



**Communities, Culture and Heritage  
Communautés, Culture et Patrimoine**

**French-language Services Plan  
2014–2015**

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## **Message from the Deputy Minister**

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I am pleased to present the 2014–2015 French-language services plan for the Department of Communities, Culture and Heritage. This plan speaks to our ongoing commitment to providing quality services in French to Nova Scotia's Acadian and francophone community.

The 2013–2014 fiscal year was an exciting one for French-language services at CCH. The year saw the launches of French versions of reading initiatives such as the WOW! Reading Challenge and One Book Nova Scotia, the hosting of bilingual museum exhibits such as *Expedition: Arctic* at the Maritime Museum of the Atlantic, and important additions to the province's French-language library collections. What's more, it was with great pride that we looked on as the Nova Scotia Archives Team took home a *Bonjour!* Award for excellence in French-language service delivery to the public.

We will continue to build on these achievements in 2014–2015. We can already confirm a number of exciting initiatives in this plan, including a French version of the library catalogue interface for the province's public libraries and improved signage in French at the department's corporate offices.

Acadian Affairs will continue to provide leadership in the development and delivery of French-language services across government. This includes working with the interdepartmental French-language Services Coordinating Committee to oversee and provide guidance on the implementation of the *French-language Services Act*.

Kelliann Dean  
Deputy Minister

## **Contribution to the Preservation and Growth of the Acadian and Francophone Community**

The Department of Communities, Culture and Heritage makes a significant contribution to preserving, promoting, and supporting the Acadian and francophone community's heritage, arts and culture, library and museum resources, and to supporting the delivery of government services in French.

The province's Acadian material, cultural, and documentary heritage is preserved through the department's curatorial and archival activities. *Le Village historique acadien de la Nouvelle-Écosse*, part of the Nova Scotia Museum, allows visitors to step into the past and experience life in a village depicting Acadian life in the early 1900s. The Nova Scotia Archives also holds a significant collection of materials relating to the Acadians, which it makes available to the public through its catalogue and via its website.

The department also supports cultural, heritage, and library activities in Acadian and francophone regions. The funding awarded through its various culture grants and the Vive l'Acadie Community Fund contributes to the development of Acadian and francophone artists, cultural organizations, and performers. The department awards the *Prix Grand-Pré* annually to support and recognize the work of an Acadian or francophone artist. Operating funding is provided to libraries and museums serving or located in Acadian and francophone regions. This includes special funding earmarked for the Acadian and francophone community, including grants to develop French-language collections in libraries located in qualifying regions. Thanks to this funding, the Acadian and francophone community benefits from better access to library, archive, and museum resources in their mother tongue.

Acadian Affairs plays a central role in supporting the development and delivery of French-language services by designated public institutions throughout the provincial government. This work involves contributing to building government's capacity to proactively offer services in French by providing training opportunities, translation services, and financial support for French-language services. Acadian Affairs works with government and Acadian and francophone community partners so that government understands the community's needs and is able to provide services and support initiatives that help fulfil the goals outlined in the community's Comprehensive Development Plan.

The Department of Communities, Culture and Heritage recognizes that access to quality government services in French from the provincial government benefits the Acadian and francophone community's economic, social, and cultural well-being, and contributes to its continued growth and development.

## **Responses to French Requests**

The Department of Communities, Culture and Heritage recognizes the importance of fulfilling its obligations to respond to verbal and written requests from the Acadian and francophone community in their language of choice. The department therefore has a policy on written and verbal communication in French. The policy stipulates that all correspondence (paper or electronic) received in French will be replied to in French. Verbal requests to communicate in French from the public are, to the extent possible, handled by bilingual staff. The department maintains a list of staff who speak French to support this policy.

## **French-language Services Coordinator**

Joseph Muise – [muisejo@gov.ns.ca](mailto:muisejo@gov.ns.ca)

## **French-language Services Inventory**

### **Acadian Affairs**

All staff at Acadian Affairs are bilingual (French and English) and all of the services offered by Acadian Affairs are available in French. This includes publications and materials for the public, such as the annual report on government progress in French-language services, the Acadian Affairs website, and news releases. Services offered by Acadian Affairs assist government in providing services in French, including French language training for public servants, translation services, workshops to increase awareness of the Acadian and francophone community and of obligations under the *French-language Services Act*, the *Bonjour!* visual identification program, and the *Bonjour!* Awards for Excellence in French-language Services. Acadian Affairs also manages the Vive l'Acadie Community Fund program.

### **Archives, Museums and Libraries**

#### Nova Scotia Archives

The Nova Scotia Archives provides onsite services to 10,000 visitors annually. The Archives participates in the *Bonjour!* program and offers its services in French to onsite visitors, by telephone, by e-mail, and by letter mail. The French version of a brochure describing genealogical services at the archives is widely distributed.

The Archives' website ([novascotia.ca/nsarm](http://novascotia.ca/nsarm)) features more than 20 virtual exhibits, resource guides, and searchable databases in French. Online content, including historical photographs, information databases and explanatory articles, is made available in French to the province's secondary schools to support the curriculum and for student projects and reports. Annual product upgrades ensure that more French-language access is built into the site each year, with assistance from Acadian Affairs.

Nova Scotia Historical Vital Statistics, the province's online historical vital statistics database ([www.novascotiagenealogy.com](http://www.novascotiagenealogy.com)), is a bilingual website which is fully accessible in French, providing access to over 900,000 birth, marriage, and death records. Support desk services for this resource are also available in French.

### Nova Scotia Museum

The Nova Scotia Museum has 27 sites across the province. Worthy of note is Le Village historique acadien de la Nouvelle-Écosse which presents the story of the Acadian people. It receives operating funding annually from the department.

