

Plan de services
en français

French-language
Services Plan

2019-2020

Commission de la
fonction publique

Public Service Commission



French-language Services Plan 2019–2020

Message from the Commissioner

I am pleased to present our 2019 – 2020 French-language Services (FLS) plan and progress report.

At the Public Service Commission (PSC), our mandate is to ensure the Nova Scotia government has the human resources required to create and deliver high-quality programs and services to Nova Scotians. Within this mandate, we continually strive to improve our ability to provide French-language services to our clients.

The PSC recognizes the importance of providing services in French to Nova Scotians and we are committed to helping preserve and promote the province's Acadian and francophone culture and heritage. In 2018, as part of our French-language Services Human Resource Guidelines, the PSC was excited to implement a new French-language Hiring Panel Pool. This pool of trained bilingual employees assists hiring managers when recruiting for positions where French is a requirement, and in turn, help to build French-language capacity within the Nova Scotia public service.

As always, we will continue to support the work of the Office of Acadian Affairs and Francophonie, explore opportunities to provide more services in French, and encourage employees in their efforts to increase their French-language capacity through training.

Sincerely,

Laura Lee Langley

Responses to French Requests

As an internal service provider to government departments and agencies, the role of the PSC is to ensure that the Nova Scotia government has the human resources required to create and deliver high quality programs and services to the public.

The PSC participates in the *Bonjour!* Program, as offered by the Office of Acadian Affairs and Francophonie (OAAF). Our departmental intranet site has a list of French speaking employees who are available to provide support to clients or the public when inquiries are received in French. On this site, employees can also review our communication protocols that outline the process for responding to inquiries in French, in addition to identifying what information must be translated according to the *French-language Services Act* and regulations.

As outlined in the *French-language Services Act* all communication (both written and oral) received by the PSC in French will be responded to in French, to the extent possible, by bilingual PSC employees. Correspondence that cannot be completed by our employees is submitted to Translation Services at Communications Nova Scotia for further guidance and support.

French-language Services Inventory

In accordance with the *French-language Services Act*, the PSC's primary contribution is our responsibility to provide corporate human resource programs and services in support of all government employees, including those who deliver French-language services to citizens.

The FLS Human Resource (HR) Guidelines provide departments with a consistent protocol to guide the management of human resources, e.g., recruitment, selection, and retention, as they relate to the delivery of French-language services. In 2018, the PSC launched a new French-language Hiring Panel Pool to support hiring managers in finding trained bilingual employees who can participate on job interview panels for positions where French is a requirement or an asset.

The PSC continues to run the biennial “Count Yourself In!” Workforce Census in English and French. The intent of the census is to gain a better understanding of who makes up the NS public service in terms of employees’ language, background, education, experience, and more.

The PSC administers the government’s Values, Ethics, and Code of Conduct for employees, which is available in English and French.

The Short Term Illness (STI) support program for employees actively offers employees bilingual case management services. The program provides an innovative and comprehensive approach to case management that delivers optimal support to help employees recover and stay connected to the workplace. Additionally, we continue to provide support and resources in both French and English to employees and their families through the Employee and Family Assistance Program.

French-language Services Coordinator

Rima Thomeh

Public Service Commission’s French-language Services Coordinator

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Progress in Reaching Goals and Objectives for 2018–2019

Goals and Objectives 2018–2019

In support of the NS Strategic Plan for FLS 2018-2023, the PSC established the following FLS goals and actions for 2018 – 2019.

Support to internal administrative structures (strengthening the policy, legislative and administrative frameworks)

Goal: The PSC is a lead organization that ensures French-language services are considered in human resource programming and incorporated consistently and effectively into corporate government hiring practices.

Our progress on the planned measures identified in 2018–2019:

- Continue to represent the PSC and participate on the FLS Coordinating Committee, while providing advice and recommendations on corporate OAAF initiatives as necessary.
 - Ongoing – The PSC’s FLS Coordinator continues to participate in the FLS Coordinating Committee. The Coordinator provides advice and recommendations on policies and programs related to FLS, while also partnering with other coordinators to accomplish the goals set out for the committee, for example, reviewing and making recommendation on the draft FLS Training Policy.
- Translate publications and provide services in French as per the French-language Service regulations.
 - Ongoing – The translation of relevant PSC publications is an ongoing commitment as defined by the French-language Services Regulations. During fiscal 2018-2019, the PSC translated multiple documents related to our new Occupational Health and Safety policy, including supplementary material such as FAQs, fact sheets, and broadcast messages which were made available to employees on MyHR. This was the first time OHS material was translated into French and required significant collaboration between the OHS unit and the FLS coordinator. The 2018-2019 FLS plan was also translated into French.
- Continue to chair the FLS HR Subcommittee and achieve the priorities set for fiscal year 2018–2019, including the communication and monitoring of the updated FLS HR guidelines and implementing new FL Hiring Panel Pool, and supporting the PSC’s recruitment and selection efforts to increase French-language content in their marketing strategies.
 - Ongoing – During 2018-19, the FLS HR subcommittee continued updating the FLS HR Guidelines and finalizing the French. Communications were also sent out to deputies through the PSC Commissioner. Through the leadership of the PSC FLS Coordinator, the group also completed a process and guidelines document, FAQs, and a detailed application process. They also recruited 9 employees from across government to participate in the hiring panel pool.
- Continue to assess and support corporate PSC initiatives, programs and services, such as internal communications, diversity and inclusion, employee orientation, occupational health and safety, psychological health in the workplace, and recruitment/selection.
 - Ongoing – The FLS Coordinator continues to meet with program managers and staff regarding the translation of materials and enhancing French-language service offerings. The PSC FLS Coordinator sits on the PSC’s communications team and regularly provides advice and recommendations regarding translation opportunities to promote French-language services. Additionally, consultation services were provided to the PSC’s Recruitment and Selection Unit, Diversity and Inclusion Unit, and Occupational Health and Safety Unit to support consideration for French language translations.

