

French-language Services Plan

2016-2017

Department of
Intergovernmental Affairs



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French Language Service Plan for 2016-2017

Department of Intergovernmental Affairs (IGA)

Message from the Deputy Minister

I am pleased to submit the 2016-2017 French Language Service Plan for the department of Intergovernmental Affairs (IGA). This plan supports the requirements laid out in the *French Language Services Act* and the audiences that IGA serves.

IGA is a small central-government department that provides services predominantly to stakeholders within government. In this regard the common language used is English, with little demand for providing French language services.

It is largely through involvement with Acadian Affairs, a division of the Department of Communities, Culture and Heritage, that IGA works to build a stronger French language public service culture within government. IGA is also open to providing its staff with French language training to contribute to building organizational capacity and providing them with meaningful growth opportunities. The training benefits the department by better preparing it for occasions where it is advantageous to understand and work in French with other governments.

The plan for 2016-2017 that follows reflects this function, and IGA's ongoing commitment to the objectives and spirit of the legislation.

Catherine Blewett
Deputy Minister
Intergovernmental Affairs

Progress in Reaching Goals and Objectives

1. Responses to French Requests (Written and Oral)

When required, written or verbal requests from other governments and the public to communicate in French are to be directed to departmental bilingual-staff. Written communications and translations are most often dealt with through the use of Communications Nova Scotia translation services.

2. French language Services Inventory

Developments in intergovernmental relations that are of potential interest to the French speaking community are translated into French and released in the form of communiques, news releases and IGA website content.

At present no line departments are requesting services from IGA in French. On occasions when IGA is working in intergovernmental situations where the primary communication is in French, IGA makes use of its bilingual staff for support.

3. French language Services Coordinator

The French Language Services coordinator at IGA is Andre Moore (andre.moore@novascotia.ca)

4. Progress in Reaching Goals and Objectives for 2015-2016: Intergovernmental Affairs

IGA Adopted Corporate-Wide Goals and Objectives 2015-2016

Goal: Leadership and policy direction

- Champion and support the planning, administration, and policy development frameworks for the implementation of the French-language Services Act and its regulations.

Goal: Accessibility of French language services

- Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.

Planned Measures for 2015-2016

Goal: Leadership and policy direction

- IGA will review and implement measures to ensure a positive environment for the provision of French language services.

- IGA demonstrates its support for improving French language services in part by committing a staff person to actively coordinate French services internally, and to provide expertise and support to corporate French language service development.

Goal: Accessibility of French language services

- IGA will continue to communicate with the public in French through the internet and press releases.
- IGA has a resident capacity to work with the public or other governments in French; promote training in French language; and support staff who choose to participate in French language training.
- IGA provides a means for the French speaking public to comment on its French language services.

Progress in Reaching Goals and Objectives for 2015-2016

Goal: Leadership and policy direction

- IGA maintained a French language presence in its intranet web site; reviewed all of its content; and implemented changes to improve communications in French in areas where the Acadian and Francophone public in Nova Scotia would likely have an interest.
- The Coordinator administered the implementation of the IGA French Language Services Plan within IGA; advocated for a strong French language presence; and attended and provided support at corporate-wide French Language Coordinator meetings/activities.

Goal: Accessibility of French language services

- IGA maintained its French language presence in its website in a manner that was timely, accessible and relevant to the Francophone public.
- IGA ensured that staff were supported in the ongoing development of their French language services capacity through training. In 2015-2016 two staff members (out of 28) undertook French language training.
- IGA ensured that the external IGA website provides a means for French speaking public to ask questions and provide comments (or complaints) in French regarding French language services or any intergovernmental matters.

5. Goals, Objectives and Measures for 2016-2017: Intergovernmental Affairs

Goals and Objectives 2016-2017: IGA

Goal: Leadership and policy direction

- IGA will review and implement measures to ensure a positive environment for the provision of French language services.
- IGA demonstrates its support to improving French language services within the department and corporately by committing a staff person to actively engage in the work of the interdepartmental French Language Coordinator Committee.

Goal: Accessibility of French language services

- IGA will continue to communicate with the public in French through the internet and press releases.
- IGA has a resident capacity to work with the public or other governments in French, promote training in French language and support staff who choose to participate in French language training.

Planned Measures for 2016-2017

Goal: Leadership and policy direction

- IGA will maintain its French language presence in its public-oriented web site, and look for and implement opportunities to better communicate issues and developments in French that are relevant to the Acadian and Francophone public in Nova Scotia.
- The Coordinator will coordinate the implementation of the IGA French Language Services Plan, and will attend and provide support to the corporate-wide coordinator meetings/activities. In particular, the coordinator will offer support to Acadian Affairs in the areas of intergovernmental relations; French language service related strategic planning, legislation review/advice, and policy and guideline development; and will actively participate in at least one of the French Language Services Coordinating Committee sub-committees.

Goal: Accessibility of French language services

- 2.1 IGA will maintain a French language presence in its website that is timely, accessible and relevant to the Francophone public.
- 2.2 The department will ensure that staff who receive French language training are supported in the ongoing development of their French language services capacity.

6. Priorities of the Acadian and Francophone Community

While the Acadian and francophone community have not expressed priorities or concerns that are specifically directed at IGA, the department works with Acadian Affairs and other departments to ensure that it provides intergovernmental advice and support for the Acadians and Francophone in the Province.

7. Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community

The plan ensures that: the work of IGA can be understood in French by the French-speaking public; IGA can benefit by conducting their intergovernmental affairs in both English and French; and the corporate functions and intergovernmental objectives of Acadian Affairs are supported by IGA's French-language coordinator.