

**Canada-Saskatchewan Agreement on Francophone Affairs**

**Government of Saskatchewan's  
French-language Services Policy  
2009-2011 Action Plan**

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Saskatchewan adopted its French-language Services Policy in 2003 and gave form to its commitment to enhance services offered to Saskatchewan's Francophone community in support of the latter's development and vitality. This policy applies to all its ministries, Crown corporations and agencies. Under the direction of the Provincial Secretary, the Francophone Affairs Branch (FAB) is mandated to guide and monitor the implementation of this policy.

In this context, the Office of the Provincial Secretary, in cooperation with other ministries, Crown corporations and agencies of the Government of Saskatchewan and in consultation with its Francophone community, has developed the following French-language Services Action Plan to guide and measure progress towards the goals and objectives stated in the Policy over the next two years.

In addition to the goals set in Saskatchewan's dedicated policy, this document reflects the government's broader priorities. In particular, economic and population growth, as well as education, early childhood and community development, will be the core drivers of Saskatchewan's efforts in this area.

This strategic plan will also serve to guide Saskatchewan's collaborative efforts with the Government of Canada who are financial partners in this endeavour through the Canada-Saskatchewan Agreement on French-language Services and other federal-provincial agreements that support the provision of French-language services.

The Office of the Provincial Secretary will integrate the current planning exercise in its yearly French-language Services Policy Annual Report as a means by which to better monitor results.

## Goals, Objectives and Key Actions

### Goal 1

Saskatchewan increasingly communicates in the language of choice of its French-speaking citizens

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**OBJECTIVE 1** THAT CORRESPONDENCE WITH INDIVIDUALS OR GROUPS BE CARRIED OUT IN THE OFFICIAL LANGUAGE PREFERRED BY THE CLIENT

Though Saskatchewan currently does not have sufficient bilingual capacity in its public service to ensure French-language services are available when requested in all its programs and services, it does have the capacity to interact with citizens in writing in the official language of their choice. This objective seeks to ensure all ministries, Crown corporations and agencies have processes in place to correspond with French-speaking citizens in their interactions with the Government of Saskatchewan.

Activities under this objective will most often take the form of responses to citizen enquiries with regard to department programs or initiatives or correspondence with French-language stakeholders.

#### ***Key Actions***

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- Correspond with French-speaking citizens in the official language of their choice.

**OBJECTIVE 2** THAT PRINT AND ELECTRONIC INFORMATION MATERIAL AND FORMS, INTENDED FOR THE GENERAL PUBLIC, ALONG WITH IDENTITY DOCUMENTS AND CERTIFICATES, BE PROVIDED IN A BILINGUAL FORMAT WHEN APPROPRIATE

Saskatchewan also works in close consultation with Francophone community stakeholders to identify print and electronic material that would be of particular interest to French-speaking citizens. In most cases, Saskatchewan will concentrate its efforts on materials that are most commonly accessed by its citizens, for example documents such as the Saskatchewan Government Insurance (SGI) Driver's Handbook or Ministry of Environment's hunting and fishing guides.

Saskatchewan will also continue to ensure that provincial-federal initiatives, such as employment, business development and agricultural programs are made available in both official languages.

In addition, Saskatchewan will look to the Internet as a means to significantly increase its offer of French-language services. This approach is an efficient means to respond to the need for French-language services considering the dispersed geography of our Francophone population.

### ***Key Actions***

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- Produce and maintain French-language materials in support of provincial programs
- Increase French-language content on Saskatchewan's websites

### **OBJECTIVE 3** THAT PUBLIC NOTICES AND SIGNS IN BOTH OFFICIAL LANGUAGES BE POSTED WHERE APPROPRIATE

Saskatchewan will also seek to better highlight the availability of French-language services in-person where they exist. Justice Saskatchewan has already taken the initiative in this respect, ensuring that public signage in provincial courts better reflects citizens' rights to receive French-language services from these institutions. Saskatchewan will continue to increase its signage in offices where French-language services are available as part of the "Bonjour!" active offer campaign launched in 2008.

