



Acadian and Francophone Affairs
French Language Services Act

ANNUAL REPORT

2017-2018





***French Language Services Act
Annual Report
2017-2018***

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Message from Premier Wade MacLauchlan

The Acadian and Francophone community makes up an important part of Prince Edward Island. Symbols of Acadia appear throughout the province – whether it's the star of the Acadian flag, the communities sporting French names or the many Acadian surnames.

The government recognizes that the rich Acadian culture and the French language have a rallying effect on Acadians, Francophones and French-speaking Islanders. Since 1987, government has been working to support the Acadian and Francophone community to its full capacity. Many policies and one partially proclaimed act were developed and then reworked to produce the current *French Language Services Act*.



Since the *French Language Services Act* was proclaimed in 2013, the government was able to guarantee the provision of certain French-language services to the Acadian and Francophone community, such as written correspondence and participating in public consultations in the language of their choice.

The government continues to implement the Act by working closely with the Acadian and Francophone community through the Acadian and Francophone Community Advisory Committee. This collaborative effort allows the government to harmonize its capacity with the priority needs of the community.

The following report highlights three new services that were designated on December 30, 2017:

- Telehealth Information Service – 811;
- the provision of information, in any form, within or in support of permanent and temporary exhibits at the Acadian Museum;
- all services offered in person at the Acadian Museum, including visitor services, research support services, and interpretation and education programs.

The government of Prince Edward Island and the Acadian and Francophone community share a common purpose by promoting and further fostering the cultural and linguistic vitality of Acadians, Francophones and French-speaking Islanders. We will have a wonderful opportunity to do just that in August 2019, when Acadians from around the world gather in Prince Edward Island to take part in the Congrès mondial acadien.

The community draws strength from its size as Islanders work together to make big things happen. That is what makes us the Mighty Island.

Respectfully submitted,

A handwritten signature in black ink that reads "Wade MacLauchlan". The signature is written in a cursive, slightly slanted style.

H. Wade MacLauchlan
Premier of Prince Edward Island
Minister responsible for Acadian and Francophone Affairs

French Language Services Act

The *French Language Services Act* has been in effect since December 14, 2013; the 2017-2018 fiscal year is the fourth complete year of its implementation. The Act and its General Regulations establish clear obligations regarding the French service delivery. The Act is based on the principle of aligning the priorities of the Acadian and Francophone community with the service capacity of the government.

The Act provides for the designation of services and establishes obligations for the delivery of designated services, i.e., they must be provided in a person's choice of English or French and be of comparable quality in both languages. The designation of services is determined by government institutions, taking into account community priorities, and is done by regulation.

With respect to written correspondence and public consultations, the Act states that government institutions must respond in French, in writing, to written correspondence received in French and that the public must be provided with an opportunity to participate in French in province-wide public consultations.

The Act establishes various mechanisms to ensure its implementation:

- The Acadian and Francophone Community Advisory Committee advises the Minister Responsible for Acadian and Francophone Affairs on all matters related to the province's Acadian and Francophone community, including its priorities for services in French.
- Each government institution is required to appoint a French language services co-ordinator who is tasked with advising it on the implementation of the Act.
- A complaints officer, appointed by the Minister Responsible for Acadian and Francophone Affairs, handles complaints filed under the Act.
- The Acadian and Francophone Affairs Secretariat is responsible for administering the Act and its regulations. It also provides operational and administrative support for the Acadian and Francophone Community Advisory Committee and chairs the Co-ordinators' Committee established by the Act.

The Act also includes an accountability framework, which ensures, on an annual basis, that the government undertakes planning regarding programs and services in French, reports on complaints received, and tables a report before the Legislative Assembly.

The General Regulations identify the government institutions that are subject to the Act, define active offer of designated services, and describe the designated services.

An important step has been taken since the Act was proclaimed: new government institutions have been added, bringing their number to 21.

Six Designated Services

The addition in December 2017 of three new designated services strengthens the solid foundation of the *French Language Services Act*.

| Designated Service | Government Institution |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| Services offered in person at the Abram-Village Public Library, the Dr.-J.-Edmond-Arsenault Public Library (Charlottetown) and the J.-Henri-Blanchard Public Library (Summerside) | Department of Education, Early Learning and Culture |
| Provision by telephone and online of the Traveler Information Service (511) | Department of Transportation, Infrastructure and Energy |
| Traffic signs, with the exception of stop signs and electronic variable message signs | |
| Telehealth Information Service – 811 | Health PEI |
| The provision of information, in any form, within or in support of permanent and temporary exhibits at the Acadian Museum | Museum and Heritage Foundation |
| All services offered in person at the Acadian Museum, including visitor services, interpretation services, research support services, and interpretation and education programs | |

Acadian and Francophone Community Advisory Committee

The Acadian and Francophone Community Advisory Committee, established in 1977, plays a critical role in the implementation of the Act. The Committee ensures that the government is informed of the service priorities of the Acadian and Francophone community. It also advises the government on the designation of services, the delivery of designated services in French, and any other matters concerning the province's Acadian and Francophone community.

