



Nova Scotia



**Office of the Ombudsman
French Language Service Plan
2013-2014**

March 25, 2013

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Office of the Ombudsman

Introduction to the Office of the Ombudsman

Mission

Fostering confidence in the public service by promoting the principles of fairness, integrity and good governance.

Role and Mandate

The mission of the Office is achieved by working to ensure government decisions and processes are open, transparent, and consistent with the principles of fairness in administration. The mandate of the Office extends to all individuals who receive services from, or who are affected by, provincial and municipal governments. Provincial government employees and members of the public also have an avenue to address concerns regarding allegations of wrongdoing in the provincial government through the Office's role in the Public Interest Disclosure of Wrongdoing process.

Message from the Ombudsman

On behalf of the Office of the Ombudsman, I am pleased to present our French language Services Plan for 2013-2014. This plan outlines our priorities and initiatives for continuing to improve our capacity to provide French language services. The plan will be updated on an annual basis.

A handwritten signature in black ink, appearing to read "Dwight Bishop". The signature is written in a cursive, flowing style.

Dwight Bishop
Ombudsman

Response to verbal and written requests to communicate in French

This Office responds to verbal and written requests to communicate in French from the public in a timely manner. We accomplish this by utilizing staff of the Office of the Ombudsman who are proficient in French and/or through a translation service. We will continue to enhance our capacity to provide French language services over the long term.

French-language Services Inventory

This Office provides the following documents in English and French:

- Office of the Ombudsman Annual Reports from 2004-2005 to date.
- Brochure - *Do you Have Concerns about the Provincial and Municipal Government?*
- Youth Brochure and Poster - *We have Time to Talk* - (Also available in Mi'kmaq).
- Poster - *Nova Scotia Office of the Ombudsman*
- Ombudsman Website
- Complaint Form

The youth material is distributed province wide to all residential child caring facilities, secure care, correctional/detention facilities, probation offices, all youth designated police holding cells (municipal & RCMP), various Child and Youth Advocates across the country, and to staff of youth facilities. In addition, all of our communication is distributed to the public during presentations, conferences, community outreach visits including senior residential facilities, adult correctional facilities, and Justice Centres.

We currently have three staff (two permanent, one contract) with capacity to provide verbal and written French-language services, with some limitations. The *Bonjour* sign is displayed in the offices of these individuals. During 2012- 2013, two staff took French language lessons through University Saint Anne.

French Language Services Coordinator

Colleen Bob, Ombudsman Representative
Contact: bobtc@gov.ns.ca

How the Plan Will Contribute to the Preservation or Growth of the Acadian and Francophone Communities

The ability of the Office of the Ombudsman to provide French language services will allow Acadian and Francophone individuals to bring forward concerns about provincial and municipal services in their language of choice. In addition, the increased number of staff from outside the Acadian and Francophone community who can communicate in French will enhance their

understanding of Acadian and Francophone language and culture.

Table 1 – Progress in Reaching Goals and Objectives for 2012-2013

**Table 1 – Progress in Reaching Goals and Objectives for 2012-2013:
(Office of the Ombudsman)**

Progress achieved in French-language services development and delivery is presented according to the specific objectives identified in the [Nova Scotia Strategic Plan for French-language Services for 2009-2013](#).