### ***Key Actions***

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- Integrate bilingual signage in offices in which French-language services are available

**OBJECTIVE 4** THAT PUBLIC INFORMATION CAMPAIGNS BE CONDUCTED IN FRENCH WHEN APPROPRIATE

This objective will seek to ensure French-speaking residents have access to essential information on issues of concern to them or on services provided by the Government of Saskatchewan. For example, the Throne and Budget Speech are made available in French to citizens of Saskatchewan. Most commonly, this objective will be realized through the publication of bilingual press releases or the placement of ads in Saskatchewan's French-language media outlets. In addition, Saskatchewan is taking the opportunity to give emphasis to the presence of French-language communities in the province as a competitive advantage to better promote Saskatchewan in Canada and abroad.

**Key Actions**

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- Translation of media releases
- Integrate French-language content in public information campaigns

<b>Goal 1: Performance Measures</b>	<b>Baseline 2008-2009</b>
Number of words translated in support of French-language services	490,678
Number of bilingual points of service	15
Number of visitors on French-language website portal	(LAUNCH IN 2009-2010)

## Goal 2

Saskatchewan develops and delivers additional French-language programs and services in support of the development of its Francophone community

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**OBJECTIVE 1** THAT THE DESIGNATION OF BILINGUAL POSITIONS BE CONSIDERED AS A MEANS TO MORE EFFECTIVELY PROVIDE FRENCH-LANGUAGE SERVICES

Saskatchewan already requires French fluency as a core competency for its employees in many cases to ensure implementation of specific program objectives. As Saskatchewan's offer of French-language services grows, the number of positions requiring bilingual capacity will likely follow.

In this context, Saskatchewan will seek to identify its current capacity in the public service to better ascertain the potential for an increased offer of French-language services. Moreover, certain ministries will lead a process by which they will seek to identify areas in which French should be considered a core competency in order for them to better deliver their services. Saskatchewan will also continue to support the recruitment of French-speaking employees to respond to the expressed needs by ministries, Crowns and agencies.

### ***Key Actions***

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- Identify existing bilingual capacity in Saskatchewan's public service
- Maintain current bilingual positions and consider the designation of additional positions when warranted

**OBJECTIVE 2** THAT THE INCLUSION OF A FRENCH-LANGUAGE SERVICES COMPONENT BE CONSIDERED WHEN NEW GOVERNMENT OF SASKATCHEWAN PROGRAMS AND SERVICES ARE BEING DEVELOPED

Under this objective, Saskatchewan will maintain existing services and develop additional bilingual programs and services that respond to identified needs for French-speaking citizens. A common example of a bilingual program can be found in the Ministry of Tourism, Parks, Culture and Sport which ensures Francophone community organizations can apply in French for funding from their partner agencies the Saskatchewan Arts Board and SaskCulture. The recent translation of the “In Motion” resources for Saskatchewan’s Francophone communities through the support of the Ministry of Health is another example of a potential result under this objective.

Saskatchewan also collaborates with the Government of Canada in the delivery of bilingual programs and services through joint initiatives such as the Canada-Saskatchewan Business Services Centre, the Canada-Saskatchewan Career and Employment Services and in joint programs in the Ministry of Agriculture.

***Key Actions***

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- Maintain existing French-language capacity in joint provincial-federal programs
- Increase Saskatchewan’s French-language capacity in immigration, settlement and employment services programs
- Increase Saskatchewan’s French-language capacity in early childhood programs
- Develop additional French-language capacity in other provincial programs in close consultation with the Francophone community

**OBJECTIVE 3** THAT THE "ACTIVE OFFER" APPROACH BE USED WHEN SERVICES ARE OFFERED IN FRENCH

The “active offer” approach signifies that Saskatchewan will ensure that the availability of services are clearly identified and promoted to French-speaking citizens of Saskatchewan. Currently, the level of requests for French-language services is very low which is due in large part to the lack of awareness by citizens as to the availability of these services. This approach seeks to ensure that French-speaking citizens know they can access services from the provincial government and feel confident that they will obtain French-language services of equal quality.

