

Plan de services en français

French-language Services Plan

2019-2020

Ministère des
Services communautaires

Department of
Community Services



French-language Services Plan 2019–2020

Message from the Deputy Minister

Bonjour!

On behalf of Nova Scotia's Department of Community Services, Housing Nova Scotia, the province's Housing Authorities (DCS/HNS) and the Nova Scotia Advisory Council on the Status of Women, I am pleased to present our department's French-language Services (FLS) Progress Report and Plan for 2019-2020.

In collaboration with other designated public institutions, we are committed to enhancing and promoting access to French-language Services for all Nova Scotians. We hope that our efforts will make it easier for the Acadian and francophone community to access our services and programs in the language of their choice. We plan to continue to focus on actively offering French-language services in those areas where it will have the most impact. Offices and staff with the capacity to provide services in French have been using the government Visual Identification Program "Bonjour!" to indicate availability of services - please look for their *Bonjour!* signs when accessing our programs and services. Offices without internal capacity can still access interpretation services through our partnership with the Language Line, allowing us to provide service in over 200 languages, or can consult our internal French Speaking Directory to connect with staff members who have French-language skills. The tools and resources available to our staff are significantly improving our capacity to serve clients in their language of choice.

The following plan sets out our goals for 2019-2020 and identifies the achievements made over the past year. In addition to the targets identified in this plan, we will also have additional opportunities to deliver services including printed materials and consultations in French when required. We recognize that the Acadian and francophone community plays a vital role in the cultural richness of our province. I am proud to be contributing with some of my Deputy colleagues on the Deputy Minister committee on French-language Services.

It is our commitment to support the growth of the Acadian and francophone population in the province by making measurable and sustainable progress and reaching above and beyond our goals to improve our programs and services.

I invite you to visit our website for more information about the services available in French:

<http://gov.ns.ca/coms/fr/index.html>.

Merci beaucoup,
Lynn Hartwell
Deputy Minister
Department of Community Services

Responses to French Requests

In accordance with the *FLS Act* and *Regulations*, as well as our own French-language Services guidelines, all verbal and written correspondence received in French was responded to in French with the help of CNS Translation Services and/or our FLS Coordinator. DCS/HNS do their best to have staff available onsite that can answer inquiries in French. When someone is not available to handle requests, staff can access interpretation services through our Language Line or through our directory of French-speaking employees. Both resources are available on the DCS intranet site. French Written Correspondence and Verbal Communication Guidelines are also available to staff to help them when responding to requests in French.

A French-language services toolkit is now available on the DCS intranet site to provide guidance and support to employees for active offer, translation, verbal and written communications in French. We also strongly recommend to French training participants to actively offer French-language services when possible.

Public Consultations

In accordance to the *FLS Act* and *Regulations*, as well as our own French-language Services guidelines, if a public consultation is planned, we will include options for members of the Acadian and francophone community to participate in French in the public consultation process.

In 2018-2019, DCS/HNS did not undertake province-wide consultations. However, the Department conducted stakeholder consultations in several areas in support of transformation projects. Consultations were conducted to gather feedback on changes related to the Disability Support Program and Employment Support and Income Assistance program.

In 2019-2020, the Nova Scotia Advisory Council on the Status of Women may engage women across Nova Scotia for consultation on one or more subjects. Opportunities were identified to translate materials and to offer interpretation services at focus groups. Our goal is to provide members of the Acadian and francophone community with the opportunity to participate in the public consultation process when possible.

French-language Services Inventory

Listed below is a general overview of recent programs and services that are offered in French by DCS/HNS.

