

French-language Services Plan

2022–2023

Public Service Commission



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Ce document est également disponible en français sous le titre : « Plan de services en français 2022-2023 ».

Message from the Commissioner

I am pleased to present our 2022 – 2023 French-language Services plan and progress report.

At the Public Service Commission (PSC), our mandate is to ensure the Nova Scotia government has the human resources required to create and deliver high-quality programs and services to Nova Scotians. Within this mandate, we continually strive to improve our ability to provide French-language services to our clients.

The PSC recognizes the importance of providing services in French to Nova Scotians and we are committed to helping preserve and promote the province’s Acadian and francophone culture and heritage. As part of our French-Language Services Human Resource Guidelines, the PSC continues to offer the French-language Hiring Panel Pool. This pool of trained bilingual employees assists hiring managers when recruiting for positions where French is a requirement, and in turn, help to build French-language capacity within the Nova Scotia public service.

As always, we will continue to support the work of the Office of Acadian Affairs and Francophonie, explore opportunities to provide more services in French, and encourage employees in their efforts to increase French-language capacity through training.

Sincerely,
Andrea Anderson

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

The PSC recognizes the importance of providing quality government services in French to Nova Scotians. We are committed to fulfilling our responsibilities under the *French-language Services Act* and regulations, which in turn will help preserve and promote the province’s Acadian and francophone culture and heritage. 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 (FLS) Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province’s Acadian and francophone community.

The PSC will continue to provide opportunities for French-language training to employees with the aim of increasing their capacity to provide quality programs and services in French. The FLS Human Resource Guidelines and the French-language Hiring Panel Pool lay the foundation for departments to consider FLS in their human resource planning. The guidelines help support managers and human resource professionals to build and sustain the French-language capacity of current employees and assess positions that may require French-language skills. By following a consistent approach, departments are better equipped to deliver and provide high-quality, and culturally responsive client services that support the priorities of our Acadian and francophone community.

As demonstrated in this plan, the PSC will continue to strive for and follow through on opportunities to increase our internal capacity and provide services in French. We encourage Nova Scotians to request services from government in French. As we continue to maintain and improve our FLS, we welcome feedback on our progress and we invite you to share with us your comments or questions by contacting our FLS coordinator.

French-language services coordinator:

Andrea LeBlanc (andrea.leblanc@novascotia.ca, 902-476-9829)

Services we offer in French

- Strategy
 - All Together: An Action Plan for Diversity and Inclusion in the Public Service- 2019-2024
- Programmes
 - The Short-Term Illness (STI) support program
 - The Employee and Family Assistance Program offers French resources
 - The LifeSpeak digital education well-being platform offers French resources
 - Third-party employee benefit plan administrators provide access to service in French
 - The Long-Term Disability (LTD) plan will make French-language services available
 - Workers Compensation Board of NS
 - Acadie at a Glance course is hosted by the PSC's online learning system
- Services
 - Bilingual job postings for positions that require French capacity and work with francophone communities
 - French-language Hiring Panel Pool
- Documents
 - Government's Values, Ethics, and Code of Conduct for employees
 - Moving Toward Equity: Employment Equity and Diversity in the Nova Scotia Public Service
 - French-Language Services Human Resource Guidelines
 - How to support trans and gender variant government employees
- Forms
 - "Count Yourself In!" Workforce Census
 - How's Work Going? Survey

How we communicate with the public in French

The PSC participates in the Bonjour! Program, as offered by the Office of Acadian Affairs and Francophonie (OAAF). As outlined in the *French-language Services Act* all communication (both written and oral) received by the PSC in French will be responded to in French, to the extent possible, by bilingual PSC employees. Correspondence that cannot be completed by our employees is submitted to Translation Services at Communications Nova Scotia for further guidance and support.

What we did to maintain or improve our French-language services in 2021–22

In support of the NS Strategic Plan for FLS 2018-2023, the PSC established the following FLS goals and actions for 2021–2022.

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

Goal: Ensure French-language services are considered in human resource programming and incorporated consistently and effectively into corporate government hiring practices.

