senior Abuse Prevention Advisory Committee). This committee is responsible for: raising the</p>	<p>**This measure has been met. The Department remains committed to supporting the Acadian and Francophone community to explore the French-language service needs of Acadian and Francophone seniors. In 2012, the Department supported Regroupement des Aînées et Aînés de la Nouvelle-Écosse (RANE) to hold a colloque (summit) which examined the “age-friendly” and French-language needs of seniors in Acadian and Francophone communities.</p> <p>**RANE remains on the committee as a Steering Committee member.</p>

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012- 2013
			<p>profile of senior abuse awareness and prevention; providing a network to share information; identifying gaps and opportunities and; informing policy, initiatives and research.</p> <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>**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>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</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</p>	<p>**The French Language Service Coordinator will provide regular updates to staff (written and in person) about French-language service delivery across government.</p> <p>**The French Language Service Coordinator will</p>	<p>**This measure has been met through ongoing communication to staff about services and programs relevant to the Acadian and Francophone community.</p> <p>**This measure has been met through ongoing communication with</p>

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012- 2013
	<p>communicate in French; they promote 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>sensitivity toward Acadian and Francophone Nova Scotians.</p> <p>Enhance the use of the <i>Bonjour!</i> Program to promote existing services available in French.</p>	<p>Communicate <i>Acadie at a Glance</i> and <i>Lunch and Learn</i> sessions offered by Acadian Affairs (AA) to Department staff in order to promote awareness about the Acadian and Francophone community.</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>** The call for proposals for the 2012 – 2013 grants (<i>Positive Aging Fund, Age-Friendly Communities Program</i> and <i>Senior Safety Grant</i> will be released in English and French.</p>	<p>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>**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.</p> <p>**This measure has been met. The 2012-2013 call for proposals was released in English and French. In addition, the Department has a variety of key senior abuse prevention materials available in English and French.</p>
	<p>2.4 – Service Delivery</p>	<p>Ensure that information</p>	<p>**The Department's</p>	<p>**This measure has been met. The</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
	<p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>is available in English and French when possible.</p>	<p>Intergenerational Awards 2012-2013 will be promoted in the Acadian and Francophone communities.</p>	<p>Department's Intergenerational Awards (2012-2013) was 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</p>	<p>**This measure is in progress – the Department is currently reviewing its internal memo.</p> <p>**This measure is in progress. The Department is currently exploring 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 Information Line and general toll-free line) in French.</p> <p>**The Department remains committed</p>

Objectives	Expected Results: 2009-2013 French- language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012- 2013
			<p>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>	<p>to supporting staff to attend French language courses.</p> <p>**The Department remains committed to recruiting staff with capabilities to communicate in French.</p>
<p><u>Objective 3</u> <u>Community</u> <u>Development and</u> <u>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 Comprehensive 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 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>**This measure has been met. The Department has continued to support the Senior Safety Program in Meteghan through its Senior Safety Grant funding.</p> <p>Note: The second round of Positive Aging Grants for 2012-2013 are still under review.</p>

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	3.2 – School Community Centres Acadian and Francophone school community centres offer services and programs to the Acadian and Francophone community.	N/A	N/A	N/A

GOALS, OBJECTIVES AND MEASURES FOR 2013-2014

Table 2 – Goals, Objectives, and Measures for 2012-2013

Goals, Objectives, and Measures for 2012-2013: (Department of Seniors)

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
<p><u>Objective 1 – Leadership and policy direction</u></p> <p>Champion and support the policy development, planning, and administrative frameworks for the implementation of the French-language Services Act and Regulations</p>	<p>1.1 – Championing French-language Services</p> <p>Designated public institutions:</p> <p>Have fostered a positive environment where French-language services are encouraged, expected, respected, and valued;</p> <p>Are aware of their obligations relating to French-language services and have fulfilled their obligations pursuant to the French-language Services Act and Regulations; and</p> <p>Have a vision for ensuring progress and have integrated French-language services into departmental policies, programs and service delivery.</p>	<p>The Department will continue to raise awareness among Department's staff about government initiatives to improve service delivery to the Acadian and Francophone community, as well as obligations relating to French-language services. The Department will also work to enhance knowledge about and sensitivity toward Acadian and Francophone Nova Scotians.</p>	<ul style="list-style-type: none"> -The Department will continue to participate on the French-language Services Coordinating Committee. - The Department will complete and release a 2013-2014 French-language Services Plan. - The French Language Service Coordinator will provide regular updates to staff (written and in person) about French-language service delivery across government. -The French Language Service Coordinator will Communicate <i>Acadie at a Glance and Lunch and Learn</i> sessions offered by Acadian Affairs to Department staff in order to promote awareness about the Acadian and Francophone community. - The Department will hold a staff session in which its Internal Memo regarding Written Correspondence and Verbal Communication in French will be reviewed and the Department's responsibilities and obligations pursuant to the French-language Services Act and Regulations will be discussed with a view to ensuring progress.
	<p>1.2 – Policy, planning, and administration frameworks</p> <p>Designated public institutions are supported in meeting their obligations pursuant to the French-language Services Act and Regulations through programs and services from Acadian Affairs and</p>	<p>The Department will continue to work closely with Acadian Affairs in meeting its obligations regarding the Act and Regulations including</p>	<ul style="list-style-type: none"> - The Department will continue to access Translation Services with Acadian Affairs for documents that may be of particular relevance to the Acadian and francophone community and specifically in 2013-2014 seek Translation Services for the Silver Economy Summit held by the

