

French-language Services Plan

2020–2021

Labour and Advanced Education



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Department of Labour and Advanced Education
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Department of Labour and Advanced Education

Message from the Deputy Minister

I am pleased to present the 2020-21 French-language Service Plan for the Department of Labour and Advanced Education (LAE). Our mission is to work as a trusted partner to help all Nova Scotians live, learn and work to their highest potential. This incorporates a strong focus on advancing inclusion and employability for all, fostering responsive and sustainable learning systems, enabling safe, fair, diverse and productive workplaces and creating opportunities for growth.

As a department, we remain committed to providing a variety of French-language services to our clients. One of our top priorities is to foster workplaces that are representative and inclusive of our diverse communities. We recognize the importance of providing French services to Nova Scotians and are focused on preserving and promoting the province's Acadian and Francophone culture and heritage.

This year, we will continue to support the Provincial Strategic Plan for French-language services for 2018-2023. Over the next year we will focus on increasing internal awareness, expanding department capacity by providing more French language training and work opportunities for staff, and maintaining an open dialogue with our Acadian and Francophone communities.

LAE plays an instrumental role in ensuring everyone has access to fair and safe work environments. In order to do this, we must provide access to training and skill development programs to individuals across the province. This plan helps us ensure that these programs and services are available for all Nova Scotians including the francophone community.

A handwritten signature in black ink, appearing to read 'Duff Montgomerie', with a long, horizontal, multi-lined flourish extending to the right.

Duff Montgomerie, Deputy Minister
Labour and Advanced Education

What we're doing to contribute to the growth of the Acadian and francophone community

LAE recognizes 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 services in French, and this plan demonstrates our commitment to ensuring our programs, policies and services address the priorities expressed by the Acadian and francophone community. To achieve this, 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 in French. We also encourage Acadians and francophones to have their voices heard by participating on LAE 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 your comments or questions by contacting our French-language services coordinator.

French-language Services Coordinator:

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How we communicate with the public in French

LAE / Travail et Éducation postsecondaire, through the implementation of the French-language Services Policy, in April 2019, outlined the regulatory obligations to be met and best practice guidelines to be followed by the department. It also provides direction and guidance to LAE staff to support compliance with the requirements of the Nova Scotia *French-language Services Act* and *Regulations*.

The policy directives and guidelines provide details to staff on written correspondence received in French, oral communication in French, communication with the public, Acadian and Francophone Service Providers, Committees and Working Groups and Public Consultations.

LAE continues to encourage and enhance communications to promote and advance the use of French and to provide French programs and services for all Nova Scotians who request it. Some examples are:

- The Bonjour! Sign is displayed to let internal staff know this division continues to offer French-language Services to the best of their ability.
- Distribution of the annually updated volunteer resource list of French speaking staff in the department. The list helps English speaking employees with responses to requests (via face to face, phone, letters, or emails) that come into LAE in French; and
- Supporting staff to participate in French-language services training.

In January 2020, French-language resources and information were added to the department's intranet, LAE Connected, to provide support, information, and guidance to employees.

What we did to maintain or improve our French-language services in 2019 – 2020

LAE continued to build on the overall objective identified in the Government of Nova Scotia (NS) Strategic Plan for French-language Services 2018-2023, to incrementally offer more information and services in French to the general public, which enhances the vitality of the Acadian and francophone community and contributes to its development. The progress achieved by LAE, for 2019-2020, is shown below, and is focussed around the three strategic objectives of leadership and policy direction, availability and accessibility of French-language services and community engagement and outreach.

