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Office of the Ombudsman

French Language Service Plan 2010-2011

March 1, 2010

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Office of the Ombudsman

Introduction to the Office of the Ombudsman

The Ombudsman is established as an Officer of the House of Assembly, a commissioner for investigations. The Office of the Ombudsman investigates complaints arising from the administration of provincial or municipal laws within Nova Scotia. The Office of the Ombudsman may also initiate investigations of administrative activities and practices, referred to as “Own Motion Investigations” or matters referred to it by a “committee of the House.” The Ombudsman has focused responsibility with respect to youth, seniors, adult offenders, and disclosure of wrongdoing.

Mission

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

Message from the Ombudsman

On behalf of the Office of the Ombudsman, I am pleased to present our French Languages Services Plan for 2010-2011. This plan outlines our priorities and initiatives for improving our capacity to provide French language services. The plan will be updated on an annual basis. We will continue to work to enhance our capacity to provide our services in French.

A handwritten signature in black ink, reading "Dwight Bishop". The signature is written in a cursive style with a large initial 'D' and a long, sweeping tail on the 'f'.

Dwight Bishop
Ombudsman

Response to verbal and written requests to communicate in French

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

French-language Services Inventory

This Office provides the following documents in English and French:

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

A bilingual Final Report of an investigation conducted under the Ombudsman Act was distributed in February 2010.

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

An internal survey was updated in February 2010. We currently have two permanent staff members and two employee on our casual roster with the capacity to provide verbal French-language. These staff members have indicated they have some capacity to provide written French-language service. The *Bonjour* sign is displayed in the offices of these individuals.

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

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

Table 1 – Progress in Reaching Goals and Objectives for 2009-2010

**Progress in Reaching Goals and Objectives for 2009-2010:
(Office of the Ombudsman)**

Objectives			Planned Measures –	Progress in Reaching Goals and Objectives for
<p>Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 Institutional Responsibilities Designated public institution better fulfill their obligations pursuant to the French-language Services Act and Regulations</p>	<p>Fulfill obligations determined in the French-language Services Act and Regulations</p>	<ul style="list-style-type: none"> ▶ 1 Participate on the French Language Services Coordinating Committee ▶ 1 Attend Awareness Training on French language services 	<p>Ensured representation on the French-language Services Coordinating Committee</p> <p>Two staff members attended Awareness training on French language services</p>
		<p>1.2 Increase capacity for government to support departments/offices in the delivery of French language services</p>	<ul style="list-style-type: none"> ▶ Create internal policy on expanding information and initiatives available in French. ▶ French language service will be identified as a priority in our Business Plan. 	<p>Progress has been made in expanding initiatives available in French i.e. website and Investigation Report.</p> <p>Business Plan outlines initiatives related to increased service in French.</p>
<p>Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 – Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery</p>	<ul style="list-style-type: none"> ▶ Develop a five year plan to enhance our capacity to provide French language services. ▶ Ensure outreach information is available in French, i.e. kiosk. 	<p>Plan has been developed</p> <p>Held Outreach session in one Acadian community this fiscal year</p> <p>Participated in the Tripartite Forum: Acadian and French-speaking communities of Nova Scotia.</p> <p>Bilingual information distributed: 621 French information brochures and 4 posters were distributed in 2009-2010.</p> <p>Bilingual Banners for the</p>

