

## **Nova Scotia Environment 2012-2013 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 2012-13. 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 services in 2012-13. We look forward to continuing our partnership with the Acadian and francophone community, 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 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**

NSE partnered with the Tourism Industry Association of Nova Scotia (TIANS) and Halifax Water to print a bilingual postcard that promotes tap water in HRM tourism accommodations.

### **Progress in Reaching Goals and Objectives for 2011-2012**

See Table 1 to review the progress made by Nova Scotia Environment in 2011-2012.

### **Goals, Objectives, and Measures for 2012-2013**

See Table 2 to review the goals and objectives established by Nova Scotia Environment for 2012-2013.

### **Priorities of the Acadian and Francophone Community**

Nova Scotia Environment will continue to work with 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 Acadian Affairs and other stakeholders to enhance French-language services provided by the department across the province.

**Table 1 – Progress in Reaching Goals and Objectives for 2011-2012**

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Progress in Reaching Goals and Objectives for 2011-2012
<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>  Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>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</i> and <i>Regulations</i>.</p>	<p>Nova Scotia Environment will better fulfill its obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>- Continue to support the work of Acadian Affairs and the implementation of the <i>French-language Services Act</i> by ensuring representation on the French-language Services Coordinating Committee. - Contribute to the Government's annual progress report on French-language services by March 1, 2012. - Finalize the departmental operational procedure outlining NSE's obligations under the <i>French-language Services Act</i> and <i>Regulations</i>. - Include the procedure in the NSE employee orientation manual.</p>	<p>- Ensured representation on the French-language Services Coordinating Committee. - Contributed to the Government's annual progress report on French-language services. - Discussions have been initiated regarding including the departmental operational procedure, which is still in progress, in the NSE employee orientation manual.</p>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language</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>	<p>- Ensure that province-wide consultations include at least one consultation in French as required by the <i>French-language Services Regulations</i>.</p>	<p>- The voicemail and email accounts for the <i>Environment Act</i> review were translated to be accessible to the Acadian and francophone</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	Progress in Reaching Goals and Objectives for 2011-2012
services in priority areas			<ul style="list-style-type: none"> <li>- Translate and publish key documents released for public consultation by NSE.</li> <li>- Work with the NSE Engagement and Outreach Committee to disseminate French-language service requirements.</li> </ul>	<p>community.</p> <ul style="list-style-type: none"> <li>- The <i>French-language Services Regulations</i> have been provided to the NSE Engagement and Outreach Committee.</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 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 <i>French-language Services Act and Regulations</i>.</p>	<ul style="list-style-type: none"> <li>- Finalize the departmental operational procedure outlining NSE's obligations under the <i>French-language Services Act and Regulations</i>.</li> <li>- Work with the NSE Engagement and Outreach Committee to disseminate French-language service requirements.</li> <li>- Promote and use the Bonjour! program within NSE.</li> </ul>	<ul style="list-style-type: none"> <li>- A procedure has been drafted; a staff survey is planned prior to finalizing the procedure.</li> <li>- The <i>French-language Services Regulations</i> have been provided to the NSE Engagement and Outreach Committee.</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> <li>- Promote and use the Bonjour! program within NSE.</li> </ul>	<ul style="list-style-type: none"> <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 identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>Nova Scotia Environment will develop a communications plan on French-language services delivery.</p>	<ul style="list-style-type: none"> <li>- Finalize the departmental operational procedure outlining NSE's obligations under the <i>French-language Services Act and Regulations</i>.</li> </ul>	<ul style="list-style-type: none"> <li>- A procedure has been drafted; a staff survey is planned prior to finalizing the procedure.</li> <li>- The <i>French-language Services</i></li> </ul>

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			<ul style="list-style-type: none"> <li>- Work with the NSE Engagement and Outreach Committee to disseminate French-language service requirements.</li> </ul>	<p><i>Regulations</i> have been provided to the NSE Engagement and Outreach Committee.</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>	<ul style="list-style-type: none"> <li>- Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth.</li> <li>-Promote and encourage employees to attend the Acadian awareness session Acadie at a Glance offered by Acadian Affairs.</li> <li>- Produce a list of NSE staff that could assist other staff proof-read technical documents that have been translated to verify no content changes (when identified by Acadian Affairs translators or if requested by NSE staff).</li> </ul>	<ul style="list-style-type: none"> <li>- Provided NSE 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 Acadian Affairs.</li> <li>- Hired a bilingual inspector in the Pictou office.</li> </ul>
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p><b>3.1 - Preservation and Growth of the Community</b></p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.</p>			

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	<p><b>3.2 - School Community Centres</b></p> <p>Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.</p>			

**Table 2 – Goals, Objectives, and Measures for 2012-2013**

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
<p><u>Objective 1 – Framework and Policy</u></p> <p>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></p> <p>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></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 <i>French-language Services Act and Regulations</i>.</p>	<ul style="list-style-type: none"> <li>- Continue to support the work of Acadian Affairs and the implementation of the <i>French-language Services Act</i> 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, 2013.</li> <li>- Complete the staff survey and finalize the departmental operational procedure outlining NSE's obligations under the <i>French-language Services Act and Regulations</i>.</li> <li>- Include the procedure in the NSE employee orientation manual if appropriate.</li> </ul>

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Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
<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.</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 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 <i>French-language Services Act and Regulations</i>.</p>	<ul style="list-style-type: none"> <li>- Complete the staff survey and finalize the departmental operational procedure outlining NSE's obligations under the <i>French-language Services Act and Regulations</i>.</li> <li>- Promote and use the Bonjour! program within NSE.</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> <li>- Promote and use the Bonjour! program within NSE.</li> </ul>
	<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>	<ul style="list-style-type: none"> <li>- Complete the staff survey and finalize the departmental operational procedure outlining NSE's obligations under the <i>French-language Services Act and Regulations</i>.</li> </ul>
	<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>	<ul style="list-style-type: none"> <li>- Develop a process to consider French-language services as part of NSE's organizational strategy.</li> <li>- Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth.</li> <li>- Promote and encourage</li> </ul>

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			employees to attend the Acadian awareness session Acadie at a Glance offered by Acadian Affairs.
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p><b>3.1 - Preservation and Growth of the Community</b></p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.</p>		
	<p><b>3.2 - School Community Centres</b></p> <p>Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.</p>		