

# French Language Services Policy

## PREAMBLE

The Government of Newfoundland and Labrador supports the development and vitality of Francophone and Acadian communities and acknowledges that they make an important contribution to the Province's social, cultural and economic development.

## POLICY STATEMENT

The objective of the French Language Services Policy is to ensure a more consistent and coordinated approach to service delivery in French throughout the provincial government.

The Office of French Services (OFS), Digital Government and Service NL, acts as the key point of contact in the provincial government regarding French language services and Francophone affairs and collaborates with departments to increase their capacity to offer services to the public in French. The OFS also works with departments in an effort to encourage dialogue and partnership with Francophone and Acadian communities in Newfoundland and Labrador. In order to achieve this goal, the OFS may also engage other various stakeholders as needed.

## APPLICATION

This policy applies to all provincial government departments.

## RESPONSIBILITIES

### *Departments*

It is the responsibility of Deputy Ministers or their designates to:

- Consult the OFS for strategic advice, information and research related to French language services and Francophone affairs; and
- Utilize, as necessary, the services offered by the OFS including translation and other linguistic support, and community liaison.

### *Office of French Services (OFS)*

It is the responsibility of the OFS to:

- Oversee the implementation and evaluation of this policy;
- Maintain four key lines of business, including:
  - Translation services to facilitate written communication in French and English;
  - Linguistic support, acting as an intermediary between Francophone clients and government departments needing assistance in the delivery of services in French;

- Community liaison services which facilitate dialogue and collaboration between government departments and the Francophone and Acadian communities, while also helping develop strategies for the delivery of services in French and assisting the community in achieving its goals; and
  - Support to the Minister Responsible for Francophone Affairs.
- Liaise with departments to identify opportunities for this policy's application, taking into consideration the priorities of the province's Francophone and Acadian communities;
- Lead the negotiation of the *Canada-Newfoundland and Labrador Agreement on French Language Services*;
- Report regularly to the Minister Responsible for Francophone Affairs and the Deputy Minister of Digital Government and Service NL on activities being carried out in departments with regard to French service delivery;
- Promote awareness within Government of the provincial Francophone and Acadian communities; and
- Liaise with Federal/Provincial/Territorial partners and stakeholders.

## **Related Agreements, Procedures and Guidelines**

### *Canada-Newfoundland and Labrador Agreement on French Language Services*

This agreement exists to provide a multi-year collaboration framework between Canada and Newfoundland and Labrador to support the planning and delivery of services in French.

### *Master Agreement on Language Services*

This agreement sets out the framework and nature of the relationship between the Government of Newfoundland and Labrador and the Translation Bureau, an agency of Public Services and Procurement Canada, Government of Canada, with whom the OFS partners.

### *Translation Services Procedures*

These procedures support the delivery of a consistent translation service within Government.