

French-language Services Plan

2016-2017

Department of Communities,
Culture and Heritage



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Message from the Deputy Minister

I am pleased to present the 2016–2017 French-language services plan for the Department of Communities, Culture and Heritage. This plan speaks to our continued commitment to providing quality services in French to Nova Scotia's Acadian and francophone community.

In 2015-2016, the department continued to invest in the Acadian and francophone community's culture, heritage, and library resources by providing over \$720,000 to support community organizations, le Village historique acadien de la Nouvelle-Écosse, and to continue to build on the capacity of delivering quality services in French.

We continued to engage the Acadian and francophone community in a consultation to assist us in developing the Culture Action Plan. The consultation focused its discussions on six 'streams', including education, communication, cultural identity, governance, stewardship, and economy. This workshop also piloted a real-time polling tool that has been used in all of the other workshops.

In 2016-2017, our department will create a new division of Communities, Sport and Recreation. Its mandate will be to support communities by helping them build capacity and to deliver culture, recreation and sport programming.

Acadian Affairs will also continue to provide leadership in the development and delivery of French-language services across government. This includes working with the interdepartmental French-language Services Coordinating Committee to oversee and provide guidance on the implementation of the French-language Services Act.

ORIGINAL SIGNED

Kelliann Dean
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 to communicate in French from the public are, to the 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

All staff at Acadian Affairs are bilingual (French and English) and all of the services offered by Acadian Affairs are available in French. This includes publications and materials for the public, including but not limited to the annual report on government's progress in French-language services, the Acadian Affairs website, and news releases. Acadian Affairs 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) and the *Bonjour!* visual identification program.

Archives, Museums and Libraries

Nova Scotia Archives

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

The Archives' website (novascotia.ca/archives) 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 (novascotiagenealogy.com), 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. One worthy of note is Le Village historique acadien de la Nouvelle-Écosse, whose bilingual interpreters present the story of the Acadian people. The Village receives operational funding annually from the department.

Bilingual site signage and wayfinding signs are displayed at several Nova Scotia Museum sites, including the Maritime Museum of the Atlantic, Museum of Natural History, and Museum of Industry. Several exhibits at the larger NSM sites are bilingual.

The Nova Scotia Museum website (museum.novascotia.ca) features a number of information sheets and resources for schools and community groups 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 10% of the total population of the area served. The French language operating grant is to assist the regional library boards in the provision of French-language library services. Two regional library boards qualify for this grant, the Eastern Counties Regional Library Board and the Western Counties Regional Library Board. Both of these boards employ French-speaking staff and offer French-language websites and programs.

Nova Scotia Provincial Library produces many library-related materials aimed at the public in French. These include brochures and other promotional and informational pieces, such as the *Check us out!* brochure, and information on the Borrow Anywhere / Return Anywhere scheme and accessibility programs.

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 to 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 are issued in French and the division is served by a bilingual Communications Advisor. Media interviews can be offered in French upon request.

Culture and Heritage Development

The department awards the *Prix Grand-Pré* annually to recognize work that reflects Acadian cultural values, the 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 to participate on jury/peer-assessment panels for all of the department's funding programs and awards. When a French-language literary application is made to the Grants to Individuals program, a French panel will be 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 its membership. Both boards currently have members who are 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 (Chéticamp), and the Musée des Acadiens des Pubnicos (Pubnico-Ouest).

Secretariat Division

The Secretariat supports other divisions of the department in providing services in French by supporting and promoting the development of tools, resources, and policies that assist staff in delivering French-language services. This includes support for the French-language Services Coordinating Committee, which is chaired by Acadian Affairs.

The division's Research Unit continues to provide Nova Scotia's francophone community opportunities to contribute to new research to learn more about Nova Scotia's culture and its economic and social benefits.

The department publishes its Business Plan and Accountability Report in French, which are available on the department's website (cch.novascotia.ca/department/strategic-plans).

French-language Services Coordinator

Acadian Affairs

902-424-0497 or bonjour@novascotia.ca

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.

