

# French-language Services Plan

2020–2021

Business

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French-language Services Plan  
Department of Business  
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# **French-language Services Plan 2020–21**

## *Department of Business*

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

### **Message from the deputy head or CEO**

I am pleased to present the French-language Services Plan for 2020-2021 for the Department of Business.

The Department of Business aligns government efforts behind a common agenda for inclusive economic growth, ensuring economic conditions in which businesses can thrive and all Nova Scotians can participate and benefit. Primarily, the Department supports the work of five Crown Corporations on behalf of the Minister of Business as shareholder. The Department focuses on strategic priorities and opportunities that encourage Nova Scotia's innovation, competitiveness, entrepreneurship, and export orientation.

To achieve government's mandate, the Department collaborates with its Crown Corporations, key partners in other levels of government, entrepreneurs, large businesses, postsecondary institutions, venture capital investors, and Nova Scotians to create a dynamic environment for businesses to succeed. Working together to reinforce each other's activities creates a stronger collective impact that can realize the province's inclusive economic growth objectives.

The Department will continue to take a coordinated approach to the delivery of French-language services and looks 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.

### **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:**

Meredith Naylor

Corporate Strategist

Department of Business

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### **Services we offer in French**

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

### **How we communicate with the public in French**

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.

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

The Department of Business aligns government efforts for inclusive economic growth. 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. One staff member participated in French language training in 2019-2020.

To support the prevalence and awareness of French-language services through active offer, a message in French has been included in the department's mainline voicemail message.

### **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: Increase the capacity of the Department to offer services in French through training and recruitment.
  - Planned measure: Promote French language and culture sessions offered by the Public Service Commission and Acadian Affairs to all departmental employees.

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

- Goal: Increase the prevalence and awareness of French-language services through active offer.
  - Planned measures: Encourage French speaking staff to include a French message on individual voicemail and obtain bilingual business cards.

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

- Goal: Increase the awareness of vacancies on agencies, boards, and commissions.
  - Planned measure: Promote opportunities to members of the Acadian and francophone community during any recruitment processes.