

FINAL REPORT ON RESULTS ACHIEVED AND ACTUAL EXPENDITURES 2019-2020

Canada-Newfoundland and Labrador Agreement on French-Language Services 2018-2019 – 2022-2023

Strategic Objective 1 : Support to internal administrative structures (Strengthening the policy and administrative frameworks)							
Funding: \$279,500 (Canada) \$279,500 (Newfoundland and Labrador). Total: \$559,000							
Planned Actions	Expected Results	Performance Indicators	Targets (per year, unless indicated otherwise)	Results Achieved	Expenditures		
						Federal	Provincial
1.1. Provide a translation and terminological service to departments.	Government departments will have had access to a translation and terminological service in order to increase the amount of information made available in French on government's website.	# of translation requests	280 translation requests	301* translation requests	Planned	\$279,500	\$279,500
		# of words translated	800,000 words translated	427,795* words translated	Actual	\$279,500	\$404,089
				* Not included in these numbers are 21 requests (205,820 words) coordinated and paid for by Language Programs division of EECD.			
				Examples of translation projects: information related to Arts and Letters competition including social media messages, correspondence and news release (TCII);			

				<p>Living Apart/Parenting Together online training session information (JPS); Student Aid Application (AESL); Safe and Caring Schools special project award guidelines and procedures (EECD); immunization information (HCS); school bus safety brochure (SNL); Community Enhancement Employment program submission and text for Emergency Alert system (MAE); Age- Friendly Newfoundland and Labrador Communities program material (CSSD); Community Gardens funding submissions (FLR); Grants To Youth Organizations submission and</p>			
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				approval letter for Franco-Jeunes (EC-Communications and Public Engagement).			
1.2. Provide a linguistic support service and Navigator Coordination to departments to enhance departments' capacity to respond to requests for services in French.	<p>French service Navigators will have been established in key departments.</p> <p>Francophone and Acadian citizens will have received assistance in accessing government information or services in French.</p> <p>Departments will have received assistance in delivering services to their Francophone and Acadian clientele.</p>	<p># of departments with Navigators</p> <p># of Navigators in each department</p> <p># of instances of linguistic support provided</p>	<p>Two new departments</p> <p>Minimum one Navigator per department</p> <p>134 requests</p>	<p>3 new navigators:</p> <p>JPS - Supreme Court (Family Division) Justice (July 2019)</p> <p>SNL –Consumer Affairs Division (Feb 2020)</p> <p>SNL - Government Service Centre in Corner Brook (Feb 2020)</p> <p>104 instances of Linguistic Support; Includes 15 for Vital Statistics and 22 for Motor Vehicle Registration. (Other examples include inquiries regarding MCP, various permits, licences and fines)</p>			