<p>Printed and digital materials</p> <ul style="list-style-type: none">• Documents were produced and translated for the Alternative Family Care program including FAQ sheets for caregivers.• Foster Care marketing materials for 2016-17 including a poster, French foster care brochures, bookmarks and a French/English language parade banner.• The "What You Need to Know..." booklet was updated to reflect the recent amendments to the CFSA and is available in French.• The Income Assistance application form is now provided in French.• Employment Support and Income Assistance appeal brochures & forms.• The Campaign School for Women toolkit was produced in French (translation has been completed).	<p>Employee resources</p> <ul style="list-style-type: none">• Over-the-phone interpreter services through the Language Line.• French Speaking Directory (directory of employees who can speak French).• French-language Services toolkit for employees.• Intranet section on FLS.• "Bonjour" visual identification program.• French-language training. <p>Community Services website</p> <ul style="list-style-type: none">• Communications Nova Scotia is currently overseeing major changes to the Community Services website.• Expected completion in fiscal 2019-20
<p>New or updated web content</p> <ul style="list-style-type: none">• The Sexual Violence Strategy created grant reporting templates, newsletters, a web strategy and a website in French (except videos). (http://breakthesilencens.ca/fr/)• Changes to the <i>Children and Family Services Act</i> web content: https://novascotia.ca/coms/families/changestoCFSA/index-fr.html• Prevention and Early Intervention web content: https://novascotia.ca/coms/families/prevention-and-early-intervention/index-fr.html• CYFS Connection Stakeholder Newsletter: https://novascotia.ca/coms/transformation/docs/CYFS_Connection - Stakeholder Newsletter French E03.pdf• Child Abuse Register Registry for Search form	

French-language Services Coordinator

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Goals and Objectives (2018-2019)

DCS/HNS continues to build on the policy direction identified in the Acadian Affairs Strategic Plan for FLS, 2013 to 2018. The plan laid out corporate objectives focused on three key areas: leadership and policy direction, availability and accessibility; and community engagement and outreach.

Objective 1 – Leadership and policy direction

Champion and support internal administrative structures: strengthening the policy, legislative and administrative frameworks for the implementation of the French-language Services Act and its regulations.

Goals and Objectives 2018-2019	Planned Measures for 2018-2019
<p>1.1 Increase knowledge of Senior Leaders and staff about availability of FLS and requirements based on the <i>French-language Services Act</i> and regulations.</p>	<ul style="list-style-type: none"> • The FLSC will continue to build relationships with senior leaders and to share information about the <i>FLS Act</i> and regulations. • The FLSC will continue to work on the implementation of a French Written and Verbal Correspondence guideline or policy to support staff in responding to requests in French. • DCS will revise its orientation package for new employees and consideration will be given to including a module about FLS regulations and obligations. • The FLSC will support and promote the use of the French-language Speaking Hiring Panel Roster by hiring managers when possible. • The FLSC will promote the use of Language Line and the French-language Speakers Directory amongst staff and senior leaders.
<p>1.2 Support the participation of divisions in the development of divisional French-language services plans and provide advice on initiatives/projects regarding the consideration for FLS.</p>	<ul style="list-style-type: none"> • The FLSC will work on establishing an advisory committee on FLS for DCS with representation from all divisions, where French-speaking employees promote and distribute information about FLS in their respective offices and can inform the FLSC about the internal and external needs. • The FLSC will continue to meet with senior leaders to identify the needs for specific French-language services.
<p>1.3 Increase the information flow as well as collaboration between the FLSC and CNS.</p>	<ul style="list-style-type: none"> • The FLSC will maintain bi-monthly or monthly meetings with CNS to share information on upcoming projects. • The FLSC will work collaboratively with CNS to select content that will be translated for the new Government Website. • The FLSC will offer advice on how French-languages services can be integrated into current and new initiatives carried out by CNS.

Progress in Reaching Goals and Objectives (2018–2019)

Senior leaders and staff

- ✓ Deputy Minister and the Senior Management Team have supported the FLS Coordinator's continued participation on the Provincial FLS Coordinators Committee and its applicable sub-committees. The FLS coordinator participated in the strategic planning sessions with the Office of Acadian Affairs and la Francophonie.
- ✓ The FLSC presented to multiple groups including Regional Management Tables, the Senior Management Team and the Deputy Minister about employee engagement while promoting the role of the FLSC.
- ✓ The FLSC sent promotional items and information packages to all managers for National Acadian Day.
- ✓ A contest was organized for International Francophonie Day and information was shared with staff to increase their awareness about French-languages services.
- ✓ An online scavenger hunt was organized to promote our new intranet site, which included information and questions about FLS.
- ✓ The FLSC continued to build relationships with senior leaders and to share information about the *FLS Act* and regulations.
- ✓ The FLSC completed the French Written and Verbal Correspondence guideline and prepared an online and printable toolkit for staff use.
- ✓ DCS revised and launched its orientation and onboarding program for new employees including a module about FLS regulations and obligations. The new orientation guides employees through multiple task including reviewing the DCS intranet page on FLS.
- ✓ The FLSC actively promoted:
 - The French-language Speaking Hiring Panel Roster to hiring managers.
 - The new French-language hiring panel pool to encourage staff to submit their names.
 - The use of Language Line and the French-language Speakers Directory amongst staff and senior leaders.
 - The French-language Services Human Resources Guidelines.