Many museums have French-speaking staff, while at most others, especially the smaller museums, French-speaking interpretive staff and/or tours in French can be arranged, if required. French brochures are available at some museums and some exhibits are translated into French. Bilingual site signage and wayfinding signs are displayed at several Nova Scotia Museum sites, including the Maritime Museum of the Atlantic, Museum of Natural History, and Museum of Industry. The Nova Scotia Museum also advertises in French.

In some of the larger museums, most or all exhibits have bilingual labels. Travelling exhibits are generally bilingual.

The Nova Scotia Museum website ([museum.novascotia.ca](http://museum.novascotia.ca)) features a number of information sheets and resources that are available in French.

The Nova Scotia Museum offers a wide variety of kits and materials available for loan to schools and community groups. Many are available in French.

### Nova Scotia Provincial Library

The *Nova Scotia Libraries Act* Funding Regulations make provisions for an annual provincial French Language Grant payable to regional library boards where the French speaking population exceeds 10% of the total population of the area served by the regional library board. The French language operating grant is to assist the regional library boards in the provision of French-language library services. Two regional library boards qualify for the annual French language operating grant, the Eastern Counties Regional Library Board and the Western Counties Regional Library Board. Both of these boards employ French-speaking staff and offer French-language websites and programs.

Nova Scotia Provincial Library produces many library-related materials aimed at the public in French. These include brochures and other promotional and informational pieces, such as the Check us out! brochure, and information on the Borrow Anywhere / Return Anywhere scheme and accessibility programs.

Nova Scotia Provincial Library catalogues French and bilingual library materials in French. A controlled vocabulary called Répertoire de Vedettes-Matière (RVM), created by Université Laval, is used to provide French-language subject access to these materials.

All nine regional library boards collect and circulate French-language materials in multiple formats, including books, databases, music, movies, and e-books. The digital media collection provides online access to French-language ebooks to library card holders across the province.

### **Communications**

The department follows Communications Nova Scotia's guidelines for issuing news releases in French. All news releases from Acadian Affairs are issued in French. The department is served by a bilingual Communications Advisor. Some media interviews can be offered in French as well.

## **Culture and Heritage Development**

The department awards the Prix Grand-Pré annually to recognize work that reflects Acadian cultural values, the visual arts and crafts, and literary arts. Information about the award is provided in French and English.

Nova Scotians from diverse communities, including the Acadian and francophone community, are encouraged to volunteer to participate on jury/peer-assessment panels for the funding programs and awards. When a French language literary application(s) is/are made to the Grants to Individuals program, a French panel will be held to assess the application(s).

The department works closely with the Creative Nova Scotia Leadership Council whose membership application process encourages diversity. This government-culture sector partnership strives for a balance of artistic disciplines, culture and communities in its membership.

The department also allocates Community Museums Assistance Program funding to museums in Acadian and francophone communities.

## **HR**

Positions in the department requiring proficiency in French and English will be posted in both languages. Where appropriate, the ads will be placed in the *Chronicle Herald* and French-language newspapers such as *Le Courrier de la Nouvelle-Écosse* and *L'Acadie Nouvelle*. Subsequent interviews will be conducted in both languages. French is also considered an asset for numerous positions at museums.

## **Secretariat**

The department has a French-language services coordinator who leads efforts to improve services in French for the Acadian and francophone community. French language courses and the *Acadie at a Glance* training are actively promoted to department staff to improve the department's ability to serve the Acadian and francophone community. The Secretariat supports other divisions of the department in providing services in French by developing tools, resources, and policies that assist staff in delivering French-language services.

The department publishes its Statement of Mandate and Accountability Report in French. They are available on the department's website.

## Progress in Reaching Goals and Objectives for 2013–2014

*Strategic objectives are from the Nova Scotia Strategic Plan for French-language Services*

### **Corporate Objective 1 – Leadership and Policy Direction**

*Champion and support the policy development, planning, and administrative framework for the implementation of the French-language Services Act and Regulations.*

<b>Department's Goals and Objectives 2013–2014</b>	<b>Planned Measures for 2013–2014</b>	<b>Progress in Reaching Goals and Objectives for 2013–2014</b>
<p>The department will maintain structures that contribute to fulfilling its obligations under the <i>French-language Services Act</i>.</p> <p>French-language services will be considered in the development of department-wide projects and initiatives.</p> <p>The department will fulfil its obligations under the <i>French-language Services Act</i>.</p>	<p>The department's French-language Services Committee will meet regularly to discuss matters pertaining to French-language services.</p> <p>Acadian Affairs staff and the French-language services coordinator will participate in departmental committees.</p> <p>The department will publish an annual French-language Services Plan.</p> <p>The French-language services coordinator will represent the department on the interdepartmental French-language Services Coordinating Committee chaired by Acadian Affairs.</p> <p>The department will consider the Act and Regulations in relation to new policy development.</p>	<p>The committee met several times throughout 2013–2014 to discuss projects and initiatives relating to French-language services.</p> <p>Acadian Affairs staff and the French-language services coordinator participated in the following departmental committees:</p> <ul style="list-style-type: none"> <li>• Multiculturalism Policy and review working group</li> <li>• Lobby and public spaces design group</li> <li>• Operations</li> <li>• Engagement Team</li> <li>• Psychological Health and Safety</li> <li>• Culture Strategy Working Committee</li> <li>• Commemoration committee</li> <li>• Heritage Forum</li> <li>• Sensemaking Committee</li> <li>• Senior Management Team</li> <li>• Joint Occupational health and Safety Committee</li> <li>• CCH Strategic Plan Coordination Committee</li> <li>• CCH Web Strategy Committee</li> <li>• CCH French-language Services Committee</li> </ul> <p>A French-language Services Plan was published for 2013–2014.</p> <p>The French-language services coordinator attended all meetings of the French-language Services Coordinating Committee.</p> <p>New external correspondence guidelines were developed, including French-language templates.</p>



