

# **French-language Services Plan**

2023–2024

Executive Council Office



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French-language Services Plan  
Executive Council Office  
April 2023  
ISBN: 978-1-77448-518-7

# French-language Services Plan 2023–24

## *Executive Council Office*

*Ce document est également disponible en français sous le titre : « Plan de services en français 2023-2024 »*

### **Message from the Deputy Minister**

Bonjour!

The Executive Council Office leads the execution of government's mandate and ensures alignment of priorities through objective analysis and advice to the Executive Council (Cabinet) and its committees. The Office supports Cabinet by facilitating government's decision-making process; delivering clear direction to departments; developing and advancing corporate priorities and plans; and providing corporate leadership for agencies, boards, and commissions. The Executive Council Office also provides operational support to the Office of the Premier and operates the Nova Scotia Gift Bank.

In accordance with the *French-language Services Act* and Regulations, I am pleased to provide the Executive Council Office's French-language Services Plan for the year 2023-24.

Respectfully submitted,  
Laura Lee Langley  
Clerk of the Executive Council  
Deputy Minister of the Office of the Premier

### **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 greatly value this partnership, 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:**

Heather Ternoway (Heather.Ternoway@novascotia.ca, 902 266 8137)

## Services we offer in French

Executive Council Office (ECO) 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 response to inquiries and information requests in French as in English.

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

- Advertisements (print and social media) for joining provincial agencies, boards, and commissions are run in both English and French.
- The novascotia.ca website is being updated to better improve and encourage French speaking users to visit and navigate the webpage. This will allow the public to have a better ability to interact with government in either French or English.
- Continue to encourage the translation of web content, forms, brochures and other publications as opportunities become available.

## How we communicate with the public in French

Acadians and Francophones are encouraged to become active participants on provincial agencies, boards, and commissions, which impact their business, or their community or way of life. This can be done by visiting [https://novascotia.ca/exec\\_council/abc/](https://novascotia.ca/exec_council/abc/)

Information about ways to participate is also made available through the provincial “Grow your career. Serve your Community.” initiative which is published in *Le Courrier de la Nouvelle-Écosse*.

## What we did to maintain or improve our French-language services in 2022–23

ECO continued efforts to provide services in French, improve communication materials, respond to inquiries and correspondence, and build understanding with all staff about French-language service requirements. The items below highlight some of the areas related to our goals in 2022-23 where ECO continues to maintain and improve French-language services to Nova Scotians.

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

- We continued to represent ECO, the Office of the Premier, and the Office of Priorities and Planning (OPP) as a member of the French-language Services Coordinating Committee.
- We shared information on the French-language Services Coordinating Committee with staff and ensured that all staff are aware of French-language training opportunities.

### Objective 2: Communications and consultations with the francophone community

- We promoted opportunities for staff to explore French-language training and encouraged staff to request resources they needed to support skill development and growth.
- We continued to develop and distribute communication materials in French, including advertisements for agency, board, and commission recruitment.

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

- We responded to requests and provided services in French, specifically responding to French correspondence to the Premier’s Office through use of translation services.
- We continued to increase awareness of French-language service requirements across ECO, OPP, and the Office of the Premier.

## **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**

- Goals
  - Represent the Executive Council Office, the Office of the Premier, and the Office of Priorities and Planning through participation on the French-language Services Coordinating Committee, while providing advice and recommendations on corporate initiatives as necessary.
  - Share information regarding the French-language Services Coordinating Committee with the staff through email communications.
  - 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 training opportunities.

### **Objective 2: Communications and consultations with the francophone community**

- Goals
  - Provide staff with opportunities for French-language training.
  - Continue to develop and distribute communication materials in French and move towards a bilingual format as resources are updated.
  - Collaborate and engage our stakeholders to ensure policies, programs and services encourage and support safe and healthy French language communities.
  - Encourage staff to request resources for French-language skills development, maintenance, and growth.
  - Liaise with the Acadian and Francophone community organizations through business and community events.

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

- Goals
  - 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 ECO obligations under the *French-language Services Act*.