- ✓ Translated and published the 2019-2020 French-language Services (FLS) Plan.
- ✓ Implemented on April 12, 2019, the LAE French-language Services Policy, outlining the regulatory obligations to be met and best practice guidelines to be followed by the department.
- ✓ Promoted the department FLS Policy on the LAE Connect intranet site and at all orientation sessions, including providing support to programs and services across the department.
- ✓ Participated in the LAE New Employee Orientation Day sessions offered to new employees at LAE. A one-page document detailing the role of the FLS Coordinating Committee was provided to staff at all the sessions.
- ✓ Delivered, through the Office of Acadian Affairs, a Lunch and Learn session '*The Acadians of Nova Scotia*', on March 12th, 2020, for Francophonie Month.
- ✓ Launched the annual FLS department wide capacity survey in January 13, 2020.
- ✓ Published the updated staff resource list in the department newsletter, LAE Connect in April 2020.
- ✓ Promoted French courses at Université Sainte-Anne to all LAE staff via email and through the department's LAE Connect newsletter.
- ✓ Revised and updated the FLS Coordinating Committee "Terms of Reference" document.
- ✓ Posted and made available the French-language resources and information about the FLS Coordinating Committee, on the newly launched department intranet site.
- ✓ Continued display of the Bonjour! Sign to let internal staff know the department is committed to offering French-language Services.
- ✓ Assisted with translation requests for the department's various programs and services.
- ✓ Continued development of the roles and responsibilities of staff identified on the department French-language services resource list.
- ✓ Guide to the Labour Standards Code was translated and is on [LAE's website](https://www.lae-novascotia.ca/lae/employmentrights/docs/LabourStandardsCodeGuide-fr.pdf) - [novascotia.ca/lae/employmentrights/docs/LabourStandardsCodeGuide-fr.pdf](https://www.lae-novascotia.ca/lae/employmentrights/docs/LabourStandardsCodeGuide-fr.pdf).
- ✓ The "Employment Rights in Nova Scotia" information sheet was translated into French and was handed out at events such as career fairs and information sessions.
- ✓ The 2019 Nova Scotia Minimum Wage Review Committee report was made available in French on the department's website.
- ✓ Continued work on the Apprenticeship Management System¹ to be fully bilingual when launched in early 2021.

¹ The Apprenticeship Management System (AMS) is an online Apprenticeship system that will improve access to information and provide efficiencies for apprentices, journeypersons, employers, training providers and government apprenticeship management staff

- ✓ Provided funding to Dalhousie University to support activities to increase Francophone representation in health professions (especially in Medicine and Dentistry) within Nova Scotia through recruitment and retention, community collaborations and partnerships.
- ✓ Provided annual funding to purchase medical seats in Quebec to enable Nova Scotia students to continue their studies in French.
- ✓ Collaborated with Université Sainte Anne, Dalhousie University and Réseau Santé to promote the health profession careers in French.
- ✓ Brochures for homeowners entitled “Know who is working on your house” were produced in English and French and distributed at the Real Home Show held in March 2020. It offers homeowners safety information about hiring contractors.
- ✓ Delivered First Aid engagement sessions in French, in Clare, to discuss First Aid amendments to regulations in July 2019 and January 2020 to Acadian and francophones employers and provided the First Aid engagement document, online survey and web page in French.
- ✓ Partnered with Conseil de développement économique de la Nouvelle-Écosse (CDENE) – Entrepreneurship Centre to deliver consultations and Occupational Health and Safety presentations to employers.
- ✓ Organized public consultations with Firefighters in March 2020, to seek their input regarding expanding the list of cancers eligible for presumptive coverage under the Firefighters’ Compensation Regulations to support the inherent risks associated with fighting fires. The invitation letter, web page, engagement material and documents, online survey and onsite evaluation form were available in French and a bilingual staff was present at all sessions.
- ✓ Presented at the Safety Branch Day held in November 2019, information on French language services offered by the Provincial Government to all Branch staff. Provided a display table with French language services documents and tools.
- ✓ Conducted Fuel Safety online consultations in Spring 2020, to inform stakeholders about the adoption of new Canadian Standards Association (CSA) codes.

How we plan to maintain or improve our French-language services in 2020–21

LAE will continue to fulfill the department’s obligations set out under the *French-language Services Act* and Regulations and work to enhance the department’s capacity to deliver French-language services. The LAE French-language Services Plan (FLS) Plan of 2020-21 has developed goals to align with the following three strategic objectives identified within the Nova Scotia Strategic Plan for French-language Services 2018-2023.

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

Goal:

Increase internal awareness of the department’s commitment and obligations under the *French-language Services Act* and Regulations and enhance the department’s capacity to deliver French-language training and work opportunities to staff.