<p>The department will collaborate with regional library boards to enhance library service delivery in French.</p>	<p>Nova Scotia Provincial Library and the province's regional library boards will explore and pursue projects with support from Acadian Affairs.</p>	<p>A number of projects were carried out in collaboration with the regional library boards:</p> <ul style="list-style-type: none"> <li>• A French version of the Adopt-A-Library program and WOW! Reading Challenge were developed and rolled out</li> <li>• A French edition of the book chosen for the One Book Nova Scotia initiative was made available in the province's libraries and promotional materials were produced in French</li> <li>• Funding was provided to Halifax Public Libraries to purchase 841 books to enhance its French-language collections, including children's, young adult, and adult titles</li> <li>• Funding was provided to purchase a collection of French-language materials on psychological health and safety for the province's public libraries.</li> </ul>
<p><b>Acadian Affairs</b></p> <p><b>Goals and Objectives 2013–2014</b></p> <p>To raise awareness among designated public institutions of their obligations under the <i>French-language Services Act</i>.</p> <p>To ensure that designated public institutions are aware of the goals and objectives of Nova Scotia's Strategic Plan for French-language Services for 2013–2018.</p> <p>To provide programs and services that support designated public institutions in meeting their obligations under the <i>French-language Services Act</i>.</p>	<p><b>Planned Measures for 2013–2014</b></p> <p>Chair and provide leadership to the interdepartmental French-language Services Coordinating Committee and subcommittees in achieving annually planned deliverables, including review of guidelines for communicating in French.</p> <p>Assist designated public institutions to develop and implement their French-language services plans, and provide policy advice and support in the development and delivery of French-language services.</p> <p>Work with the Deputy Ministers' Advisory Committee on the Implementation of the <i>French-language Services Act</i> to engage all deputy ministers as champions for French-language services.</p> <p>Inform designated public institutions about Acadian Affairs' services and programs to support French-language services delivery.</p>	<p><b>Progress in Reaching Goals and Objectives for 2013–2014</b></p> <ul style="list-style-type: none"> <li>• Chaired meetings of the French-language Services Coordinating Committee – 24 designated departments and offices were represented. The Coordinating Committee: <ul style="list-style-type: none"> <li>- finalized a strategic plan for French-language services for Nova Scotia</li> <li>- reviewed the questions on French language capacity in the 2013 How's Work Going? employee survey</li> <li>- undertook an evaluation of the French language training program</li> <li>- developed a framework for reviewing the Human Resources Guidelines to support implementation of the <i>French-language Services Act</i></li> <li>- started reviewing the guidelines for French-language communications and website content</li> <li>- reviewed the results of a policy analysis undertaken by the Fédération acadienne de la Nouvelle-Écosse (FANE)</li> <li>- shared good practices in the delivery of services in French</li> <li>- held an initial meeting on the development of an action plan to promote and increase the "active offer" of services in French</li> </ul> </li> <li>• Provided advice and direction to designated public institutions for completing French-language services plans.</li> <li>• Provided policy advice to designated public institutions with respect to their obligations under the <i>French-language Services Act</i> and promoted resources and services available to assist them in developing and delivering services in French.</li> </ul>

	<p>Provide translation services to assist designated public institutions in communicating with the public in French and to provide French-language services.</p> <p>Revise the Acadie at a Glance workshop and offer it to public servants to raise awareness of government's obligations under the <i>French-language Services Act</i> and of the needs of the Acadian and francophone community.</p> <p>Offer training and tools for public servants to encourage "active offer" of services in French, including the <i>Bonjour!</i> visual identification materials which show where French-language services are available.</p>	<ul style="list-style-type: none"> <li>• Participated in the Collaborative Forum on French-language Health Services with the District Health Authorities, the IWK Health Centre, Department of Health, Department of Community Services, and the Réseau Santé Nouvelle-Écosse to better inform partners of the strategy and obligations for French-language services, and content requirements for the French-language services plans.</li> <li>• The Deputy Ministers' Advisory Committee was informed about the new Strategic Plan for French-language Services and the roles of Deputy Ministers as champions for French-language services within their departments. Deputy Ministers were encouraged to promote the <i>Bonjour!</i> Awards for French-language Services within their departments.</li> <li>• Deputy Ministers received information on how to champion French-language services in their institutions.</li> <li>• Provided a subscription to <i>Le Courrier de la Nouvelle-Écosse</i> to deputy heads and French-language services coordinators to increase awareness of activities, issues, priorities, and successes of the Acadian and francophone community.</li> <li>• Shared information on programs and services from Acadian Affairs to support French-language services with departments and other designated public institutions.</li> <li>• Translated 1.37 million words, for publications, speeches, correspondence, website content, and news releases for 45 government institutions.</li> <li>• Hosted four Acadie at a Glance workshops for public servants with 26 individuals participating.</li> <li>• 63 employees at District Health Authorities and the IWK Health Centre participated in one of 3 Health Care in French at a Glance sessions delivered by the Réseau Santé Nouvelle-Écosse, which integrates information from the Acadie at a Glance / <i>Coup d'œil sur l'Acadie</i> workshop as one of its modules.</li> <li>• Included a section on the importance of active offer of French-language services in the Acadie at a Glance workshop.</li> <li>• Created a subcommittee of the French-language Services Coordinating Committee that began a review of policies and research related to active offer of French-language services and that will continue working during the next fiscal year on an action plan to promote and encourage active offer of French-language services.</li> </ul>
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		<ul style="list-style-type: none"> <li>Nova Scotia was represented at the Ministerial Conference on the Canadian Francophonie in Winnipeg in September 2013. Priority files included support for francophone economic development, francophone immigration, and best practices in French-language service delivery.</li> </ul>
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## **Corporate Objective 2 – Availability and accessibility of French-language Services**

*Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.*

<b>Department's Goals and Objectives 2013–2014</b>	<b>Planned Measures for 2013–2014</b>	<b>Progress in Reaching Goals and Objectives for 2013–2014</b>
<p>The department will look into implementing a multilingual signage policy for its corporate offices.</p> <p>The department will expand the use of the <i>Bonjour!</i> programs.</p> <p>The department will implement internal guidelines for determining content and resources to be made available in French.</p> <p>The department will make more heritage, museum, culture, archives, and library resources available in French.</p>	<p>A committee will examine the development of a policy around multilingual signage.</p> <p>The department will roll out the <i>Bonjour!</i> program at its corporate headquarters.</p> <p>The Nova Scotia Archives will continue to make use of the <i>Bonjour!</i> program and offer services in French in person, by email and post, and by telephone.</p> <p>Departmental translation guidelines will be adopted and rolled out.</p> <p>Divisions will identify and make resources available in French, such as web content, exhibits, programming content, signage, promotional materials, publications, etc.</p>	<p>Multilingual signage was discussed as part of an initiative to redesign the public spaces at the department's corporate offices.</p> <p>The <i>Bonjour!</i> program was rolled out in the reception area of the department's corporate offices.</p> <p>The Nova Scotia Archives offered services in French to genealogical researchers and received a <i>Bonjour!</i> Award for services delivery to the public.</p> <p>This project has been put on hold while the interdepartmental French-language Services Committee updates the government-wide French-language Communications Guidelines.</p> <p>The following resources and materials were made available in French:</p> <ul style="list-style-type: none"> <li>Promotional materials for the One Book Nova Scotia initiative, including two posters</li> <li>WOW! Reading Challenge website and Rules and Regulations</li> <li>Adopt-A-Library brochure</li> <li>12 feature stories on the department's website</li> <li>Nova Scotia Provincial Library Annual Report 2012–2013</li> <li>Regular marketing for Nova Scotia Museum sites and events that have an Acadian connection</li> <li>French pages and contact forms on the Provincial Library and African Nova Scotian Affairs websites</li> </ul>

<p>The department will ensure that relevant news releases are issued in French.</p> <p>Staff will be better informed of the approach being taken by the department to provide services in French.</p> <p>Department staff will gain a greater understanding of the Acadian and francophone community.</p> <p>The department will provide opportunities for staff to engage in the French language and culture.</p>	<p>Funds will be allocated to purchase digital media collections in French.</p> <p>The department will meet or exceed the guidelines for issuing news releases in French.</p> <p>Tools and information will be provided to staff to support the delivery of services in French and to reinforce French language training.</p> <p>Staff will be encouraged to enrol in the <i>Acadie at a Glance</i> training.</p> <p>Activities and events taking place in French will be promoted to staff.</p> <p>Staff will be encouraged to enrol in French language courses.</p>	<ul style="list-style-type: none"> <li>• An updated version of the Nova Scotia Public Libraries Check us out! brochure</li> <li>• Parts of the program for the Creative Nova Scotia Leadership Council Awards</li> <li>• 2014 African Heritage Month poster and the invitation and poster for a screening of the film <i>Toussaint Louverture</i></li> </ul> <p>Funding was provided to Halifax Public Libraries to purchase 841 books to enhance their French-language collections, including children's, teen, and adult titles.</p> <p>The Nova Scotia Museum hosted two bilingual travelling exhibits:</p> <ul style="list-style-type: none"> <li>• <i>Expedition: Arctic</i> at the Maritime Museum of the Atlantic</li> <li>• <i>Echoes in the Ice: History, Mystery and Frozen Corpses</i> at the Museum of Natural History</li> </ul> <p>Funds were directed towards enhancing Halifax Public Libraries' French-language collections (see above).</p> <p>12 news releases were issued in French.</p> <p>Projects undertaken to inform staff about French-language services included:</p> <ul style="list-style-type: none"> <li>• A group was created on the department's intranet to provide resources and information on delivering services in French.</li> <li>• A training and development session on French-language translation was offered to staff.</li> </ul> <p>Regular emails were sent and posters were put up in staff areas to promote the <i>Acadie at a Glance</i> training. Four employees completed the workshop.</p> <p>A number of events were promoted to staff (see below*).</p> <p>Regular emails were sent to staff to promote French language courses.</p> <p>*A number of opportunities to engage with the French language and Acadian culture were provided to staff, including:</p> <ul style="list-style-type: none"> <li>• Activities for National Acadian Day, including presentations, cooking demonstrations, photo booths, film screenings, etc.</li> <li>• A screening of short films to mark the International Day of the Francophonie</li> </ul>
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<p>The department will consider French-language services in the recruitment, training, development, and retention of employees.</p>	<p>The <i>Human Resources Guidelines to Support the Implementation of the French-language Services Act</i> will be followed.</p>	<p>The guidelines were followed.</p>
<p><b>Acadian Affairs</b></p> <p><b>Goals and Objectives 2013–2014</b></p>	<p><b>Planned Measures for 2013–2014</b></p>	<p><b>Progress in Reaching Goals and Objectives for 2013–2014</b></p>
<p>To help designated public institutions provide French-language communications in a consistent manner.</p> <p>To increase the use of “active offer” of French-language services by public servants.</p> <p>To provide all material from Acadian Affairs in both French and English.</p> <p>To provide guidance to all designated public institutions so that information in French on their websites is available and easy to find.</p> <p>To contribute to increasing government’s capacity to provide French-language services.</p> <p>To provide recognition to public servants for the work they do in the delivery of French-language services.</p>	<p>Collaborate with the French-language Services Coordinating Committee to review guidelines for communicating in French and revise if necessary, and work with Communications Nova Scotia on the implementation of these guidelines.</p> <p>Support government with communicating in French through the French Twitter account @GouvNE.</p> <p>Collaborate with the French-language Services Coordinating Committee to develop a training module for public servants to encourage the “active offer” of French-language services.</p> <p>Encourage and assist designated public institutions in promoting services which are available in French to the Acadian and francophone community.</p> <p>Assist designated public institutions with providing French-language services by providing funding through the Canada-NS Agreement on French-language Services.</p> <p>Publish all public documentation from Acadian Affairs in both French and English and maintain a bilingual web presence.</p>	<ul style="list-style-type: none"> <li>• Worked with Communications Nova Scotia and French-language services coordinators to begin a review of the guidelines for communicating in French and their implementation. Also discussed possible improvements to the website guidelines for French-language content.</li> <li>• Managed Government’s French-language Twitter account @GouvNE which informs the public of government services and important information in French: 630 tweets or retweets were sent and the account had 384 followers on 31 March 2014.</li> <li>• Initial discussions were held by a subcommittee of the French-language Services Coordinating Committee to look at how to best encourage the “active offer “ of French-language services by public servants.</li> <li>• To help promote the “active offer” of services in French, distributed <i>Bonjour!</i> materials to 7 designated public institutions – 51 desktop signs, 215 <i>Bonjour!</i> lapel pins, 154 keyboard toolbars for French accents, and 390 program information pieces (posters, cards, stickers, and brochures).</li> <li>• Provided funding to Service Nova Scotia and Municipal Relations for advertising their online French-language services.</li> <li>• Provided \$681,000 from the Canada – Nova Scotia Agreement on French-language Services to help 14 designated public institutions coordinate, develop, deliver, and promote French-language services through various means, including: bilingual customer service agents; online information and interactive services; consumer public health documents; delivery of early childhood development programs ; French-language content on websites; French-language library materials; advertising in French-language media; and consulting the public in French.</li> <li>• Published the annual report: <i>2013 Progress Report: French-language Services Provided by the Government of Nova Scotia</i> in both French and English. The report was distributed to community and government leaders.</li> </ul>

