

Plan de services  
en français

French-language  
Services Plan

2019-2020

Ministère des Communautés,  
de la Culture et du Patrimoine

Department of Communities,  
Culture and Heritage



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## Message from the Deputy Minister

I am pleased to present the 2019-2020 French-language Services Plan for Communities, Culture and Heritage which reflects our ongoing commitment to provide quality French-language services and support for the development and sustainability of Nova Scotia's Acadian and francophone community.

During the past year, the department continued to improve access to French-language services and awareness of Nova Scotia's Acadian and francophone community and culture. In response to the Acadian and francophone community, we began an in-depth review of the French-language Services Act and Regulations and finalized a new 5-year strategic plan for French-language services for government. We negotiated the renewal of the Canada-Nova Scotia Agreement on French-language Services for 2018-23 with a total commitment of \$13 million. In 2018-19, funding from this agreement enabled seven government departments or agencies to develop and deliver services in French including language training for government employees through classroom and online instruction.

Our department continued to invest in the Acadian and francophone community by supporting tourism opportunities in Acadian regions and encouraging public participation in cultural projects and events. We introduced new products and services in French including training modules for sport and recreation coaches, health education pamphlets for library patrons, historical narratives marking African Nova Scotia Heritage Month, transcriptions of archival documents and museum exhibits. Through the *Vive l'Acadie* Community Fund Program, regional Acadian and francophone organizations were able to support cultural projects including art installations, storytelling, recreation and a community library box.

In March, Acadian Affairs and Francophonie hosted the Intergovernmental Network of the Canadian Francophonie and invited representatives from Acadian and francophone community organizations to join us in discussing French-language services with government representatives from across Canada. Staff collaborated with the Office of Immigration in launching and promoting the Action Plan for Francophone Immigration and supported their recruitment missions to attract French-speaking immigrants to our province.

The goals, objectives and planned measures outlined in the 2019-20 French-language Services Plan for Communities, Culture and Heritage demonstrate our continued commitment to supporting Nova Scotia's Acadian and francophone community and celebrating with them, their rich culture and heritage.

Justin Huston  
Deputy Minister

## Responses to French Requests

The Department of Communities, Culture and Heritage recognizes the importance of fulfilling its obligations to respond to verbal and written requests from the Acadian and francophone community in their language of choice. The department has a policy on written and verbal communication in French which stipulates that all correspondence (paper or electronic) received in French will be replied to in French. Verbal requests from the public to communicate in French are, to every extent possible, handled by bilingual staff. The department maintains a list of staff who speak French to support this policy.

## French-language Services Inventory

### Acadian Affairs and Francophonie

All staff at Acadian Affairs and Francophonie are bilingual (French and English). All services are offered and made available in French and include publications and materials for the public such as the annual report on government's progress in French-language services, the Acadian Affairs and Francophonie website, and news releases. Acadian Affairs and Francophonie offers programs, tools and resources to assist government in providing services in French including French-language training for public servants, workshops to increase awareness of the Acadian and francophone community and of obligations under the French-language Services Act ([nslegislature.ca/legc/statutes/frenchla.htm](http://nslegislature.ca/legc/statutes/frenchla.htm)) and the *Bonjour!* Visual Identification Program.

### Archives, Museums and Libraries

#### Nova Scotia Archives

The Nova Scotia Archives provides on-site services to 10,000 visitors annually. It participates in the *Bonjour!* program and offers its services in French to onsite visitors and by telephone, e-mail, and letter mail.

The website ([archives.novascotia.ca](http://archives.novascotia.ca)) features close to 20 virtual exhibits, resource guides, and searchable databases in French. Online content, including historical photographs, information databases and explanatory articles, is made available in French to the province's secondary schools to support the curriculum and for student projects and reports. Annual website upgrades ensure that more French-language content is incorporated into the site.

Nova Scotia Historical Vital Statistics, the province's online historical vital statistics database ([archives.novascotia.ca/genealogy](http://archives.novascotia.ca/genealogy)), is a fully bilingual website, providing access to over 900,000 birth, marriage, and death records. Support desk services for this resource are also available in French.

#### Nova Scotia Museum

The Nova Scotia Museum has 28 sites across the province. *Le Village historique acadien de la Nouvelle-Écosse* / Historic Acadian Village of Nova Scotia ([levillage.novascotia.ca](http://levillage.novascotia.ca)) in Lower West Pubnico, presents the story of the Acadian people in French and English and receives annual operational funding from the department.

Many provincial museum sites have French-speaking interpretive staff and bilingual signage and exhibits. The Nova Scotia Museum website ([museum.novascotia.ca](http://museum.novascotia.ca)) features information sheets and visitor information in French.

### Nova Scotia Provincial Library

The Nova Scotia Libraries Act funding regulations make provisions for an annual provincial French-language operating grant payable to regional library boards where the French-speaking population exceeds ten percent of the total population of the area served. This operating grant assists the regional library boards in providing French-language library services. Two regional library boards qualify for this grant: Eastern Counties Regional Library Board and Western Counties Regional Library Board. Both boards employ French-speaking staff and offer French-language websites and programs.

Nova Scotia Provincial Library produces many library-related materials for the public in French. They include brochures and other promotional and informational pieces, such as the Check Us Out! brochure, and information on the Borrow Anywhere / Return Anywhere and accessibility programs. The Nova Scotia Provincial Library annual report is made available in French and its website ([library.novascotia.ca](http://library.novascotia.ca)).

All nine regional library boards collect and circulate French-language materials in multiple formats, including books, databases, music, movies, and e-books. The digital media collection provides online access to French-language e-books for library card holders across the province.

