

## Nova Scotia Environment 2011-2012 French-language Services Plan

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### Message from the Deputy Head

On behalf of Nova Scotia Environment (NSE), I am pleased to present our French-language Services Plan for 2011-12. We recognize the importance of providing Nova Scotians access to departmental programs in their language of choice. Since proclamation of the French-language Services Act in the fall of 2004, and the subsequent French-language Services Regulations in December 2006, we have made significant progress in building our capacity to meet the needs of our Acadian and francophone community.

NSE will continue to build upon its capacity to deliver French Language in 2011-12. We look forward to continuing our partnership with the Acadian and francophone community, the Office of Acadian Affairs and other government departments and agencies as we continue to improve our service delivery to Acadians and francophones across the province.

### Responses to French Requests

Nova Scotia Environment (NSE) has identified staff members who have the ability and willingness to provide services in the French language in response to verbal and written requests from the Acadian and francophone community. When a NSE staff member believes that a request is beyond his/her capacity to effectively provide a response in the French language, the staff member is directed to contact the French speaking staff members for assistance. In instances where the request may be more complicated, the staff member is directed to seek assistance from the department's French Language Services Coordinator.

### French-language Services Inventory

In addition to documents translated in previous years, NSE has translated the following documents into the French language and posted the information on the department's website:

- Air Quality Health Index – Advisory System Pilot
- Booklet – Our Wild Spaces (released June 2011)
- Consultation – Cleaning up: Help Us Make Contaminated Land Safe and Productive
- Progress Report – Environmental Goals and Sustainable Prosperity Act
- Water for Life: Nova Scotia's Water Resources Management Strategy

### Progress in Reaching Goals and Objectives for 2010-2011

See Table 1 to review the progress made by Nova Scotia Environment in 2010-2011.

**Table 1 – Progress in Reaching Goals and Objectives for 2010-2011**

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p><b>1.1 - Administrative and Policy Framework</b>  The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i>.</p>			
	<p><b>1.2 - Institutional Responsibilities</b>  Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i>.</p>	<p>Nova Scotia Environment will better fulfill its obligations pursuant to the French-language Services Act and Regulations.</p>	<ul style="list-style-type: none"> <li>- Continue to support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee.</li> <li>- Continue to contribute to the Government's annual progress report on French-language services.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensured representation on the French-language Services Coordinating Committee.</li> <li>- Contributed to the Government's annual progress report on French-language services.</li> </ul>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p><b>2.1 - Consultations</b>  Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Nova Scotia Environment will consult with the Acadian and francophone community on key issues related to the environment.</p>	<ul style="list-style-type: none"> <li>- Ensure that the “web page” for all NSE public consultations is translated into French.</li> </ul>	<ul style="list-style-type: none"> <li>- Translated information for the contaminated sites consultations; translated the “Our Wild Spaces” booklet in FY2010/2011 for future consultations (released June 2011).</li> <li>- The “web page” translation objective is to be reviewed; it may not</li> </ul>

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				be applicable for environmental assessment consultations as documents are submitted by proponents in English only.
	<p><b>2.2 - Internal Communications</b></p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>	<p>Nova Scotia Environment will better inform staff of the department's obligations pursuant to the French-language Services Act and Regulations.</p>	<ul style="list-style-type: none"> <li>- Formalize internal policy on verbal communication to ensure the delivery of services in French.</li> <li>- Develop a policy on written communication (e.g. document translation) to enhance the delivery of services in French.</li> <li>- Promote and use the Bonjour! program within NSE.</li> </ul>	<ul style="list-style-type: none"> <li>- NSE staff is becoming more familiar with French-language service requirements via verbal communication and emails.</li> <li>- A departmental operational procedure is under development to clarify roles and responsibilities.</li> <li>- Used the Bonjour! program within Nova Scotia Environment.</li> </ul>
	<p><b>2.3 - Communications with the Public</b></p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>Nova Scotia Environment will provide key public information in both French and English.</p>	<ul style="list-style-type: none"> <li>- Translate and publish key documents in French.</li> </ul>	<ul style="list-style-type: none"> <li>- Key documents continue to be translated into French (e.g. Environmental Goals and Sustainable Prosperity Act Progress Report, Water for Life: Nova Scotia's Water Resources Management Strategy).</li> <li>- Used the Bonjour! program within Nova Scotia Environment.</li> </ul>
	<p><b>2.4 - Service Delivery</b></p> <p>Services in French considered as priorities are</p>	<p>Nova Scotia Environment will develop a communications plan on French-</p>	<ul style="list-style-type: none"> <li>- Implement communications plan to promote services in French (e.g.</li> </ul>	<ul style="list-style-type: none"> <li>- NSE staff is becoming more familiar with French-language service requirements via verbal communication and</li> </ul>