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act</p>	<p>1.1 – Administrative and Policy Framework Acadian Affairs and its Minister fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>			<p>1.1 Applies to Acadian Affairs.</p>
	<p>1.2 – Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.</p>	<p>Fulfill obligations determined in the French-language Services Act and Regulations</p>	<p>Participate on the French Language Services Coordinating Committee. ‘ Encourage staff to attend Awareness Training on French language services.</p>	<p>Ensured representation on the French Language Services Coordinating Committee Three staff have taken this training. Progress has been made in expanding initiatives available in French ie. Website, media releases, bilingual Investigation Reports, Annual Reports, broadcast email messages, Twitter and complaint form.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 – Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery</p>	<p>Implement the five year plan to enhance our capacity to provide French language services. Ensure outreach information is available in French, i.e. kiosk., information brochures</p>	<p>Bilingual information distributed: 212 French general information brochures, 178 Youth brochures, and 6 posters were distributed. Displayed Bilingual Banners for the Kiosk (Ombudsman and Youth) at the 50+ Expo Community visited - Arichat, Cheticamp Bilingual NSG broadcast messages re: annual report and National Child Day poster contest. Facebook and Twitter messages in French.</p>
	<p>2.3 – Communications with the Public 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>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery Key public information is available in both languages. Increase employee and public awareness of the approach by government to provide French language.</p>	<p>Continue to publish annual reports, brochures, and posters in French. Expanded French translation of documents, media releases, and website. Publish Bilingual French Language Services Plan for 2012-2013 on the Office of the Ombudsman website.</p>	<p>The annual report, brochures and posters continued to be published in French. French translation of the complaint form and the seniors postcard Bilingual website Media releases in French related to the annual report and to National Child Day The Bilingual French Language Services Plan for 2012-2013 was published on the Office of the Ombudsman website. An investigative Final Report was provided in French.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
	<p>2.5 – Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>Increase the skill level of the staff presently able to provide Services in French</p>	<p>Identify French-language /bilingual capacity of staff.</p> <p>Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth.</p> <p>Promote and encourage employees to attend the Acadian awareness session Acadie at a Glance offered by the Office of Acadian Affairs.</p> <p>Include French language competency as an asset in recruitment.</p>	<p>Ability to work in French is included as a consideration in hiring staff.</p> <p>Invitation to attend Acadie at a Glance was sent to all staff. Five staff have attended Acadie at a Glance to date.</p> <p>Four staff have French language or bilingual capacity.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
<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>3.1 – Preservation and Growth of the Community</p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community’s Comprehensive Development Plan 2009-2014.</p>	<p>Develop and adapt plans and strategies for French language service delivery as part of annual planning process</p> <p>Apply a coordinated approach to deal with human resource issues related to the delivery of French language services.</p> <p>Support community, cultural, and economic initiatives to meet the needs of the Acadian and Francophone communities.</p> <p>Acadian Communities visited - 1 Cheticamp (Foyer Pere Fisset)</p>	<p>Actively support the government’s French language services initiative.</p> <p>Develop linkages and partnerships within government that address the French language service needs.</p> <p>Continue representation on French language committee.</p> <p>Continue to Include Acadian communities in our community outreach initiatives.</p>	<p>Continued representation on the French Language Services Coordinators Committee</p> <p>UN Convention on the Rights of the Child Education Poster Campaign and Contest promoted in francophone schools.</p>

**Table 2 – Goals, Objectives, and Measures for 2013-2014:
(Office of the Ombudsman)**

Goals, objectives, and measures for French-language services development and delivery are presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2013-2018 (available from Acadian Affairs).