### **Communications Nova Scotia**

The department follows Communications Nova Scotia's guidelines for issuing news releases in French. All news releases from Acadian Affairs and Francophonie are issued in French and the division is served by a bilingual communications advisor. Media interviews are offered in French upon request.

### **Communities, Sport and Recreation**

The department supports communities by helping them build capacity and deliver culture, recreation and sport programming. It continues to expand its French-language services offerings.

### **Culture and Heritage Development**

Each year, the department awards the *Prix Grand-Pré* to recognize work that reflects Acadian cultural values, visual arts and crafts, and literary arts. Information about the award is provided in French and English.

Nova Scotians from diverse communities, including the Acadian and francophone community, are encouraged to volunteer as participants on jury and peer-assessment panels for all the department's funding programs and awards. When a French-language literary application is made to the Grants to Individuals program, a French panel is held to assess the application.

The department works closely with the Creative Nova Scotia Leadership Council and the Arts Nova Scotia board, whose membership application process encourages diversity. These government / culture community partnerships strive for a balance of artistic disciplines, culture, and communities in their membership. Both boards currently have members from the Acadian and francophone community.

The department also allocates Community Museums Assistance Program funding to museums in Acadian and francophone communities, including *le Musée Ste. Marie* (Church Point), *Les Trois Pignons* (Cheticamp), and *le Musée des Acadiens des Pubnicos* (West Pubnico) and is working closely with *La Stratégie de promotion des artistes acadiens sur la scène internationale* (SPAASI), an operational facet for the *Société Nationale de l'Acadie* (SNA), to foster strategic development for Acadian artists in international markets.

**Policy and Corporate Services**

Policy and Corporate Services is responsible for corporate policy development, strategic planning, research, evaluation, intergovernmental relations, information and risk management, grants management and department-wide administration.

The research unit provides opportunities for the Acadian and francophone community to contribute to new research and learn more about Nova Scotia's culture and its economic and social benefits. The policy unit provides assistance and advice, as required, to the French-language Services Coordinating Committee.

The department publishes its Statement of Mandate and Accountability Report in French and makes them available on the government's website.

**French-language Services Coordinator**

The French-language Services Coordinator represents the department on the interdepartmental French-language Services Coordinating Committee which assists and advises government on the implementation of the *French-language Services Act*. Each coordinator is responsible for writing the department's annual French-Language Services Plan.

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

The Department of Communities, Culture and Heritage makes a significant contribution to preserving, promoting and supporting the Acadian and francophone community's culture, library and museum resources and to supporting the delivery of provincial government services in French.

Nova Scotia's Acadian and francophone culture and heritage is preserved through the department's curatorial and archival collections and activities. *Le Village historique acadien de la Nouvelle-Écosse / Historic Acadian Village of Nova Scotia*, part of the Nova Scotia Museum, offers visitors an opportunity to experience life in an Acadian village in the early 1900s. The Nova Scotia Archives holds a significant collection of materials relating to the Acadians which it makes available to the public through its catalogue and website. Past issues of *Le Courrier* (1937-2002) are available in digital format for the public to access ([novascotia.ca/archives/newspapers/results.asp?nTitle=Courrier](https://novascotia.ca/archives/newspapers/results.asp?nTitle=Courrier)).

The department also supports cultural, heritage and library activities in Acadian and francophone regions. The funding awarded through various culture grants and the *Vive l'Acadie* Community Fund contributes to the development of Acadian and francophone artists and cultural organizations. The department presents the *Prix Grand-Pré* annually to support and recognize the work of an Acadian or francophone artist. Operational funding is provided to libraries and museums serving or located in Acadian and francophone regions. This includes special funding for the Acadian and francophone community to improve French-language collections in libraries located in qualifying regions. Thanks to this funding, the Acadian and francophone community benefits from better access to library, archival and museum resources in their mother tongue.

Acadian Affairs and Francophonie plays a central role in supporting the development and delivery of French-language services throughout the provincial government by providing programs and services to help build the capacity to proactively offer services in French. This includes French-language training for public servants, the *Bonjour!* Visual Identity Program, and funding through the Canada-Nova Scotia Agreement on French-language Services. Acadian Affairs and Francophonie works to ensure that government is aware of the priorities of the Acadian and francophone community and that its needs are considered in the delivery of government services. Acadian Affairs and Francophonie frequently supports important community initiatives such as the development of French-language media.

The department recognizes that access to quality government services in French benefits the Acadian and francophone community's economic, social and cultural well-being, and contributes to its continued growth and development.

## Progress in Reaching Goals and Objectives for 2018-2019

Communities, Culture and Heritage (CCH) sets its goals and objectives to answer the three objectives of the Nova Scotia Strategic Plan for French-language Services. The strategic plan guides the development, delivery, and expansion of government services in French and supports the long-term development and sustainability of the Acadian and francophone community.

### Strategic Objective 1 – Support internal administrative structures: strengthen policy, legislative and administrative frameworks

The department will develop and implement policies and procedures to support full compliance of the *French-Language Services Act*.