Support the development, planning, and delivery of French-language services to the public (by sector)

Goal: Increased awareness of our French-language service requirements to achieve more clarity and a better

understanding of the PSC's obligations under the *French-language Services Act*, with special attention paid to translation/communication protocols and practices for actively offering services in French to our clients.

Planned actions to accomplish this goal in 2018–2019

- Communicate and promote FLS-related activities to PSC staff, such as cultural learning and training opportunities.
 - Ongoing – The PSC's FLS Coordinator is committed to ensuring staff are kept informed of pertinent information related to French-language services in the public service and the Acadian and Francophone community. During fiscal 2018-2019, key messages regarding French-language training opportunities, Acadian and Francophone events, and other services were delivered to PSC staff through broadcast emails, the PSC's FLS page on our intranet site, and the Commissioner's webcasts.
- Ensure that all PSC employees have the required information and resources to properly translate, communicate, actively offer, and provide services in French to clients.
 - Ongoing – Updated information on translation services and other French-language resources were communicated through promotional cards distributed to staff, broadcast emails, the Commissioner's webcasts, and through our intranet site. French-language services at the PSC were also incorporated as a standing item in our department employee orientation program for new staff.
- Provide support, advice, and recommendations to PSC program managers in the planning, implementation, or delivery of corporate HR programs and services that incorporate French-language services, e.g., recruitment and selection processes.
 - Ongoing – The PSC's FLS Coordinator continued to chair the FLS HR subcommittee. This is an ongoing commitment to support French-language services within the public service. Work accomplished by the subcommittee in 2018–2019 included maintaining the FLS HR guidelines and supporting the new FL Hiring Panel Pool program as well as posting and updating French-language related resources on MyHR for recruitment and selection. French-language services have also been integrated into the PSC's corporate orientation program for new employees.

Communications and consultations with the francophone community

Goal: Demonstrated support and commitment to the Acadian and francophone community by ensuring protocols are in place that allow members of the community to participate in the development of policies that improve French-language services.

Planned action to accomplish this goal in 2018–2019

- If any consultations occur between the PSC and the Acadian and francophone community, we will ensure all communication protocols are followed.
 - The PSC did not conduct any public consultation in 2018–2019.

Goals, Objectives, and Planned Measures for 2019–2020

Strategic Objective 1. Strengthen internal operational structures including policy, legislative and administration frameworks.

Goal: The PSC is a lead organization that ensures French-language services are considered in human resource programming and incorporated consistently and effectively into corporate government hiring practices.

Planned Actions to accomplish this goal in 2019-2020:

- Continue to represent the PSC and participate on the FLS Coordinating Committee, while providing advice and recommendations on corporate OAAF initiatives as necessary.
- Translate publications and provide services in French as per the French-language Service regulations.
- Continue to chair the FLS HR Subcommittee and achieve the priorities set for fiscal year 2019–2020, including the communication and monitoring of the updated FLS HR guidelines and implementing new FL Hiring Panel Pool; supporting PSC’s recruitment and selection efforts to increase French-language content in their marketing strategies.
- Continue to assess and support corporate PSC initiatives, programs and services, such as internal communications, diversity and inclusion, employee orientation, occupational health and safety, psychological health in the workplace, and recruitment/selection.

Strategic Objective 2. Develop and deliver quality French-language services and programs to the public.

Goal: Increased awareness of our French-language service requirements to achieve more clarity and a better understanding of the PSC’s obligations under the *French-language Services Act*, with special attention paid to translation/communication protocols and practices for actively offering services in French to our clients.

Planned actions to accomplish this goal in 2019–2020

- Communicate and promote FLS-related activities to PSC staff, such as cultural learning and training opportunities.
- Ensure that all PSC employees have the required information and resources to properly translate, communicate, actively offer, and provide services in French to clients.
- Provide support, advice, and recommendations to PSC program managers in the planning, implementation, or delivery of corporate HR programs and services that incorporate French-language services, e.g., recruitment and selection processes.

Strategic Objective 3. Maintain on-going dialogue and consultation with the Acadian and francophone community.

Goal: Demonstrated support and commitment to the Acadian and francophone community by ensuring protocols are in place that allow members of the community to participate in the development of policies that improve French-language services.

Planned Actions to accomplish this goal in 2019-2020

- If any consultations occur between the PSC and the Acadian and francophone community, we will ensure all communication protocols are followed.

Priorities of the Acadian and Francophone Community

It is important that French speaking Nova Scotians have access to quality government services in French. The PSC will continue to provide opportunities for French-language training to employees with the aim of increasing their capacity to provide quality programs and services in French. The FLS HR Guidelines and the new French-language Hiring Panel Pool will lay the foundation for departments to consider French-language services in their

human resource planning. The guidelines help support managers and human resource professionals to build and sustain the French language capacity of current employees and assess positions that may require French-language skills. By following a consistent approach, departments will be better equipped to deliver and provide quality client services that support the priorities of our Acadian and francophone community.

Contribution to the Preservation and Growth of the Acadian and Francophone Community

The PSC recognizes the importance of providing services in French to Nova Scotians. We are committed to fulfilling our responsibilities under the *French-language Services Act* and regulations, which in turn will help preserve and promote the province's Acadian and francophone culture and heritage.

As demonstrated in this plan, the PSC will continue to strive for and follow through on opportunities to increase our internal capacity and provide services in French. By focusing on training opportunities for staff and raising the awareness of French-language services, we will ultimately increase our ability to deliver quality programs and services to employees who serve our Acadian and francophone community.