

French-language Services Plan

2020–2021

Public Service Commission



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Ce document est également disponible en français sous le titre : « Plan de services en français 2020-2021 ».

Message from the Commissioner

I am pleased to present our 2020 – 2021 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. As part of our French-language Services Human Resource Guidelines, the PSC continues to offer the 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

What we're doing to contribute to the growth of the Acadian and francophone community

The PSC recognizes the importance of providing quality government 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. To achieve this, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

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 French language Hiring Panel Pool 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.

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. We encourage Nova Scotians to request services from government in French. As we continue to maintain and improve our French-language services, we welcome feedback on our progress and we invite you to share with us your comments or questions by contacting our French-language services coordinator.

French-language services coordinator:

Andrea LeBlanc (andrea.leblanc@novascotia.ca, 902-476-9829)

Services we offer in French

- Strategy
 - An Action Plan for Diversity and Inclusion in the Public Service- 2019-2024: All Together
- Programmes
 - The Short Term Illness (STI) support program
 - The Employee and Family Assistance Program offers French resources
 - Third-party employee benefit plan administrators provide access to service in French
 - Acadie at a Glance course is hosted by the PSC's online learning system
- Services
 - French-language Hiring Panel Pool
- Documents
 - Government's Values, Ethics, and Code of Conduct for employees
 - The FLS Human Resource (HR) Guidelines
- Forms
 - "Count Yourself In!" Workforce Census in English and French
 - How's Work Going? Survey

How we communicate with the public in French

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). 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.

What we did to maintain or improve our French-language services in 2019–20

Goals and Objectives 2019–2020

In support of the NS Strategic Plan for FLS 2018-2023, the PSC established the following FLS goals and actions for 2019 – 2020.

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 2019–2020:

- The PSC's FLS Coordinator continued to participate in the FLS Coordinating Committee. The Coordinator provided 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.
- The translation of relevant PSC publications is an ongoing commitment as defined by the French-language Services Regulations. During fiscal 2019-2020, the PSC translated multiple documents and broadcast messages which were made available to employees via email or on MyHR. Examples include the 2019 How's Work Going? Survey, Moving Toward Equity Report for 2018-2019, All Together An Action Plan for Diversity and Inclusion in the Public Service 2019 – 2024, and the 2019-2020 FLS plan.
- The PSC's FLS Coordinator continued to chair the FLS HR subcommittee. The FLS HR Subcommittee continued to monitor the FLS HR guidelines and hiring process and kept the information regarding the hiring panel pool members up to date on MyHR which supports the PSC's recruitment and selection efforts.

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.

Our progress on the planned measures identified in 2019–2020

- 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 2019-2020, key messages regarding French-language training opportunities, Acadian and Francophone events, and other services were delivered to PSC staff through broadcast emails, and the Commissioner's webcasts.
- Updated information on translation services and other French-language resources were communicated through promotional cards distributed to staff, broadcast emails, and the Commissioner's webcasts.
- 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 2019–2020 included maintaining the FLS HR guidelines and supporting the FL Hiring Panel Pool program as well as posting and updating French-language related resources on MyHR for recruitment and selection.
- French-language services continue to be 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.

- The PSC did not conduct any public consultation in 2019–2020.

How we plan to maintain or improve our French-language services in 2020–21

Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks

Goal: Ensure 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 2020-2021:

- 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 2020–2021, including the communication and monitoring of the FLS HR guidelines and the French Language 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.

Objective 2: Develop and deliver quality French-language services and programmes to the public

Goal: Increase 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 2020–2021

- 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.

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community

Goal: Demonstrate 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 2020-2021

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