

FINAL REPORT ON RESULTS ACHIEVED AND ACTUAL EXPENDITURES 2020-2021

Canada-Newfoundland and Labrador Agreement on French-Language Services 2018-19 – 2022-23

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	*366 translation requests	Planned	\$279,500	\$279,500
		# of words translated	800,000 words translated	*289,603 words translated *Not included are 21 requests (86,657 words) coordinated and paid for by Programs and Services division of EDU. Examples of major translation projects include the following: information related to the pandemic including a variety of online and paper forms (travel, self-assessment and screening tool and declaration for self-isolation), FAQs, signage, posters, infographics, household bubbles and alert level information, press releases, public health guidance, NL Safe Schools, Elections NL news release related to the pandemic, travel information and forms as well as correspondence from and to members of the	Actual	\$279,500	\$360,170

				<p>public regarding travel to the province, and vaccination information.</p> <p>Other key translation projects completed include the following: Climate Program website; Employment Options-Emploi program; Flu Immunization information; Early Childhood Learning Framework; Victim Services website information; update to Guide to Programs and Services; update of Labour Standards booklet; Conseil scolaire francophone provincial reports; various Provincial Court forms and public information documents for website; Vital Statistics information on marriage commissioners and licence issuers; Elections NL news releases related to delays precipitated by the pandemic; National Forest Week poster contest information; updates to funding applications; and various funding applications and responses.</p>			
<p>1.2. Provide a linguistic support service and Navigator Coordination to departments to enhance departments' capacity to respond to requests for</p>	<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># of departments with Navigators</p> <p># of Navigators in each department</p> <p># of instances of linguistic</p>	<p>Two new departments</p> <p>Minimum one Navigator per department</p> <p>134 requests</p>	<p>Navigator recruitment postponed due to the pandemic.</p> <p>96 instances of Linguistic Support including 37 requests related to the pandemic, 10 for Vital</p>			

services in French.	Departments will have received assistance in delivering services to their Francophone and Acadian clientele.	support provided		Statistics and 6 for Motor Vehicle Registration. Other examples include: inquiries regarding MCP, language audits, various permits, licences and fines. OFS was provided training and equipped with cellphones to support border officials to ensure Francophones traveling to the province could receive service in French at points of entry in Labrador. (May 8, 2020)			
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. Best practices and internal guidelines related to all OFS lines	# of tools developed Updated Policy # of meetings of the Interdepartmental Committee on French Services # of best practices and guidelines researched,	Two new tools developed Review to be completed by 2022-2023 Three meetings One new best practice	Consultation with departments was limited due to the pandemic. OFS continued to develop new and improve existing internal administrative procedures and guidelines, including those related to Business Continuity Planning. Research continued including review of policies in place in other jurisdictions. Minor updates were made to the Policy to reflect administrative changes. One meeting was held of the Interdepartmental Committee. (October 14, 2020). Terms of Reference were updated and distributed. Research continued into new practices. Provided ongoing assistance to the Provincial Court to hire bilingual employees.			

	of business will have been researched, developed and implemented.	developed and implemented					
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>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>37 participants</p> <p>Beyond the parameters of this agreement, the CLD has also negotiated contracts to deliver French language training to employees of Eastern Health and Levels A and B training to federal public servants.</p> <p>Internal processes related to registration and placement of learners in the program have been streamlined.</p> <p>The CLD continued to share information with learners, related to the Francophone community, and some have participated in activities hosted by the community (including links to community events as well as community-focused newsletters).</p> <p>OFS gave a presentation to participants of the CLD French language training program including information on OFS' lines of business and an overview of provincial Francophone community organizations. (July 9, 2020)</p>			

				Multiple communications from OFS to the CLD advising of activities and events organized by Francophone community organizations.			
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>Unable to participate in Rendez-vous de la Francophonie activities due to pandemic lockdown and election caretaker mode.</p> <p>Tweet marking Provincial Francophonie Day (May 30, 2020).</p> <p>An “OFS at a glance” one-pager was developed and posted to government’s website.</p> <p>2019-2020 annual report was posted to OFS’ website and shared with the FFTNL.</p> <p>OFS staff attended two online training sessions on culture and offer of services and intercultural communication organized by RIFTNL.</p> <p>OFS and OIM staff attended an online training session on Francophone mobility, <i>Un canadien errant</i>, organized by MCCF. (March 31, 2021)</p>			
1.6. Provide a government–community liaison service to departments.	Opportunities for further partnership between government and Francophone and Acadian community in	# of relevant partnerships created or facilitated	Ten new partnerships	OFS attended three Access to Justice Steering Committee meetings. (May 28, 2020, October 1, 2020 and February 2, 2021)			