The province's Acadian material, cultural, and documentary heritage is preserved through the department's curatorial and archival activities. *Le Village historique acadien de la Nouvelle-Écosse*, part of the Nova Scotia Museum, allows visitors to step into the past and experience life in a village depicting Acadian life in the early 1900s. The Nova Scotia Archives also holds a significant collection of materials relating to Acadians, which it makes available to the public through its catalogue and its website. A collection of past issues of *Le Courrier* from 1937-2002 will be included in the digital collection for the public to access.

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 earmarked 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, archive, and museum resources in their mother tongue.

Acadian Affairs 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 government build its capacity to proactively offer services in French, for example, 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 works to ensure that government is aware of the priorities of the Acadian and francophone community and that their needs are considered in the delivery of government services. Acadian Affairs frequently supports important community initiatives such as the development of French-language media.

The Department of Communities, Culture and Heritage 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 2015-2016

The Department 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, as well as supports the long-term development and sustainability of the Acadian and francophone community.

Strategic Objective 1 – Leadership and policy direction

The Department will champion and support the planning, administration, and policy development frameworks for the implementation of the *French-language Services Act* and its regulations.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
Acadian Affairs	Raise awareness among designated public institutions of their obligations under the <i>French-language Services Act</i> .	Chair and provide leadership to the interdepartmental French-language Services Coordinating Committee and subcommittees in achieving annually planned deliverables.	<p>Chaired meetings of the French-language Services Coordinating Committee, on which 24 designated departments and offices were represented. The Coordinating Committee:</p> <ul style="list-style-type: none"> Discussed results of French language training evaluation with the service provider to create an implementation plan to make changes to the program. Collaborated with the Public Service Commission to promote and relaunch the revised French-language Human Resources Guidelines, including posting the documents to the Public Service Commission's website (novascotia.ca/psc/about/overview/frenchlanguage/Default-fr.asp) Reviewed tools available for government employees to promote and encourage active offer of services in French and also shared best practices. Provided input into government's new web strategy.
		Meet with designated public institutions to discuss obligations under the <i>French-language Services Act</i> and to inform them of support available.	Met with senior officials of designated public institutions, including Municipal Affairs, Service Nova Scotia, and Justice.
	Ensure that designated public institutions are aware of the goals and objectives of Nova Scotia's Strategic Plan for French-language Services for 2013–2018.	Assist designated public institutions to develop and implement their French-language services plans	Provided advice and direction to designated public institutions for completing French-language services plans including updating the plan template and information presentation.
		Provide policy advice and support in the development and delivery of French-language services.	Provided advice to designated public institutions with respect to their obligations under the <i>French-language Services Act</i> and promoted resources and services available to assist them in developing and delivering services in French.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
	Provide programs and services that support designated public institutions in meeting their obligations under the <i>French-language Services Act</i> .	Engage all deputy ministers as champions for French-language services.	Sent out regular communications from the deputy minister to other deputy ministers to promote French-language services and obligations under the <i>French-language Services Act</i> .
		Inform designated public institutions about Acadian Affairs' services and programs to support French-language services delivery.	Shared information on programs and services from Acadian Affairs to support French-language services with departments and other designated public institutions.
		Offer the <i>Acadie at a Glance</i> workshop to public servants to raise awareness of government's obligations under the <i>French-language Services Act</i> and of the needs of the Acadian and francophone community.	Hosted 4 sessions of <i>Acadie at a Glance</i> , with a total of 24 participants.
		Offer tools for public servants to encourage the "active offer" of services in French, including the <i>Bonjour!</i> visual identification materials which show where French-language services are available.	Distributed 654 pieces of <i>Bonjour!</i> visual identification materials (pins, desktop signs, posters, etc.) to five departments and institutions to help them inform the public that services are available in French.
Secretariat	Continue to fulfil the obligations under the <i>French-language Services Act</i> .	Publish an annual French-language Services Plan for the department.	Published the 2015-2016 French-language Services Plan in both French and English on the department's website.
		Continue to consider the Act and Regulations in relation to new policy development.	No new policies were developed in 2015-2016.