French-language services plan and consideration for FLS initiatives/projects

- ✓ The FLSC drafted terms of reference to establish an advisory committee on FLS for DCS with representation from all divisions, where French-speaking employees promote and distribute information about FLS in their respective offices and can inform the FLSC about the internal and external needs.
- ✓ The FLCS provided advice on implementation of FLS in current programs and services as well as new programs part of the department's transformation.

Collaboration between the FLSC and CNS

- ✓ The FLSC maintained bi-monthly meetings with CNS's communication officer to share information on upcoming projects.
- ✓ The FLSC will work collaboratively work with CNS to select content that will be translated for the new Government Website over the next year.
- ✓ The FLSC will offer advice on how French-languages services can be integrated into current and new initiatives carry out by CNS.

Strategic Objective 2 – Availability and accessibility of French-language services

Support the development, planning, and delivery of French-language services to the public and increase accessibility through active offer and communications.

Goals and Objectives 2018-2019	Planned Measures for 2018-2019
<p>2.1 Promote and increase opportunities for staff to improve their knowledge about the community and their French-language skills.</p>	<ul style="list-style-type: none"> • Promote the language line; contact information is available on the DCS intranet directly on the FLS page and on the main menu for Forms, Policies and Procedures. • Promote French-language training according to the Université Sainte-Anne schedule of courses. • Promote participation of employees in the Acadie at a Glance training. • Work with other departments and community organizations to plan annual celebrations (National Acadian Day, August 15th, International Francophonie Day, March 20th).
<p>2.2 Enhance visibility and improve accessibility of FLS for the Acadian and francophone community.</p>	<ul style="list-style-type: none"> • DCS/HNS will continue to participate on the French-language Services Coordinating committee and attend the strategic planning session organized by the Office of Acadian Affairs and la Francophonie. • Increase and promote the use of the <i>Bonjour!</i> logo/visual signs within DCS offices to increase active offer. • Increase staff understanding of active offer regarding FLS. • Ensure the role of the FLSC and her contact information are visible and easily accessible on the government website. • Work with CNS to revamp and update the information available in French on the DCS government website. • DCS will consider adding FLS in the new prevention and early intervention programming and the community mobilization initiative. • DCS will make the New Employability Assessment tools available in English and French. • DCS will produce Targeted Wage Subsidy program brochures in French for employers. • The Parenting Journey resource manual and materials will be translated into French.

Progress in Reaching Goals and Objectives (2018–2019)

Staff knowledge and French language skills

- ✓ The language line was promoted on the new intranet site; contact information is available on the DCS intranet directly on the FLS page and on the main menu for Forms, Policies and Procedures.
- ✓ French-language training offered by Université Sainte-Anne was promoted through emails sent to employees.
- ✓ The Acadie at a Glance training is currently being reviewed by the Office of Acadian Affairs and la Francophonie.
- ✓ DCS partnered with other departments and community organizations to plan annual celebrations (National Acadian Day, August 15th, International Francophonie Day, March 20th). Seven events took place across the provinces in our DCS offices, and one larger event occurred in HRM in partnership with the community.
- ✓ The Department continues to promote and encourage the participation of its employees in French-language training. During the year more than 50 employees completed French-language training courses offered by the University Sainte-Anne.
- ✓ The French-language Speakers Directory was updated on a bi-annual basis. There are currently 45 employees on the directory which have agreed to provide FLS services when needed.
- ✓ DCS/HNS staff also have access to interpretation services through the Language line, which helps our capacity to offer FLS to the community.

Visibility and accessibility of FLS

- ✓ The FLS Plan was published on our internet and intranet sites in English and French.
- ✓ DCS/HNS continue to be represented at Acadian and francophone community organizations and 3rd party service providers' AGMs ie. Fédération acadienne de la Nouvelle-Écosse (FANE), Réseau Santé, etc.
- ✓ DCS/HNS continue to be represented on Réseau Santé along with Acadian Affairs, Department of Health and Wellness and numerous groups representing Acadian and francophone organizations.
- ✓ The FLSC distributed "Bonjour" materials to all managers for National Acadian Day. Staff can request additional material any time.