<p>1.3. Provide leadership, policy advice and direction related to French services and Francophone affairs to government departments.</p>	<p>In consultation with departments, best practices and internal guidelines for French service delivery in departments will have been researched, developed, implemented and evaluated (tools).</p> <p>Policy on French Language Services will have been reviewed.</p> <p>Interdepartmental Committee on French Language Services will have met regularly.</p> <p>Best practices and internal guidelines related to all OFS lines of business will have been researched, developed and implemented.</p>	<p># of tools developed</p> <p>Updated Policy</p> <p># of meetings of the Interdepartmental Committee on French Services</p> <p># of best practices and guidelines researched, developed and implemented</p>	<p>Two new tools developed</p> <p>Review to be completed by 2022-2023</p> <p>Three meetings</p> <p>One new best practice</p>	<p>Research and consultation ongoing into a communications/ awareness plan.</p> <p>Analysis and review of policy continued.</p> <p>Two meetings of the Interdepartmental Committee (June 19 and October 31). Another planned for March 18, to which the FFTNL was invited, was cancelled due to the COVID-19 pandemic.</p> <p>Formal OFS internal procedures have been written for translation, linguistic support, QC-NL Agreement, Provincial Francophonie Day, Navigators. A table for tracking meetings with community groups was created.</p>			
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<p>1.4. Provide, via the Centre for Learning and Development (CLD), a French language training program for provincial public employees in order to enhance government's capacity to provide services in French.</p>	<p>A French language training program will have been delivered to employees.</p> <p>Guidelines on French language training will have been researched, developed and implemented.</p> <p>Initiatives aimed at increasing awareness of the Francophone and Acadian community for participants in the French language training program, will have been researched, developed and implemented.</p>	<p># of participants</p> <p># of guidelines related to French language training</p> <p># of awareness initiatives</p>	<p>120 participants</p> <p>One set of guidelines - researched (2019-2020); developed (2020-2022); implemented (2022-2023).</p> <p>Three new initiatives</p>	<p>33 participants across 12 modules (12 participants were Eastern Health employees as part of a separate contract for service with the CLD)</p> <p>Examples of other activities related to the training program:</p> <ul style="list-style-type: none"> -Maintien de l'acquis group used articles from the community newsletter Le Bulletin FrancoTNL in their weekly sessions. - a Community of Practice group has formed to continue learning outside the context of the training program. -CLD purchased 20 additional electronic subscriptions to Le Gaboteur newspaper. -CLD shared with the participants of the training program information regarding 			
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				free conversation classes being offered by COMPAS, in partnership with ACFSJ.			
1.5. Increase awareness within government departments of Francophone and Acadian community and the services offered by Office of French Services.	In consultation with Service NL communications staff, an awareness campaign for the Office of French Services will have been developed and implemented.	# of awareness-raising activities	Six new activities	<p>Consultation regarding the development of a long term communications plan ongoing with Service NL communications staff.</p> <p>OFS worked with Service NL employee social club to hold a coffee break and activities in celebration of Provincial Francophonie Day (May 2019).</p> <p>OFS participated in flag raising ceremony held on Francophonie Day; OFS banner used; government employees in</p>			

				<p>attendance (May 30, 2019).</p> <p>OFS banner and table set up at Public Service Expo during Public Service Week (June 2019), Open Doors event at Centre des Grands-Vents (September 14, 2019) and at SNA's annual general meeting (September 28, 2019).</p> <p>In consultation with Service NL communications staff, a poster promoting OFS services was created and distributed to Government Service Centres, Employment Centres and other government offices with public access throughout the province (September 2019).</p>			
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				<p>Service NL deputy minister sent a memo to his departmental colleagues to raise awareness of OFS and the French Services Policy (October 25, 2019).</p> <p>Participation in Rendez-vous de la Francophonie activities (March 2020): To raise awareness of the Affichez vos couleurs campaign, SNL deputy minister invited all SNL employees to wear the colours of the Franco-Newfoundland and Labrador flag on March 9; Affichez vos couleurs photo taken with Minister responsible for Francophone Affairs and OFS staff and tweeted (March 9, 2020);</p>			
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				OFS invited Service NL employees to take part in the various quizzes offered on the Language Portal of Canada.			
1.6. Provide a government–community liaison service to departments.	Opportunities for further partnership between government and Francophone and Acadian community in priority areas will have been facilitated.	# of relevant partnerships created or facilitated	Ten new partnerships	<p>OFS attended three Access to Justice Steering Committee meetings in September 2019, November 2019 and January 2020. Committee added a “French minute” to the meetings to provide an opportunity address issues related to access to justice in French.</p> <p>Ongoing partnership with Mental Health division (HCS) to identify information to be translated and posted online</p>			