Planned Measures:

The French-language Services Coordinator (FLSC) will:

- Prepare and publish the LAE 2020-2021 French-language Services Plan and contribute to Government’s annual progress report on French-language Services.
- Continue efforts to bring awareness of FLS to LAE staff through orientation sessions, distribution of the annual staff resource list and departmental newsletter updates.

- LAE's ADM and French Language Coordinator will host an FLS focused Lunch and Learn in March 2021 (Francophonie Month) to provide an overview of the FLS Coordinator's role and for LAE colleagues with Acadian/Francophonie heritage to speak about their heritage.
- Launch the annual FLS department-wide capacity survey to update the volunteer staff resource list and develop roles and responsibilities for staff identified on the volunteer resource list.
- Continue providing all staff with ongoing visibility and access to all French-language Services resources, plans, the LAE policy, FLS Committee Terms of Reference (TOR), and any other required resources on the department's intranet site.
- Provide access to other French resources (such as information on procuring French keyboards and practical tips for providing services in French) to help staff integrate French into their programs and services.
- Assist LAE staff with translation requests.
- Encourage staff to consider French-language training and support those staff who are interested in attending the training.

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

Goals:

- a. Enhance and expand departmental capacity to offer French-language services to the public.
- b. Promote the department French-language services and programs available to the public.

Planned Measures:

Corporate Policy Services Branch:

- Distribute new French career guides in fall 2020, titles include Careers in Demand 2019-2021, Training & Education, Getting Hired, Change & Growth, Planning with a Young Adult.
- Continue distribution of LAE Career / LMI publications to Canadian Parents for French.

Labour Services Branch:

- Continue to engage with stakeholders and offer translation services as required.

Skills and Learning Branch:

- Continue to offer new program and curriculum documents which will be translated as well as instructional resources. Policy and guidelines will also be translated on the International Qualifications Recognition (IQR) and Labour Mobility (LM) sections of the website: <https://novascotia.ca/lae/RplLabourMobility/IQR.asp>, and continue work on website content as the beta site continues development.
- Continue to provide services through the Nova Scotia Works Employment Services network in both French and English

Safety Branch:

- Update and produce new Occupational Health and Safety materials and brochures, such as the New Homeowner's Safety brochure, in English and French.

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

Goals:

- a. Encourage participation of the Acadian and francophone communities to ensure representation in consultations and collaborative opportunities.

- b. Create and promote a mechanism for these communities to provide continual feedback on the department's French-language services to facilitate continuous improvement.

Planned Measures:

Higher Education Branch:

- Continue to work closely with Université Sainte Anne, Dalhousie University and Réseau Santé to promote the health profession careers in French.

Skills and Learning Branch:

- Collaborate with Université Sainte-Anne, Conseil de développement économique de la Nouvelle-Écosse and Immigration francophone de la Nouvelle-Écosse (IFNE) to develop and submit proposals to help remove language skills and qualification recognition barriers for French-speaking immigrants to help them access and integrate more quickly into the Nova Scotia labour market.
- Continue to improve employment service delivery of Nova Scotia Works Employment Services Centres, Le Conseil de développement économique De La Nouvelle-Ecosse (CDENE) in French.
- Continue to collaborate with the CDENE, Centre for Employment Innovation (CEI), Nova Scotia Career Development Association (NSCDA) and other stakeholders to:
 - enhance the practice of Active Offer² in Nova Scotia Works designated bilingual centres;
 - develop and implement a community of practice and professional development activities; focusing on building cultural competence of the Acadian Francophone community; and
 - develop and implement an internship program with financial resources and training support, to hire and develop French language speaking Career Practitioners.

Safety Branch:

- Continue to include French language services in future public engagements either in person or online.
- Continue to work in partnership with Conseil de développement économique de la Nouvelle-Écosse (CDENE) – Entrepreneurship Centre to deliver consultations and Occupational Health and Safety presentations in French to the Acadian and francophone community, and.
- Continue to respond to 1-800 inquiries in French when required.

