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**Department of Education  
Province of Nova Scotia**

**French-language Services Plan  
2007-2008**

**March 30, 2007**

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**Message from Deputy Minister**

In keeping with the Government of Nova Scotia's commitment to promoting French-language services, the Department of Education is pleased to present its French-language Services Plan for 2007-2008.

Our department is committed to enhancing the provision of French-language services to the Acadian and francophone community. Our plan outlines measures and initiatives that will enable the Department of Education to identify areas that require increased availability of French-language services. Over the next year, the department will concentrate on developing a French Communication Plan and increasing and promoting accessibility to French services through consultation and collaboration with the Acadian and francophone community. A strong emphasis will be placed on Human Resources, Communication and Information Material.

Together, these initiatives will enhance French-language services and ensure Acadians and francophones have access to services in their mother tongue. We believe this will also greatly contribute to the preservation and growth of the Acadian and francophone community as well as contribute to the cultural diversity of Nova Scotia.

Original signed by:

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Dennis Cochrane  
Deputy Minister

## **1. Communicating with general public**

At the present time, the Department of Education has no policy in place outlining how employees respond to verbal and written requests received in French. The practice has been to refer individuals to bilingual employees. The department wants to ensure that French speaking individuals have the option of being served in their mother tongue when they require services from our department. A policy outlining employee procedures for responding to verbal and written requests from the Acadian and francophone community will be established.

## **2. French-language services**

Over the past few years, the Department of Education has introduced initiatives to increase French-language services.

### *Human Resources*

- Department participates in the French-language Services Coordinating Committee.
- Provides French-language training to better enhance French skills of employees.
- Department representative actively contributes to the Regulations and Human Resources French-language sub-committees.
- French-language Services Coordinator in place to assess and further enhance the active offer of French-language services.

### *Communication & Information Material*

- Department currently translates documents with a wide distribution such as;
  - Vie et apprentissage II (*Learning for Life II*)
  - Rapport de la ministre (*Minister's Report*)
  - Bulletin À bord (*On Board Newsletter*)
  - Politique en matière d'alimentation et de nutrition pour les écoles publiques de la Nouvelle-Écosse (*School Nutrition Policy*)
- News releases are translated if they relate to a significant province-wide initiative or if they pertain specifically to French-language or Acadian community-related matters.
- Consultations and information sessions are hosted in French when appropriate.

### **3. Preservation of the Acadian and francophone community**

Our plan includes measures and initiatives that will ensure continuous active offer of French-language services and will allow the Department of Education to identify areas for improvement. Key elements include communicating in French, consulting with the Acadian and francophone community as well as increasing and promoting services available in French. The department will focus on the areas of human resources, communication and information material. Hence, by providing the opportunity for Acadians and francophones to obtain services in French from our department, we are contributing to the development of this community and the validation and promotion of the French language.

### **4. Goals, Objectives and Measures for 2007-2008**

The following outlines the specific goals, objectives and measures the Department of Education will undertake in 2007-2008.

<b>Corporate Objective 1. Strengthening the policy, regulatory and administrative framework in support of the French-language Services Act.</b>
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#### Goals and objectives for 2007-2008

- Development and implementation of policies to ensure an active offer of French services.

#### Measures which will be taken to achieve these goals and objectives in 2007-2008

- Establish policy outlining employee procedures for responding to verbal and written requests from the Acadian and francophone community.
- Implement a policy and procedure to address any French-language service deficiencies to ensure standards of French-language services are respected within the department.
- Produce French-language Services Plan annually in French and English.
- Continue to participate on French-language Services Committee and other committees that support delivery of services in French.

**Corporate Objective 2. Consulting with the Acadian and francophone community.**

Goals and objectives for 2007-2008

- Identification and prioritization of French-language services to be offered, and of strategies or approaches for improving service delivery.

Measures which will be taken to achieve these goals and objectives in 2007-2008

- Consult with the Acadian and francophone community to identify needs for French-language services.
- Ensure public consultations are offered in French to allow participation of Acadian and francophone community in province-wide public meetings.
- Nurture relationship between the department and Acadian and francophone community-based organisations such as Conseil scolaire acadien provincial (CSAP), Fédération acadienne de la Nouvelle-Écosse (FANE), Fédération des parents acadiens de la Nouvelle-Écosse (FPANE), Conseil jeunesse provincial de la Nouvelle-Écosse (CJP), Office of Acadian Affairs and Université de Sainte-Anne.

**Corporate Objective 3. Communicating, sharing information, and promoting services available in French.**

Goals and objectives for 2007-2008

- Increase employee awareness of provincial government as well as department's commitment to provide French-language services, promote interest and involvement in service delivery.
- Maintain communication to department employees regarding initiatives and progress.
- Increase awareness among Acadian and francophone community regarding department's approach and initiatives.
- Encourage Acadian and francophone community to request French services.
- Increase delivery of public information in both official languages.

Measures which will be taken to achieve these goals and objectives in 2007-2008

- Assess, prioritize and make available information material which must be provided in French.
- Establish a French Communication Plan to inform general public and employees of initiatives as well as new French-language services availability.

**Corporate Objective 4. Supporting French-language services development, planning and delivery in priority areas.**

Goals and objectives for 2007-2008

- Comprehensive departmental assessment of existing French-language services is conducted.
- Implement human resource measures required to ensure the provision of French-language services.
- Service delivery corresponds to the needs of the Acadian and francophone community.
- Support community, economic and cultural initiatives within the Acadian and francophone community.

Measures which will be taken to achieve these goals and objectives in 2007-2008

- Collaborate with other departmental and provincial French Language Services Coordinator as well as Office of Acadian Affairs.
- Establish a 12 month Action Plan and Critical Path to ensure implementation of French-language services.
- Establish an internal French-language services sub-committee with representation from each branch of the department.
- Conduct inventory of existing French-language services and identify priorities in the following key areas:
  - human resources
  - communication
  - information material
- Ensure services provided in French meet the needs of the Acadian and francophone community.
- Determine the capacity for offering services in French aligned with priority areas and develop staffing plan to meet needs.
- Provide staff with opportunities, learning tools and resources (i.e. internet and information technology capacities in French, language course) for French-language skill development, maintenance and growth.
- Identify and implement measures and initiatives for continued provision and active offer of French-language services.
- Incorporate initiatives for French-language services delivery in department's annual planning efforts such as Human Resources Strategy, Business Plan and Accountability Reports.
- Monitor progress and levels of services provided in French.

**5. Additional copies and Inquiries**

Requests for additional copies of the Department of Education's French-language Services Plan as well as all inquiries can be directed to:

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*Copies will also be made available on the Department of Education website [www.gov.ns.ca](http://www.gov.ns.ca)*