				<p>Ongoing partnership with Mental Health division (HCS) and liaison with Réseau santé francophone de Terre-Neuve-et-Labrador (RSFTNL) for mental health services projects (including Channal – peer to peer services project to be developed, and ERHA’s Doors Open clinic)</p> <p>Partnership continued between RSFTNL and CSSD.</p> <p>Liaising partnership meetings between Réseau culturel francophone de Terre-Neuve-et-Labrador (RCFTNL) and TCII.</p> <p>Discussions held with the Office of Public Engagement regarding future</p>			
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				opportunities for partnership with Francophone youth.			
1.7. Provide support to the Minister Responsible for Francophone Affairs on issues related to the Ministerial Conference on the Canadian Francophonie.	Office of French Services will have provided support to the Minister Responsible for Francophone Affairs on issues related to the Francophonie from a Newfoundland and Labrador perspective in an effort to increase information sharing and intergovernmental collaboration with other members of the Ministerial Conference on the Canadian Francophonie.	# of updates and briefings	Six updates and briefings	Weekly email updates were provided (OFS Senior Manager, in consultation with Director of Strategic Planning and Policy and Deputy Minister, Service NL) to update the Minister on routine Francophone Affairs business. OFS attended MCCF in Iqaluit (June 2019); officials' meeting in Winnipeg (Feb 12-13, 2020); session on Modernization of Official Languages Act and officials' meeting in Ottawa (Oct. 8, 2019) OFS held briefings with Minister Responsible for Francophone Affairs			

				in preparation for meetings with QC counterpart and Commissioner of Official Languages (September 2019) and representatives from OFS attended these meetings.			
1.8. Inform and advise the Minister Responsible for Francophone Affairs on matters related to the Francophone and Acadian community of Newfoundland and Labrador.	Office of French Services will have lent support to the Minister Responsible for Francophone Affairs in efforts to communicate and collaborate with Newfoundland and Labrador's Francophone and Acadian community via various meetings and other outreach opportunities.	# of weekly email updates to Minister # of meetings between the Minister and the FFTNL	Weekly email updates from OFS to Minister One meeting between the Minister and the FFTNL	Weekly email updates were provided (as in 1.7 above) Minister hosted and spoke at Provincial Francophonie Day flag raising ceremony at Confederation Building in St. John's (May 30, 2019). Minister, OIM and OFS took part in the celebration of the colours of the Franco-NL flag during the 2020 Rendez-vous de la francophonie (photo and tweet).			

				<p>Minister met with representatives of the FFTNL (September 26, 2019).</p> <p>Minister attended event hosted by Réseau Justice Francophone de Terre-Neuve-et-Labrador (RJFTNL) (September 28, 2019).</p>			
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Strategic Objective 2 : Support the development, planning, and delivery of French-Language services to the public							
Funding: \$53,000 (Canada) \$53,000 (Newfoundland and Labrador). Total: \$106,000							
Planned Actions	Expected results	Performance Indicators	Targets (per year, unless indicated otherwise)	Results Achieved	Expenditures		
						Federal	Provincial
Sector of Activity : Health and Social Development \$8,000 (Canada) \$8,000 (Newfoundland and Labrador)							
2.1. Partner with the Department of Health and Community Services and the Department of Children, Seniors and Social Development to enhance access to health and social development services and information in French.	Increased availability of and accessibility to information and services related to health and social development will have been realized.	# of initiatives	Two new initiatives per department	<p>HCS: Information related to the Provincial Drug Program, Pharmaceutical Services, and MCP information has been translated and posted online.</p> <p>Community based mental health project approved for funding from Health Canada thanks to help from HCS – guidance/advice not financial</p> <p>811 Health line available in French online. (as of October 2019)</p> <p>Provincial Home Support Program information (client</p>	Planned	\$8,000	\$8,000
					Actual	\$8,000	\$11,347

