



Nova Scotia



Office of the Ombudsman

French Language Service Plan
2011-2012

February 25, 2011

TABLE OF CONTENTS

Introduction to the Office of the Ombudsman	3
Mission.....	3
Message from the Ombudsman.....	3
Response to Verbal and Written requests	4
French Language Services Inventory	4
Plan Contribution.....	4
Progress in Reaching Goals and Objectives for 2009-2010.....	5
Goals, Objectives and Measure for 2010-2012.....	9
Appendix A - Five Year plan	11

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 language Services Plan for 2011-2012. This plan outlines our priorities and initiatives for continuing to improve our capacity to provide French language services. The plan will be updated on an annual basis.

A handwritten signature in black ink that reads "Dwight Bishop". The signature is written in a cursive style with a large initial 'D' and 'B'.

Dwight Bishop
Ombudsman

Response to verbal and written requests to communicate in French

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

French-language Services Inventory

This Office provides the following documents in English and French:

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

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, senior residential facilities, adult correctional facilities, Justice Centres, as well as through Access Nova Scotia Information is also available on-line.

We currently have two permanent staff members 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. Two additional staff persons are taking French language lessons through University Saint Anne.

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

The ability of the Office of the Ombudsman to provide French language services will allow Acadian and Francophone individuals to bring forward concerns about provincial and municipal 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 2010-2011

**Progress in Reaching Goals and Objectives for 2011-2012:
(Office of the Ombudsman)**

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations</p>	<p>Fulfill obligations determined in the French-language Services Act and Regulations</p>	<ul style="list-style-type: none"> ▶ Participate on the French Language Services Coordinating Committee ▶ Attend Awareness Training on French language services 	<p>Ensured representation on the French-language Services Coordinating Committee</p> <p>One staff member attended Awareness training on French language services in this fiscal year. Four staff from this office have taken this training to date.</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. 	<p>Progress has been made in expanding initiatives available in French i.e. website, a public release Investigation Report, bilingual Annual Reports.</p>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas.</p>	<p>2.1 – Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery</p>	<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. 	<ul style="list-style-type: none"> ▶ Plan has been developed ▶ Bilingual information distributed: 724 French information brochures and 14 posters were distributed in 2010-2011. ▶ Display Bilingual Banners for the Kiosk (Ombudsman and Youth) at functions. ▶ Bilingual NSG broadcast message re: annual report. ▶ Facebook and Twitter messages in French.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
	<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 posters in French. ▶ Bilingual publication of documents - includes media releases and website. ▶ Publish French Language Services Plan for 2011-2012 in both languages on the Office of the Ombudsman website. 	<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>Translation of website is complete.</p> <p>Bilingual media releases.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 – Preservation and Growth of the Community Government has helped Acadian and francophone community organizations 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"> ▶ Provided 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. ▶ Include Acadian communities in our community outreach initiatives.

Table 2 – Goals, Objectives, and Measures for 2011-2012

**Goals, Objectives, and Measures for 2011-2012:
(Office of the Ombudsman)**

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i>.</p>	<p>Fulfill obligations determined in the French-language Services Act and Regulations</p>	<p>► Participate on the French Language Services Coordinating Committee. ‘ Encourage staff to attend Awareness Training on French language services.</p>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 - Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Establish and prioritize the French language services to be offered, and the strategies or approaches for service delivery</p>	<p>► Implement the five year plan to enhance our capacity to provide French language services. ► Ensure outreach information is available in French, i.e. kiosk., information brochures</p>
	<p>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</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>	<p>► Continue to publish annual reports, brochures, and posters in French. ► Expanded French translation of documents, media releases, and website. ► Publish French Language Services Plan for 2011-2012 in both languages on the Office of the Ombudsman website.</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
	<p>2.5 - Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>Increase the skill level of the staff presently able to provide Services in French</p>	<ul style="list-style-type: none"> ▶ Identify French-language /bilingual capacity of staff ▶ Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth. ▶ Promote and encourage employees to attend the Acadian awareness session Acadie at a Glance offered by the Office of Acadian Affairs <p>Include French language competency as an asset in recruitment</p>
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 - Preservation and Growth of the Community</p> <p>Government has helped Acadian and francophone community organizations Realize objectives expressed in the community's 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. <p>Continue representation on French language committee.</p> <ul style="list-style-type: none"> ▶ 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 and Francophone communities
2012-2013	Meet with members of Acadian and Francophone community to obtain input as to how we can improve our service delivery
2014	Re-evaluate plan to ensure we are achieving a more in depth - stand alone capacity to provide French language services

--	--	--