	priority areas will have been facilitated.			<p>Meeting with IPGS to discuss translation of material related to Employment Options emplois. (October 8, 2020)</p> <p>Numerous meetings between OFS and Francophone community groups including RCFTNL, RSFTNL, RJFTNL, FFTNL, and RDEETNL to discuss ongoing projects and funding possibilities.</p> <p>Examples include the following:</p> <ul style="list-style-type: none"> • discussion with HCS and representatives of RSFTNL, re: translating the Bridge the Gapp online content into French. (May 29, 2020), • discussion with RSFTNL, Channal, and HCS, re: offering the Channal Project’s “warm line” in French, and • discussion with ERHA, HCS and RSFTNL, re: the Doorways Project (access to mental health services in French). 			
1.7. Provide support to the Minister Responsible for Francophone Affairs on issues related to the Ministerial Conference on	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	# of updates and briefings	Six updates and briefings	<p>Updates were provided to the Minister as needed on an issue-by-issue basis.</p> <p>The June 2020 MCCF in-person meeting was cancelled due to the pandemic. OFS held briefings with Minister Responsible for Francophone Affairs in preparation for virtual meeting with MCCF. (December 4, 2020)</p> <p>OFS participated in multiple virtual meetings as a member of the INCF and MCCF: regular monthly meetings and OFS working</p>			

the Canadian Francophonie.	collaboration with other members of the Ministerial Conference on the Canadian Francophonie.			<p>committee meetings were held throughout the year. Cabinet approval was sought, re: incorporation of the internal administrative structure of MCCF. OFS briefed executive and the Minister on the ongoing process of modernization of the Federal Government's Official Languages Act.</p> <p>OFS was consulted as part of the Federal Government's 2018-2023 Midterm Review of the Action Plan for Official Languages. (January 6, 2021)</p>			
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.	<p># of weekly email updates to Minister</p> <p># of meetings between the Minister and the FFTNL</p>	<p>Weekly email updates from OFS to Minister</p> <p>One meeting between the Minister and the FFTNL</p>	<p>Traditional Provincial Francophonie Day celebrations were cancelled due to the pandemic. Minister Responsible for Francophone Affairs shared a tweet to mark this annual celebration on May 30, 2020.</p> <p>Minister met virtually with the president and other representatives of the FFTNL. (November 24, 2020)</p>			

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: Ongoing translation of and subsequent updates to information related to the pandemic including several public health documents, website information including self assessment and travel forms, and back-to-school video message from Chief Medical Officer of Health. Translation of inquiries from the Francophone public as well as government responses on pandemic related issues.</p> <p>CSSD: CSSD provided funding to the ACFSJ for two projects: Playground Development and Something for Everyone-Physical Activity Program.</p>	Planned	\$8,000	\$8,000
					Actual	\$8,000	\$10,104
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	Increased availability of and accessibility to Justice services and information in French will have been realized.	# of initiatives	Two new initiatives	7 bilingual staff (2 judges, 4 court officers, and 1 Contraventions Coordinator) from Provincial Court and the Office of the High Sheriff completed specialized Legal Terminology training with the Centre canadien de français juridique. 27 hours of training included 2 two-day intensive virtual	Planned	\$6,000	\$6,000
					Actual	\$6,000	\$7,578

<p>services related to Justice in French.</p>				<p>sessions (4 hours a day each), as well as 11 hour-long webinars.</p> <p>7 individuals attended Legal Terminology Workshops offered by Université Saint-Boniface.</p> <p><i>(Note: the aforementioned training costs were borne by JPS. OFS-related expenses were for routine administrative activities, such as liaison between OFS, JPS and the training institutions)</i></p> <p>Work continued on the development of an interpretation policy for the Provincial Court and a draft was submitted for administration's approval.</p> <p>OFS participated in FPT Access to Justice conference call (Dec 15, 2020) and participated in online sessions related to Francophone Immigration Week.</p> <p>OFS met with PLIAN to discuss mandate, updates on projects and opportunities for collaboration with RJFTNL. (July 30, 2020)</p> <p>Various meetings with RJFTNL to discuss access to justice and community projects.</p> <p>OFS participated in 3 Access to Justice Steering Committee meetings (May 28, 2020; October 1, 2020; and February 2,</p>			
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				2021) as well as Tomorrow's Reimagining Justice Atlantic Canada Colloquium. Each meeting features a "French Minute" where Francophone community, or OFS items, are presented. (November 25, 2020). Discussions began with the Supreme Court on a project to translate public information related to jury duty.			
Sector of Activity : Government Services \$8,000 (Canada) \$8,000 (Newfoundland and Labrador)							
2.3. Partner with divisions of Digital Government and 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 on projects related to increasing the amount of information available online in French including the following: Vital Statistics project finalized with bilingual birth, death and marriage certificates available (Fall 2020). Early indications showed that the number of French language requests for certificates is proportionate to the population of Francophones in the province. Partnership with EDU and DGSNL to translate information related to back-to-school safety, bussing, and road safety, including several tweets.	Planned	\$8,000	\$8,000
					Actual	\$8,000	\$10,104
Sector of Activity : Immigration \$8,000 (Canada) \$8,000 (Newfoundland and Labrador)							
2.4. Partner with the Office of Immigration and Multiculturalism (Department of	Initiatives related to the welcoming and retention of Francophone immigrants will have	# of initiatives	Four new initiatives Four meetings	Minister Responsible for Francophone Affairs provided video greetings to the provincial Francophone community for National Francophone Immigration Week. (November 1-7, 2020)	Planned	\$8,000	\$8,000
					Actual	\$8,000	\$10,104