The Committee consists of ten members: one member for each of the six Acadian and Francophone regions (West Prince, Evangeline, Summerside-Miscouche, Rustico, Charlottetown, and Eastern Kings) and four other members, including the Chair. In 2017-2018, the members were as follows:

Jacinthe Lemire, Chair
Yvonne Deagle, West Prince area
Josée Arsenault, Evangeline area
Béatrice Caillié, Summerside-Miscouche area
Stéphane Blanchard, Rustico area
Fatiha Enniri, Charlottetown area
Rolland Dionne, Eastern Kings area
Andy Gallant, member at large
Maurice Poirier, member at large
Selina Pellerin, member at large



During the reporting period, the Committee met five times in person and twice via teleconferencing. The members also met with numerous community stakeholders, including representatives of the Société Saint-Thomas-d'Aquin (SSTA), the Commission scolaire de langue française (French Language School Board), and the Complaints Officer. In addition, the members had the opportunity to attend a presentation and exchange with government representatives from the Department of Education, Early Learning and Culture.

In accordance with its mandate under the Act, the Committee identified the priorities of the Acadian and Francophone community for the 2018-2019 fiscal year. Government institutions use these priorities when preparing their annual plans and annual reports required under the Act.

During the reporting period, the Acadian and Francophone Affairs Secretariat prepared an awareness document at the request of the Complaints Officer. The Acadian and Francophone Community Advisory Committee helped to develop the document, the purpose of which is to inform the community about the complaints mechanism under the *French Language Services Act*. In addition, the committee continued to work with the Société Saint-Thomas-d'Aquin in order to discuss common issues. They met once during the year.

French Language Services Co-ordinators

Each government institution subject to the Act is required to appoint a French language services co-ordinator. In 2017-2018, all government institutions had a co-ordinator.

The co-ordinators ensure that government institutions deliver the annual plans and reports that must be prepared pursuant to the Act. They are responsible for advising and supporting their institution on matters concerning Acadian and Francophone affairs, and they handle any complaints made against their institution under the Act.

The Act also provides for the establishment of the Co-ordinators' Committee, chaired by the Acadian and Francophone Affairs Secretariat. In 2017-2018, the Committee met four times in person. It continued its work on implementing the *French Language Services Act*.

Issues that arose during the reporting period included the following: more targeted recruitment for positions designated as bilingual; increase in the number of language courses; translation of the government's website; annual reports of government institutions; and events in the Acadian and Francophone community, including a presentation by the SSTA.

Priorities of the Acadian and Francophone Community

As indicated above, the Acadian and Francophone Community Advisory Committee is responsible for informing the government of the priorities of the Acadian and Francophone community.

All priorities identified since the Act was proclaimed in 2013 remain valid. The aim of the Committee is to continue to suggest actions of an increasingly structuring nature, while continuing the work done in previous years.

For the purpose of identifying priorities for 2018-2019, the Committee prepared a new list of priority actions, as well as a list of previously identified priorities requiring follow-up.

This approach was validated with the Réseau des développeurs (RDD). The SSTA contacted the members of the Réseau and invited them to communicate with the Acadian and Francophone Affairs Secretariat. The Secretariat received some feedback from the RDD.

The Committee informed the Minister of these priorities. As prescribed by the Act, this information was also shared with government institutions to support them in preparing their 2018-2019 annual plans.



The priorities of the Acadian and Francophone community for 2018-2019 are as follows:

- Identify online services that could be designated.
- Draw up a list of existing government services offered in French and make it available online.
- Identify services that could be designated at Summerset Manor.
- Make Access PEI employees aware of services available in French (e.g., licence plates).
- Develop a promotion strategy for government services available in French, including any service offer mechanism
- Assess the services offered by bilingual employees in designated bilingual positions to identify the services and programs that could be designated in the future
- Increase the information available in French on the government website
- Increase the number of online government services available in French



Government Capacity

Government institutions offer services in French partly on the basis of their bilingual workforce. The Public Service Commission is responsible for preparing a list of designated bilingual positions and bilingual employees not in designated positions for the public service and Health PEI.

