FINAL REPORT ON RESULTS ACHIEVED AND ACTUAL EXPENDITURES 2022-2023

Canada-Newfoundland and Labrador Agreement on French-Language Services 2018-19 – 2023-24

Planned Actions	Expected Results	Performance	Targets (per		Expendit	ures	
			year, unless indicated otherwise)			Federal	Provincial
1.1.Provide a translation and terminological	Government departments will have had access to a	# of translation requests	280 translation requests	337 translation requests* 337,109 words translated	Planned	\$279,500	\$279,500
service to departments.	translation and terminological service in order to increase the amount of information made available in French on government's website.	# of words translated	800,000 words translated	(*This number includes 20 requests paid for by other entities but coordinated by OFS - 16 for Department of Education, 3 for Provincial Court and 1 for Supreme Court.) Examples of major translation projects across all of government: Information on COVID-19 rapid testing program and vaccines; Emergency Services website; sugar sweetened beverages tax information; Patient Connect NL website; Time for the Shot (flu shot) website; Motor Registration Division website updates. In addition, OFS translated news releases, applications and related documents for several Department of Education programs and initiatives including grants, bursaries and award programs.	Actual	\$279,500	\$486,832

				Other examples of translations can be found throughout this report, which are specific to the stated Objectives. In an effort to streamline the translation service, a new online Translation Request form was created and subsequent changes were made to OFS' Translation Procedures and shared with departments. OFS staff attended an in-person session on literary translation in the context of the Francophone Literary Festival (November 19, 2022). Translation Service Coordinator completed an online course offered through the federal Translation Bureau, Writing tweets/Traduire des gazouilles (November 10, 2022), and a number of sessions on inclusive writing offered by the Terminological Association throughout the year.	
1.2. Provide a	French service	# of	Two new	A replacement navigator was found for Motor	
linguistic support service	Navigators will have been established in key	departments with	departments	Vehicle Registration.	
and Navigator	departments.	Navigators		OFS carried out a mid-year check-in with all	
Coordination to			 	French service navigators.	
departments to enhance	Francophone and Acadian citizens will	# of Navigators in each	Minimum one Navigator per		
departments'	have received	department	department		
capacity to	assistance in accessing				
respond to	government information	# of instances		133 instances of Linguistic Support. Examples	
requests for	or services in French.	of linguistic	134 requests	include: performing language audits of	

services in French.	Departments will have received assistance in delivering services to their Francophone and Acadian clientele.	support provided		federal-provincial agreements; facilitating traffic fines payment involving Francophone clients; fielding a variety of questions from Francophones regarding various government services including, health and safety (inquiries related to COVID-19, for example), tourism, National Safety Code, vital statistics, MCP, immigration, and various permits, licences and fines.
1.3. Provide leadership, policy advice and direction related to French services and Francophone affairs to government departments.	In consultation with departments, best practices and internal guidelines for French service delivery in departments will have been researched, developed, implemented and evaluated (tools). Policy on French Language Services will have been reviewed. Interdepartmental Committee on French Language Services will have met regularly.	 # of tools developed Updated Policy # of meetings of the Interdepartme ntal Committee on French Services 	completed by 2022-2023 Three meetings	Guidelines were developed to help departments prepare and submit existing website information for translation.Review of the French Services Policy continued. OFS solicited and received feedback from a number of departmental policy directors across government (October 2022).OFS chaired two meetings of the Interdepartmental Committee on French Services. (June 21 and December 2, 2022).OFS continued to have discussions with target departments regarding their needs around filling bilingual positions and continued to translate job ads as required.
	Best practices and internal guidelines related to all OFS lines	# of best practices and guidelines researched,	One new best practice	

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.	of business will have been researched, developed and implemented. A French language training program will have been delivered to employees. Guidelines on French language training will have been researched, developed and implemented. 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.	developed and implemented # of participants # of guidelines related to French language training # of awareness initiatives	120 participants One set of guidelines - researched (2019-2020); developed (2020-2022); implemented (2022-2023). Three new initiatives	 39 participants at various levels throughout the year: 27 government employees and 12 Eastern Health employees (Note: Eastern Health and CLD manage a separate French training agreement). New registration process for French created in Government's learning management system. Supported the development of an eLearning Presentation on OFS and the provincial Francophone and Acadian community, available to all government employees. CLD continues to provide information and resources about the provincial Francophone and Acadian community to those enrolled in the French language learning as part of ongoing awareness and visibility of this vibrant community. 	
1.5. Increase awareness within government departments of Francophone and Acadian community and	In consultation with Digital Government and Service NL communications staff, an awareness campaign for the Office of French Services will	# of awareness- raising activities	Six new activities	To mark Provincial Francophonie Day 2022 (May 30): Minister and other government officials attended the ceremony at Confederation Building to raise the Franco- Newfoundland and Labrador flag; the first in- person ceremony since 2019, due to the pandemic. In addition to speaking at the ceremony, the Minister issued a statement in	