Goals and Objectives	Division	Planned Measures	Progress Made
Increase awareness of the department's commitment, obligations and services under the <i>French-language Services Act</i> .	Acadian Affairs and Francophonie	<p>Chair the French-language Services Coordinating Committee and provide an environment for exchanging best practices, building awareness of the Acadian and francophone community's needs, and developing standards and policies.</p> <p>The Committee of Deputy Ministers for the Implementation of the French-language Services Act, chaired by the Deputy Minister of Communities, Culture and Heritage, was consulted on strategic direction to address gaps in front-line French-language service delivery and promote greater collective accountability for advancing the provision of French-language services by the provincial government</p> <p>Produce a video to use to promote the role of the French-language services coordinators within departments.</p>	<p>Chaired the French-language Services Coordinating Committee and held regular meetings, as well as some strategic planning sessions.</p> <ul style="list-style-type: none"> <li>- 26 Departments and other designated public institutions are represented on the committee.</li> <li>- Meetings offered occasions to share best practices, provide guidance on implementation of the French-language Services Regulations, learn about the Acadian and francophone community's needs, and prioritize actions supporting the Strategic Plan for French-language Services for 2018-2023.</li> </ul> <p>A sub-committee of French-language services coordinators undertook an in-depth review of changes recommended to the French-language Services Act and Regulations by the Acadian and francophone community. Work will continue in 2019-2020 to making modifications to the French-language Services Act and Regulations.</p> <p>A sub-committee of French-language services coordinators reviewed options for revising the <i>Bonjour!</i> Visual Identification Program which is used to promote the active offer of services in French. Work will continue on a relaunch of the program in 2019-2020. Videos promoting the active</p>



Goals and Objectives	Division	Planned Measures	Progress Made
		<p>Offer presentations on government’s French-language services obligations to new employees at sessions organized by the Public Service Commission.</p> <p>Renew the Canada – Nova Scotia Agreement on French-language Services for 2018-2023 and provide funding to departments and other designated public institutions for the development and delivery of services in French.</p>	<p>offer of French-language services and the role of French-language services coordinators were planned but put on hold while the committee reviewed the <i>Bonjour!</i> Visual Identification Program.</p> <p>Delivered a presentation regarding government’s French-language services obligations at 4 corporate orientation sessions organized by the Public Service Commission; approximately 170 new government employees attended. Distributed Practical Tips booklets to help the new employees provide services in French.</p> <p>Finalized a new 5-year strategic plan for French-language services from the government of Nova Scotia and negotiated the renewal of the Canada – Nova Scotia Agreement on French-language Services for 2018-2023. Each level of government committed \$1,301,000 per year for the 5-year term for a combined total of \$13 million.</p> <ul style="list-style-type: none"> <li>- In 2018-19, part of the Agreement funding supported French-language training for public servants, translation services for government, and a portion of the administration costs for the Office of Acadian Affairs and Francophonie.</li> <li>- \$691,700 from the Canada-Nova Scotia Agreement on French-language Services was provided to 7 departments or government agencies for the provision of French services. This includes the provision of services in French by Service Nova Scotia online, in person, and by telephone.</li> <li>- \$141,500 was provided to three municipalities (Clare, Inverness and Halifax) for initiatives to assist in the development and delivery of government services in French.</li> </ul> <p>Celebrated Francophonie Month in March with the distribution of four weekly information email and an Acadian trivia contest to raise the awareness of the</p>

Goals and Objectives	Division	Planned Measures	Progress Made
			<p>Acadian and francophone community of Nova Scotia and government's commitment to French-language services.</p>
	Policy and Corporate Services	<p>Publish an annual French-language Services Plan for the department.</p> <p>Provide CCH Business Plan and Accountability Report in both English and French.</p>	<p>Published the 2018-19 CCH French-language Services Plan in both French and English.</p> <p>Published the CCH Business Plan and Accountability Report in both French and English.</p>
<p>Provide programs and services to employees to help with the implementation of the <i>French Language Services Act</i>.</p>	Acadian Affairs and Francophonie	<p>Coordinate the offer of French-language training to government employees and encourage staff participation.</p> <p>Continue to provide funding for the translation of departmental correspondence and material.</p> <p>Finalize revisions to the <i>Acadie</i> at a Glance workshop. Offer sessions to government employees to raise awareness about the Acadian and francophone</p>	<p>Coordinated French language training for public servants:</p> <ul style="list-style-type: none"> <li>- Four sessions of regular part-time French language classes were held in Halifax, Truro and Tusket; 535 places were filled during the year.</li> <li>- Two sessions of regular part-time classes were available in Sydney; there were 5 participants in the fall session and 5 participants in the winter session.</li> <li>- Two online French-language training sessions for public servants whose place of employment was situated in areas where regular classes were not offered; 17 people attended the fall session and 17 people attended the winter session.</li> <li>- Seventeen (17) CCH employees completed classroom courses in Halifax. Eight (8) staff registered for on-line French-language courses.</li> </ul> <p>Continued to support translation services so that departments and other public institutions can publish documents, website content, and other information available in French. CNS translation services completed 65 translation requests for CCH.</p> <p>The <i>Acadie</i> at a Glance workshop, which is presented to public servants to raise awareness of the Acadian and francophone community and government's commitment to French-language services, was finalized.</p>

Goals and Objectives	Division	Planned Measures	Progress Made
		community and government's obligations respecting French-language services.	It will be tested early in 2019-20 and then offered to public servants.
Provide policy advice and support on Acadian and francophone initiatives.	Policy and Corporate Services	<p>Support the delivery and success of projects and initiatives identified in the Culture Action Plan that pertain to the Acadian and francophone communities.</p> <p>Provide advice to the department to promote the consideration of French-language services in its public engagement activities.</p>	<p>Provided the 2019 federal Survey of Heritage Institutions and Digital Economy Survey in French.</p> <p>Maintained a bilingual website for the department.</p>

**Strategic Objective 2 – Support the development, planning and delivery of French-language services to the public.**

The department will assess and improve the active offer and delivery of French-language services to the Acadian and francophone community.