	<p>Collaborate with French-language Services Coordinating Committee to include guidelines for displaying information in French on websites in the communications guidelines.</p> <p>Coordinate the French language training program for public servants.</p> <p>Evaluate the French-language training program.</p> <p>Manage the <i>Bonjour!</i> Awards for Excellence in French-language Services to recognize the work of public servants in the delivery of French-language services.</p> <p>Evaluate the results of the French language capacity questions in the 2013 “How’s Work Going?” employee survey</p> <p>Support the implementation of Human Resources guidelines which will contribute to improving the delivery of services in French.</p>	<ul style="list-style-type: none"> <li>• Maintained a bilingual website for Acadian Affairs throughout the year.</li> <li>• Maintained the <a href="http://novascotia.ca/bonjour">novascotia.ca/bonjour</a> website, which facilitates navigation to website content in French provided by departments and other government institutions.</li> <li>• Coordinated and funded 692 seats of French language training for provincial public servants in Halifax, Truro, Tusket, and Sydney.</li> <li>• Undertook an evaluation of the French language training program which included online surveys designed for participants, managers, and French-language Services coordinators. An evaluation report with recommendations was provided, as well a fact sheets outlining the evaluation highlights.</li> <li>• Reviewed the questions on French language capacity in the 2013 How’s Work Going? employee survey and provided French-language services coordinators with department-specific data, including corporate results for individual comparison.</li> <li>• Developed a framework for reviewing the <i>Human Resources Guidelines to support the implementation of the French-language Services Act</i>.</li> <li>• Ran a promotional campaign to raise awareness of work being done by public servants to improve the delivery of French-language services and to solicit nominations for the <i>Bonjour!</i> Awards for Excellence in French-language Services. The campaign included news releases, websites, advertising, posters, and direct marketing.</li> <li>• Presented the <i>Bonjour!</i> Awards for Excellence in French-language Services to recipients in three categories – Leadership, Program Development, and Service Delivery to the Public.</li> <li>• Recognized 6 former French-language services coordinators for their work and contribution to French-language services development and delivery.</li> <li>• Recognized the contribution of Université Sainte-Anne in the development of French-language services by naming it a champion of French-language services during the <i>Bonjour!</i> Awards ceremony.</li> </ul>
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**Corporate Objective 3 – Community engagement and outreach**

*Engage the Acadian and francophone community and provide services which support its development and growth.*

<b>Department's Goals and Objectives 2013–2014</b>	<b>Planned Measures for 2013–2014</b>	<b>Progress in Reaching Goals and Objectives for 2013–2014</b>
<p>All province-wide public consultations conducted by the department will provide opportunities to participate in French.</p>	<p>Will be implemented as consultations arise.</p>	<p>No province-wide consultations were carried out in 2013–2014.</p>
<p>The department will maintain relationships with stakeholders in the Acadian and francophone community.</p>	<p>Department staff will attend events held by Acadian and francophone community organizations, and maintain dialogue with stakeholders in the community.</p>	<p>Department staff attended the following events put on by the Acadian and francophone community:</p> <ul style="list-style-type: none"> <li>• Fédération acadienne de la Nouvelle-Écosse's AGM</li> <li>• National conference of the Réseau des cégeps et des collèges francophones du Canada</li> <li>• Rendez-vous de la Francophonie</li> <li>• Regroupement des aînées et aînés de la Nouvelle-Écosse's AGM</li> <li>• Conseil de développement économique de la Nouvelle-Écosse's AGM</li> <li>• Landscape of Grand-Pré Society Stewardship Board</li> <li>• Réseau santé's Collaborative Forum</li> <li>• Meetings of Réseau santé's Board of Directors</li> <li>• Meeting of the Réseau acadien des intervenants en employabilité</li> <li>• Conseil communautaire du Grand-Havre's AGM</li> </ul>
<p>The department will invest in the Acadian and francophone community's culture, heritage, and library resources.</p>	<p>Grant funding to organizations and institutions in Acadian and francophone communities.</p>	<p>The department provided \$55,648 of direct funding to Acadian and francophone community organizations and institutions through arts and culture grants and funding, the Community Museum Assistance Program, and the Heritage Development Fund. Arts and culture projects that received funding included the <i>Fêtons la Mi-Carême</i> festival (Conseil des Arts de Chéticamp), an art installation workshop (Fédération régionale des arts et du patrimoine de la Baie), and the <i>Art de la Baie</i> showcase (Conseil des Arts de la Baie). Funding was also provided to support the GénieArts program delivered by the Fédération culturelle acadienne de la Nouvelle-Écosse, which integrates artistic activities into the school curriculum. Community Museum Assistance Program funding was provided to Les trois pignons (Chéticamp), the Musée des Acadiens des Pubnicos (West Pubnico), and Musée Ste Marie (Church Point).</p>
	<p>Operating funding will be provided to the Village historique acadien de la Nouvelle-Écosse.</p>	<p>Operating funding of \$335,104 was provided to the Village historique acadien de la Nouvelle-Écosse.</p>