the services offered by Office of French Services.	have been developed and implemented.			 the House of Assembly and contributed to a community-wide video. Confederation Building and Government House (the Lieutenant-Governor's residence) were lit in provincial Francophonie colours. Tweets posted for National Acadian Day 2022 and International Francophonie Day 2022. To mark Rendez-vous de la Francophonie 2023 and the community initiative entitled <i>Couleurs de la francophonie</i>, a photo was taken with the Minister Responsible for Francophone Affairs, OFS staff and others in DGSNL, and shared on social media (March 23, 2023). Minister attended the opening ceremony of the Acadian Youth Parliament in St. John's (February 20-22, 2023). Information on several new programs and initiatives posted in French on the Government of Newfoundland and Labrador's website were also published in the FrancoTNL newsletter. 	
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	OFS attended two Access to Justice Steering Committee meetings. Various meetings with Francophone community groups (including FFTNL, RCFTNL, RSTNL, RJTNL, RIFTNL, FPFTNL, Compas and Horizon TNL) to discuss ongoing	

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	 partnerships, projects and funding possibilities. Meeting with Service Canada Citizen Services Branch-Atlantic Region to discuss their services and present services offered by OFS. Updates were provided to the Minister as needed on an issue-by-issue basis. Annual MCCF meeting was held in Saskatchewan (June 2022). Briefing materials were prepared by OFS for the Minister. OFS participated in multiple virtual meetings as a member of the MCCF and INCF: regular monthly meetings and French Services working committee meetings were held throughout the year. NL hosted officials' INCF in St. John's (October 26-27, 2022). Several departments participated in a multilateral dialogue session (April 13, 2022) and a follow-up virtual meeting (October 14, 2022) regarding the Federal Government's next Action Plan on Official Languages. Note: weekly emails no longer required since 	
1.8. Inform and advise the Minister Responsible for	Office of French Services will have lent support to the Minister Responsible for Francophone Affairs in	# of weekly email updates to Minister	Weekly email updates from OFS to Minister	Note: weekly emails no longer required since Minister of DGSNL and Minister Responsible for Francophone Affairs are currently the same minister.	
Francophone Affairs on matters related	efforts to communicate and collaborate with Newfoundland and	# of meetings between the	One meeting between the	Minister met with representatives of the FFTNL to discuss priority issues (February 20, 2023).	

Francophone Fra and Acadian Aca community of var Newfoundland oth		Minister and the FFTNL	Minister and the FFTNL	Minister recorded a video that was presented to the community during Francophone Immigration Week (November 2022).			
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Planned Actions	Expected results	Performance Indicators	Targets (per year, unless	Results Achieved	Expendit	ures	
			indicated otherwise)			Federal	Provincial
Sector of Activity : He	alth and Social Develop	ment \$8,000 (Ca	nada) \$8,000 (Ne	wfoundland and Labrador)			
2.1. Partner with the Department of Health and Community Services and the Department of Children, Seniors	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	HCS: Ongoing partnership for translation of and subsequent updates to information related to the COVID-19 pandemic. Translations specifically related to this objective included: vaccination information,	Planned Actual	\$8,000 \$8,000	\$8,000 \$13,680
and Social Development to enhance access to health and social development services and				811 website information, Eye See Eye Learn program information, and the guidance document, application form and webpage information for the Community Addictions Prevention and Mental Health Promotion Fund Program.			
information in French.				<u>CSSD</u> : Ongoing partnership for translation of program information and posting on departmental website.			
				Translations specifically related to this objective included: grant programs application forms and guidelines, subsequent submissions from community			

				groups, and information for income support website.			
	stice \$6,000 (Canada) S				_	*2 2 2 2	* •••••
2.2. Partner with the Department of Justice and Public	Increased availability of and accessibility to Justice services and	# of initiatives	Two new initiatives	Provincial Courts: (Note: * indicates costs covered under other federal-provincial funding agreements.	Planned	\$6,000	\$6,000
Safety and the Provincial Courts to enhance information and services related to Justice in French.	information in French will have been realized.			 OFS's contribution to these costs is advisory or logistical in nature. The other costs were borne by OFS). *5 bilingual staff: (3 judges, 2 court officers {when they were in these positions at various times throughout the year}, and 1 Contraventions Coordinator) from Provincial Court completed specialized Legal Terminology training under a contract with the Centre canadien de français juridique. This included a day and a half intensive in- person session, 8 hour-long webinars as well as a week long National French Legal Terminology Training Session in Toronto. *3 Provincial Court Judges (Elementary level French) participated in specialized French Legal Terminology training with the Centre canadien de français juridique. 32 webinar hours were completed, as well as a day and a half intensive in-person session 	Actual	\$6,000	\$10,260