				<p>handbook, brochure and self-managed care handbook have been translated (Fall 2019) and posted (January 2020). Documents also printed and distributed to Francophone organizations by HCS.</p> <p>Information related to the COVID-19 pandemic translated for Government of Newfoundland and Labrador's website including FAQs, information for schools, child care centres, employees, signage, self assessment, news releases and advisories (February-March 2020)</p> <p><u>CSSD:</u> Community Healthy Living Fund and Newfoundland and Labrador Community Transportation Program information and forms</p>			
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				(Updated Fall 2019) Newfoundland and Labrador Seniors' Social Inclusion Initiative translated and posted (Fall 2019)			
Sector of Activity : Justice \$6,000 (Canada) \$6,000 (Newfoundland and Labrador)							
2.2. Partner with the Department of Justice and Public Safety and the Provincial Courts to enhance information and services related to Justice in French.	Increased availability of and accessibility to Justice services and information in French will have been realized.	# of initiatives	Two new initiatives	Work continued on new interpretation policy for the Provincial Courts with a draft submitted for approval. 8 bilingual staff (3 judges, 3 court officers, 1 Financial Collections Officer and 1 Contraventions Coordinator) completed specialized Legal Terminology training with the Centre canadien de français juridique. Training included a 1.5 day onsite session, 8 1 hour-long webinars and a 3-day National training session in Victoria, BC.	Planned	\$6,000	\$6,000
					Actual	\$6,000	\$8,511

				<p>(terminologie du droit criminel);</p> <p>8 individuals attended Legal Terminology Workshops offered by Université Saint-Boniface.</p> <p>Meeting between OFS and Provincial Court officials to discuss partnership opportunities (September 13, 2019).</p> <p>OFS joined the Access to Justice Steering Committee, a group of legal stakeholders that meet to discuss and share information on access to justice issues in general in the province and attended 4 meetings (September 18, 2019, November 20, 2019, January 29 2020 and March 5, 2020); committee added a “French minute” to meetings to</p>			
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				provide an opportunity for discussion on initiatives related to the Francophone community.			
Sector of Activity : Government Services \$8,000 (Canada) \$8,000 (Newfoundland and Labrador)							
2.3. Partner with divisions of Service NL to increase access to information and services in French.	More information and services in French will have been made available in several areas including Vital Statistics, Motor Registration, Consumer Affairs and Residential Tenancies.	# of partnerships	Two new partnerships	Work continued related to increasing the amount of information available online in French, in particular a joint project with Vital Statistics to offer a bilingual online request service for birth, death and marriage certificates (Phase 1) and the conversion to bilingual certificates (Phase 2). "Back to school" safety information translated, including a brochure on bus safety information, news releases and tweets. Transportation and Works launched a "511" traveller information app with	Planned	\$8,000	\$8,000
					Actual	\$8,000	\$11,347

				some French content (Sept 2019)			
Sector of Activity : Immigration \$8,000 (Canada) \$8,000 (Newfoundland and Labrador)							
2.4. Partner with the Office of Immigration and Multiculturalism (Department of Advanced Education, Skills and Labour) to support initiatives which contribute to the welcoming and retention of Francophone newcomers in Newfoundland and Labrador.	Initiatives related to the welcoming and retention of Francophone immigrants will have been researched, developed and implemented. Office of French Services will have met quarterly with the Office of Immigration and Multiculturalism to discuss updates on Francophone immigration.	# of initiatives	Four new initiatives	Presentation made by OIM at the Atlantic Committee on Francophone Immigration (CAIF) (September 28) OFS joined Immigration interdepartmental committee (June 2019) and attended three meetings (June 15; September 30 and October 16). OFS attended the Forum on Francophone Immigration (November 8, 2019), Parliamentary Secretary spoke on behalf of the Minister responsible for Francophone Affairs. OIM provided \$87,000 in funding to the FFTNL to assist non-permanent resident newcomers in the province with	Planned	\$8,000	\$8,000
		# of meetings attended	Four meetings		Actual	\$8,000	\$11,347