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

The Department will increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
Acadian Affairs	Provide all material from Acadian Affairs in both French and English.	Publish all public documentation from Acadian Affairs in both French and English and maintain a bilingual web presence.	Published the <i>2015 Annual Report: French-language Services provided by the Government of Nova Scotia</i> in both French and English. The report was published on the Acadian Affairs website. Maintained a bilingual website for Acadian Affairs. Published all news releases issued by Acadian Affairs in both French and English.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
	Assist designated public institutions to provide French-language communications in a consistent manner through both printed and electronic means.	Collaborate with the French-language Services Coordinating Committee to review guidelines for communicating in French and the guidelines for displaying information in French on websites and to revise them if necessary, and work with Communications Nova Scotia on the implementation of these guidelines.	Participated in discussions with Communications Nova Scotia to about the guidelines for displaying information in French on the government website.
		Support government in communicating in French through the French Twitter account @GouvNE and the French Facebook page “Affaires acadiennes”.	Continued to manage Government’s French-language Twitter account @GouvNE, which informs the public of government services and important information in French: 297 tweets or retweets were sent during the fiscal year and the account has more than 700 followers as of March 31, 2016. Continued to manage the “Affaires acadiennes” Facebook page to promote government’s French-language services. More than 250 posts on French-language services were made during 2015-2016.
	Increase the use of “active offer” of French-language services by public servants.	Collaborate with the French-language Services Coordinating Committee to develop and implement an action plan to encourage and promote the “active offer” of French-language services by public servants.	An internal action plan to encourage the “active offer” of French-language services was developed by the French-language Services Coordinating Committee and some actions were undertaken: <ul style="list-style-type: none"> • New <i>Bonjour!</i> lapel pins were ordered. • The guide <i>Practical Tips for Providing Services in French / Conseils pratiques pour offrir les services en français</i> was revised and additional information was added. Editing and design have begun. • A guide to support the departments with visual and spoken active offer is in development.
	Help government increase its capacity to provide French-language services.	Encourage and assist designated public institutions in promoting services that are available in French to the Acadian and francophone community.	Communicated frequently with designated public institutions regarding their obligations to promote in French where French-language services are available by suggesting improvements to websites and communications plans.
		Provide funding available through the Canada – Nova Scotia Agreement on French-language Services to assist designated public institutions with providing French-language services.	Provided over \$800,000 from the Canada-Nova Scotia Agreement on French-language Services to 13 departments and government agencies for initiatives which improved the availability and accessibility of government services in French. Continued to support Translation services, which help to increase the quantity of documents, website content, and other information available in French.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
		Coordinate the French language training program for public servants.	600 seats were filled by participants in French courses which were offered in Halifax, Truro, Tusket, and Sydney.
		Develop and implement an action plan to address the recommendations formulated during the evaluation of the French language training program of the previous fiscal year.	Implemented changes to the French language training program, including a new reporting system with a standardized format. A revised registration format and individualized student learning plans will be implemented in the Fall 2016 session.
	Provide recognition to public servants for the work they do in the delivery of French-language services.	Manage the <i>Bonjour!</i> Awards for Excellence in French-language Services to recognize the work of public servants in the delivery of French-language services.	Conducted a review of the <i>Bonjour!</i> Awards for Excellence in French-language Services. Discussions for changes to the program are on-going and the awards were deferred for 2015-2016.
	Support municipalities to increase services available in French.	Encourage and support municipalities serving Acadian and francophone regions to develop or deliver services in French.	Supported the municipalities of Clare, Richmond, Inverness, and Argyle to participate in the inaugural meeting of the Réseau des villes francophones et francophiles d'Amérique in Québec, October 29-31, 2015. Provided \$25,000 to the municipality of Clare to provide a French-language services internship with the municipality.
African Nova Scotian Affairs	Review content of the Cultural Assets of Nova Scotia African Nova Scotian Tourism Guide to see where French content could be added.	Work with the Cultural Tourism Association to review the booklet content and discuss options for French content with both the guide and website.	Delayed until the Cultural Tourism Association undertakes an internal review and develops a strategic plan to position the organization in accessing the niche tourism market for African Americans to visit Nova Scotia.
	In partnership with Capital Health, create a healthcare brochure for African Nova Scotian men's health for newcomers to the province.	Ensure that the brochure content is available in French.	Began talks with the staff at Project Brotherhood regarding this initiative. Will be reviewed again in 2016-2017.
Archives, Museums and Libraries	Promote awareness of the availability of French-language materials published by participating publishers.	Highlight the availability of these materials using appropriate channels.	Promoted French-language materials.
	Develop and enhance NS museums and archives e-commerce sites in collaboration with Service	Release of a parallel French version of the site.	Funding was not identified for this project for 2015-2016.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
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Culture and Heritage Development	Develop options and a new evaluation process for the Community Museum Assistance Program.	Translate the new evaluation tools for community museums.	Postponed to 2016-2017.
	Provide French-language tools for cultural funding programs and awards.	Translate the application forms for the Cultural and Youth Activities Program, the Diversity and Community Capacity Fund, the <i>Prix Grand Pré</i> , and the Lieutenant Governor's Community Spirit Award into French.	Postponed to 2016-2017 due to a program review.
Communications	Ensure that relevant news releases are issued in French.	Meet or exceed the guidelines for issuing news releases in French.	Issued 8 news releases in French.
Secretariat	Establish a project management office and deliver related training to staff.	Include considerations to have project team members who communicate in French, including external vendors, with regards to Project Management processes.	Postponed.
	Develop and implement an accountability structure for employee engagement.	Include plans to add supplementary components for French language training within the department, such as coffee and conversations to provide an opportunity to practice new skills.	Encouraged staff to participate in the Lunch & Learn sessions that were offered by Université-Anne.
		Encourage participation in the <i>Acadie at a Glance</i> cultural awareness program.	Encouraged staff to participate in the <i>Acadie at a Glance</i> cultural awareness program.
	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, and Sensemaking projects.	Ensure that the data from the Nova Scotia Culture Satellite Account is available in French.	Made a French version of the Provincial and Territorial Satellite Account available, provided by Statistics Canada.
Continue to offer opportunities to the Acadian and francophone community to respond to the Nova Scotia Culture Index and Sensemaking projects in French.		Provided opportunities to respond to the Nova Scotia Culture Index, including a French consultation and online survey. The Sensemaking project was not implemented in 2015-2016.	