Goals and Objectives	Division	Planned Measures	Progress Made
<p>Increase access to information, materials, tools, programs and training in French.</p>	<p>Acadian Affairs and Francophonie</p>	<p>Publish documentation from the Office in both French and English and maintain a bilingual web presence.</p> <p>Support the roll-out and implementation of the French-language Communications Guidelines throughout government.</p>	<p>Maintained a bilingual website for the Office of Acadian Affairs and Francophonie which includes the list of French-language services coordinators.</p> <p>Published two news releases from Acadian Affairs and Francophonie and both were issued in French and English.</p> <p>Worked with Communications Nova Scotia to do an annual revision of the French Communications Guidelines. Work has begun on developing a section related to social media.</p> <p>Managed government’s French-language Twitter account (@GouvNE), which informs the public of government services and important information in French. Published 190 French-language tweets in 2018-19. At the end of March, the account had 952 followers.</p> <p>Managed the <i>Affaires acadiennes et Francophonie</i> Facebook page to promote government’s French-language services. More than 132 posts were published. At the end of March, there were 727 followers.</p>

Goals and Objectives	Division	Planned Measures	Progress Made
	African Nova Scotian Affairs	<p>Ensure that relevant content which may have mutual benefit is available in French and is distributed to the Acadian and francophone community including community groups and the <i>Conseil scolaire acadien provincial (CSAP)</i> schools.</p> <p>Continue translating and distributing the poster for African Heritage Month to Acadian and francophone schools and community groups to promote activities taking place.</p> <p>Ensure French translation of public service announcements or information is available on website.</p>	<p>Translated the African Heritage Month (<i>Mois du Patrimoine Africain</i>) poster in French. Distributed to Acadian and francophone schools and community groups.</p> <p>Translated and posted African Heritage Month/ International Decade for People of African Descent historical narratives and signage in French.</p> <p>Provided public service announcements and website information for African Heritage Month in French.</p>
	Archives, Museums and Libraries	<p>Increase the number of Nova Scotia Archives' virtual exhibits with French-language introductions.</p> <p>Complete the work in contributing existing Acadian and francophone archival record data sets to the Open Data portal.</p> <p>Translate all documents related to the Provincial Archival Development Program currently available in English only on the NS Archives website.</p> <p>Prioritize and translate descriptive records in MemoryNS, a database of archival descriptions from Council of NS Archives member institutions.</p> <p>Provide translation of <i>Vanguard: Celebrating 150 Years of Remarkable Nova Scotians</i> on-line exhibit.</p> <p>Incorporate translation of exhibit content into the Museum of Natural History's <i>Netukulimk</i> and First Peoples gallery renewal projects.</p>	<p>Translated the introduction and "tips" section of Transcribe, a platform for gathering crowd-sourced transcriptions of original archival documents.</p> <p>No relevant data sets were sent to Open Data this year.</p> <p>Deferred to 2019-20.</p> <p>Competing priorities and limited resources available this year so deferred to 2019-20.</p> <p>Travelling exhibit completed but no staff or funds available for on-line exhibit.</p> <p>Exhibit concept phase begun. Content to be developed and translated in 2019-20.</p>

Goals and Objectives	Division	Planned Measures	Progress Made
		<p>Explore opportunities to provide bilingual content for directional, visitor information and interpretive signage at NS Museum sites.</p> <p>Translate the NS Museum operations manual, licence agreement and resource materials for NS Museum sites.</p> <p>Initiate translation project for the NS Museum Toolbox for School Programs with links to French curriculum outcomes.</p> <p>Increase the capacity of library partners to provide French-language materials to a broad library audience through NS Provincial Library's partnership with Acadian Affairs and Francophonie.</p>	<p>French translation of exhibit content completed for The Sea in her Blood, Maritime Museum of the Atlantic. Completed outline of bilingual interpretive signage project at Uniacke Estate Museum Park. Project to continue in 2019-20.</p> <p>Translated content of NSM Guide, the primary print piece for the NSM. French version will be designed, printed and distributed in 2020. Translated NSM operations manual, resource materials and licence agreement. Distributed French version to <i>le Village historique acadien de la Nouvelle-Écosse</i> board and site management.</p> <p>Deferred to 2019-20.</p> <p>Provided \$20,000 through the Canada-Nova Scotia Agreement on French-language Services to Eastern Counties Regional Library to increase accessibility and improve the collection of French materials available in the Chéticamp area.</p> <p>Facilitated the translation of a selection of Nova Scotia Health Authority patient education pamphlets, available electronically through all Nova Scotia public libraries.</p>
	Communities, Sport and Recreation	Offer multi-sport Coach Education modules in French on demand.	Offered both Coach Initiation and Making Ethical Decisions modules at no cost to coaches through e-learning / home study program.