				<p>settlement and integration supports.</p> <p>Partnership between OIM and FFTNL/ RDEE-TNL to attend Destination Canada (Francophone immigration recruitment event). Follow up meeting between OFS and OIM (February 20, 2020).</p> <p>Partnership between OIM and FFTNL to promote Francophone immigration to Newfoundland and Labrador in French language publications, including L'Express.</p> <p>Translations for OIM included: Funding guidelines and call for proposals for Newfoundland and Labrador Settlement and Integration Program; presentation deck for Francophone immigration forum;</p>			
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				immigration promotional card; Newfoundland and Labrador Settlement Outcomes Survey; updates to various previously translated materials.			
Sector of Activity : Early Childhood Development \$6,000 (Canada) \$6,000 (Newfoundland and Labrador)							
2.5. Partner with the Department of Education and Early Childhood Development to provide more online information in French regarding early childhood development.	More government website information will have been made available in French in the area of early childhood development.	# of initiatives	One new initiative	Application for the Cultural Connection Legacy program project developed by CSFP & ACFSJ "Les Chemins errants". OFS provided translation services and liaison between the EECD and community organizations involved Final report submitted and was translated by OFS. (Summer / Fall 2019). Other translations included a Junior Kindergarten consultation submission from the community; financial delegate form and information for	Planned	\$6,000	\$6,000
					Actual	\$6,000	\$8,511

				childcare centres; and the Early Childhood Learning Framework.			
Sector of Activity : Culture and Heritage \$6,000 (Canada) \$6,000 (Newfoundland and Labrador)							
2.6. Partner with the Department of Tourism, Culture, Industry and Innovation to increase support for Francophone culture and heritage throughout the province.	Initiatives related to increasing support to Francophone culture and heritage will have been explored. More government website information will have been made available in French in the areas of culture and heritage.	# of initiatives	Three new initiatives	Cultural Plan was translated and posted online (May 2019). Francophone community and the Réseau culturel francophone de Terre-Neuve-et-Labrador (RCFTNL) are specifically mentioned in the Plan. Arts and Letters Awards poster translated and information sent to Francophone organizations including CSFP and RCFTNL in an effort to boost participation in the French Literary category.(June 2019) TCII staff (Arts and Heritage Division) and OFS met with SPAASI and RCFTNL, to	Planned	\$6,000	\$6,000
		# of initiatives	One new initiative		Actual	\$6,000	\$8,510

				<p>provide an introduction to SPAASI activities and discuss opportunities for possible collaboration (September 25, 2019).</p> <p>RCFTNL, OFS and TCII met regarding implementation of Government of Newfoundland and Labrador's Cultural Plan (Feb 10, 2020).</p>			
Sector of Activity : Labour and Employment \$6,000 (Canada) \$6,000 (Newfoundland and Labrador)							
2.7. Partner with the Department of Advanced Education, Skills and Labour to increase the amount of information in French related to labour market programs to support Francophone employees and employers in the province.	More government website information will have been made available regarding labour market programs.	# of initiatives	Two initiatives	<p>Work continued with AESL and BlueDrop partners to make the Skills Pass online training program available in French.</p> <p>Translations included: Job Creation Partnerships submission; Student Aid application; Community Transportation program information; Employment Options</p>	Planned	\$6,000	\$6,000
					Actual	\$6,000	\$8,510

				Emploi promotional card.			
Sector of Activity : Translation \$5,000 (Canada) \$5,000 (Newfoundland and Labrador)							
2.8. Provide a translation and terminological services to departments.	Correspondence between departments and the Francophone and Acadian community will have been made available in French.	Percentage of correspondence translated into French for Francophone and Acadian community.	100% of correspondence to the Francophone and Acadian community will be in French.	Examples include: correspondence to and from community groups on various topics including funding opportunities including Community Garden program, Community Healthy Living fund, and Grants to Youth Organizations.	Planned	\$5,000	\$5,000
					Actual	\$5,000	\$7,091

Strategic Objective 3 : Communications and consultations with the Francophone and Acadian community							
Funding: \$17,500 (Canada) \$17,500 (Newfoundland and Labrador). Total: \$35,000							
Planned Actions	Expected results	Performance Indicators	Targets (per year, unless indicated otherwise)	Results Achieved	Expenditures		
						Federal	Provincial
3.1 Offer a community liaison service to government departments and the province's Francophone and Acadian community.	Outreach to the Francophone and Acadian community will have taken place to facilitate connections with relevant departments which can address their needs.	# of meetings	20 meetings	34 meetings, consultations and events held with Francophone community groups on a variety of issues and initiatives related to health, education, justice, immigration, culture, youth and childcare. Examples include: <u>Justice:</u> meetings with PLIAN and RJFTNL re: various activities and opportunities for collaboration; Access to Justice Steering Committee meetings. <u>Culture:</u> meetings with RCFTNL to review and provide update on the Cultural Plan; promotional strategy for Acadian artists	Planned	\$17,500	\$17,500
					Actual	\$17,500	\$25,224