	<p>The Prix Grand-Pré will be awarded to an Acadian or francophone artist.</p> <p>The annual French-language grant will be issued to library boards that qualify under the <i>Libraries Act</i>.</p>	<p>The Prix Grand-Pré was awarded to Jay LeBlanc.</p> <p>French-language grants totalling \$162,690 were provided to Eastern Counties Regional Library Board and Western Counties Regional Library Board.</p> <p>Halifax Public Libraries received \$10,000 of funding to enhance their French-language collections.</p> <p>Funding was provided to purchase a collection of French-language materials on psychological health and safety for the province's public libraries.</p>
<p><b>Acadian Affairs</b></p> <p><b>Goals and Objectives 2013–2014</b></p> <p>To ensure that designated public institutions are aware of their obligations relative to services in French during public engagement activities.</p> <p>To maintain ongoing consultation with Acadian and francophone community stakeholders.</p> <p>To encourage Acadians and francophones to apply for positions on government agencies, boards, and commissions.</p> <p>To inform the Acadian and francophone community of complaints process for government services.</p> <p>To support municipalities to increase services available in French.</p> <p>To assist Acadian and francophone community organizations to realize their development goals and to improve services offered in French.</p>	<p><b>Planned Measures for 2013–2014</b></p> <p>Work with the French-language Services Coordinating Committee and the Public Engagement Services Unit of the Office of Policy and Priorities to ensure that French-language services are considered in government's public engagement standards and planning.</p> <p>Make funding available to designated public institutions to help them provide services in French during public engagement activities.</p> <p>Foster relationships with Acadian and francophone community organizations, and encourage and support dialogue between designated public institutions and community stakeholders.</p> <p>Provide translation services for advertising for available positions and continue to encourage Acadians and francophones to submit applications for available positions.</p>	<p><b>Progress in Reaching Goals and Objectives for 2013–2014</b></p> <ul style="list-style-type: none"> <li>• Provided information to the Public Engagement Services Unit regarding obligations related to providing French-language services during consultations.</li> <li>• Provided translation services to increase the amount of French-language documentation (e.g. advertising, presentations, website information) available during consultations.</li> <li>• Provided funding to help with French-language services in the Dialogue on Domestic Violence (Justice) and the testing of the 511 road conditions system (Transportation and Infrastructure Renewal).</li> <li>• Attended meetings, forums, and events held by Acadian and francophone community groups, including: the annual general meetings of the Fédération acadienne de la Nouvelle-Écosse, the Regroupement des aînées et aînés de la Nouvelle-Écosse; and the Fédération culturelle acadienne de la Nouvelle-Écosse.</li> <li>• Assisted government institutions to foster relationships with key community stakeholders and vice-versa. Continued Acadian Affairs' ex-officio representation on the Board of Directors of the Réseau Santé Nouvelle-Écosse and supported dialogue with the departments of Health and Wellness and Community Services, the district health authorities, and the IWK Health Centre. Continued Acadian Affairs' ex-officio representation on the Réseau acadien des intervenants en employabilité and supported dialogue with the Department of Labour and Advanced Education.</li> </ul>