Goals and Objectives	Division	Planned Measures	Progress Made
			Built French language capacity for delivering the Making Ethical Decisions module in a classroom environment with a French learning facilitator.
	Culture and Heritage Development	Provide French-language tools for cultural funding programs and awards.	Provided website information on CCH funding programs and awards in French.
	Policy and Corporate Services	Quantify and communicate the economic and social value of culture through the release of the results of the national Culture Satellite Account, Communities, Culture and Heritage’s Culture Index projects. Ensure that data from the Nova Scotia Culture Satellite Account is available in French.	Provided data, content and the results of Culture Satellite Account and Culture Index projects in French.
Support the development of Acadian and francophone communities and cultural resources.	Acadian Affairs and Francophonie	<p>Administer the <i>Vive l’Acadie</i> community fund to support cultural projects in Acadian and francophone communities across the province.</p> <p>Organize and promote activities and events to recognize Acadian and francophone culture including National Acadian Day and the annual <i>Rendez-vous de la Francophonie</i>.</p>	<p>Administered the <i>Vive l’Acadie</i> Community Fund Program. Approved the distribution of \$38,900 in donations collected during the sale or renewal of 778 Acadian licence plates to 11 regional Acadian and francophone organizations. Funds supported cultural projects included art installations, storytelling and theatre workshops, musical concerts, theatre productions, community recreation and a community library box for French-language materials.</p> <p>Collaborated and participated in various activities to recognize and promote National Acadian Day (August 15), the <i>Rendez-vous de la Francophonie</i>, and the International Day of the Francophonie (March 20):</p> <ul style="list-style-type: none"> <li>- Staff, French-language services coordinators and community representatives participated at the raising of the Acadian flag at the</li> </ul>

Goals and Objectives	Division	Planned Measures	Progress Made
		<p>Support cultural activity and community development in the Acadian and francophone community.</p>	<p>residence of the Lieutenant Governor on National Acadian Day.</p> <ul style="list-style-type: none"> <li>- The Acadian flag was flown in the Province House garden on National Acadian Day.</li> <li>- Collaborated with the Halifax Regional Municipality and the <i>Conseil communautaire du Grand-Havre</i> for an Acadian flag raising and public celebration of National Acadian Day in Halifax's Grand Parade.</li> <li>- Staff, French-language services coordinators, and community representatives attended the raising of the International Francophonie flag at the residence of the Lieutenant-Governor on International Francophonie Day.</li> </ul> <p>Provided \$332,435 in funding for Acadian and francophone community projects including:</p> <ul style="list-style-type: none"> <li>- various artistic performances at the 50th anniversary Annual General Meeting of the <i>Fédération acadienne de la Nouvelle-Écosse</i></li> <li>- francophone economic development services delivered by the <i>Conseil du développement économique de la Nouvelle-Écosse</i></li> <li>- the Landscape of Cultures Festival in <i>Grand-Pré</i></li> <li>- international cultural missions to showcase Nova Scotia's Acadian and francophone artists</li> </ul>



Goals and Objectives	Division	Planned Measures	Progress Made
		<p>Administer the Agreement for Cooperation and Exchange with the government of Quebec to jointly support community development activities undertaken by Acadian and francophone community organizations in areas such as education, culture, tourism, communications and immigration.</p>	<ul style="list-style-type: none"> <li>- <i>Festival acadien de Chezzetcook</i></li> <li>- Francofest activities by the <i>Conseil Communautaire du Grand-Havre</i></li> <li>- the promotion of Acadian and francophone education « <i>la Semaine de promotion de l'éducation acadienne et francophone</i> »</li> <li>- the creation of a Heritage Minute film about the Acadians which will be launched in the summer of 2019.</li> </ul> <p>Provided \$13,500 in funding to <i>le Village historique acadien de la Nouvelle-Écosse</i> to support a francization summer camp for children and for assistance to staff for communications in French.</p> <p>Launched a call for projects under the Agreement for Cooperation and Exchange between the government of Québec and the government of Nova Scotia. Jointly provided \$100,000 for 11 community projects in cultural, educational, and legal sectors.</p>
	African Nova Scotian Affairs	Work with Acadian Affairs and Francophonie to deliver two or three activities.	Limited capacity to offer activities this year but with new staff resources, will be planned and delivered in 2019-20.
	Archives, Museums and Libraries	<p>Provide translation support to Halifax Central and regional libraries. Allocate funds for translation of collections and program development.</p> <p>Provide operational funding to <i>le Village historique acadien de la Nouvelle-Écosse / Historic Acadian Village of Nova Scotia</i>.</p>	<p>No requests submitted by libraries in 2018-19.</p> <p>Provided \$343,019 grant to support museum operations.</p>
	Communities, Sport and Recreation	Provide annual funding to <i>le Comité provincial des Jeux de l'Acadie, region</i>	Funded the <i>Comité provinciale des Jeux de l'Acadie</i> \$12,000 in 2018/2019 in addition to

Goals and Objectives	Division	Planned Measures	Progress Made
		<i>Nouvelle-Écosse</i> . Host the annual provincial games.	\$25,000 provided by Acadian Affairs and Francophonie.
	Culture and Heritage Development	<p>Provide grant funding to organizations and institutions in Acadian and francophone communities.</p> <p>Provide operational funding to <i>le Musée des Acadiens des Pubnicos</i>.</p> <p>Provide significant investment into various celebratory events hosted by Acadians including the <i>Grand-Pré 2018</i> event.</p> <p>Award the <i>Prix Grand-Pré</i> to an Acadian or francophone artist.</p>	<p>Provided \$240,000 to Acadian and francophone community organizations and institutions and operational funding to <i>le Musée des Acadiens des Pubnicos</i>.</p> <p>Acadian Affairs and Francophonie provided \$20,000 to the <i>Société Promotion Grand-Pré</i> for the <i>Mi'kmaq-Acadie</i> celebration in 2018.</p> <p>Awarded the 2018 <i>Prix Grand-Pré</i> to Claude Chaloux.</p>
Promote and support the use of 'active offer' in French by frontline staff.	Acadian Affairs and Francophonie	<p>Consult and collaborate with the Acadian and francophone community including the <i>Fédération acadienne de la Nouvelle-Écosse</i>, to determine ways of improving active offer of services in French.</p> <p>Put into action a marketing and communications plan to relaunch the <i>Bonjour!</i> Visual Identification Program to encourages the active offer of services in French.</p> <p>Produce a video to promote active offer within departments and designated public institutions.</p> <p>Undertake actions to recognize and celebrate excellence in French-language service delivery.</p>	<p>With the assistance of the French-language Services Coordinating Committee, evaluated a consultant's proposal for revamping the <i>Bonjour!</i> Visual Identification Program. Options were considered and a subcommittee worked on developing an action plan for relaunching the program.</p> <p>A script for an active offer video was drafted. The project was put on hold pending a review of the <i>Bonjour!</i> Visual Identification Program.</p> <p>Continued to promote French-language services through Facebook and Twitter.</p>