<p>Immigration, Population Growth and Skills) to support initiatives which contribute to the welcoming and retention of Francophone newcomers in Newfoundland and Labrador.</p>	<p>been researched, developed and implemented.</p> <p>Office of French Services will have met quarterly with the Office of Immigration and Multiculturalism to discuss updates on Francophone immigration.</p>	<p># of meetings attended</p>		<p>OIM provided \$71,950 in funding to the FFTNL to assist non-permanent resident newcomers in the province with settlement and integration supports.</p> <p>OIM participated in a virtual version of Destination Canada 2021 – an international immigration recruitment fair. (March 27-28, 2021)</p> <p>Meeting held with OFS and SNA-CAIF on Francophone immigration issues in Atlantic Canada. (October 6, 2020)</p> <p>Translations for OIM included FAQs regarding immigration and the pandemic; funding guidelines and calls for proposals for projects to enhance immigration in NL; and correspondence to the Minister from FFTNL.</p>			
<p>Sector of Activity : Early Childhood Development \$6,000 (Canada) \$6,000 (Newfoundland and Labrador)</p>							
<p>2.5. Partner with the Department of Education to provide more online information in French regarding early childhood development.</p>	<p>More government website information will have been made available in French in the area of early childhood development.</p>	<p># of initiatives</p>	<p>One new initiative</p>	<p>Ongoing partnership with EDU to provide translation of information related to the pandemic including Public Health Guidance for Schools; K-12 School Reentry Plan and a number of other documents related to back to school including Guide for Parents of Children with Specialized Health Needs, information on masks; back to school infographics; website information; and tweets.</p>	<p>Planned</p> <p>Actual</p>	<p>\$6,000</p> <p>\$6,000</p>	<p>\$6,000</p> <p>\$7,578</p>

				<p>The Early Childhood Learning Framework was translated.</p> <p>OFS attended a meeting with FFTNL, RDEETNL and EDU with respect to the project funding application process for childcare centres in the Francophone community in the province (Early Childhood Development). (January 15, 2021)</p>			
Sector of Activity : Culture and Heritage \$6,000 (Canada) \$6,000 (Newfoundland and Labrador)							
2.6. Partner with the Department of Tourism, Culture, Arts and Recreation to increase support for Francophone culture and heritage throughout the province.	<p>Initiatives related to increasing support to Francophone culture and heritage will have been explored.</p> <p>More government website information will have been made available in French in the areas of culture and heritage.</p>	# of initiatives	Three new initiatives	Arts and Letters Awards poster translated and contest information sent to Francophone organizations.	Planned	\$6,000	\$6,000
		# of initiatives	One new initiative		Actual	\$6,000	\$7,578
Sector of Activity : Labour and Employment \$6,000 (Canada) \$6,000 (Newfoundland and Labrador)							
2.7. Partner with the Department of Immigration, Population Growth and Skills to increase the amount of information in French related to	More government website information will have been made available regarding labour market programs.	# of initiatives	Two initiatives	Translations included updates to Labour Standards booklet and the Guide to Programs and Services.	Planned	\$6,000	\$6,000
					Actual	\$6,000	\$7,578

labour market programs to support Francophone employees and employers in the province.							
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 translation of correspondence from newly appointed Ministers (Responsible for Francophone Affairs and IPGS) to FFTNL; Grants to Youth Organizations agreement and letter; and correspondence to RDEETNL (TCAR).	Planned	\$5,000	\$5,000
					Actual	\$5,000	\$6,315

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	<p>34 instances of 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.</p> <p>OFS communicates electronically and via telephone with the FFTNL and other Francophone community groups on a daily basis on a variety of ongoing projects and initiatives.</p> <p>Preliminary discussions were held with CSSD regarding the role OFS could play in the Canada Summer Games 2025.</p> <p>In addition to activities directly related to this agreement, OFS also continues to manage the Quebec-Newfoundland and Labrador Agreement with respect to Francophonie, which entails multiple communications between applicants (community organizations), Quebec's Canadian Relations Secretariat and various GNL departments.</p>	Planned	\$17,500	\$17,500
					Actual	\$17,500	\$22,480