Over the next two years, Saskatchewan will bring life to its French-language Services Policy by developing a French-language Services Centre. This single-window to government services in French will become a conduit for service delivery and the dissemination of information to our French-speaking citizens across our province.

**Key Actions**

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- Implement the “Bonjour!” active offer of services campaign through the promotion of the availability of French-language services to citizens
- Launch and develop a Virtual French-language Service Centre.

<b>Goal 2: Performance Measures</b>	<b>Baseline 2008-2009</b>
Number of designated bilingual positions	42
Number of transactions by the French-language Services Centre	(LAUNCH IN 2009-1010)
Level of satisfaction regarding French-language services (clients)	(MEASURED IN 2010-2011)

## Goal 3

Saskatchewan's Francophone community is consulted in an ongoing manner in the development of programs and policies affecting them

**OBJECTIVE 1** THAT APPOINTMENTS TO PROVINCIAL BOARDS, COMMISSIONS, AGENCIES, AND OTHER BODIES CONSIDER REPRESENTATION FROM THE FRANCOPHONE COMMUNITY WHEN DISCUSSIONS TOUCH ON SECTORS WITH A DIRECT IMPACT ON THIS COMMUNITY'S DEVELOPMENT

This objective reflects the opportunity for Saskatchewan to engage in a dialogue with Francophone stakeholders to increase the effectiveness and impact of its programs and services. The Francophone community in Saskatchewan has a rich history of citizen involvement and a very active associative network in many policy areas. Saskatchewan can leverage this energy by establishing a more consistent dialogue with these stakeholders. This consultative process has traditionally taken two forms: the creation of sector specific ongoing consultative committees with Francophone stakeholder representatives or the involvement of French-speaking citizens as participants in larger provincial consultative bodies.

### ***Key Actions***

- Include Francophone representation on relevant boards or commissions or in provincial consultations
- Maintain existing consultative committees with Francophone community representatives
- Review current ministry dialogue with Francophone community and create more consistent consultative mechanisms

**OBJECTIVE 2** THAT THE PROVINCIAL SECRETARY’S COMMITTEE ON FRANCOPHONE AFFAIRS SERVE AS AN ADVISORY BODY FOR THE IMPLEMENTATION OF THE FRENCH-LANGUAGE SERVICES POLICY

Considering the breadth of provincial government programs and services and the current French-language capacity in Saskatchewan’s public service, it would not be feasible, nor is it the aim of the French-language Services Policy, to develop bilingual capacity in every sector. Saskatchewan needs to identify priority sectors for the development of additional services as it seeks to gradually increase its offer of French-language services.

A new consultative body was created in 2008 to support the work of the Provincial Secretary and minister responsible for Francophone Affairs. The Advisory Committee on Francophone Affairs is composed of French-speaking individuals from across the province representing all regions and sectors of the Francophone community in Saskatchewan. The committee reports directly to the Minister and helps to guide the implementation of Saskatchewan’s French-language Services Policy by providing the Minister with advice and recommendations related to provincial programs and policies.

***Key Actions***

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- Provide recommendations to the Minister responsible for Francophone Affairs pertaining to the implementation of Saskatchewan’s French-language Services Policy.
- Review and update Saskatchewan’s French-language services policy.