### Strategic Objective 3 – Communications and consultations with the francophone community

The department will implement continual improvement of communication and collaboration to engage with and support the Acadian and francophone community.

Goals and Objectives	Division	Planned Measures	Progress Made
<p>Engage with the Acadian and francophone community in the language of their choice to ensure effective input and representation in consultations and collaborative opportunities.</p>	<p>Acadian Affairs and Francophonie</p>	<p>Become informed of the community's priorities through the Advisory Committee to the Minister of Acadian Affairs and Francophonie.</p> <p>Continue to build and nurture relationships with the Acadian and francophone community, namely with the <i>Fédération acadienne de la Nouvelle-Écosse</i> and its members.</p> <p>Review and revise guidelines to support departments and other government institutions when consulting with the Acadian and francophone community in French.</p>	<p>Held a meeting of the Advisory Committee to the Minister of Acadian Affairs and Francophonie. The committee, composed of six representatives from the Acadian and francophone community, informed the Minister on issues and concerns of significance to Acadian and francophones in Nova Scotia such as early childhood development, healthcare, access to justice in French, demographic concerns, Francophone immigration and education.</p> <p>Hosted a meeting in March of the Intergovernmental Network of the Canadian Francophonie (INCF) – senior government officials from all Canadian provinces and territories with responsibilities for French-language services. Representatives from Acadian and francophone community organizations from across the province were invited to a reception with the INCF and given the opportunity to discuss French services with government representatives from across the country.</p> <p>Staff attended meetings, forums, and events held by Acadian and francophone community organizations, including the annual general meeting of the <i>Fédération acadienne de la Nouvelle-Écosse</i> and meetings of the <i>Conseil de développement économique de la Nouvelle-Écosse</i>.</p> <p>Continued Acadian Affairs and Francophonie's non-voting participation on the Board of Directors of the <i>Réseau Santé Nouvelle-Écosse</i> and supported dialogue between the community, the departments of Health and Wellness and Community Services, the Nova Scotia Health Authority, and the IWK Health Centre. Continued to support the</p>

Goals and Objectives	Division	Planned Measures	Progress Made
		<p>Consult with Acadian and francophone community organizations to remain informed of their needs and collaborate on finding solutions to problems.</p>	<p>mandate of the Landscape of <i>Grand-Pré</i> Corporation as a board member.</p> <p>Met bi-monthly with the <i>Fédération acadienne de la Nouvelle-Écosse</i> (FANE) throughout the year to discuss ongoing projects and important issues. Met with other community organizations including the <i>Fédération culturelle acadienne de la Nouvelle-Écosse</i>, the <i>Conseil du développement économique</i>, <i>Université Sainte-Anne</i>, and the <i>Conseil provincial des ressources préscolaires</i>. Met with 18 Acadian and francophone community organizations who are members of FANE as well as some non-member Acadian associations (e.g. <i>Société des Acadiens de Tor Baie</i>, <i>Association des radios communautaires de l'Atlantique</i>).</p> <p>Coordinated meetings between government and the community, for example, Education and Early Childhood Education and the <i>Comité provincial des ressources préscolaires</i>.</p> <p>Encouraged and supported the consultation of the Acadian and francophone community by providing advice to departments regarding key community stakeholders and important issues, by providing access to funding for consultation expenses, and by informing the community of important consultations occurring.</p> <p>Engaged the <i>Fédération acadienne de la Nouvelle-Écosse</i> to help update and modernize the <i>Acadie</i> at a Glance workshop and to create a plan to relaunch the <i>Bonjour!</i> Visual Identification Program for French-language Services.</p> <p>Supported 11 exchange or cooperation projects involving Acadian and francophone organizations in Nova Scotia and in Quebec. Both governments invested \$50,000 each in a variety of projects which included workshops with authors, theatre performances, youth</p>

Goals and Objectives	Division	Planned Measures	Progress Made
			leadership activities, development of a francophone improv network, promotion of <i>Québécois</i> cinema and mentoring in filmmaking, traditional dance, and social research.
Create opportunities for cross-cultural and cross-departmental partnerships with Acadian and francophone communities.	Acadian Affairs and Francophonie	Support the Office of Immigration to attract French-speaking immigrants to Nova Scotia.	<p>Collaborated with the Nova Scotia Office of Immigration in launching the Action Plan for Francophone Immigration.</p> <p>Supported the Office of Immigration with international recruitment missions to encourage potential French-speaking immigrants to consider Nova Scotia as a choice destination.</p> <p>Provided financial support for the participation of <i>La Société la garderie le petit voilier</i> and the <i>Conseil de développement économique de la Nouvelle-Écosse</i> at Destination Canada immigration mobility events in Paris and Brussels.</p>
	African Nova Scotian Affairs	<p>Continue to build the relationship between the African Nova Scotian and the Acadian and francophone community.</p> <p>Work with the African Nova Scotia Information Network and the Acadian and francophone community on promoting activities for African Heritage Month and seeking partnerships for the inclusion of information in French during African Heritage Month.</p> <p>Monitor African Heritage Month 2018 to determine the number of Acadian and francophone events offered.</p>	<p>Ongoing.</p> <p>Promoted and monitored activities for African Heritage Month. Translated African Heritage Month historical narratives and posted on website.</p>
	Archives, Museums and Libraries	Ensure community outreach to the Acadian and francophone community is included in the NSM 150 plan.	Promoted and participated in NSM 150 events at <i>le Village historique acadien de la Nouvelle-Écosse</i> .
	Gaelic Affairs	Continue to share knowledge of expertise in language	Gaelic Affairs shared its language acquisition approach with