Strategic Objective 3 – Community engagement and outreach

The Department will encourage the participation of the Acadian and Francophone community in the development of government policies with a view to improving the delivery of services in French.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
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Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
Acadian Affairs	Ensure that designated public institutions are aware of their obligations relative to services in French during public engagement activities.	Work to ensure that French-language services are considered in government's public engagement activities.	Provided advice regarding requirements for providing French services during province-wide consultations through discussions with the French-language Services Coordinating Committee, Communications Nova Scotia, and individuals in various departments.
		Make funding available to designated public institutions to help them provide services in French during public engagement activities.	No requests for funding were received in 2015-2016.
	Maintain ongoing consultation with Acadian and francophone community stakeholders.	Foster relationships with Acadian and francophone community organizations, and encourage and support dialogue between designated public institutions and community stakeholders.	<p>Attended meetings, forums, and events held by Acadian and francophone community organizations, including the annual general meeting of the Fédération acadienne de la Nouvelle-Écosse.</p> <p>Continued Acadian Affairs' non-voting representation on the Board of Directors of the Réseau Santé Nouvelle-Écosse 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.</p> <p>Continued to support the mandate of the Landscape of Grand-Pré Stewardship Board.</p>
		Encourage the Acadian and francophone community to make their needs known to Government.	Invited la Fédération acadienne de la Nouvelle-Écosse (FANE) to present findings from their <i>Political Analysis of provincial French-language Services</i> to the French-language Services Coordinating Committee. Also invited the School and Community Development Coordinator with the Conseil scolaire acadien provincial (CSAP) to present on promotional activities for French-language education.
	Support municipalities to increase services available in French.	Encourage municipalities serving Acadian and francophone regions to develop or deliver services in French by offering advice or other support.	Provided funding for the inaugural event for Gran Fondo, a cycling event that provided a taste of local Acadian culture.
Support Acadian and francophone community organizations in realizing their development goals.	Promote funding available to Acadian and francophone community organizations under the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia, and facilitate applications for project funding.	Facilitated applications from the Acadian and francophone community for project funding under the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia; 4 projects received a total of \$14,500 from the Government of Québec with matching funds provided by various Nova Scotia government departments.	