Services we offer in French

A detailed list of programs, services, and publications from LAE, which are available in French, are listed in a separate document as “Appendix A” of the plan.

² The active offer of French-language services by the Government of Nova Scotia means that its public institutions proactively inform citizens when a service is available in French. Its purpose is to ensure that citizens feel comfortable expressing themselves in French when seeking a service and that the service provided in French is comparable to what is offered in English. The service in French is evident, accessible, readily available, and demonstrated in the form of a bilingual greeting, signage, or other means.

Appendix A – Publications and Services We Offer in French

An overview of LAE publications and services available in French are listed below.

Publications Available in French

Labour Services

- Guide to the Labour Standards Code (Guide du code des normes de travail)
- Labour Standards fact sheet & holiday chart (Tableaux des jours fériés payés)
- Nova Scotia 2019 Minimum Wage Review Committee report (Guide du code des normes de travail de la Nouvelle-Écosse)

Workforce

- Student Employment Programs
 - Information about the Graduate to Opportunity (Le programme Graduate to Opportunity (GTO))
 - Student Summer Skills Incentive (Le programme SKILL)
 - Cooperative Education Incentive (Co-op) (L'Incitatif à la formation par l'enseignement coopératif (Coop))
 - **Innovate to Opportunity** (Le Programme Innovate to Opportunity (ITO))
- Career Planning
 - Guide to a Successful Job Search (Guide pour réussir sa recherche d'emploi)
 - Guide to Managing and Growing Your Career (Guide de gestion et d'avancement de carrière)
 - Guide to Career Planning with Your Teenager ([Guide pour planifier l'orientation de votre adolescent avec lui](#))
 - High Opportunity Career Options (Options de carrières très en demande en Nouvelle-Écosse, 2016-2017)
 - Guide to Planning for Post-Secondary Study (Guide de planification des études postsecondaires)
- *Le Courrier de la Nouvelle-Écosse* journal advertises vacancies for Agencies, Boards and Commissions
- *Nova Scotia French-language Services Act* (Loi sur les services en français) and Regulations
- **Recognition of Prior Learning (RPL) Funding Guidelines** (Reconnaissance des acquis (RDA) Lignes directrices du programme de financement)

- **International Qualification Recognition (IQR) Funding Guidelines** (Reconnaissance des qualifications obtenues à l'étranger (RQOE) Lignes directrices du programme de financement)
- Provincial Sexual Violence Prevention Committee's report, Guidelines and Recommendations: *Development of Survivor-centric Sexual Violence Policies and Responses*

Services Available in French

Labour Services

- Conciliation and Mediation Services, of the Labour Services Branch, has an arrangement with New Brunswick in the event an application for conciliation is received requesting services in French.
- A French-speaking Labour Standards Officer was hired in early 2019, to address complaints from French-speaking employers or employees.

Apprenticeship

- All Red Seal³ certification exams are bilingual.
- Apprenticeship technical training (level exam) in French are arranged with New Brunswick Community College (NBCC).

Workforce

- Labour Market Programs Support System (LaMPSS)
 - Private Career Colleges (PCC) includes French language service options. All private career college operators now have reporting access to LaMPSS, which has some French Language supports.
 - The RPL and Labour Mobility Unit administers two funding programs (RPL and International Qualification Recognition (IQR), for which forms for application and reporting are available in both French and English.
- Provided Inspection Reports and orders in French, through the Occupational Health and Safety Division upon request.
- Increased access to students for quality post-secondary education in their official language.
- Designated bilingual Nova Scotia Work Centres (with bilingual signage and bilingual staff) have been established in geographic areas of high demand for labor market services in French, including Argyle, Yarmouth, Clare, Antigonish, Halifax, Cheticamp and Port Hawkesbury.
- Case Management provides services and promotional material in French for employer and job seekers, usually available at career fairs and offices across the province.

³ The [Red Seal program](#) was established to provide greater mobility across Canada for skilled workers. Through the program, both apprentices who have completed their training and certified journeypersons are able to obtain a Red Seal endorsement on their Certificate of Qualification by successfully completing a Red Seal Examination.