Strategic Objective 3 – Community engagement and outreach

Ensure continuous communications and consultations with the francophone community to improve the delivery of services in French.

Goals and Objectives 2018-2019	Planned Measures for 2018-2019
<p>3.1 Continue to build external relationships with the Acadian and francophone community and share information about services available in French.</p>	<ul style="list-style-type: none"> • DCS/HA shall continue to work with the Executive Council Office, who has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions, and regularly advertises opportunities in both French and English. For more information, please visit www.gov.ns.ca/exec_council/abc • DCS/HNS will continue to be represented at Acadian and francophone community organizations and 3rd party service providers' AGMs, i.e., Fédération acadienne de la Nouvelle-Écosse (FANE), Réseau Santé, etc. • DCS/HNS will continue to be represented on Réseau Santé along with Acadian Affairs, Department of Health and Wellness and numerous groups representing Acadian and francophone organizations.
<p>3.2 Improve and increase external communications in French with the Acadian and Francophone community.</p>	<ul style="list-style-type: none"> • Track and ensure timely responses to requests from external and internal audiences received through the website, phone calls, emails, or written correspondence. • Presentations will be made to staff to increase their knowledge about the procedures to respond in an efficient manner to requests in French. • DCS will continue to consult with the Acadian and francophone community where appropriate as part of Transformation project work. • Communications Nova Scotia will work collaboratively with the French-language Services Coordinator to build the French content for the new beta website for government. • Housing Nova Scotia will consider translating web content into French as well as relevant brochures.

Progress in Reaching Goals and Objectives (2018–2019)

Community engagement and outreach

- ✓ DCS/HNS responded in French to all verbal and written correspondence received in French.
- ✓ DCS/HNS continue to be represented at Acadian and francophone community organizations and 3rd party service providers' AGMs i.e. Fédération acadienne de la Nouvelle-Écosse (FANE), Réseau Santé, etc.
- ✓ DCS/HNS continue to be represented on Réseau Santé along with Acadian Affairs, Department of Health and Wellness and numerous groups representing Acadian and francophone organizations.
- ✓ DCS partnered with other departments and community organizations to plan annual celebrations (National Acadian Day, August 15th, International Francophonie Day, March 20th).

External communications

- ✓ The Department continues its effort in recruiting foster/adoptive parents in both French and English. In 2017, the Department targeted Acadian families in both print and digital media. A new campaign will be launched in 2019.
- ✓ The Nova Scotia Advisory Council on the Status of Women continues to participate in Federal-Provincial-Territorial calls, as well as Advisory Coalition calls, which include Quebec. This involves some verbal and written communication.
- ✓ Multiple offices display publications about programs and services in both languages.
- ✓ DCS/HNS has worked with the Executive Council Office to advertise opportunities in both French and English to become a member of government agencies, boards and commissions.
- ✓ DCS/HNS ensures relevant information and material are made available in French.
- ✓ New translations:
 - The Nova Scotia Advisory Council on the Status of Women translated their Campaign School for Women Toolkit publication. They also plan to publish the toolkit electronically in the 2019-2020 fiscal.
 - French translation and web update to Self-employment page on the government website
 - Translation of two documents for Alternative Family Care. The new content is available here: <https://novascotia.ca/coms/families/alternative-family-care.html>
 - Translation of survey and responses for the Enhanced In-Home Supports Engagement project
 - Translation of the Second Stage Housing announcement
- ✓ News releases published in both languages:
 - Support for Family Members Caring for Children Separated from Parents
 - Sexual Violence Prevention Innovation Grant Applications Open
 - Provincial and Territorial Ministers Committed to Quality Social Services for Canadians
 - More Community-based Homes for Nova Scotians with Disabilities
 - Government Invests in Community Projects to Reduce Poverty
- ✓ The FLS coordinator is maintaining a positive and active relationship with Communications NS, and leaders across the department to provide advice and support on decisions around making materials available in French.