	<p>The Executive Council has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions, and regularly advertises current opportunities, in both French and English. For more information, visit <a href="http://novascotia.ca/exec_council/abc">novascotia.ca/exec_council/abc</a>.</p> <p>Encourage departments and other government institutions to clearly indicate to the public how to contact them regarding service delivery issues.</p> <p>Complainants who are not satisfied upon completion of the internal complaint process may be referred to the Nova Scotia Office of the Ombudsman.</p> <p>Encourage departments and other government institutions to clearly indicate to the public how to contact them regarding service delivery issues.</p> <p>Complainants who are not satisfied upon completion of the internal complaint process may be referred to the Nova Scotia Office of the Ombudsman.</p> <p>Encourage municipalities serving Acadian and francophone regions to develop or deliver services in French by offering advice or other support.</p> <p>Promote funding available to Acadian and francophone community organizations under the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia, and facilitate applications for project funding.</p> <p>Support activities led by the Acadian and francophone community which help it raise its profile locally, nationally, and internationally.</p>	<ul style="list-style-type: none"> <li>Continued Acadian Affairs' ex-officio representation on the Landscape of Grand-Pré Society Stewardship Board along with Communities, Culture and Heritage, Agriculture, and Transportation and Infrastructure Renewal.</li> <li>Translated advertisements calling for community applications for available positions on government agencies, boards and commissions. The Executive Council Office advertised a call for applications in the spring and the fall.</li> <li>Provided a redesigned bilingual template to designated public institutions for the preparation of their annual French-language services plan, which included a recommendation to include a statement of how to contact the institution to make a complaint on service delivery issues.</li> <li>Provided funding with SNSMR for translation of the Municipality of Argyle website and strategic plan.</li> <li>Facilitated applications from the Acadian and francophone community for project funding under the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia; 5 projects received a total of \$19,030 from the Government of Québec.</li> <li>Provided \$151,000 to support Acadian and francophone community development initiatives, including: <ul style="list-style-type: none"> <li><i>Semaine de promotion de l'éducation acadienne et francophone</i></li> <li><i>Camp de leadership</i> – an Acadian and francophone youth leadership activity put on by the Conseil jeunesse provincial</li> <li>promotional missions to Louisiana by Université Sainte-Anne and to Belgium and Switzerland by the Conseil scolaire acadien provincial</li> <li>a collaborative exchange between the Association des juristes d'expression française and the Centre de justice de proximité du Québec</li> <li>the promotion of physical activity and the organization of the Nova Scotia regional games by the Comité provincial des Jeux de l'Acadie</li> <li>the hosting of the <i>Congrès annuel</i> of the Réseau des cégeps et des collèges francophones du Canada (a national conference of francophone colleges and cégeps), held in Halifax.</li> </ul> </li> <li>A portion of the funding provided to departments from the Canada – Nova Scotia Agreement on French-language Services helped ensure that services were provided to contribute to the development of the Acadian and francophone community, namely economic development services delivered by the CDÉNÉ, literacy programs delivered by Équipe d'alphabétisation Nouvelle-Écosse, and an artistic development</li> </ul>
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	<p>Support designated public institutions in delivering services in French which help the Acadian and francophone community meet the needs and objectives of its Comprehensive Development Plan.</p>	<p>program, GénieArts, delivered by the FéCANE through a collaboration with Arts Nova Scotia.</p> <ul style="list-style-type: none"> <li>• Supported the programming of the Conseil communautaire Étoile de l'Acadie and the Conseil communautaire du Grand-Havre with funding from the Canada – Nova Scotia Agreement on French-language Services</li> <li>• Coordinated the Vive l'Acadie Community Fund program. Donations from the sale and renewal of Acadian Flag licence plates in 2013–2014 will be distributed to 10 regional Acadian and francophone community organizations to support cultural projects in 2014–2015.</li> </ul>
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## Goals, Objectives, and Measures for 2014–2015

*Strategic objectives and expected results are from the Nova Scotia Strategic Plan for French-language Services*

### **Strategic Objective 1 – Leadership and policy direction**

*Champion and support the planning, administration, and policy development frameworks for the implementation of the French-language Services Act and its regulations.*

<b>Department's Goals and Objectives 2014–2015</b>	<b>Planned Measures for 2014–2015</b>
<p>The department will maintain structures that contribute to fulfilling its obligations under the <i>French-language Services Act</i>.</p> <p>French-language services will be considered in the development of department-wide projects and initiatives.</p> <p>The department will fulfil its obligations under the <i>French-language Services Act</i>.</p> <p>The department will collaborate with regional library boards to enhance library service delivery in French.</p>	<p>The department's French-language Services Committee will meet regularly to discuss matters pertaining to French-language services.</p> <p>Acadian Affairs staff and the French-language services coordinator will participate in departmental committees.</p> <p>The department will publish an annual French-language Services Plan.</p> <p>The French-language services coordinator will represent the department on the interdepartmental French-language Services Coordinating Committee chaired by Acadian Affairs.</p> <p>The department will consider the Act and Regulations in relation to new policy development.</p> <p>Nova Scotia Provincial Library and the province's regional library boards will explore and pursue projects with support from Acadian Affairs.</p>
<b>Acadian Affairs</b>	
<b>Goals and Objectives 2014–2015</b>	<b>Planned Measures for 2014–2015</b>
<p>To raise awareness among designated public institutions of their obligations under the <i>French-language Services Act</i>.</p> <p>To ensure that designated public institutions are aware of the goals and objectives of Nova Scotia's Strategic Plan for French-language Services for 2013–2018.</p> <p>To provide programs and services that support designated public institutions in meeting their obligations under the <i>French-language Services Act</i>.</p>	<p>Chair and provide leadership to the interdepartmental French-language Services Coordinating Committee and subcommittees in achieving annually planned deliverables, including review of guidelines for communicating in French and for website content in French, and promotion of the "active offer" of services in French.</p> <p>Assist designated public institutions to develop and implement their French-language services plans, and provide policy advice and support in the development and delivery of French-language services.</p> <p>Work with the Deputy Ministers' Advisory Committee on the Implementation of the <i>French-language Services Act</i> to engage all deputy ministers as champions for French-language services.</p>

	<p>Inform designated public institutions about Acadian Affairs' services and programs to support French-language services delivery.</p> <p>Provide translation services to assist designated public institutions in communicating with the public in French and in providing French-language services.</p> <p>Offer the Acadie at a Glance workshop to public servants to raise awareness of government's obligations under the <i>French-language Services Act</i> and of the needs of the Acadian and francophone community.</p> <p>Offer training and tools for public servants to encourage "active offer" of services in French, including the <i>Bonjour!</i> visual identification materials which show where French-language services are available.</p>
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***Strategic Objective 2 – Availability and accessibility of French-language services***

*Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.*

<b>Department's Goals and Objectives 2014–2015</b>	<b>Planned Measures for 2014–2015</b>
<p>The department will make more cultural, heritage, museum, archival, and library resources available in French.</p>	<p>Divisions will identify and make resources available in French, such as web content, exhibits, programming content, signage, promotional materials, publications, etc.</p> <p>The remaining sections of the department's corporate website will be translated, to make it fully bilingual.</p> <p>A French version of the interface for regional library boards' library catalogues will be launched.</p> <p>Funds will be allocated to purchase digital media collections in French.</p>
<p>The department will improve onsite signage in French.</p>	<p>New signage will be rolled out at the department's corporate offices.</p>
<p>The department will ensure that relevant news releases are issued in French.</p>	<p>The department will meet or exceed the guidelines for issuing news releases in French.</p>
<p>Staff will be better informed of the approach being taken by the department to provide services in French.</p>	<p>Tools and information will be provided to staff to support the delivery of services in French and to reinforce French language training.</p> <p>The department will build awareness of French-language services among staff at Nova Scotia Museum sites.</p>