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***Goal 3: Performance Measures***

**Baseline 2008-2009**

Level of satisfaction of community network of organizations with level and quality of consultation

MEASURED IN 2010-2011

## French-language Services Policy Action Plan 2009-2011 – Contribution Table

Key Actions		Saskatchewan	Canada
<b>Goal 1</b> <b>Communication</b>	<ul style="list-style-type: none"> <li>Correspondence with French-speaking citizens in the official language of their choice</li> </ul>		
	<ul style="list-style-type: none"> <li>Produce and maintain French-language materials</li> </ul>	<b>2009-2010</b>	<b>2009-2010</b>
	<ul style="list-style-type: none"> <li>Increase French-language content on Saskatchewan's websites</li> </ul>	\$ 210,000	\$ 210,000
		<b>2010-2011</b>	<b>2010-2011</b>
	<ul style="list-style-type: none"> <li>Bilingual signage in offices in which French-language services are available</li> </ul>	\$ 210,000	\$ 210,000
		<b>\$ 420,000</b>	<b>\$ 420,000</b>
<ul style="list-style-type: none"> <li>Translation of media releases</li> </ul>			
<ul style="list-style-type: none"> <li>Integrate French-language content in public information campaigns</li> </ul>			

**Goal 2  
Programs and Services**

Key Actions	Saskatchewan	Canada
<ul style="list-style-type: none"> <li>Identify bilingual capacity in Saskatchewan’s public service</li> </ul>		
<ul style="list-style-type: none"> <li>Maintain and grow current bilingual positions when warranted</li> </ul>		
<ul style="list-style-type: none"> <li>Maintain existing capacity in provincial and provincial-federal programs</li> </ul>	<p><b>2009-2010</b> \$ 500,000</p>	<p><b>2009-2010</b> \$ 500,000</p>
<ul style="list-style-type: none"> <li>Increase Saskatchewan’s French-language programs with respect to immigration, settlement and employment services</li> </ul>	<p><b>2010-2011</b> \$ 500,000</p>	<p><b>2010-2011</b> \$ 500,000</p>
<ul style="list-style-type: none"> <li>Increase Saskatchewan’s French-language capacity in the area of early childhood programs</li> </ul>	<p><b>\$ 1,000,000</b></p>	<p><b>\$ 1,000,000</b></p>
<ul style="list-style-type: none"> <li>Develop additional French-language capacity</li> </ul>		
<ul style="list-style-type: none"> <li>Active offer of services campaign</li> </ul>		
<ul style="list-style-type: none"> <li>Launch and develop a Virtual French-language Service Centre.</li> </ul>		

**Goal 3  
Consultation**

Key Actions	Saskatchewan	Canada
<ul style="list-style-type: none"> <li>• Include Francophone representation on relevant boards or commissions or in provincial consultations</li> </ul>		
<ul style="list-style-type: none"> <li>• Maintain existing consultative committees with Francophone community representatives</li> </ul>	<p><b>2009-2010</b> \$50,000</p>	<p><b>2009-2010</b> \$50,000</p>
<ul style="list-style-type: none"> <li>• Review current dialogue with Francophone community and create more consistent consultative mechanisms</li> </ul>	<p><b>2010-2011</b> \$50,000</p>	<p><b>2010-2011</b> \$50,000</p>
<ul style="list-style-type: none"> <li>• Provide recommendations to the Minister responsible for Francophone Affairs</li> </ul>	<p><b>\$ 100,000</b></p>	<p><b>\$ 100,000</b></p>
<ul style="list-style-type: none"> <li>• Update Saskatchewan's French-language Services policy</li> </ul>		

**Action Plan 2009-2011  
Summary of Federal-Provincial Contributions**

	2009-2010		2010-2011	
	SK	CAN	SK	CAN
<b>Communication</b>	\$210,000	\$210,000	\$210,000	\$210,000
<b>Programs and Services</b>	\$500,000	\$500,000	\$500,000	\$500,000
<b>Consultation</b>	\$50,000	\$50,000	\$50,000	\$50,000
<b>Sub-total</b>	<b>\$760,000</b>	<b>\$760,000</b>	<b>\$760,000</b>	<b>\$760,000</b>
<b>Total</b>	<b>\$1,520,000</b>		<b>\$1,520,000</b>	