

French-language Services Plan

2023–2024

Fisheries and
Aquaculture



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French-language Services Plan
Department of Fisheries and Aquaculture
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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

The Acadian and Francophone populations are essential to Nova Scotia's history and culture and play a significant role in the aquaculture and fishing sectors of the economy. By committing to the Hello/Bonjour! programme, interacting with the Acadian and francophone communities, and increasing the prevalence and awareness of French-language services, the Department of Fisheries and Aquaculture is committed to effectively implementing the French-language Services Act and Regulations.

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

I am delighted to present the Department of Fisheries and Aquaculture's 2022–2023 French-language Services Plan. As always, I invite residents of Nova Scotia and representatives of the business community to offer ideas on how the Department may collaborate with the Acadian and francophone populations to expand our industries and services in Nova Scotia.



April Howe
Deputy Minister

February 9, 2023

Date

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:

Stacy Bruce email: Stacy.Bruce@novascotia.ca Tel : 902-956-9082

Senior Corporate Policy Strategist / French Language Services Coordinator / Fisheries and Aquaculture

Services we offer in French

- Offer of services in French through the *Hello/Bonjour!* program throughout various regions of the province.
- French report of the Maritime Lobster Panel (*Rapport du Groupe d'experts sur l'industrie du homard des Maritimes*).
- The Nova Scotia Seafood brand was translated for use in France.
- International fisheries resource meetings involving St-Pierre and Miquelon (France) occur in French.
- Programs and materials originating from the federal government are made available to clients in both official languages.
- Yearly French-language services plan.
- Departmental organizational charts.
- French versions of all seven Aquaculture Licensing & Leasing series of videos are publicly available.
- French versions of the Administrative Process and the Adjudicative Process documents are publicly available.

How we communicate with the public in French

The Department of Fisheries and Aquaculture responds to verbal and written communication, including invoicing and project administration documents, from Acadian and francophone communities, institutions, and businesses in their language of choice.

Departmental French-speaking staff members are available at the Yarmouth, Pictou, and Bible Hill offices to offer initial services in French through the *Hello/Bonjour!* program and to also assist French clients with their requests. As required, the Department engages Communications Nova Scotia translation services.

The Department supports staff enrolment in French-language courses sponsored by the Office of Acadian Affairs and Francophonie with the goal of increasing French-language capacity.

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

- Calls, inquiries, and requests for assistance received in French were responded to in French.
- Staff were provided updates about French-language services across government, including *Acadie at a Glance* training, the *Hello/Bonjour!* program and French-language courses supported by the Office of Acadian Affairs and Francophonie.
- The Department contributed to the Government's annual progress report on French-language Services.
- The *Bonjour!* pin to identify French-speaking staff that volunteered to offer initial services in French was distributed to staff that volunteered to participate in the *Hello/Bonjour!* program.
- Increased employee and senior management awareness and obligations of the *French- Language Services Act* and Regulations.
- Departmental French-language Services Coordinator represented the Department during regular meetings of the French-language Services Coordinating Committee.
- Produced French versions of all seven of the publicly available Aquaculture Licensing & Leasing series of videos.
- Produced French versions of the publicly available Administrative Process and the Adjudicative Process documents.
- The 2022-2023 French-language Services Plan was posted on the Departmental website.

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

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

- Integrate French-language services into the corporate planning process as appropriate.
- Conduct internal survey of all departmental staff to determine internal French language skills and recruit volunteer candidates for the *Hello/Bonjour!* program.
- Support French-language training for staff and explore options to address the challenges of training staff in rural areas.
- Deputy Minister will continue to champion French-language services and to raise awareness among staff about government initiatives that improve service delivery to the Acadian and Francophone community.
- Build awareness into the Department's New Staff Orientation Session.

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

- Produce an online French version of the Summary of Angling Regulations.
- Develop a French version of the Learn to Fish Program for francophone students in Nova Scotia.
- Promotional brochures in both official languages for the Fisheries and Aquaculture student Bursary Programs.
- Program information on the Atlantic Fisheries Fund is available in both official languages.
- Developing resources to offer assistance in completing Crown Loan applications in French.
- Increase employee awareness of and obligation to the *French- Language Services Act* and Regulations.
- Increase active offers of French-language services to clients by encouraging staff training and increasing the visibility and promotion of the *Hello/Bonjour!* program.
- Continue to translate pertinent documents and increase French content on departmental websites.
- Continue consideration given when developing promotional materials and industry outreach programming to include version in French.

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

- Strive to meet the service needs of the Acadian and francophone community.
- Display the "*Bonjour!*" sign which lets the public know our organization will make an effort to offer French-language services.

- For regulatory changes requiring consultations, plans to be developed to include consultations with Francophone industry members.
- Work closely with the Office of Acadian Affairs and Francophonie regarding the implementation of the *French- Language Services Act* and Regulations, including seeking advice and guidance on public consultations and translation of documents.

The Department of Fisheries and Aquaculture continues to acknowledge and recognize the importance of Acadian and francophone communities and is committed to working together to advance the aquaculture and fishing industries within these communities. The Department will continue to consult and seek input from the Office of Acadian Affairs and Francophonie to develop ways to further our efforts to improve our support through French-language capacity and to making our resources and services available in French.

Nova Scotia Department of Fisheries and Aquaculture