Goals and Objectives	Division	Planned Measures	Progress Made
		acquisition, retention and use with Acadian and francophone community groups.	representatives from Acadian Affairs and Francophonie through two presentations on Introduction to Gaels in Nova Scotia. Presented to Francophone representatives involved in the Halifax Languages Consortium.
Improve communications in French with the Acadian and francophone community by respecting French-language communication guidelines developed for government.	Acadian Affairs and Francophonie	<p>Promote government French-language services through French-language media including social media.</p> <p>Work with Communications Nova Scotia to review the effectiveness of the French-language Communications Guidelines and revise if necessary.</p>	<p>Promoted government French-language services in French using Twitter (@GouvNE) and Facebook (<a href="http://www.facebook.com/affairesacadiennes">www.facebook.com/affairesacadiennes</a>).</p> <p>Reviewed the communications guidelines with Communications Nova Scotia, ensured French-language services coordinators were knowledgeable about the guidelines, and provided advice on the application of the guidelines.</p>
	Policy and Corporate Services	Continue to provide opportunities for the Acadian and francophone community to contribute to research to learn more about Nova Scotia's culture and its economic and social benefits.	Provided data, content and results for Culture Satellite Account and Culture Index projects in French.

## Goals, Objectives and Planned Measures for 2019-2020

The Nova Scotia Strategic Plan for French-language Services for 2018 to 2023 guides the development, delivery, and expansion of government services in French, and supports the long-term development and sustainability of the Acadian and francophone community. Communities, Culture and Heritage (CCH) sets out its goals and objectives to respond to the three strategic objectives of this plan and to support the strategic priorities of the Culture Action Plan. The department's planned measures to meet these goals and objectives in 2019-20 are outlined below.

### Strategic Objective 1 – Strengthen internal operational structures including policy, legislative and administrative frameworks

The department will develop and implement policies and procedures to support full compliance of the *French-Language Services Act*.

Goals and Objectives	Division	Planned Measures
Increase awareness of the department's commitment, obligations and services under the <i>French-language Services Act</i> .	Acadian Affairs and Francophonie	<p>Chair the French-language Services Coordinating Committee and provide an environment for exchanging best practices, building awareness of the Acadian and francophone community's needs, and developing standards and policies for the delivery of French-language services.</p> <p>Continue to strengthen and promote the role of the French-language services coordinators.</p> <p>Offer presentations on government's French-language services obligations to new employees at sessions organized by the Public Service Commission.</p>
	Policy and Corporate Services	<p>Publish an annual French-language Services Plan for the department.</p> <p>Provide CCH's Strategic Plan and Accountability Report in both English and French.</p>
Provide programs and services to employees to help with the implementation of the <i>French Language Services Act</i> .	Acadian Affairs and Francophonie	<p>Coordinate the offer of French-language training to government employees.</p> <p>Continue to provide funding for the translation of departmental correspondence and material.</p> <p>Finalize revisions to the <i>Acadie</i> at a Glance workshop and offer sessions to government employees to raise awareness about the Acadian and francophone community and of government's obligations respecting French-language services.</p>
Provide policy advice and support on Acadian and francophone initiatives.	Policy and Corporate Services	<p>Support the delivery and success of projects and initiatives identified in the Culture Action Plan that pertain to the Acadian and francophone communities.</p> <p>Provide advice to the department to promote the consideration of French-language services in its public engagement activities.</p>

**Strategic Objective 2 – Develop and deliver quality French-language services and programs to the public.**

The department will assess and improve the active offer and delivery of French-language services to the Acadian and francophone community.

Goals and Objectives	Division	Planned Measures
Increase access to information, materials, tools, programs and training in French.	Acadian Affairs and Francophonie	<p>Publish documentation in both French and English and maintain a bilingual web presence.</p> <p>Support the implementation of the French-language Communications Guidelines throughout government.</p>
	African Nova Scotian Affairs	<p>Ensure that relevant content which may have mutual benefit is available in French and is distributed to the Acadian and francophone community including community groups and the <i>Conseil scolaire acadien provincial</i> (CSAP) schools.</p> <p>Translate and distribute the poster for African Heritage Month 2019 to Acadian and francophone schools and community groups to promote activities taking place.</p> <p>Ensure French translation of public service announcements or information is available on website.</p>
	Archives, Museums and Libraries	<p>Increase the number of Nova Scotia Archives virtual exhibits with French-language introductions.</p> <p>Translate all documents related to the Provincial Archival Development Program currently available in English only on the NS Archives website.</p> <p>Translate exhibit and programming content for NS Museum interpretive renewal projects.</p> <p>Translate interpretive and wayfinding signage at Nova Scotia Museum sites.</p> <p>Translate website information for NS Museum Toolbox for School Programs.</p> <p>Design and distribute NSM Guide in French.</p> <p>Increase the capacity of library partners to provide French-language materials to a broad library audience through NS Provincial Library’s partnership with Acadian Affairs and Francophonie.</p>
	Communities, Sport and Recreation	<p>Offer multi-sport Coach Education modules in French on demand.</p>
	Culture and Heritage Development	<p>Provide French-language tools for cultural funding programs and awards.</p>