The following demonstrates progress on the planned measures identified in 2021–2022.

- The PSC's FLS Coordinator continued to participate in the FLS Coordinating Committee. The coordinator provided advice and recommendations on policies and programs related to FLS, while also partnering with other coordinators to accomplish the goals set out for the committee.
- The translation of relevant PSC publications is an ongoing commitment as defined by the French-language Services Regulations. During fiscal 2021-2022, the PSC translated multiple documents which were made available to employees via email or on MyHR, or the Public Service Commission website. Examples include, *Moving Toward Equity: Employment Equity and Diversity in the Nova Scotia Public Service*, and the 2021-2022 FLS plan. We continue to translate bilingual job postings.
- The PSC's FLS Coordinator continued to co-chair the Human Resource and French-Language Training subcommittee. This is an ongoing commitment to support FLS within the public service. Work accomplished by the subcommittee in 2021–2022 included reviewing the FLS Human Resource Guidelines and recruiting for and supporting the French-language Hiring Panel Pool program as well as updating French-language related resources for hiring managers to support talent acquisition.

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

Goal: Increase awareness of our French-language service requirements to achieve more clarity and a better understanding of the PSC's obligations under the *French-language Services Act*, with special attention paid to translation/communication protocols and practices for actively offering services in French to our clients.

The following demonstrates progress on the planned measures identified in 2021–2022.

- The PSC's FLS Coordinator is committed to ensuring staff are kept informed of pertinent information related to FLS in the public service and the Acadian and francophone community. During fiscal 2021-2022, key messages regarding French-language training opportunities, Acadian and francophone events, and other services were delivered to PSC staff through broadcast emails, and employee newsletters.
- Staff attended French-language training sessions, Acadie at a glance training, and an information session about our FLS requirements including translation and actively offering French services.
- The learning center continues to advertise French-language training in their corporate learning calendar.
- A new internal staff SharePoint site was created to keep staff informed of information, training opportunities and requirements related to FLS.

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

Goal: Demonstrate support and commitment to the Acadian and francophone community by ensuring protocols are in place that allow members of the community to participate in the development of policies that improve French-language services.

- The PSC did not conduct any public consultation in 2021–2022.

How we plan to maintain or improve our French-language services in 2022–23

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

Goal: Ensure French-language services are considered in human resource programming and incorporated consistently and effectively into corporate government hiring practices.

Planned actions to accomplish this goal in 2022–2023:

- Continue to represent the PSC and participate on the FLS Coordinating Committee, while providing advice and recommendations on corporate OAAF initiatives as necessary.
- Translate publications and provide services in French as per the French-language Service regulations.
- Continue to co-chair the Human Resource and French-Language Training Subcommittee and achieve the priorities set for fiscal year 2022–2023, including the communication and monitoring of the FLS Human Resource Guidelines and the French-language Hiring Panel Pool supporting PSC's talent acquisition efforts to increase French-language content in their marketing strategies, and promote French-language training.
- Continue to assess and support corporate PSC initiatives, programs, and services, such as internal communications, equity, diversity and inclusion, employee orientation, occupational health and safety, psychological health in the workplace, and talent acquisition.

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

Goal: Increase awareness of our French-language service requirements to achieve more clarity and a better understanding of the PSC's obligations under the *French-language Services Act*, with special attention paid to translation/communication protocols and practices for actively offering services in French to our clients.

Planned actions to accomplish this goal in 2022–2023:

- Communicate and promote FLS-related activities to PSC staff, such as cultural learning and training opportunities.
- Ensure that PSC employees have the required information and resources to actively offer and provide available services in French to clients.
- Provide support, advice, and recommendations to PSC program managers in the planning, implementation, or delivery of corporate HR programs and services that incorporate FLS.

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

Goal: Demonstrate support and commitment to the Acadian and francophone community by creating opportunities for members of the community to have first-voice participation in the development of policies that improve French-language services.

Planned action to accomplish this goal in 2022-2023:

- Ensure that engagement planning between the PSC and the Acadian and francophone community occurs if projects are identified related to FLS improvement.