*5 individuals from JPS attended 2
half day virtual French Legal
Terminology Workshops offered by
Université Saint-Boniface.
 Interpretation Policy – work
continued and subsequent drafts
were submitted for administrative
approval.
Bilingual Digital Signage System
plan developed for Provincial Court
in Grand Falls-Windsor which
provides Provincial Court information
to the public in English and French.
This system builds on the one
implemented in St John's in previous
years.
Continuation of the translation of
various updated sections of
Provincial Court Website (i.e.,
Intimate Partner Violence
Intervention Court) as well as a
variety of Provincial Court forms, as
required.
The most recent budget approved 4
new bilingual court officer positions
with Provincial Court bringing the
total to 8.
Justice and Public Safety:
OFS participated in two Access to Justice
Steering Committee meetings along with
RJTNL (November 16, 2022 and March 18,
2023).

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				A representative from JPS attended the FPT National Table on Access to Justice in Both Official Languages (March 6, 2023), and one online meeting along with an OFS representative.			
				Translations specifically related to this objective included: advertisements for bilingual jobs, variety of forms, "pay online" updates and notices, various other notices and advisories regarding public safety information including Be Prepared website and a Public Advisory on hurricanes, scent policy poster, and intimate partner violence court website updates.			
				OFS provided ongoing linguistic support to Fines Administration Division including answering numerous inquiries in French and recording a bilingual outgoing message on their voice mail system.			
Sector of Activity : Go	vernment Services \$8,0	000 (Canada) \$8.0	00 (Newfoundlar	nd and Labrador)	I	I	
2.3. Partner with divisions of Digital Government and	More information and services in French will have been made	# of partnerships	Two new partnerships	Significant number of updates to Motor Registration Division website translated and posted.	Planned	\$8,000	\$8,000
Service NL to increase access to information and services in French.	available in several areas including Vital Statistics, Motor Registration, Consumer Affairs and			Linguistic support continued to Vital Statistics and Motor Registration divisions to provide service in French to Francophone clients. Work continued on	Actual	\$8,000	\$13,680
	Residential Tenancies.			providing French versions of a number of			

				Vital Statistics forms and updates to existing translated forms. Partnership continued with Education and DGSNL to translate information related to back-to-school safety, bussing, and road safety, including several tweets. Translations specifically related to this objective included: vehicle and driver renewal notices; and insurance validation program bulletin.			
Sector of Activity : Im	migration \$8,000 (Cana	da) \$8,000 (Newfo	oundland and La	brador)			
2.4. Partner with the Office of Immigration and Multiculturalism	Initiatives related to the welcoming and retention of Francophone	# of initiatives	Four new initiatives	Minister Responsible for Francophone Affairs provided greetings via video to the provincial Francophone community on the celebration of Francophone Immigration	Planned Actual	\$8,000 \$8,000	\$8,000 \$13,680
(Department of Immigration, Population Growth and Skills) to support initiatives which contribute to the welcoming and retention of Francophone newcomers in Newfoundland and Labrador.	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 meetings attended	Four meetings	 Week (November 2022). OIM provided funding to FFTNL (Compas) to assist non-permanent resident newcomers in the province with settlement and integration supports. OIM participated virtually in Destination Canada. Meeting between OFS and OIM to discuss updates on various files and initiatives (January 2023). 			

				Translations specifically related to this objective included: promotional information and various application forms and guidelines related to immigration programs.			
Sector of Activity : Ea	oundland and Labrador)						
2.5. Partner with the Department of Education to	More government website information will have been made	# of initiatives	One new initiative	Ongoing partnership with Education to provide translations specifically related to this objective included: various information	Planned	\$6,000	\$6,000
provide more online information in French regarding early childhood development.	available in French in the area of early childhood development.			including news releases, public health guidelines for schools and child care centres.	Actual	\$6,000	\$10,260
Sector of Activity : Cu	Iture and Heritage \$6,0	00 (Canada) \$6,00	0 (Newfoundland	and Labrador)			
2.6. Partner with the Department of Tourism, Culture,	Initiatives related to increasing support to Francophone culture	# of initiatives	Three new initiatives	Translations specifically related to this objective included: Arts and Letters Awards poster, application and other contest	Planned	\$6,000	\$6,000
Arts and Recreation to increase support for Francophone culture and heritage throughout the province.	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	One new initiative	information shared with Francophone organizations, documents related to Come Home Year 2022 funding programs such as contest information, and information, guidelines, application forms, submissions and reports related to Active NL, Community Healthy Living and Cultural Economic Development funding programs.	Actual	\$6,000	\$10,260
	bour and Employment					-	
2.7. Partner with the Department of Immigration,	More government website information will have been made	# of initiatives	Two initiatives	Translations specifically related to this objective included: content for Employment Services website; online questionnaire on	Planned	\$6,000	\$6,000