				<p>(SPAASI); French cultural network committee.</p> <p><u>Health</u>: meetings with RSFTNL on mental health projects including the Doorways project; presentation from RSFTNL to HCS; French Health Network Directors committee meeting.</p> <p><u>Immigration</u>: meeting with RIFTNL regarding Atlantic Canada immigration projects; provincial Francophone immigration forum.</p> <p><u>Education</u>: Tour of House of Assembly in French with École des Grands-Vents students.</p> <p><u>Childcare</u>: Meeting with FPFTNL re: Childcare Capacity Funding Program.</p> <p>OFS communicates electronically and via telephone with the</p>			
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				FFTNL and other community groups on a daily basis on a variety of ongoing projects and initiatives.			
3.2 Develop, in consultation with the community and government communications staff, strategies and guidelines to facilitate community outreach, thereby promoting improved engagement with the province's Francophone and Acadian community.	Strategies and guidelines regarding communications and collaboration with the Francophone and Acadian community will have been researched, developed and implemented.	# of strategies and guidelines	One additional strategy or guideline (websites)	OFS poster distributed to employment offices and government service centers throughout the province. Research ongoing on developing communication guidelines in consultation with communications staff.			
3.3 Explore opportunities to use government's website and social media to better communicate with the Francophone and Acadian public.	Progress in the area of French-Language service delivery will have been regularly communicated to the province's Francophone and Acadian community via media releases and social media.	# of news releases, ministerial statements	12 news releases, ministerial statements	50 news releases or statements throughout 2019-20. Examples include: supporting French-language services in NL in the context of the renewal of agreement with the federal government; back to school message and other education related releases; vaccination			

				clinics information; Safe-Driving Week; 811 Healthline (COVID-19).	
3.4 To increase visibility of government services available in French, carry out within the Francophone and Acadian community promotional and awareness activities about the Office of French Services	Promotional and awareness-raising activities will have taken place.	# of activities	Six new activities	<p>Banner was placed at the Centre des Grands-Vents for Doors Open event and for FFTNL annual general meeting.</p> <p>Starting in January 2020, Bulletin Le Franco TNL, the new FFTNL newsletter, includes in each bi-weekly edition, an OFS section (includes OFS banner ad and information on a particular provincial government service & program available in French).</p> <p>Several logistics meetings held with other departments and the community in preparation for Provincial Francophonie Day events.</p>	

<p>3.5 Solicit and analyze the Francophone and Acadian community' objectives and priorities to determine where enhancements in the provision of services in French are needed.</p>	<p>Develop and implement new initiatives to increase cooperation between the Francophone and Acadian community and government via consultations to enhance services in French</p>	<p># of initiatives developed or implemented</p>	<p>One new initiative developed or implemented</p>	<p>Minister responsible met with FFTNL to discuss their priorities. (September 26, 2019)</p> <p>Meeting between OFS and FFTNL to discuss ways to increase consultation and communication with the community (January 8, 2020)</p> <p>Virtual meetings between OFS and FFTNL to discuss community priorities (March 25 and 30, 2020).</p> <p>N.B. FFTNL was to attend the next Interdepartmental Committee meeting and make a presentation (March 18/2020) but meeting was cancelled due to COVID-19.</p>	
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*Included in the expenditures above, five government departments, one corporation and one agency provided a total of \$178,341 to fund the following initiatives to Francophone community groups:

