Plan de services en français

French-language Services Plan

2019-2020

Ministère de l'Entreprise

Department of Business

NOVA SCOTIA
NOUVELLE-ÉCOSSE

Department of Business
2019-2020

Message from the Deputy Minister

I am pleased to present the French-language Services Plan for 2019-2020 for the Department of Business.

As government's central lead on economic development policy, the Department of Business is dedicated to collaboration and innovation to achieve inclusive economic growth in Nova Scotia. The department focuses on strategic priorities and opportunities that encourage Nova Scotia's innovation, competitiveness, entrepreneurship, and export orientation.

This plan outlines the Department's commitment to foster an environment where French-language services are a priority and continue to be valued. In the coming year, we will continue providing staff with development opportunities to enhance the Department's ability to provide services in French. We will ensure that all requests made in French receive responses in French.

We will continue to take a coordinated approach to the delivery of French-language services and look forward to advancing our work with the Acadian and francophone community, Acadian Affairs and Francophonie, and other government departments and agencies working to improve French-language services in the Province.

Bernie Miller
Deputy Minister

Responses to French Requests

As mandated by the *French-language Services Act*, the Department responds to written correspondence in French, with translation assistance from Communications Nova Scotia when needed.

French-language Services Inventory

As the Department does not provide programs or services directly to the public, we currently do not provide any specific French languages services.

French-language Services Coordinator

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Progress in Reaching Goals and Objectives for 2018–2019

The following table outlines the Department's goals, objectives and planned measures for 2018-2019.

Table 1. Goals, Objectives and Measures for the Department of Business

Department Goals and Objectives	Planned Measures
Leadership and policy direction	
1.1 Champion French language services through internal engagement	• Provide an introductory presentation on the *French Language Services Act* during a department-wide staff meeting • Recognize French speaking employees during FLSA presentation
1.2 Support planning, administration, and policy development related to French-language services within the Department	• Develop formal guidelines on French language services within the department • Distribute guidelines to all staff
Availability and accessibility of French-language services	
2.1 Increase the prevalence and awareness of French-language services through active offer	• Continue responding to all French communication in French • Include a French message on the main office voicemail • Encourage French speaking staff to include a French message on individual voicemail

	• Encourage French speaking staff to obtain bilingual business cards
2.2 Increase the capacity of the public service to offer services in French through training and recruitment	• Promote French language and culture sessions offered by Public Service Commission and Acadian Affairs to all departmental employees
2.3 Increase the prevalence of French-language communications, printed and electronic materials	• Provide Invest NS application form in both French and English
Community engagement and outreach	
3.1 Improve French-language service delivery by offering consultations in French	• Include French-language services during at least one session (or other appropriate means of participation) for all province-wide public consultations.
3.2 Encourage members of the Acadian and francophone community to become members of provincial agencies, boards and commissions	• Promote opportunities to members of the Acadian and francophone community during any recruitment processes

Progress in Reaching Goals and Objectives for 2018-2019

As government's lead on economic development policy, the Department of Business guides and aligns all government efforts behind an inclusive economic development agenda focused on enabling private sector growth in Nova Scotia. We work primarily with government departments, Crown corporations, and other agencies. The department generally does not have public-facing programs or services.

The Department will continue its efforts to promote opportunities for staff to participate in French language and culture learning opportunities, increase awareness of French-language services through active offer and promote agency, board and commission vacancies.

Goals, Objectives, and Planned Measures for 2019-2020

The Department's goals and objectives align with the three strategic objectives identified within the Nova Scotia Strategic Plan for French-language Services 2018-2023.

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

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

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

Department Goals and Objectives	Planned Measures
Strengthen internal operational structures including policy, legislative and administrative frameworks.	
Increase the capacity of the Department to offer services in French through training and recruitment	Promote French language and culture sessions offered by the Public Service Commission and Acadian Affairs to all departmental employees
Develop and deliver quality French-language services to the public.	
Increase the prevalence and awareness of French-language services through active offer	Continue responding to all French communication in French Include a French message on the main office voicemail Encourage French speaking staff to include a French message on individual voicemail Encourage French speaking staff to obtain bilingual business cards
Maintain on-going dialogue and consultation with the Acadian and francophone community.	
Increase the prevalence of French-language communications, printed and electronic materials	Provide Invest NS application form in both French and English

Priorities of the Acadian and Francophone Community

The French-language Service Plan aims to address priorities of the Acadian and francophone community by offering French-language services and communications. The Department will focus on promoting French-language learning opportunities, including the "Acadie at a Glance" workshop, to employees to build language capacity and increase awareness.

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

The 2019-2020 French-language Service Plan demonstrates the Department's commitment to the Acadian and francophone community. The Department will continue to support and promote growth in these communities.