Population Growth and Skills to increase the amount of information in French related to labour market programs to support Francophone employees and employers in the province.	available regarding labour market programs.			foreign qualifications and Job Creation Program guidelines.	Actual	\$6,000	\$10,260
	anslation \$5,000 (Canad						
2.8. Provide a	Correspondence	Percentage of	100% of	Translations specifically related to this	Planned	\$5,000	\$5,000
translation and	between departments	correspondence	•	objective included: various pieces of			
terminological	and the Francophone	translated into	to the	correspondence on a number of issues			
services to	and Acadian	French for	Francophone	including: Sharing our Cultures,	Actual	\$5,000	\$8,607
departments.	community will have	Francophone	and Acadian	international driver's licences, daycare			
	been made available	and Acadian	community will	spaces, and education issues.			
	in French.	community.	be in French.				

Planned Actions	Expected results	Performance Indicators	Targets (per year, unless	Results Achieved	Expendit	ures	
			indicated otherwise)			Federal	Provincial
3.1 Offer a community liaison service to government	Outreach to the Francophone and Acadian community	# of meetings	20 meetings	35 meetings, consultations and events held with Francophone community groups on a variety of issues and initiatives related to	Planned	\$17,500	\$17,500
departments and the province's Francophone and	will have taken place to facilitate connections with			health, education, justice, immigration, culture, youth, and childcare.	Actual	\$17,500	\$30,396
Acadian community.	relevant departments which can address their needs.			Minister Responsible for Francophone Affairs visited the new site of the Rocher-du- nord school (May 25, 2022).			
				OFS' Liaison Officer visited with Francophone community representatives in Labrador City during the meetings of the Conseil provincial francophones and attended the Jeux franco-labradoriens. Meetings were also held with regional employees of IPGS regarding providing services and information in French (March 10-11, 2023).			
				OFS continued to communicate electronically and via telephone with representatives of the FFTNL and other Francophone community groups on a daily basis regarding a variety of ongoing projects and initiatives.			

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				In addition to activities directly related to the Canada-Newfoundland and Labrador Agreement, OFS also continued to manage the Quebec-Newfoundland and Labrador Agreement with Respect to Francophonie, which entails multiple communications and meetings between applicants (community organizations), Quebec's Canadian Relations Secretariat and various Government of Newfoundland and Labrador departments.	
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 continued to consult and collaborate with Communications Branch and departmental contacts as needed regarding best practices/guidelines for translation and posting of communications documents, such as news releases, social media and website information.	
3.3 Explore	Progress in the area of	# of news	12 news	34 bilingual news releases, statements or	
opportunities to use	5	releases,	releases,	public advisories throughout 2022-23 on a	
government's	service delivery will			variety of topics including the following:	

website and social media to better communicate with the Francophone and Acadian public. Acadian community via media releases and social media.	 Education - return to school announcements and plans, scholarships, awards and bursaries, safe and inclusive schools activities including information on anti-bullying initiatives and access to period products in schools. Public Health and Safety - emergency alert tests, public health information related to COVID-19, and emergency preparedness. News release on the recipients of the 2022 Order of Newfoundland and Labrador which included Mr. Robert Cormier, the first member of the province's Francophone and Acadian community to receive the award. Holiday greetings from the Minister were published in Le FrancoTNL (December 2022). Approximately 55 bilingual or French tweets/retweets on a number of topics including winter driving, Provincial Francophonie Day, contests including Come Home, World Fisheries Day art contest, education-related (School's Out and Back to School greetings, Safe Driving during back to school, Teacher Awards, and availability of marks) helmet safety, Francophone Literary Festival, Parlement jeunesse and International Francophonie Day.
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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	Le Franco TNL continued to include in each bi-weekly edition an OFS section (OFS banner ad as well as information on particular Government of Newfoundland and Labrador services, information and programs available in French). Examples include: Rentrons chez nous (Come Home Year) logo, a half page on the Independent Appointments Commission, articles on the Government of Newfoundland and Labrador's Be prepared/Préparez-vous website, the Minister's participation at le Parlement jeunesse (Youth Parliament), and the MCCF Newsletter. Departmental programs and services information is continually updated throughout the year. As text was translated and posted to government's website, OFS continued to add to the "Renseignements du gouvernement en français" [Government Information in French - Digital Government and Service NL] section of its website, which serves as a single window for government information in French.	
3.5 Solicit and analyze the Francophone and Acadian community' objectives and priorities to determine where	Develop and implement new initiatives to increase cooperation between the Francophone and Acadian community and government via	# of initiatives developed or implemented	One new initiative developed or implemented	Minister Responsible for Francophone Affairs met with representatives of the FFTNL to discuss their priorities (February 20, 2023). In the context of the community having designated 2023 as Provincial Francophonie	