Department	Contribution Amount	Project / Program (Recipient)
AESL-OIM	\$87,000	French Language Direct Settlement Program (FFTNL-COMPAS)
AESL	\$27,004	Wage subsidy and employees training sessions (RDEE TNL)
CSSD	\$7,637	Something for Everyone Physical Activity Program (ACFSJ)
CSSD	\$10,000	Small Infrastructure Playground Development (ACFSJ)
EECD	\$19,434	Capital Renovation Grant (Les P'tits Cerfs Volants)
EECD	\$4,256	Legacy Program – Créons nos rêves (CSFP-EGV)
Arts NL	\$6,600	Arts Smarts (École Sainte-Anne)
FLR	\$500	Community Garden Support Program (ARCO)
FLR	\$500	Community Garden Support Program (ACFSJ)
NL Film Development Corporation	\$1,500	La tournée Québec Cinéma (ACFSJ)
TCII	\$9,569	Cultural Economic Development Program- various projects (RCFTNL)
TCII	\$2,500	Cultural Economic Development Program – Francophone Tent at NL Folk Festival (RCFTNL)
TCII	\$1,841	Tourism Strategic planning (RDEE TNL)
Total	\$178,341	

Summary of total actual expenditures by strategic objective

	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		Total	
	Fed	Prov	Fed	Prov	Fed	Prov	Fed	Prov	Fed	Prov	Fed	Prov
Strategic objective 1	\$279,500	\$505,554	\$279,500	\$404,089								
Strategic objective 2	\$53,000	\$94,198	\$53,000	\$75,174								
Strategic objective 3	\$17,500	\$31,500	\$17,500	\$25,224								
Total	\$350,000	\$631,240	\$350,000	\$504,487								

CERTIFIED BY:



Date: 21 December 2020

Jim Prowse, Senior Manager, Office of French Services

Key to Acronyms

ACFSJ	Association communautaire francophone de St-Jean	MAE	Department of Municipal Affairs and Environment*
AESL	Department of Advanced Education, Skills and Labour*	MCCF	Ministerial Conference on the Canadian Francophonie
ARCO	Association régionale de la côte ouest	OFS	Office of French Services
CAIF	Comité atlantique sur l'immigration francophone	OIM	Office of Immigration and Multiculturalism
CLD	Centre for Learning and Development	PLIAN	Public Legal Information Association of Newfoundland and Labrador
COMPAS	Francophone Settlement Services Association	RCFTNL	Réseau culturel francophone de Terre-Neuve-et-Labrador
CFSP	Conseil scolaire francophone provinciale	RDEETNL	Réseau de développement économique et d'employabilité de Terre-Neuve-et-Labrador
CSSD	Department of Children, Seniors and Social Development	RIFTNL	Réseau immigration francophone de Terre-Neuve-et-Labrador
EC	Executive Council	RJFTNL	Réseau justice francophone de Terre-Neuve-et-Labrador
EECD	Department of Education and Early Childhood Development*	RSFTNL	Réseau santé francophone de Terre-Neuve-et-Labrador
ERHA	Eastern Regional Health Authority	SNA	Société nationale d'Acadie
FFTNL	Fédération des francophones de Terre-Neuve et du Labrador	SNL	Service NL*
FLR	Fisheries and Land Resources	TCII	Department of Tourism, Culture, Industry and Innovation*
HCS	Department of Health and Community Services		
JPS	Department of Justice and Public Safety		

*Although this report covers the period April 1, 2019 to March 31, 2020, it should be noted that the names and acronyms of the following departments changed as of August 19, 2020:

Department of Advanced Education, Skills and Labour (AESL) ► Department of Immigration, Skills and Labour (ISL)

Department of Education and Early Childhood Development (EECD) ► Department of Education (ED)

Department of Municipal Affairs and Environment (MAE) ► Department of Environment, Climate Change and Municipalities (ECCM)

Service NL (SNL) ► Digital Government and Service NL (DGSNL)

Department of Tourism, Culture, Industry and Innovation (TCII) ► Department of Tourism, Culture, Arts and Recreation (TCAR)