

French-language Services Plan

2023–2024

Seniors and
Long Term Care



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French-language Services Plan
Department of Seniors and Long Term Care
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Ce document est également disponible en français sous le titre : « Plan de services en français 2023-2024 »

Message from the deputy head or CEO

Bonjour!

The Department of Seniors and Long-Term Care (SLTC) is committed to the social and economic well-being of older adults. We provide leadership and policy coordination across government to help create and provide services for seniors. Additionally, SLTC is dedicated to continually improving the support system for seniors and those requiring continued and long-term care.

The Department continued to provide information in French to older adults and their families through our Seniors Information Line and Seniors Abuse Referral Services by calling 211, going to ns.211.ca, or following @211NS on twitter. This service continues to be available 24 hours a day, seven days a week.

The Department also provided financial support through our grant programs to several organizations and communities that serve older Acadian and francophone Nova Scotians.

In accordance with the *French-language Services Act* and Regulations, I am pleased to provide the Department of Seniors and Long-Term Care's French-language Services Plan for the year 2023-24

Paul LaFleche, March 2023

Deputy Minister of Seniors and Long-Term Care

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

We recognize the importance of French-language services and we endeavour to fulfil our responsibilities under the *French-language Services Act* and regulations. We believe Nova Scotians should have access to quality government services in French, and this plan demonstrates our commitment to ensuring our programmes, policies and services address the priorities expressed by the Acadian and francophone community.

To achieve this aim, 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 engage with the Acadian and francophone communities in its priority initiatives and work collaboratively with public health, and the French-language services coordinators (FLSCs) (including those at the Nova Scotia Health Authority (NSHA) to ensure Acadian and francophone citizens across Nova Scotia have access to information respecting seniors care and services in French. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

We have begun to develop a collaborative working relationship with the Réseau Santé Nouvelle-Écosse (RSNE) to improve access to health services in French for Acadians and Francophones in Nova Scotia. We have also worked to ensure there is a collaborative partnership between the Health Association of Nova Scotia (HANS) CCA Program with the development of the Health Equity Framework. We greatly value these partnerships, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards and commissions, which are regularly advertised by the Executive Council Office. 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. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

Sophia Foley (Sophia.Foley@novascotia.ca, 902-225-5876)

Services we offer in French

The Department of Seniors and Long-Term Care responds to verbal and written requests to communicate in French from the public in a timely manner. This is accomplished by obtaining external translation when necessary. Our goal continues to be to provide the same quality of handling inquiries and information requests in French as in English.

SLTC provides the following services in English as well as French:

- Documents on Long Term Care (LTC) and Home Care programs and services such as the “[Bien vivre, services de soins continus](#)” which provides an overview of continuing care services in Nova Scotia and overview of Continuing Care Assistant funding and training program through “[Devenir Auxiliaire en soins continus dans le secteur des soins continus de la Nouvelle-Écosse.](#)” And “[Becoming a Continuing Care Assistant \(CCA\) in Nova Scotia’s Continuing Care Sector.](#)”
- The Department overview on the Nova Scotia website is being updated to reflect the new mandate and responsibilities.

How we communicate with the public in French

The Department’s correspondence team, program areas and FLSC work together to ensure that

- correspondence that is received in French is responded to in French.
- information lines for Seniors Information Line and Seniors Abuse Referral Services are offered in French through 211 phone service and ns.211.ca.
- the translation of web content, forms, brochures and other publications as opportunities become available. For example,
 - French ads have run on radio (province-wide), French-language newspapers, Facebook, and Access Nova Scotia digital screens respecting the Seniors Care Grant.
 - any information that is developed respecting the Seniors Care Grant and Age Friendly Grants are translated. This includes “[Demandez de l'aide pour des dépenses liées aux services à domicile, aux services de soins de santé et au chauffage : Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\)](#)” and fact sheet: “[Fiche d'information au sujet de l'Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\)](#).”
- where possible, agencies identify French-speaking providers to support French-speaking clients for Home Care services. To continue to build this service offering, Seniors and Long Term care as partnered with the Université Sainte-Anne to offer a francophone work and learn CCA program in September.

How we plan to maintain or improve our French-language services in 2023–24

Objective 1: Support the development, planning, and delivery of French-language services to the public

- Actions
 - As government recruits within Canada and internationally for trained healthcare workers, the department will continuously seek out opportunities to attract and retain more speakers.
 - Represent the Department through participation on the French-language Services Coordinating Committee including sharing information from the Committee with the staff,
 - Support the publication of the 2023-24 French-language services plan,
 - Fulfill obligations determined in the *French-language Services Act* and Regulations,
 - Ensure all staff are aware of French-language Services related activities, such as cultural learning and promote the voluntary participation of staff in French language training within our Department.

Objective 2: Communications and consultations with the francophone community

- Actions
 - Nova Scotia's Department of Health and Wellness (DHW) is leading the development a Health Equity Framework with partners across the health system. The Health Equity Framework will call for actions to make Nova Scotia's health system more appropriate, effective, and free from barriers and discrimination. Staff from the department of Seniors and Long Term Care are active partners on the development of the Health Equity Framework
 - Continue to develop and distribute communication materials in French and move towards a bilingual format as resources are updated,
 - Collaborate and engage with the Acadian and Francophone community organizations such as the Réseau Santé Nouvelle-Écosse and with Regroupement des Aînés de la Nouvelle- Écosse through the Seniors Advisory Council to ensure French language services are provided with respect to programs and services.

Objective 3: Strengthen internal operational structures including policy, legislative and administration frameworks

- Actions
 - Our Space and Design Guidelines with respect to building new Long Term Care Nursing Homes, promote inclusion that incorporates culture and community needs. By providing space that facilitates such community connections and meaningful interactions with other residents, staff, family and community, facilities can help to strengthen the social capacity of their community, based on their unique needs.
 - The department is currently working with key partners to support the construction of a replacement long-term care facility for Villa Acadienne in Meteghan, the Municipality of Clare with a planned occupancy in 2023. This facility will offer a welcoming environment for residents and seniors that reflects the unique identity of our Acadian community. The facility will include a community connection space to support program delivery to francophone seniors. It is anticipated this new building will open later this year.
 - The department is currently working with key partners on the replacement of the long-term care facility, Foyer Pere Fiset in the community of Cheticamp. This work in is the early stages however this build will reflect the francophone community in this area of Nova Scotia
 - Translate requests and provide services in French as per the French-language Services Regulations
 - Increase awareness of our French-language services requirements to achieve a better understanding of the Department's obligations under the *French-language Services Act*