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	<p>other central support units.</p> <p>Acadian Affairs supports the Minister responsible for the French-language Services Act in fulfilling obligations pursuant to the French-language Services Act and Regulations.</p> <p>The French-languages Services Coordination Committee assists and advises the Minister of Acadian Affairs on the implementation of the French-language Services Act.</p>	<p>seeking advice/guidance and in translation services.</p> <p>Develop linkages and partnerships within government that address the French-language services needs of Acadian and Francophone seniors.</p>	<p>Department.</p> <p>- Continued active participation on the French-languages Services Coordination Committee and on a pro-active basis with Acadian Affairs and other departments in regards to the needs of Acadian and Francophone seniors.</p>
<p><u>Objective 2 – Availability and accessibility of French-language services</u></p> <p>Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.</p>	<p>2.1 – Active offer and communications with the public</p> <p>Government provides French-language communications in a consistent manner.</p> <p>The Acadian and Francophone community is informed of services in French available to them and of the approach being taken by the government to provide French-language services.</p> <p>Designated public institutions embrace and promote an “active offer” of services in French and the Acadian and francophone community makes use of these services.</p> <p>The French language and French-language services are visible in public areas of government spaces due to the use of French or bilingual signage and other methods.</p>	<p>Enhance the use of the <i>Bonjour!</i> Program to promote existing services available in French.</p> <p>Continue to try to identify possibilities for “active offer” of services by the Department in French.</p>	<p>-Continue to monitor the Department’s website to determine appropriate links from the Bonjour! button to the full range of publications available in French.</p> <p>-The Silver Economy Summit to be held by the Department in Spring 2013 will be promoted to the Acadian and Francophone community in French.</p> <p>-The Department will complete its review and revision of its internal memo, Written Correspondence and Verbal Communication in French.</p> <p>-The Department will continue to identify possible 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 Information Line).</p>
	<p>2.2 – Information materials: printed or electronic</p>	<p>Ensure that information is available in English and French when possible.</p>	<p>-The call for proposals for the 2013– 2014 grants (<i>Positive Aging Fund, Age-Friendly</i></p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	<p>The Acadian and Francophone community has access to bilingual or French-language information material, in printed or electronic formats.</p> <p>Government websites have new French-language content and are easy to navigate by French-speaking users because a consistent approach is being followed.</p>		<p><i>Communities Program</i> and <i>Senior Safety Grant</i> will be released in English and French.</p> <p>-The Department's Intergenerational Awards 2013-2014 will be promoted in the Acadian and Francophone communities.</p>
	<p>2.3 – Human Resources</p> <p>Government human resources professionals and managers are aware of government's commitment to providing French-language services and they consider requirements for French-speaking employees in recruitment and training activities.</p> <p>The capacity of the Public Service to provide services in French has increased, through recruitment, training, and supports of French-speaking or bilingual employees.</p> <p>Public servants are knowledgeable about the approach being taken by the government to provide French-language services. They are aware of the obligations relating to communicating, delivering and promoting French-language services, and of cultural issues pertaining to the Acadian and Francophone community.</p>	<p>Increase the Department's capacity (i.e. staff ability) to provide services in French.</p>	<p>- The Department will continue to provide support to staff taking French language training, cultural awareness training, or any other training in French.</p> <p>-Ensure all staff are familiar with the Department's Internal Memo regarding <i>Responses to French Requests</i> and the Department's responsibilities and obligations pursuant to the French-language Services Act and Regulations (See Objective 1 – Planned Measures above).</p> <p>-The Department will include French language skills as an asset in appropriate job postings.</p>
<p><u>Objective 3 – Community engagement and outreach</u> Engage the Acadian and francophone community and provide services which support its development and growth.</p>	<p>3.1 – Public Engagement</p> <p>Designated public institutions have engaged the Acadian and Francophone community and are aware of its needs.</p> <p>French-speaking Nova Scotians are provided with the opportunity to participate in government consultations in French.</p>	<p>Support the Acadian and Francophone community to explore the French-language (and other service) needs of Acadian and Francophone seniors.</p>	<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</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
			<p>consult with RANE through their active involvement on the Nova Scotia Network for the Prevention of Senior Abuse. This committee is responsible for: raising the profile of senior abuse awareness and prevention; providing a network to share information; identifying gaps and opportunities and; informing policy, initiatives and research.</p> <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>
	3.2 – Agencies, Boards and Commissions Acadians and Francophones are aware of opportunities to participate on government Agencies, Boards and Commissions, and have submitted nominations.	n/a	<p>The Executive Council has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions, and regularly advertises current opportunities, in both French and English. For more information, visit www.gov.ns.ca/exec_council/abc.</p>
	3.3 – Complaints process The Acadian and Francophone community is aware of the complaints process for government services.	n/a	<p>Complainants who are not satisfied upon completion of the internal complaint process may be referred to the Nova Scotia Office of the Ombudsman.</p>
	3.4 – Municipal services The Acadian and Francophone community has access to municipal services in French.	Support Acadian and Francophone communities in the Department's work with municipalities related to ensuring "age-friendly" communities in Nova Scotia.	<p>-Continue the dialogue with RANE on age-friendly communities.</p>
	3.5 – Community development and growth The development and vitality of the Acadian and Francophone community is enhanced by the delivery of French-language services.	Support Acadian and Francophone community to realize their objectives related to program and service delivery for seniors.	<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</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
			to support programs related to service delivery for seniors. Annual call for proposals are released in English and French.

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 their language and their community.