

# French-language Services Plan

2020–2021

Seniors

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French-language Services Plan  
Department of Seniors  
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# French-language Services Plan 2020–21

## *Department of Seniors*

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

### Message from the Deputy

Bonjour!

As Deputy Minister, I am pleased to present the Department of Seniors' French-language Services Plan for 2020–2021.

The Department of Seniors continues to be committed to ongoing collaboration with the Acadian and francophone community, specifically as it relates to identifying and addressing issues that impact the lives of Acadian and francophone seniors as outlined in this plan.

In 2019-2020, the Department of Seniors 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](http://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 supports staff to enroll in French language courses sponsored by Acadian Affairs and Francophonie.

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

As a Department, we will continue to support the strategic objectives of the Nova Scotia Strategic Plan for French-language Services and continue to provide publications and distribute grant applications in French. We will also continue to engage and collaborate with our partners, including *Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE)*, through the Seniors' Advisory Council of Nova Scotia; and continue to participate in the provincial government's French-language Services Coordinating Committee. We are excited to incorporate translation services as part of a planned Age-friendly Communities Conference in the fall 2020. These and other actions will ensure that the perspectives, needs and preferences of French speaking Nova Scotian Seniors continue to be considered and addressed as government continues the implementation of *SHIFT: Nova Scotia's Action Plan for an Aging Population*.

Sincerely,  
Simon d'Entremont  
Deputy Minister

## 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 us.

### French-language services coordinator:

Desmond Jones (Desmond.Jones@novascotia.ca)

## Services we offer in French

Our present corporate (English) website <https://novascotia.ca/seniors/> could be toggled to French (**Français**) by clicking the “**Bonjour! - Services en français**” button which is prominently displayed on our home page, to access the **French** version of our website [https://novascotia.ca/seniors/services\\_in\\_french.asp](https://novascotia.ca/seniors/services_in_french.asp).

Additionally, many of our prominent web pages such as our **SHIFT**, and our **Age Friendly Communities Grant** (see examples below) could likewise be toggled between the **English** and **Français** (French) web pages as the following examples reflect:

<b>Site:</b>	<b>English:</b>	<b>Français:</b>
Seniors	<a href="https://novascotia.ca/seniors/">https://novascotia.ca/seniors/</a>	<a href="https://novascotia.ca/seniors/services_in_french.asp">https://novascotia.ca/seniors/services_in_french.asp</a>
SHIFT	<a href="https://novascotia.ca/shift/">https://novascotia.ca/shift/</a>	<a href="https://novascotia.ca/shift/fr/">https://novascotia.ca/shift/fr/</a>
AFC Grant:	<a href="https://novascotia.ca/age-friendly-grant/">https://novascotia.ca/age-friendly-grant/</a>	<a href="https://novascotia.ca/age-friendly-grant/fr/">https://novascotia.ca/age-friendly-grant/fr/</a>

The following Department of Seniors publications are available in French:

- SHIFT: Nova Scotia's Action Plan for an Aging Population
- Highlights – SHIFT: Nova Scotia's Action Plan for an Aging Population
- Age-Friendly Communities Grant (applications for non-profit community organizations and municipalities are available in French during annual call for proposals)
- Department of Seniors' French-language Services Plans (annual)
- Elder Abuse Strategy: Towards Awareness and Prevention Executive Summary
- Senior Abuse brochures (a general brochure and another specific to financial abuse)
- Group of IX Seniors Advisory Council brochure: Groupe de IX: Conseil Consultatif des Aînés de la Nouvelle-Écosse)
- Age Friendly Communities brochure: Age-friendly Nova Scotia : Community Planning is Coming of Age

- What every older Canadian should know about Powers of Attorney and Joint Bank Accounts (published in 2010 by the F/P/T Ministers Responsible for Seniors)
- Understanding Senior Abuse: Facts, tips and contacts
- Understanding Senior Abuse: a toolkit for community champions

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

The Department of Seniors recognizes the importance of being able to respond to written and verbal requests from the public to communicate in French in accord with the French Language Services Regulations (Section 12).

The Department's two information lines offered through 211 phone service and ns.211.ca, always makes services available in French.

The Department's staff are to respond to French correspondence from Nova Scotians in French.

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

### **Department's Goals and Objectives 2019-2020**

- Work with the Office of Acadian Affairs and Francophonie in meeting its obligations regarding the Act and Regulations including seeking advice/guidance.
- Keep staff advised and informed about opportunities to learn about the province's Acadian and francophone population and to participate in French language training.
- Ensure that implementation of SHIFT: (Nova Scotia's Action Plan for an Aging Population) continually reflects the needs and perspectives of Nova Scotia's Acadian and francophone populations
- Ensure that French-speaking Nova Scotians can access information about the work of the Department of Seniors, and that services are available to older adults in their own official language choice.
- Ensure that staff are aware of French language service delivery in government
- Support staff who wish to pursue French language training
- Engage with the Acadian and Francophone community to ensure that the perspectives and goals of the province's French speaking citizens are considered and included in the development of government policy regarding Nova Scotia's aging population.
- Support Acadian and Francophone community through the provision of Grants to help them realize their objectives about the active inclusion of older adults in Nova Scotia society and the economy.