enhancements in the provision of services in French are needed.	Year, the Minister participated in the community's launch of celebrations to commemorate the 50th anniversary of the establishment of the Newfoundland and Labrador provincial Francophone movement (January 21, 2023 - held virtually due to inclement weather).Discussions are ongoing as to government's participation in other initiatives related to this celebration.
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*Included in the expenditures above, several government departments/corporations/agencies provided a total of \$275,100.00 to fund the following initiatives to Francophone community groups:

Department/Agency		Project / Program (Recipient)
	Amount	
TCAR	3,510	Ateliers cuisine/Active NL (ACFSJ)
TCAR	2,000	Festival du vent/Come Home Year 2022 (ACFSJ)
TCAR	35,000	Festival Littéraire/Come Home Year 2022 (FFTNL)
TCAR	20,000	Community Centre infrastructure/Come Home Year 2022 (ARCO)
TCAR	7,500	Playground infrastructure/Active NL (École des Grands Vents)
TCAR	5,734	Sport and Recreation Equipment/Active NL (ACFSJ)
TCAR	7,500	Trail Infrastructure/Active NL (ARCO)
IPGS	166,234	Settlement services (Compas - FFTNL)
IPGS	15,720	Destination Canada (FFTNL)
CSSD	2,000	Intergenerational activities/Senior Social Inclusion Initiative (FFTNL)
TCAR	3,727	Healthy Eating Education Program/Active NL (AFL)
TCAR	6,175	Active For Life/Active NL (AFL)
Total	\$ 275,100	

	2018-2	019	2019	-2020	2020	-2021	2021-	2022	2022-2023		То	Total	
	Fed	Prov	Fed	Prov									
Strategic objective 1	\$279,500	\$505,554	\$279,500	\$404,089	\$279,500	\$360,170	\$279,500	\$409,978	\$279,500	\$486,832			
Strategic objective 2	\$53,000	\$94,198	\$53,000	\$75,174	\$53,000	\$66,939	\$53,000	\$76,277	\$53,000	\$90,687			
Strategic objective 3	\$17,500	\$31,500	\$17,500	\$25,224	\$17,500	\$22,479	\$17,500	\$25,592	\$17,500	\$30,396			
Total	\$350,000	\$631,240	\$350,000	\$504,487	\$350,000	\$449,588	\$350,000	\$511,847	\$350,000	\$607,915			

CERTIFIED BY:

Jim Prouse

Date: <u>November 1, 2023</u>

Name and title of the duly authorized signatory

Key to Acronyms

ACFSJ	Association communautaire francophone de St-Jean	JPS	Department of Justice and Public Safety
AFL	Association francophone du Labrador	MCCF	Ministers' Council on the Canadian Francophonie
ARCO	Association régionale de la côte ouest	MCP	Medical Care Plan
CLD	Centre for Learning and Development	OFS	Office of French Services
CSSD	Department of Children, Seniors and Social Development	OIM	Office of Immigration and Multiculturalism (part of Immigration,
DGSNL	Department of Digital Government and Service NL		Population Growth and Skills (IPGS))
FFTNL	Fédération des francophones de Terre-Neuve et du Labrador	RCFTNL	Réseau culturel francophone de Terre-Neuve-et-Labrador
FPFTNL	Fédération des parents francophones de Terre-Neuve-et-	RIFTNL	Réseau immigration francophone de Terre-Neuve-et-Labrador
HCS	Labrador	RJFTNL	Réseau justice francophone de Terre-Neuve-et-Labrador
IPGS	Department of Health and Community Services	RSFTNL	Réseau santé francophone de Terre-Neuve-et-Labrador
INCF	Department of Immigration, Population Growth and Skills	TCAR	Department of Tourism, Culture, Arts and Recreation
	Intergovernmental Network on the Canadian Francophonie		
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