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
<p><u>Objective 1 – Leadership and policy direction</u> Champion and support the policy development, planning, and administrative frameworks for the implementation of the French-language Services Act and Regulations</p>	<p>1.1 – Championing French-language Services</p> <p>Designated public institutions:</p> <p>Have fostered a positive environment where French-language services are encouraged, expected, respected, and valued;</p> <p>Are aware of their obligations relating to French-language services and have fulfilled their obligations pursuant to the French-language Services Act and Regulations; and</p> <p>Have a vision for ensuring progress and have integrated French-language services into departmental policies, programs and service delivery.</p>	<p>Develop and adapt plans and strategies for French language service delivery as part of annual planning process</p> <p>Increase the skill level of the staff presently able to provide Services in French</p> <p>Encourage staff to attend Awareness Training on French language services.</p> <p>Develop a new five year plan for the Office of the Ombudsman based on the 2013-2018 French Language Services Strategic Plan.</p>	<p>Develop linkages and partnerships within government that address the French language service needs.</p> <p>Participate on the French Language Services Coordinating Committee.</p> <p>Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth.</p> <p>Continue to Include Acadian communities in our community outreach initiatives.</p> <p>Include French language competency as an asset in recruitment.</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	<p>1.2 – Policy, planning, and administration frameworks</p> <p>Designated public institutions are supported in meeting their obligations pursuant to the French-language Services Act and Regulations through programs and services from Acadian Affairs and other central support units.</p> <p>Acadian Affairs supports the Minister responsible for the French-language Services Act in fulfilling obligations pursuant to the French-language Services Act and Regulations.</p> <p>The French-languages Services Coordination Committee assists and advises the Minister of Acadian Affairs on the implementation of the French-language Services Act.</p>	<p>Fulfill obligations determined in the French-language Services Act and Regulations</p> <p>Increase capacity to support departments/offices in the delivery of French language services.</p>	<p>Increase use of translation of Final Reports.</p> <p>Continue to support and promote the use of the Bonjour! Program.</p> <p>Publication of the 2013-2014 French-language services plan</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
<p><u>Objective 2 – Availability and accessibility of French-language services</u> Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.</p>	<p>2.1 – Active offer and communications with the public</p> <p>Government provides French-language communications in a consistent manner.</p> <p>The Acadian and Francophone community is informed of services in French available to them and of the approach being taken by the government to provide French-language services.</p> <p>Designated public institutions embrace and promote an “active offer” of services in French and the Acadian and francophone community makes use of these services.</p> <p>The French language and French-language services are visible in public areas of government spaces due to the use of French or bilingual signage and other methods.</p>	<p>Establish and prioritize French language services to be offered, and strategies or approaches for service delivery.</p> <p>Increase employee and public awareness of the approach by government to provide French language</p>	<p>Continue to distribute communication materials in French – brochures, wall plaques, Annual Report, use of social media (i.e. Twitter), website display of Bonjour signage in Office and on website</p> <p>Develop internal policy/strategy regarding administrative practices and the use of French language services i.e. responding to initial inquiries in French and English in person, telephone and in writing.</p> <p>Encourage and support staff French language training.</p>
	<p>2.2 – Information materials: printed or electronic</p> <p>The Acadian and Francophone community has access to bilingual or French-language information material, in printed or electronic formats.</p> <p>Government websites have new French-language content and are easy to navigate by French-speaking users because a consistent approach is being followed.</p>	<p>Key public information is available in both languages</p>	<p>Continue to develop communication materials in French – brochures, wall plaques, Annual Report, use of social media (i.e. Twitter), website/kiosk display of Bonjour signage in Office. Continue to update new content placed on website in French. Expand use of providing investigative reports in both languages.</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	<p>2.3 – Human Resources</p> <p>Government human resources professionals and managers are aware of government’s commitment to providing French-language services and they consider requirements for French-speaking employees in recruitment and training activities.</p> <p>The capacity of the Public Service to provide services in French has increased, through recruitment, training, and supports of French-speaking or bilingual employees.</p> <p>Public servants are knowledgeable about the approach being taken by the government to provide French-language services. They are aware of the obligations relating to communicating, delivering and promoting French-language services, and of cultural issues pertaining to the Acadian and Francophone community.</p>	<p>Staff are supported in attending French language training</p>	<p>Identify French language/bilingual capacity of staff.</p> <p>Continue to support staff currently taking French language training and encourage additional staff to participate.</p> <p>Ability to work in French will be included as a consideration in recruiting and hiring new staff.</p> <p>Develop HR policies related to French-language services.</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
<p><u>Objective 3 – Community engagement and outreach</u> Engage the Acadian and francophone community and provide services which support its development and growth.</p>	<p>3.1 – Public Engagement</p> <p>Designated public institutions have engaged the Acadian and Francophone community and are aware of its needs.</p> <p>French-speaking Nova Scotians are provided with the opportunity to participate in government consultations in French.</p>	<p>Support community, cultural and economic initiatives to meet the needs of the Acadian and Francophone communities.</p>	<p>Actively support the government’s French language services initiative.</p> <p>Develop linkages and partnerships within government that address the French language service needs.</p> <p>Continue representation on French language committee.</p> <p>Continue to Include Acadian communities in our community outreach initiatives.</p>
	<p>3.3 – Complaints process</p> <p>The Acadian and Francophone community is aware of the complaints process for government services.</p>	<p>Key public information is available in both languages</p> <p>Establish and prioritize French language services to be offered, and strategies or approaches for service delivery.</p> <p>Continue to Include Acadian communities in our community outreach initiatives.</p>	<p>French translation of the complaint form and the seniors postcard</p> <p>Bilingual website and use of social media (i.e. Twitter)</p> <p>Media releases in French</p> <p>Ensure government departments/agencies are aware and promote that complainants who are not satisfied upon completion of the internal complaint process may be referred to the Nova Scotia Office of the Ombudsman.</p>

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
	<p>3.5 – Community development and growth</p> <p>The development and vitality of the Acadian and Francophone community is enhanced by the delivery of French-language services.</p>	<p>Develop and adapt plans and strategies for French language service delivery as part of annual planning process</p> <p>Apply a coordinated approach to deal with human resource issues related to the delivery of French language services.</p> <p>Support community, cultural, and economic initiatives to meet the needs of the Acadian and Francophone communities.</p>	<p>Actively support the government’s French language services initiative.</p> <p>Develop linkages and partnerships within government that address the French language service needs.</p> <p>Continue representation on French language committee.</p> <p>Continue to Include Acadian communities in our community outreach initiatives.</p>

Appendix A

Enhancing the Capacity of the Office of the Ombudsman to Provide French Language Service

2009-2014

Year	Initiatives
2009-2011	Completed translation of Website and other communication materials
Ongoing throughout plan period	Create opportunities for staff to enhance their capacity to provide French Language
Ongoing throughout plan period	Continue to host community outreach visits in Acadian and Francophone communities
2012-2013	Meet with members of Acadian and Francophone community to obtain input as to how we can improve our service delivery
2014	Re-evaluate plan to ensure we are achieving a more in depth - stand-alone capacity to provide French language services Develop a new five year plan based on the 2013-2018 French Language Services Strategic Plan.