### **Progress in Reaching Goals and Objectives for 2019-2020**

- In 2018-2019, the Department of Seniors continued to engage with the Acadian and francophone communities of Nova Scotia to ensure that people from the Acadian and francophone community had access to information about programs and services for older adults in the French language
- The French Language Service Coordinator provided regular updates to staff (written and in person) about French-language service delivery across government, including information about Francophonie to Department staff to promote awareness about the Acadian and Francophone community
- A French-language Services Plan for 2018-2019 was created and released.
- The Department of Seniors maintained its representation and participation at the French-language Services Coordinating Committee
- The Department accessed Translation Services as needed in the production of French documents to facilitate and respond to correspondence in French.

- We updated “**Comprendre la violence contre les aînés**” - the French version of our “Understanding Senior Abuse” booklet.
- In the 2018-2019 fiscal year, the Department provided grant funding from its Age-Friendly Communities Grant Program to the following:
  - \$10,000 to Regroupement des aînés de la Nouvelle-Écosse (RANE) in support of the “Soul of the Artist in Nova Scotia’s Acadie” project, which is an intergenerational cultural project to bring people together, featuring seniors and young amateur musicians and/or singers with the goal of providing a unique opportunity for seniors to showcase their musical talents and know-how.
  - \$10,000 to Réseau Sante- Nouvelle- Ecosse to Improve Access to Palliative Care in Acadian and Francophone Communities of Clare (Baie Sainte-Marie) and Argyle (Par-en-Bas) which has been ongoing since 2019 with financial support from Health Canada. A second part of this project seeks to offer workshops in advance care planning to foster seniors’ understanding of palliative care.

## **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**

#### **Department’s Goals and Objectives 2020-2021**

- Work with the Office of Acadian Affairs and Francophonie in meeting its obligations regarding the Act and Regulations including seeking advice/guidance.
- Keep staff advised and informed about opportunities to learn about the province’s Acadian and francophone population and to participate in French language training.
- Ensure that implementation of *SHIFT*: (Nova Scotia’s Action Plan for an Aging Population) continually reflects the needs and perspectives of Nova Scotia’s Acadian and francophone populations.

#### **Department’s Planned Measures for 2020-2021**

- The Department will continue to participate on the French-language Services Coordinating Committee and complete and release a French-language Services Plan for 2020-2021.
- The French Language Service Coordinator will provide regular updates to staff (written and in person) about French-language service delivery across government.
- The French Language Service Coordinator will communicate and promote awareness about the Acadian and Francophone to Department staff.
- The Department will develop a French Written Correspondence and Verbal Communication Policy for the Department of Seniors.
- The Department will continue to access Translation Services with Communications Nova Scotia for documents that may be of relevance to the Acadian and francophone community.
- The Department will continue to engage with Acadian Affairs and Francophonie and other departments regarding implementation of *SHIFT*: Nova Scotia’s Action Plan for an Aging Population, particularly about Acadian and francophone communities in the province.

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

#### **Department’s Goals and Objectives 2020-2021**

- Ensure that French-speaking Nova Scotians can access information about the work of the Department of Seniors, and that services are available to older adults in their own official language choice.
- Ensure that staff are aware of French language service delivery in government.
- Support staff who wish to pursue French language training.

### **Department's Planned Measures for 2020-2021**

- The Department will continue to offer the Seniors Information Line and Seniors Abuse Referral Service through 211 and 211.ca, to ensure that these services are available in French 24 hours a day and seven days a week.
- The Department will continue to monitor the Department's web presence to determine appropriate links from the **Bonjour!** button to the full range of publications available in French.
- Calls for proposals regarding Department grant programs will continue to be released in English and French.
- The Department will ensure that Grant Activity Reports Templates are correspondingly available in French for all Grant applications that are available in French.
- The Department will continue to support staff taking French language training, cultural awareness training, or any other training in French.
- The Department will Incorporate translation services as part of a planned Age-friendly Communities Conference in the fall 2020 which will recognize the municipalities that have conducted age-friendly planning with their designation from the province, Chief Public Health Officer of Canada and the World Health Organization.

### **Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community Department's Goals and Objectives 2020-2021**

- Continue to engage and collaborate with the Acadian and Francophone community to ensure that the perspectives and goals of the province's French speaking citizens are considered and included in the development of government policy regarding Nova Scotia's aging population.
- Support Acadian and Francophone community through the provision of Grants to help them realize their objectives about the active inclusion of older adults in Nova Scotia society and the economy.

### **Department's Planned Measures for 2020-2021**

- The Department will ensure that the perspectives and needs of older adults from French speaking communities across Nova Scotia are considered as the government continues to implement *SHIFT*: Nova Scotia's Action Plan for an Aging Population.
- The Department will continue to consult directly with Regroupement des Aînées et Aînés de la Nouvelle-Écosse (RANE), as well as through their participation on the Seniors' Advisory Council of Nova Scotia.