Goals and Objectives for 2019-2020

Strategic Objective 1 – Leadership and policy direction

Strengthen internal operational structures including policy, legislative and administration frameworks.

Goals and Objectives 2019-2020	Planned Measures for 2019-2020
<p>1.1 The French-language Services Coordinator (FLSC) provides advice and recommendations to senior leaders.</p>	<ul style="list-style-type: none"> • The French-Language Services Coordinator will continue to represent the Department on the French-language Services Coordinating Committee and on FLS subcommittees. • The FLSC will continue to work on the implementation of a French Written and Verbal Correspondence guideline or policy to support staff in responding to requests in French. • The FLSC will support and promote the use of the French-language Speaking Hiring Panel Roster by hiring managers when possible.
<p>1.2 The FLSC builds and maintains relationships inter and intra departments.</p>	<ul style="list-style-type: none"> • The FLSC will continue to build relationships with senior leaders and to share information about <i>FLS Act</i> and regulations. • The FLSC will continue to meet with senior leaders to identify the needs for specific French-language services. • The FLSC will maintain bi-monthly or monthly meetings with CNS to share information on upcoming projects.
<p>1.3 The Deputy Minister champions and encourages French-language services through:</p> <ul style="list-style-type: none"> - the continuous work of the French-language Services Coordinator. - the consideration of French-language services into the department’s policies, programs and services. - staff actively championing and offering French-language services. - the promotion and use of CNS translation services. 	<ul style="list-style-type: none"> • The FLSC will work on establishing an advisory committee on FLS for DCS with representation from all divisions, where French-speaking employees promote and distribute information about FLS in their respective offices and can inform the FLSC about the internal and external needs. • The FLSC will share information about CNS translation services with Directors. • The FLSC will promote the use of Language Line and the French-language Speakers Directory amongst staff and senior leaders. • Senior leaders will encourage all staff to champion French-language services to help support and grow our French-language services.

<p>1.4 The Deputy Minister is a member of the Committee of Deputy Ministers on FLS.</p>	<ul style="list-style-type: none"> • The Deputy Minister will continue to be an active member of the Committee of Deputy Ministers on FLS. • The FLSC provides advice and recommendations when required.
<p>1.5 DCS/HNS educates and promotes awareness of its obligations relating to French-language services and strives to fulfill those obligations in accordance with French-language Services Act and Regulations.</p>	<ul style="list-style-type: none"> • The FLSC will be travelling across the province to specific offices to share information and increase awareness about the <i>French-language Services Act</i> and Regulations as well as the resources that are available to staff. • DCS/HNS will publish a French-language services Plan and contribute to the Government's annual progress report on French-language Services.

Strategic Objective 2 – Quality and Availability of French-language services

Develop and deliver quality French-language services and programs to the public.

Goals and Objectives 2019-2020	Planned Measures for 2019-2020
<p>Active Offer Increase staff awareness on the <i>French Language Services Act</i> and Regulations to improve their understanding of our obligations and how to comply with the Act and Regulations in the delivery of programs and services.</p>	<ul style="list-style-type: none"> • The FLSC will offer advice on how French-language services can be integrated into current and new initiatives carry out by CNS. • Promote the language line; contact information is available on the DCS intranet directly on the FLS page and on the main menu for Forms, Policies and Procedures. • Increase and promote the use of the <i>Bonjour!</i> logo/visual signs within DCS offices to increase active offer. • Increase staff understanding of active offer regarding FLS.
<p>FL Training Provide learning and development opportunities for staff and promote the French-language courses offered by Université Sainte-Anne.</p>	<ul style="list-style-type: none"> • Promote French-language training according to the Université Sainte-Anne schedule of courses. • Promote participation of employees in the Acadie at a Glance training. • Provide staff with opportunities to practice their French-language skills during lunch time in staff conversation practice activity. • Encourage staff to request resources for French-language skills development, maintenance, and growth.

