

French Language Services Plan

2008–2009

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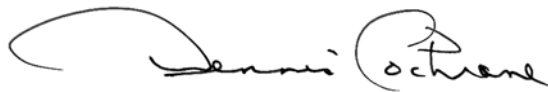
2008

Message from the 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 2008–2009.

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.

A handwritten signature in black ink, reading "Dennis Cochrane". The signature is fluid and cursive, with a large loop at the beginning and a distinct end.

Dennis Cochrane
Deputy Minister

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Purpose of the Plan

The purpose of this plan is to enable the Department of Education to meet its responsibilities under the *French-language Services Act* (2004) and its regulations. In fulfilling its mandate, the Department of Education will actively encourage the delivery and accessibility of government services in French, and work to ensure that Acadian and Francophone needs are addressed in the development and implementation of policies and services.

Communicating with the General Public

The department wants to ensure that French-speaking individuals have the option of being served in their own language 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.

French Language Services

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

Human Resources

- The department participates in the French-language Services Coordinating Committee.
- The department provides French-language training to enhance the French-language skills of employees.

Communication and Information Material

- The department currently translates documents with a wide distribution, such as
 - Emergency Management for Nova Scotia Schools Planning Resource (*Gestion des urgences dans les écoles de la Nouvelle-Écosse : Ressource pour la planification*)
 - Minister's Report to Parents (*Rapport de la ministre aux parents*)
 - Report and Recommendations of the Review Panel on Teacher Education in Nova Scotia (*Rapport et recommandations du comité chargé d'étudier la formation des enseignants en Nouvelle-Écosse*)
- News releases are translated if they relate to a 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.

Development of the Acadian and Francophone Community

Our plan includes measures and initiatives that will ensure continuous active offering 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.

Goals, Objectives, and Measures for 2008–2009

The following outlines the specific goals, objectives, and measures the Department of Education will undertake in 2008–2009.

CORPORATE OBJECTIVE 1

Strengthening the policy, regulatory, and administrative frameworks in support of the French-language Services Act.

Goal for 2008–2009

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

Measures that will be taken to achieve this goal in 2008–2009

- Establish a 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 in the French Language Services Co-ordinating Committee and other committees that support delivery of services in French.

CORPORATE OBJECTIVE 2

Consulting with the Acadian and Francophone community.

Goal for 2008–2009

- Assure the involvement of the Acadian and Francophone community in the prioritization of French-language services to be offered, and of strategies or approaches for improving service delivery.

Measures that will be taken to achieve this goal in 2008–2009

- 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 the relationship between the department and Acadian and Francophone community-based organizations 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 Sainte-Anne.

CORPORATE OBJECTIVE 3

Communicating, sharing information, and promoting services available in French.

Goals and objectives for 2008–2009

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

Measure that will be taken to achieve these goals and objectives in 2008–2009

- Assess, prioritize, and ensure availability of documents that must be provided in French.

CORPORATE OBJECTIVE 4

Supporting French-language services development, planning, and delivery in priority areas.

Goals and objectives for 2008–2009

- Departmental assessment of existing French-language services to be conducted.
- Implement human resource measures required to ensure the provision of French-language services.
- Support community, economic, and cultural initiatives within the Acadian and Francophone community.

Measures that will be taken to achieve these goals and objectives in 2008–2009

- Collaborate with other departmental and provincial French-language services co-ordinators as well as the 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 (e.g., translation, news releases)
 - documents (i.e., electronic and print)
- Determine the capacity for offering services in French in priority areas and develop staffing plan to meet needs.
- Provide staff with opportunities, learning tools, and resources for French-language skill development, maintenance, and growth.
- Identify initiatives for continued provision and active offer of French-language services.
- Continue to incorporate initiatives for French-language services delivery in the department's annual planning efforts, such as Human Resources Strategy, the Department of Education Business Plan, and accountability reports.
- Develop new measures to monitor progress and levels of services provided in French.

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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This document is also available on the Department of Education website: www.EDnet.ns.ca.

