

French-language Services Plan

2021–2022

Inclusive Economic Growth



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French-language Services Plan
Department of Inclusive Economic Growth
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Ce document est également disponible en français sous le titre : « Plan de services en français 2021-2022 »

Message from the deputy head

I am pleased to present the French-language Services Plan for 2021-2022 for the Department of Inclusive Economic Growth.

Our mandate is to lead and align all government efforts to expand business and social enterprise growth in Nova Scotia. The department provides strategic direction and leadership to all provincial government departments, Crown corporations and agencies with an overall goal of improving the economic and social well-being of all Nova Scotians.

To achieve the department's mandate, our office collaborates with its Crown corporations, other provincial departments, key municipal and federal government partners, entrepreneurs and small business owners, large businesses, post-secondary institutions, venture capital investors and Nova Scotians to create a dynamic environment for businesses to succeed.

Working together and reinforcing each other's activities creates a stronger, collective impact that can realize the province's economic objectives.

The department primarily focusses initiatives in strategic areas that encourage Nova Scotia's innovation, competitiveness, entrepreneurship, exports, cluster development and placemaking.

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.

Scott Farmer
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. 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:

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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 2020-21

The Department of Inclusive Economic Growth 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 promoted opportunities for staff to participate in French language and culture learning opportunities.

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 2021–2022

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.