<p>Translation & Website Ensure critical public information related to health safety and security is available to citizens in the language of their choice.</p>	<ul style="list-style-type: none"> • Support the translation of web content, forms, brochures, manuals and other publications as opportunities become available. • Promote the availability of French-language services to the public through the use of the Government Visual Identification Program “Bonjour” and by actively offering bilingual services. • Communications Nova Scotia will work collaboratively with the French-language Services Coordinator to build the French content for the new beta website for government. • The Nova Scotia Advisory Council on the Status of Women also identified opportunities for translating short excerpts from current publications and infographics for use on social media. • Housing Nova Scotia will also identify opportunities to translate content on their website and other communications materials.
<p>Human resources Support staff learnings and development in regard to FLS. Support managers in hiring bilingual staff.</p>	<ul style="list-style-type: none"> • Continue efforts to increase employee engagement as we strive to make DCS/HNS a great place to work. • Consider including bilingual ability/language skills as an asset in postings for new hires in regions where it makes most sense. • Increase the number of staff participating in French-language training and cultural awareness training. • Inform and advise hiring managers of the availability of the PSC French-Language Services Human Resource Guidelines and the French-language Hiring Panel Pool to support them in hiring bilingual staff. • Actively encourage management to increase the number of bilingual staff hired in all divisions and at all levels.

Strategic Objective 3 – Community engagement and outreach

Maintain on-going dialogue and consultation with the Acadian and francophone community.

Goals and Objectives 2019-2020	Planned Measures for 2019-2020
<p>Public Engagement (consultation) In accordance with the <i>French-language Services Act</i> and Regulations, DCS/HNS will provide, when possible, option for the community to participate in French (i.e. online surveys, consultation, engagement sessions).</p>	<ul style="list-style-type: none"> • Provide opportunities for the Acadian and Francophone community to participate in province wide consultations, surveys, focus groups, or other engagement activities in the language of their choice. • In 2019-2020, the Nova Scotia Advisory Council on the Status of Women may engage women across Nova Scotia for consultation on one or more subjects. Opportunities were identified for the possible need for translation of materials, or translation at focus groups. • Other consultation or engagement session may be required for transformation projects. Opportunities for French components will be considered as per the French-language Communications Guideline.
<p>Community Outreach & Relationship Building Continue to build external relationships with the Acadian and francophone community and share information about services available in French.</p> <p>Improve and increase external communications in French with the Acadian and Francophone community.</p>	<ul style="list-style-type: none"> • DCS/HA shall continue to work with the Executive Council Office, who has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions, and regularly advertises opportunities in both French and English. For more information, please visit www.gov.ns.ca/exec_council/abc • DCS/HNS will continue to be represented at Acadian and francophone community organizations and 3rd party service providers' AGMs, i.e., Fédération acadienne de la Nouvelle-Écosse (FANE), Réseau Santé, etc. • DCS/HNS will continue to be represented on Réseau Santé along with Acadian Affairs, Department of Health and Wellness and numerous groups representing Acadian and francophone organizations. • Track and ensure timely responses to requests from external and internal audiences received through the website, phone calls, emails, or written correspondence. • The FLSC will work with other departments and community organizations to plan annual celebrations (National Acadian Day, August 15th, International Francophonie Day, March 20th).

Priorities of the Acadian and Francophone Community

The Nova Scotia's Department of Community Services, Housing Nova Scotia, the province's Housing Authorities (DCS/HNS) and the Nova Scotia Advisory Council on the Status of Women are all committed to providing access to government information, programs and services to Nova Scotians in French.

Community Services is developing new programs and services that are simple to understand, easy to access, and put our clients at the center of everything we do. Our vision is to provide better services, so people can have better lives. This approach, focused on our clients' needs and potential, is applied in many ways, including by providing access and services in a person's first language or language of choice.

As part of the redesign project for the government website, content currently available in French will be revised, and further translation will be made to increase the amount of information accessible to the community. The Acadian and francophone community will also be consulted as part of all provincial consultations that are held to support transformation projects and initiatives at DCS.

We continue to encourage the Acadian and francophone community to provide us with feedback on our services and to indicate areas or programs where we could implement new French-language services to better suit the needs of community.

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

The actions and activities identified in this plan will strengthen our relationships with the Acadian and francophone community and support its development and growth. DCS/HNS will continue to provide opportunities for French-speaking Nova Scotians to be engaged in their language of choice through active offer, consultations, and other means. DCS/HNS's will also continue to partner with other departments to collaborate on common issue as well as celebrate Acadian culture with events like the National Acadian Day. The preservation and growth of the community will be supported through accessible and efficient French-language services delivery supported by the resources available to our staff (such as Language Line, translation, and Speaker Directory).