Goals and Objectives	Division	Planned Measures
	Policy and Corporate Services	Quantify and communicate the economic and social value of culture through the release of the results of the national Culture Satellite Account, Communities, Culture and Heritage's Culture Index projects. Ensure that the data from the Nova Scotia Culture Satellite Account is available in French.
Support the development of Acadian and francophone communities and cultural resources.	Acadian Affairs and Francophonie	<p>Administer the <i>Vive l'Acadie</i> community fund to support cultural projects in Acadian and francophone communities across the province</p> <p>Support, organize and promote activities and events to recognize Acadian and francophone culture including National Acadian Day, the annual <i>Rendez-vous de la Francophonie</i>, and the International Day of the Francophonie.</p> <p>Administer the Agreement for Cooperation and Exchange between the government of Quebec and the government of Nova Scotia to jointly support community development activities undertaken by Acadian and francophone community organizations in areas such as education, culture, tourism, communications and immigration.</p> <p>Support cultural activity and community development in the Acadian and francophone community.</p>
	African Nova Scotian Affairs	Work with Acadian Affairs and Francophonie to deliver two or three activities.
	Archives, Museums and Libraries	<p>Provide translation support to Halifax Central and regional libraries. Allocate funds for translation of collections and program development.</p> <p>Provide operational funding to <i>le Village historique acadien de la Nouvelle-Écosse / Historic Acadian Village of Nova Scotia</i>.</p>
	Communities, Sport and Recreation	Provide annual funding to <i>le Comité provincial des Jeux de l'Acadie, région Nouvelle-Écosse</i> . Host the annual provincial games. Attend the <i>Finale des Jeux de l'Acadie</i> .
	Culture and Heritage Development	<p>Provide grant funding to organizations and institutions in Acadian and francophone communities and operational funding to <i>le Musée des Acadiens des Pubnicos</i>.</p> <p>Provide significant investment into various celebratory events hosted by Acadians.</p> <p>Award the <i>Prix Grand-Pré</i> to an Acadian or francophone artist.</p>
Promote and support the use of 'active offer' in French by frontline staff.	Acadian Affairs and Francophonie	Develop new elements to promote the active offer of services in French by government (e.g. videos and posters). Develop a communications strategy to relaunch the <i>Bonjour!</i> Visual Identification Program.

<b>Goals and Objectives</b>	<b>Division</b>	<b>Planned Measures</b>
		<p>Work with the Acadian and francophone community to raise awareness of services available in French.</p> <p>Undertake actions to recognize and celebrate excellence in French-language service delivery.</p>

**Strategic Objective 3 – Maintain ongoing dialogue and consultation with the Acadian and francophone community.**

The department will implement continual improvement of communication and collaboration to engage with and support the Acadian and francophone community.

Goals and Objectives	Division	Planned Measures
Engage with the Acadian and francophone community in the language of their choice to ensure effective input and representation in consultations and collaborative opportunities.	Acadian Affairs and Francophonie	<p>Become informed of priority issues within the Acadian and francophone community through the Advisory Committee to the Minister of Acadian Affairs and Francophonie.</p> <p>Continue to build and nurture relationships with the Acadian and francophone community, namely with the <i>Fédération acadienne de la Nouvelle-Écosse</i> and its members.</p> <p>Consult with Acadian and francophone community organizations to remain informed of their needs and collaborate on finding solutions to issues.</p> <p>Review and revise guidelines to support departments and other government institutions when consulting with the Acadian and francophone community in French.</p>
Create opportunities for cross-cultural and cross-departmental partnerships with Acadian and francophone communities.	Acadian Affairs and Francophonie	Support the Office of Immigration in activities to attract and recruit French-speaking immigrants to Nova Scotia.
	African Nova Scotian Affairs	<p>Continue to build the relationship between the African Nova Scotian and the Acadian and francophone community.</p> <p>Work with the African Nova Scotia Information Network and the Acadian and francophone community on promoting activities for African Heritage Month and seeking partnerships for the inclusion of information in French during African Heritage Month.</p> <p>Monitor African Heritage Month 2019 to determine the number of Acadian and francophone events offered.</p>
	Archives, Museums and Libraries	<p>Ensure any updated content for NS Museum operations manual and resources materials is provided in French.</p> <p>Ensure the interest and needs of the Acadian and Francophone community are reflected in changes to NS Provincial Library operations.</p> <p>Explore opportunities to feature francophone performers for Summer Tour 2019 and support libraries in an application to the Canada-Nova Scotia Agreement on French-language Services.</p>
	Gaelic Affairs	Continue to share knowledge of expertise in language acquisition, retention and use with Acadian and francophone community groups.

Goals and Objectives	Division	Planned Measures
<p>Improve communications in French with the Acadian and francophone community by respecting French-language communication guidelines developed for government.</p>	<p>Acadian Affairs and Francophonie</p>	<p>Promote government French-language services through social media.</p> <p>Work with Communications Nova Scotia to review the effectiveness of the French-language Communications Guidelines and revise if necessary.</p>
	<p>Policy and Corporate Services</p>	<p>Continue to provide opportunities for the Acadian and francophone community to contribute to research to learn more about Nova Scotia's culture and its economic and social benefits.</p>