

French-language Services Plan

2022–2023

Office of Equity and Anti-Racism Initiatives

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French-language Services Plan
Office of Equity and Anti-Racism Initiatives
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Ce document est également disponible en français sous le titre : « Plan de services en français 2022-2023 »

Message from the deputy minister

I am pleased to present the French-language Services Plan for 2021-2022 for the Office of Equity and Anti-Racism (OEA).

OEA is working with partners, communities, and all of government to identify and address systemic racism and inequity in government policy, legislation, programs and services. Nova Scotia's Acadian and Francophone communities are an important part of our vibrant province and we are committed to ensuring that these communities and the French language are taking into account while we are doing our work.

A significant part of OEA's work revolves around engaging with communities. We believe in "nothing about us without us" and that requires OEA to have ongoing contact with communities as we work on various initiatives. During our recent engagement sessions that were focused on the Equity and Anti-Racism Legislation, we provided a survey in French on our website to promote engagement from these communities. As our upcoming engagement initiatives expand, we will be working to deliver French-language engagement sessions in addition to online resources.

OEA looks forward to ensuring that our French-language Services Plan is implemented so that we can effectively meet the needs of the Acadian and francophone community.

-Catherine Berliner, Deputy Minister, March 2022

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:

Miranda Romkey (miranda.romkey@novascotia.ca, 902-233-4516)

Services we offer in French

- Engagement/Outreach

How we communicate with the public in French

We currently communicate with the public, in French, using language translators provided through Communications Nova Scotia. This includes both verbal and written communication or requests.

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

- Goal
 - Offered language interpreters to all organisations who requested one, during our public engagement sessions.
 - Translated our Equity and Anti-Racism Legislation engagement survey into French on our website to promote engagement from the French community.
 - Appointed a French-Language Services Coordinator in our office who will sit on the French-Language Services Coordinating Committee.

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
 - Encourage OEA staff to participate in French Language training courses.
 - Translate more forms and documents related to department initiatives into French.

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

- Goal
 - n/a – our office does not offer programmes and services to the public.

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

- Goal
 - Offer at least one French-language engagement session for all future community engagements.
 - Ensure online engagement activities (ie. surveys) are also available in French.