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
		<p>Support activities led by the Acadian and francophone community which help it raise its profile locally, nationally, and internationally.</p> <p>Manage the Vive l'Acadie Community Fund and distribute donations from the sale of the Acadian flag licence plates in 2014–2015 to 10 regional Acadian and francophone community organizations to support cultural projects in 2015–2016.</p>	<p>Supported community celebrations, including the 150th anniversary of Université Sainte-Anne and the 60th anniversary of the Festival acadien de Clare.</p> <p>Supported the <i>Semaine de la promotion de l'éducation en français</i> and supported the participation of Acadian artists to the <i>Semaine acadienne</i> in St-Aubin-sur-Mer, France.</p> <p>Collaborated with the Conseil du développement économique de la Nouvelle-Écosse (CDÉNÉ) on a project building organizational capacity within the francophone community's media. Supported two community radio stations to upgrade software which will allow them to improve programming.</p> <p>Administered the Vive l'Acadie Community Fund program. Distributed \$30,200 from the sale and renewal of Acadian licence plates to 10 regional Acadian and francophone organizations to support cultural projects including the Festival du bon temps, celebrations to recognize National Acadian Day, the Festival des cultures francophones, and a gala celebration for the 40th anniversary of the Festival de l'Escaouette.</p>
African Nova Scotian Affairs	Increase French content for the Community Voices project.	Engage the African Nova Scotian francophone community to provide French content for the Community Voices project.	Suspended the project until African Nova Scotian Affairs completed a staff re-alignment.
	Build the relationship between the African Nova Scotian and the Acadian and francophone communities.	<p>Work with the African Nova Scotia information network and the Acadian and francophone communities on promoting activities for African Heritage Month.</p> <p>Ensure that promotional content is available in French and is distributed to the Acadian and francophone community, including community groups and the Conseil scolaire acadien provincial (CSAP) schools.</p>	<p>Continued to work with the African Heritage Month Information Network to seek partnerships for the inclusion of information in French during African Heritage Month.</p> <p>Translated and distributed the poster for African Heritage Month 2016 to Acadian and francophone schools, as well as Acadian and francophone community groups to promote the activities taking place.</p>
Archives, Museums and Libraries	Develop an action plan to guide Nova Scotia's participation in Canada 150 celebrations.	Ensure community outreach to the Acadian and francophone community is included in the plan.	Revised to be developed as a department initiative. Will continue into 2016-2017.
	Complete the digitization of <i>Le Courrier</i> project.	Collaborate with <i>Le Courrier</i> to ensure that all editions are available for digitization.	Completed digitizing <i>Le Courrier</i> (1937-2002). The finished product will be launched on the Libraries Nova Scotia and Nova Scotia Archives websites in early 2016.

Division	Goals and Objectives 2015–2016	Planned Measures for 2015–2016	Progress for 2015-2016
		Promote online digital product to all stakeholders and the broad community.	Developed a communications plan to promote the launch of the digitized <i>Le Courrier</i> project.
Culture and Heritage Development	Continue to invest in the Acadian and francophone community's culture resources.	Grant funding to organizations and institutions in Acadian and francophone communities.	<p>Provided over \$720,000 of direct funding to Acadian and francophone community organizations, including:</p> <ul style="list-style-type: none"> • Centre enhancements for the Conseil acadien de Par-en-Bas; • Reception area improvements for La Picasse, centre communautaire culturel; • Economic, cultural and educational development of Petit Bois with Université Sainte-Anne; and • Support to assist in the delivery of enhanced programming for La Federation culturelle acadienne.
		Operating funding will be provided to the Village historique acadien de la Nouvelle-Écosse.	Provided over \$335,000 in operational funding to the Village historique acadien de la Nouvelle-Écosse, including \$4,500 to help improve their ability to provide services in French.
		Award the <i>Prix Grand-Pré</i> to an Acadian or francophone artist.	Awarded the <i>Prix Grand-Pré</i> to Alexandre Bilodeau (aka Arthur Comeau) at the 2015 Creative Nova Scotia Awards held in November 2015.
Gaelic Affairs	Build the relationship between the Gaelic and Acadian and francophone communities.	Highlight the connections between the two cultures through Gaelic Awareness Month activities.	Published profiles in French that demonstrated the connections between the Acadian and Gaelic cultures, including topics on fiddling and dance.
Secretariat	Engage the Acadian and francophone community to ensure effective input and representation in the development of Nova Scotia's Culture Action Plan.	At least one community engagement workshop will be conducted in French to gather input from the Acadian and francophone community.	Conducted one community engagement workshop in French utilizing the video-conferencing system at Université Sainte-Anne to gather input from the Acadian and francophone community. A supporting online survey questionnaire was available in both French and English.

