

# French-language Services Plan

2022–2023

Nova Scotia Human Rights Commission



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French-language Services Plan  
Nova Scotia Human Rights Commission  
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# **French-language Services Plan 2022–23**

## *Nova Scotia Human Rights Commission*

*Ce document est également disponible en français sous le titre : « Plan de services en français 2022-2023 »*

### **Message from the Director and CEO**

I am pleased to present the Nova Scotia Human Rights Commission's French-language Services Plan for fiscal 2022-23 outlining our objectives for the coming year. As always, the Commission will strive to make service and information available in French-language, both proactively and in response to requests from members of the public.

The culture and heritage of the Acadian and francophone communities of Nova Scotia continue to enrich the social fabric connecting our past to our present, reminding us of the impacts of colonialism and historic relationships that shaped our province.

Joseph Fraser  
Director and CEO  
March 2022

### **What we're doing to contribute to the growth of the Acadian and francophone community**

We recognize the importance of French-language services and we endeavour to fulfil our responsibilities under the *French-language Services Act* and regulations. We believe Nova Scotians should have access to quality government services in French, and this plan demonstrates our commitment to ensuring our programs, policies and services address the priorities expressed by the Acadian and francophone community. To achieve this objective, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services Coordinating Committee. We greatly value this partnership, which helps ensure a continued understanding of the unique needs of our province's Acadian and francophone community.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards and commissions, which are regularly advertised by the Executive Council Office. As we continue to maintain and improve our French-language services, we welcome feedback on our progress and we invite you to share with us your comments or questions by contacting our French-language services coordinator. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

#### **French-language services coordinator:**

Jeff Overmars ([jeff.overmars@novascotia.ca](mailto:jeff.overmars@novascotia.ca), 902-719-8534)

## Services we offer in French

- Intake Form
- *Nova Scotia Human Rights Act*
- Know Your Rights brochure
- Intake and dispute resolution services when requested
- Free online training modules in partnership with the Canadian Association of Statutory Human Rights Agencies

## How we communicate with the public in French

- When service is requested in French, staff are asked to identify a French speaking colleague and facilitate either verbal or written communication.
- Call for nominations for the annual Nova Scotia Human Rights Awards issued in both French and English.

## What we did to maintain or improve our French-language services in 2021–22

- Increase capacity to provide French language services to clients
  - Human Rights Officer worked with client to advance their human rights matter with support from Translation Services, providing translated documents and correspondence in French.
  - Staff participated in French-language training.

## How we plan to maintain or improve our French-language services in 2022–23

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

- Increase awareness of the Commission's obligations and priorities under the *French-language Services Act*:
  - Publish the Commission's annual French-language services plan online.
  - Remain informed of issues of importance to the Acadian and francophone community including through membership in the French-language Services Coordinating Committee.
- Provide resources to employees to support implementation of the *French-language Services Act*:
  - Provide employees with information about French-language courses offered through the Office of Acadian Affairs and Francophonie.

### Objective 2: Develop and deliver quality French-language services and programs to the public

- Increase capacity to provide French-language services to clients.
  - Continue to encourage staff to pursue French-language training to ensure continued ability to provide French-language services to clients in-person or virtually.

### Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community

- Encourage participation in Commission and government activities:
  - Amplify calls for participation in government agencies, boards, and commissions, as well as the promotion of any province-wide Commission initiatives in French language communications.