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
	identified, strategies or approaches for service delivery are implemented, and services are offered.	language services delivery.	French service requirements incorporated into communications process).	emails; a departmental operational procedure is under development to clarify roles and responsibilities.
	<p><b>2.5 - Human Resources</b></p> <p>The capacity of the Public Service to provide services in French has increased.</p>	Nova Scotia Environment will continue to build departmental capacity to provide French language services by offering opportunities for staff to develop, maintain and enhance French language skills through French language training.	<ul style="list-style-type: none"> <li>- Identify French-language /bilingual capacity of staff.</li> <li>- Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth.</li> <li>- Post French language training opportunities on intranet.</li> <li>-Promote and encourage employees to attend the Acadian awareness session Acadie at a Glance offered by the Office of Acadian Affairs.</li> </ul>	<ul style="list-style-type: none"> <li>- French-language/ bilingual capacity of some staff informally identified.</li> <li>- Provided Nova Scotia Environment staff with opportunities for French language training.</li> <li>- Promoted and encouraged employees to attend the Acadian awareness session Acadie at a Glance offered by the Office of Acadian Affairs.</li> </ul>

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability	<b>3.1 - Preservation and Growth of the Community</b>  Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.			
	<b>3.2 - School Community Centres</b>  Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.			

### Goals, Objectives, and Measures for 2011-2012

See Table 2 to review the goals and objectives established by Nova Scotia Environment for 2011-2012 to improve French-language services.

**Table 2 – Goals, Objectives, and Measures for 2011-2012**

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
<u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French- language Services Act</i>	<b>1.1 - Administrative and Policy Framework</b>  The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act and Regulations.</i>		

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
	<p><b>1.2 - Institutional Responsibilities</b></p> <p>Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i>.</p>	<p>Nova Scotia Environment will better fulfill its obligations pursuant to the French-language Services Act and Regulations.</p>	<ul style="list-style-type: none"> <li>- Continue to support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee.</li> <li>- Contribute to the Government's annual progress report on French-language services by March 1, 2012.</li> <li>- Finalize the departmental operational procedure outlining NSE's obligations under the French-language Services Act and Regulations.</li> <li>- Include the procedure in the NSE employee orientation manual.</li> </ul>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p><b>2.1 - Consultations</b></p> <p>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Nova Scotia Environment will consult with the Acadian and francophone community on key issues related to the environment.</p>	<ul style="list-style-type: none"> <li>- Ensure that province-wide consultations include at least one consultation in French as required by the French-language Services Regulations.</li> <li>- Translate and publish key documents released for public consultation by NSE (excludes Environmental Assessment documents prepared by proponents).</li> <li>- Work with the NSE Engagement and Outreach Committee to disseminate French-language service requirements.</li> </ul>
	<p><b>2.2 - Internal Communications</b></p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues</p>	<p>Nova Scotia Environment will better inform staff of the department's obligations pursuant to the French-language Services Act and Regulations.</p>	<ul style="list-style-type: none"> <li>- Finalize the departmental operational procedure outlining NSE's obligations under the French-language Services Act and Regulations.</li> <li>- Work with the NSE Engagement and Outreach Committee to disseminate French-language service</li> </ul>

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
	<p>pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>		<p>requirements. - Promote and use the Bonjour! program within NSE.</p>
	<p><b>2.3 - Communications with the Public</b></p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>Nova Scotia Environment will provide key public information in both French and English.</p>	<p>- Translate and publish key documents in French. - Promote and use the Bonjour! program within NSE.</p>
	<p><b>2.4 - Service Delivery</b></p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>Nova Scotia Environment will establish a process to build French-language service requirements into the communications process.</p>	<p>- Brief Communications staff on French-language service requirements (Complete – June 2011). - Finalize the departmental operational procedure outlining NSE's obligations under the French-language Services Act and Regulations. - Work with the NSE Engagement and Outreach Committee to disseminate French-language service requirements.</p>
	<p><b>2.5 - Human Resources</b></p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>Nova Scotia Environment will continue to build departmental capacity to provide French language services by offering opportunities for staff to develop, maintain and enhance French language skills through French language training.</p>	<p>- Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth. - Promote and encourage employees to attend the Acadian awareness session Acadie at a Glance offered by the Office of Acadian Affairs. - Produce a list of NSE staff that could assist other staff proof-read technical documents that have been</p>

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
			translated to verify no content changes (when identified by Office of Acadian Affairs translators or if requested by NSE staff).
<u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability	<b>3.1 - Preservation and Growth of the Community</b>  Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.		
	<b>3.2 - School Community Centres</b>  Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.		

**Priorities of the Acadian and Francophone Community**

Nova Scotia Environment will continue to work with the Office of Acadian Affairs and other stakeholders to address priorities identified by the Acadian and francophone community related to the environment.

**Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community**

Nova Scotia Environment recognizes the importance of working with the Office of Acadian Affairs and other stakeholders to enhance French language services provided by the department across the province.