Goals, Objectives, and Planned Measures for 2016-2017

The Nova Scotia Strategic Plan for French-language Services 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. The Department has set out its goals and objectives to answer to the three strategic objectives of the Strategic Plan as well as to support the Department’s 2016-2017 Business Plan.

The following is what the Department plans to accomplish in 2016-2017 as it pertains to French-language services.

Strategic Objective 1 – Leadership and policy direction

The Department will champion and support the planning, administration, and policy development frameworks for the implementation of the *French-language Services Act* and its regulations.

Division	Goals and Objectives 2016–2017	Planned Measures for 2016–2017
Acadian Affairs	Raise awareness among designated public institutions of their obligations under the <i>French-language Services Act</i> .	Chair and provide leadership to the interdepartmental French-language Services Coordinating Committee and subcommittees in achieving annually planned deliverables.
	Ensure that designated public institutions are aware of the goals and objectives of Nova Scotia’s Strategic Plan for French-language Services for 2013–2018.	Assist designated public institutions to develop and implement their French-language services plans.
		Provide policy advice and support in the development and delivery of French-language services.
	Provide programs and services that support designated public institutions in meeting their obligations under the <i>French-language Services Act</i> .	Continue to engage deputy ministers as champions for French-language services. Inform designated public institutions about Acadian Affairs’ services and programs to support French-language services delivery.
Secretariat	Continue fulfilling the obligations under the <i>French-language Services Act</i> .	Publish an annual French-language Services Plan for the department.
		Consider the Act and Regulations in relation to new policy development.

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

The Department will increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.

Division	Goals and Objectives 2016–2017	Planned Measures for 2016–2017
Acadian Affairs	Provide all material from Acadian Affairs in both French and English.	Publish all public documentation from Acadian Affairs in both French and English and maintain a bilingual web presence.
	Assist designated public institutions to provide French-language communications in a consistent manner through both printed and electronic means.	Support government in communicating in French through the French Twitter account @GouvNE and the French Facebook page “Affaires acadiennes”.
	Promote and support the use of “active offer” of French-language services by public servants.	Collaborate with the French-language Services Coordinating Committee to implement an action plan to encourage and promote the “active offer” of French-language services by public servants.

Division	Goals and Objectives 2016–2017	Planned Measures for 2016–2017
	Help government increase its capacity to provide French-language services.	Encourage and assist designated public institutions in promoting services that are available in French to the Acadian and francophone community. Provide funding available through the Canada – Nova Scotia Agreement on French-language Services to assist designated public institutions with providing French-language services. Coordinate the French language training program for public servants.
	Support municipalities to increase services available in French.	Encourage and support municipalities serving Acadian and francophone regions to develop or deliver services in French.
Archives, Museums and Libraries	Expand French-language access to higher levels on the refreshed Nova Scotia Archives website.	Translate the new Genealogy Guide into French.
	Increase French-language services capacity within the Nova Scotia Archives.	Encourage new staff members to participate in French-language training opportunities.
	Increase the availability of French-language signage at Uniacke Estate Museum.	Develop bilingual Interpretive and Wayfinding signage for the Uniacke Estate Museum Park trail system.
	Increase the availability of French-language content to the Nova Scotia Museum's planned exhibits for 2016-2017.	Translate exhibit information for the following: <ul style="list-style-type: none"> - <i>Clairtone in Nova Scotia</i> (labels and panels) – Museum of Industry - <i>North from Nova Scotia</i> (exhibition) – Maritime Museum of the Atlantic - <i>Sable Island</i> exhibit (labels), Tide Tank exhibit (intro panel), <i>Netukilimk</i> (unit labels), and the Gully exhibit (labels) – Museum of Natural History
Culture and Heritage Development	Provide French-language tools for cultural funding programs and awards.	Translate the application forms for the Cultural and Youth Activities Program, the Diversity and Community Capacity Fund, the <i>Prix Grand Pré</i> , and the Lieutenant Governor's Community Spirit Award into French.
Communications	Ensure that relevant news releases are issued in French.	Meet or exceed the guidelines for issuing news releases in French.
Secretariat	Develop and implement an accountability structure for employee engagement.	Include plans to add supplementary components for French language training within the department, such as coffee and conversations to provide an opportunity to practice new skills. Encourage participation in the <i>Acadie at a Glance</i> cultural awareness program.
	Quantify and communicate the economic and social value of culture through the release of the results of the Provincial/Territorial Culture Satellite Account, and presentation of the findings of the Nova Scotia Culture Index (NSCI), Culture Stories, and Nova Scotia Culture Inventory and Mapping projects.	Ensure that the data from the Nova Scotia Culture Satellite Account is available in French. Offer opportunities to the Acadian and francophone community to participate in French to the Nova Scotia Culture Index telephone survey and Culture Stories (online) projects.