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)	Research and internal consultations ongoing to develop further communication guidelines.	
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	39 bilingual news releases, statements or public advisories throughout 2020-21 regarding a variety of topics including: pandemic announcements; return to school; Elections NL; expansion of Vital Statistics services; e-mental health parenting program; motor registration services; teachers collective agreements; public consultation regarding modernization of government; and the immigration pathway program. Approximately 50 bilingual or French tweets.	
3.4 To increase visibility of government	Promotional and awareness-raising	# of activities	Six new activities	OFS continued to run an OFS banner ad in the bi-weekly newsletter, Le Franco TNL. Other published items included information	

<p>services available in French, carry out within the Francophone and Acadian community promotional and awareness activities about the Office of French Services</p>	<p>activities will have taken place.</p>			<p>on particular provincial government services and programs available in French, holiday greetings, public health and safety information, awards and public consultations.</p> <p>“OFS at a glance” one-pager developed, posted on OFS website and shared with the community.</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 for Francophone Affairs met with representatives of the FFTNL to discuss their priorities. (November 24, 2020)</p> <p>FFTNL was invited to attend interdepartmental committee meeting set for March 2020, however meeting was cancelled due to pandemic lockdown.</p>	

Included in 2020-2021 expenditures are the following Francophone community group projects/initiatives, funded by government departments/corporations/agencies for a total of \$142,808:

Department	Contribution Amount	Project / Program (Recipient)
CSSD	\$7,637	Something for Everyone-Physical Activity Program (ACFSJ)
CSSD	\$10,000	Small Infrastructure: Playground Development (ACFSJ)
EDU	\$12,000	Club du samedi (ACFSJ)
FFA	\$500	Community Garden Projects (ARCO)
IET	\$5,000	Small Business Assistance Program (ACFSJ)
IET	\$10,000	Regional Economical Development Fund – “Ateliers de compétences en matière de cirque à TNL”- Wonderbolt
IPGS	\$16,181	Training session (RDÉETNL)
IPGS-OIM	\$71,950	French Language Direct Settlement Program (FFTNL)
NL Film Development Corporation	\$2,000	Video project “Entre les îles” (ACFSJ, collaboration FrancoJeunes)
TCAR	\$2,790	Community Healthy Living Fund – Project: Cooking program (ACFSJ)
TCAR	\$1,250	Community Capacity Building Project (RDÉETNL)
TCAR	\$3,500	Arts festival during Rendez-vous de la Francophonie (RCFTNL)
Total	\$142,808	

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	\$279,500	\$360,170						
Strategic objective 2	\$53,000	\$94,186	\$53,000	\$75,174	\$53,000	\$66,939						
Strategic objective 3	\$17,500	\$31,500	\$17,500	\$25,224	\$17,500	\$22,479						
Total	\$350,000	\$631,240	\$350,000	\$504,487	\$350,000	\$449,588						

CERTIFIED BY:



Date: December 2, 2021

Senior Manager, Office of French Services

Key to Acronyms

ACFSJ	Association communautaire francophone de St-Jean	MCCF	Ministerial Conference on the Canadian Francophonie
ARCO	Association régionale de la côte ouest	OFS	Office of French Services
CLD	Centre for Learning and Development	OIM	Office of Immigration and Multiculturalism (which is part of Immigration, Population Growth and Skills (IPGS))
CSSD	Department of Children, Seniors and Social Development	PLIAN	Public Legal Information Association of Newfoundland and Labrador
DGSNL	Department of Digital Government and Service NL	RCFTNL	Réseau culturel francophone de Terre-Neuve-et-Labrador
EDU	Department of Education	RDEETNL	Réseau de développement économique et d'employabilité de Terre-Neuve-et-Labrador
ERHA	Eastern Regional Health Authority	RIFTNL	Réseau immigration francophone de Terre-Neuve-et-Labrador
FFTNL	Fédération des francophones de Terre-Neuve et du Labrador	RJFTNL	Réseau justice francophone de Terre-Neuve-et-Labrador
FFA	Fisheries, Forestry and Agriculture	RSFTNL	Réseau santé francophone de Terre-Neuve-et-Labrador
HCS	Department of Health and Community Services	SNA-CAIF	Société nationale de l'Acadie-Comité atlantique sur l'immigration francophone
IPGS	Department of Immigration, Population Growth and Skills	TCAR	Department of Tourism, Culture, Arts and Recreation
JPS	Department of Justice and Public Safety		