<p>Department staff will gain a greater understanding of the Acadian and francophone community.</p> <p>The department will provide opportunities for staff to engage with the French language and culture.</p> <p>The department will consider French-language services in the recruitment, training, development, and retention of employees.</p>	<p>Staff will be encouraged to enrol in the <i>Acadie at a Glance</i> training.</p> <p>Regular sessions will be offered to allow staff to practise speaking French with their colleagues.</p> <p>Activities and events taking place in French will be promoted to staff.</p> <p>Staff will be encouraged to enrol in French language courses.</p> <p>The <i>Human Resources Guidelines to Support the Implementation of the French-language Services Act</i> will be followed.</p>
<p><b>Acadian Affairs</b></p> <p><b>Goals and Objectives 2014–2015</b></p> <p>To help designated public institutions provide French-language communications in a consistent manner through both printed and electronic means.</p> <p>To increase the use of “active offer” of French-language services by public servants</p> <p>To provide all material from Acadian Affairs in both French and English.</p> <p>To contribute to increasing government’s capacity to provide French-language services</p> <p>To provide recognition to public servants for the work they do in the delivery of French-language services.</p>	<p><b>Planned Measures for 2014–2015</b></p> <p>Collaborate with the French-language Services Coordinating Committee to review guidelines for communicating in French and the guidelines for displaying information in French on websites and to revise them if necessary, and work with Communications Nova Scotia on the implementation of these guidelines.</p> <p>Support government in communicating in French through the French Twitter account @GouvNE.</p> <p>Collaborate with the French-language Services Coordinating Committee to develop an action plan to encourage and promote the “active offer” of French-language services by public servants.</p> <p>Encourage and assist designated public institutions in promoting services that are available in French to the Acadian and francophone community.</p> <p>Assist designated public institutions with providing French-language services by providing funding through the Canada – Nova Scotia Agreement on French-language Services.</p> <p>Publish all public documentation from Acadian Affairs in both French and English and maintain a bilingual web presence.</p> <p>Coordinate the French language training program for public servants.</p> <p>Review and implement the recommendations provided in the French language Training Evaluation report.</p> <p>Advise the Public Service Commission on questions relating to French-language capacity and services in the 2015 How’s Work Going? employee survey.</p>

	<p>Support the implementation of Human Resources guidelines which will contribute to improving the delivery of services in French.</p> <p>Manage the <i>Bonjour!</i> Awards for Excellence in French-language Services to recognize the work of public servants in the delivery of French-language services.</p>
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### **Strategic Objective 3 – Community engagement and outreach**

*Encourage the participation of the Acadian and Francophone community in the development of government policies with a view to improving the delivery of services in French.*

<b>Department's Goals and Objectives 2014–2015</b>	<b>Planned Measures for 2014–2015</b>
<p>All province-wide public consultations conducted by the department will provide opportunities to participate in French.</p> <p>The department will maintain relationships with stakeholders in the Acadian and francophone community.</p> <p>The department will invest in the Acadian and francophone community's culture, heritage, and library resources.</p>	<p>Will be implemented as consultations arise.</p> <p>Department staff will attend events held by Acadian and francophone community organizations, and maintain dialogue with stakeholders in the community.</p> <p>Grant funding to organizations and institutions in Acadian and francophone communities.</p> <p>Operating funding will be provided to the Village historique acadien de la Nouvelle-Écosse.</p> <p>The Prix Grand-Pré will be awarded to an Acadian or francophone artist.</p> <p>The annual French-language grant will be issued to library boards that qualify under the <i>Libraries Act</i>.</p>
<p><b>Acadian Affairs</b></p> <p><b>Goals and Objectives 2014–2015</b></p> <p>To ensure that designated public institutions are aware of their obligations relative to services in French during public engagement activities.</p> <p>To maintain ongoing consultation with Acadian and francophone community stakeholders.</p> <p>To encourage Acadians and francophones to apply for positions on government agencies, boards, and commissions.</p>	<p><b>Planned Measures for 2014–2015</b></p> <p>Work to ensure that French-language services are considered in government's public engagement activities.</p> <p>Make funding available to designated public institutions to help them provide services in French during public engagement activities.</p> <p>Foster relationships with Acadian and francophone community organizations, and encourage and support dialogue between designated public institutions and community stakeholders.</p>

<p>To inform the Acadian and francophone community of the complaints process for government services.</p> <p>To support municipalities to increase services available in French.</p> <p>To support Acadian and francophone community organizations in realizing their development goals.</p>	<p>Provide translation services to the Executive Council Office which has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions, and regularly advertises current opportunities, in both French and English. Continue to encourage Acadians and francophones to submit applications for available positions. For more information visit <a href="http://novascotia.ca/exec_council/abc">novascotia.ca/exec_council/abc</a>.</p> <p>Encourage departments and other government institutions to clearly indicate to the public how to contact them regarding service delivery issues. Complainants who are not satisfied upon completion of the internal complaint process may be referred to the Nova Scotia Office of the Ombudsman.</p> <p>Encourage municipalities serving Acadian and francophone regions to develop or deliver services in French by offering advice or other support.</p> <p>Promote funding available to Acadian and francophone community organizations under the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia, and facilitate applications for project funding.</p> <p>Support activities led by the Acadian and francophone community which help it raise its profile locally, nationally, and internationally.</p> <p>Support designated public institutions in delivering services in French which help the Acadian and francophone community meet the needs and objectives of its Comprehensive Development Plan.</p> <p>Manage the Vive l'Acadie Community Fund and distribute donations from the sale of licence plates in 2013–2014 to 10 regional Acadian and francophone community organizations to support cultural projects in 2014–2015.</p>
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