Strategic Objective 3 – Community engagement and outreach

The Department will encourage the participation of the Acadian and Francophone community in the development of government policies with a view to improving the delivery of services in French.

Division	Goals and Objectives 2016–2017	Planned Measures for 2016–2017
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Division	Goals and Objectives 2016–2017	Planned Measures for 2016–2017
Acadian Affairs	Ensure that designated public institutions are aware of their obligations relative to services in French during public engagement activities.	Work to ensure that French-language services are considered in government's public engagement activities. Make funding available to designated public institutions to help them provide services in French during public engagement activities.
	Maintain ongoing consultation with Acadian and francophone community stakeholders.	Foster relationships with Acadian and francophone community organizations, and encourage and support dialogue between designated public institutions and community stakeholders. Encourage the Acadian and francophone community to make their needs known to Government.
	Support municipalities to increase services available in French.	Encourage municipalities serving Acadian and francophone regions to develop or deliver services in French by offering advice or other support.
	Support Acadian and francophone community organizations in realizing their development goals.	Promote funding available to Acadian and francophone community organizations under the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia, and facilitate applications for project funding.
		Support activities led by the Acadian and francophone community which help it raise its profile locally, nationally, and internationally.
		Manage the Vive l'Acadie Community Fund and distribute donations from the sale of the Acadian flag licence plates in 2015–2016 to designated regional Acadian and francophone community organizations to support cultural projects in 2016–2017.
African Nova Scotian Affairs	Continue to build the relationship between the African Nova Scotian and the Acadian and francophone communities.	Work with the African Nova Scotia information network and the Acadian and francophone communities on promoting activities for African Heritage Month.
		Ensure that promotional content is available in French and is distributed to the Acadian and francophone community, including community groups and the Conseil scolaire acadien provincial (CSAP) schools.
Archives, Museums and Libraries	Work with the Acadian and francophone community to develop the Community Albums C150 project.	Work with several archives, museums, and heritage organizations from the Acadian and francophone community who have expressed interest in participating in the Community Albums C150 project.
	Encourage the Acadian and francophone community to participate in the <i>Acadians and First World War</i> project.	Promote using various methods and present two pop-up museums in Acadian communities (Spring/Summer 2016), and an academic conference which will take place in Windsor (Spring 2016).
Culture and Heritage Development	Continue to invest in the Acadian and francophone community's culture resources.	Provide grant funding to organizations and institutions in Acadian and francophone communities.
		Provide operating funding to the Village historique acadien de la Nouvelle-Écosse.
		Award the <i>Prix Grand-Pré</i> to an Acadian or francophone artist.
Gaelic Affairs	Share knowledge of expertise in language acquisition and use.	Discuss with Acadian and francophone community groups the success of the Gaelic language program “Gaelic in the Community” and explore options to

Division	Goals and Objectives 2016–2017	Planned Measures for 2016–2017
		develop a similar program to develop and retain the use of the French language in the community.
Secretariat	Continue to engage the Acadian and francophone community to ensure effective input and representation in community consultations.	Ensure that at least one community engagement workshop is conducted in French to gather input from the Acadian and francophone community.