Objectives			Planned Measures –	Progress in Reaching Goals and Objectives for
	<p>2.3 -Communications with the Public</p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery</p> <p>Key public information is available in both languages.</p> <p>Increase employee and public awareness of the approach by government to provide French language.</p>	<ul style="list-style-type: none"> ▶ Continue to publish annual reports, brochures, and brochures in French. ▶ Develop plan to expand French translation of documents, media releases, and website. ▶ Publish French Language Services Plan for 2009-2010 in both languages on the Office of the Ombudsman website. 	<p>Kiosk (Ombudsman and Youth) have been ordered.</p> <p>Translated and published documents in French, including Annual Reports, the French Languages Services Plan, and an Ombudsman investigation Report</p> <p>Bonjour sign is displayed in the Office.</p> <p>- Initiatives regarding the UN Convention on the Rights of the Child were covered by French-language media.</p> <p>Produced and distributed bilingual 2010 calendar based on UN Convention</p> <p>Translation of website is progressing.</p>
<p><u>Objective 3 – Community Development and Capacity-Building</u></p> <p>Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 – Preservation and Growth of the Community</p> <p>Government has helped Acadian and francophone community organizations</p> <p>Realize objectives expressed in the community's Global Development Plan 2009-2014.</p>	<p>Develop and adapt plans and strategies for French language service delivery as part of annual planning process</p> <p>Apply a coordinated approach to deal with human resource issues related to the delivery of French language services.</p> <p>Support community, cultural, and economic initiatives to meet the needs of the Acadian and Francophone communities.</p>	<ul style="list-style-type: none"> ▶ Actively support the government's French language services initiative. ▶ Develop linkages and partnerships within government that address the French language services needs. 	<ul style="list-style-type: none"> ▶ <i>Provided</i> staff with opportunities and resources for French language skill development, maintenance and growth. ▶ Encouraged display of Bonjour sign ▶ Worked with human resources to have French language requirements included in appropriate job postings. ▶ Included Acadian communities in our community outreach initiatives.

Table 2 – Goals, Objectives, and Measures for 2010-2011

**Goals, Objectives, and Measures for 2010-2011:
(Office of the Ombudsman)**

Objectives		Planned Measures –	
<p>Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>Fulfill obligations determined in the <i>French-language Services Act</i> and <i>Regulations</i></p>	<p>▶ 1 Participate on the French Language Services Coordinating Committee. ‘ Encourage staff to attend Awareness Training on French language services.</p>
<p>Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 - Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery</p>	<p>▶ Implement the five year plan to enhance our capacity to provide French language services. ▶ Ensure outreach information is available in French, i.e. kiosk., information brochures</p>
	<p>2.3 - Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery Key public information is available in both languages. Increase employee and public awareness of the approach by government to provide French language.</p>	<p>▶ Continue to publish annual reports, brochures, and brochures in French. ▶ Implement plan to expand French translation of documents, media releases, and website. ▶ Publish French Language Services Plan for 2010-2011 in both languages on the Office of the Ombudsman website.</p>
	<p>2.5 - Human Resources The capacity of the Public Service to provide services in French has increased.</p>	<p>Increase the skill level of the staff presently able to provide Services in French</p>	<p>▶ Identify French-language bilingual capacity of staff ▶ Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth (Tools could include</p>

Objectives		Planned Measures –	
			<p>dictionaries and French keyboards)</p> <ul style="list-style-type: none"> ▶ Promote and encourage employees to attend the Acadian awareness session Acadian at a Glance offered by the Office of Acadian Affairs Include French language competency as an asset in recruitment
<p><u>Objective 3 – Community Development and Capacity-Building</u></p> <p>Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 - Preservation and Growth of the Community</p> <p>Government has helped Acadian and francophone community organizations</p> <p>Realize objectives expressed in the community's Global Development Plan 2009-2014.</p>	<p>Develop and adapt plans and strategies for French language service delivery as part of annual planning process</p> <p>Apply a coordinated approach to deal with human resource issues related to the delivery of French language services.</p> <p>Support community, cultural, and economic initiatives to meet the needs of the Acadian and Francophone communities.</p>	<ul style="list-style-type: none"> ▶ Actively support the government's French language services initiative. ▶ Develop linkages and partnerships within government that address the French language services needs. ▶ Continue to Include Acadian communities in our community outreach initiatives.

Appendix A

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

2009-2014

Year	Initiatives
2009-2011	Complete translation of Website
Ongoing throughout plan period	Create opportunities for staff to enhance their capacity to provide French Language
Ongoing throughout plan period	Continue to host community outreach visits in Acadian communities
2012-2013	Meet with members of Acadian community to obtain input as to how we can improve our service delivery
2014	Re-evaluate plan to ensure we are achieving a more in depth - stand alone capacity to provide French language services

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