

French-language Services Plan

2023–2024

Nova Scotia
Human Rights Commission



© Crown copyright, Province of Nova Scotia, 2023
French-language Services Plan
Nova Scotia Human Rights Commission
April 2023
ISBN: 978-1-77448-520-0

French-language Services Plan 2023–24

Nova Scotia Human Rights Commission

Ce document est également disponible en français sous le titre : « Plan de services en français 2023-2024 »

Message from the Director and CEO

I am pleased to present the Nova Scotia Human Rights Commission’s French-language Services Plan for fiscal 2023-24 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, deportation and the historic relationships that shaped our province.

Joseph Fraser
Director and CEO

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 aim, 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 ensures 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:

Crystal Saulnier (crystal.saulnier@novascotia.ca, 902-245-4792)

Services we offer in French

- Intake Form
- Nova Scotia Human Rights Act
- Nova Scotia Human Rights Information 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 2022–23

- Goal: Provide resources to employees to support implementation of the French-language Services Act
 - Promoted availability of French Language training to staff of the Commission.
- Goal: Increase capacity to provide French-language services to clients.
 - Increased the number of French-speaking staff at the Commission.
- Goal: Encourage participation in Commission and government activities
 - Amplified calls for participation in government agencies, boards, and commissions, as well as the promotion of any province-wide Commission initiatives in French language communications.

How we plan to maintain or improve our French-language services in 2023–24

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

- Goal: Increase the Commission's internal capacity of French-language service delivery.
 - Review current French-language resources and develop an improvement plan to address identified inefficiencies.

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

- Goal: Increase the accessibility of Commission French-language resources.
 - Increase French-language service delivery options for Acadian and francophone communities.

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

- Goal: Foster relationships with Acadian and francophone communities.
 - Amplify Acadian and francophone communities through the promotion of public events and foster meaningful relationship building through partnership opportunities.