The figures as of March 31 since 2014 are presented in the comparative table below:



| Bilingual employees of the Government of PEI | 2014 | 2015 | 2016 | 2017 | 2018 |
|------------------------------------------------------------------------|------------|------------|------------|------------|------------|
| Designated bilingual positions | 119 | 120 | 116 | 142 | 141 |
| Bilingual employees ¹ not in designated bilingual positions | 102 | 110 | 120 | 124 | 140 |
| Total | 221 | 230 | 236 | 266 | 281 |

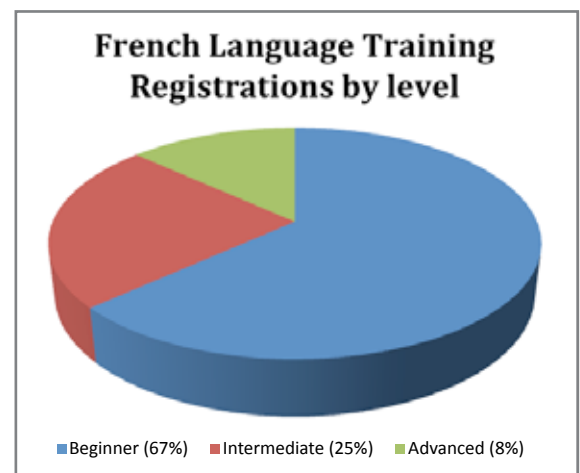
¹ Bilingual employees are employees whose oral French skills have been assessed by the Public Service Commission and who have achieved at least the "Intermediate Plus" level.

The number of employees wanting to undergo an assessment of their oral French skills continues to rise.

In 2017-2018, 83 assessments of oral French skills targeted at government institutions were done, compared with 51 in 2016-2017.

The campaign to raise awareness of the oral French skills assessment process conducted by the Public Service Commission and targeting government institutions subject to the Act continued to have a positive impact on the number of employees taking French language training courses. In 2017-2018, the number of registrations for French language training was 158, compared with 141 in 2016-2017.

In 2016-2017, some internal and external focus groups were set up to collect information to be used in the development of a new strategy for the recruitment and retention of bilingual employees. A consultant did some in-depth research and analysis work. In 2017-2018, the Public Service Commission released a document outlining this new strategy. The purpose of the strategy is to ensure a stronger bilingual workforce for the public service and Health PEI in the years to come, and it will be useful to the various stakeholders who recruit for bilingual positions as it suggests new ways of hiring and retaining bilingual staff.



Here are a few examples of designated bilingual positions:

- senior bilingual communications officer
- administrative assistant
- safety standards officer
- social assistance case worker
- pension and benefits officer
- information technology systems support team lead
- judicial clerk
- staffing officer
- customer service representative – Access PEI
- branch library technician
- museum site director
- autism consultant
- translator
- speech language pathologist
- child mental health therapist
- occupational therapist



Accountability Framework

Among the accountability measures set out in the Act are the complaints mechanism, annual plans and reports by government institutions, and the annual report of the Minister Responsible for Acadian and Francophone Affairs.

Complaints mechanism

The complaints mechanism enables members of the general public to file a complaint when a government institution does not meet its obligations with respect to designated services, written correspondence, or public consultations, as established by the Act. The complaints mechanism consists of two levels. At the first level, complaints are handled by the French Language Services Co-ordinator of the institution in question and, at the second level, by the Complaints Officer.

A new Complaints Officer, Darlene Arsenault, was appointed by the Minister in May 2017, following the resignation of Jean-Paul Arsenault, who stepped down in December 2016, two years before the end of his term.

In 2017-2018, no complaints were made through the complaints mechanism. A new awareness document was prepared to make the public aware of the complaints mechanism. This document is part of the paper version of the complaint form, and it is available online.

However, the Acadian and Francophone Affairs Secretariat did look into various issues involving non designated services in French. Information and resources concerning the complaints mechanism continued to be available online on the provincial government's website. This information and these resources include a list of services about which a complaint may be filed, an overview of the complaints handling process, the complaint form, and information about the complaints mechanism.

Annual plans and reports

The Act states that government institutions must prepare annual plans and reports. This process enables government institutions to plan, on an annual basis, actions aimed at improving their services in French and then report on the implementation of the plan.

The Act requires that government institutions provide information on the following in their annual plans:

- The service priorities of the Acadian and Francophone community in relation to the services they provide;
- Their capacity to provide services in French;
- The provision in French of their designated services, if applicable.

In their annual reports, institutions must also provide information about complaints they have received concerning their compliance with the Act. For the 2017-2018 period, all government institutions subject to the Act presented an annual plan and an annual report.

Minister's annual report

This report is the fifth to be tabled before the Legislative Assembly since the Act was proclaimed in December 2013. Except for the first report, which covered the period from December 14, 2013, to March 31, 2014, the Minister's report covers the period from April 1 to March 31.

Activities of the Acadian and Francophone Affairs Secretariat

The role of the Acadian and Francophone Affairs Secretariat is to advise and support the government on all matters related to the Acadian and Francophone community. The Secretariat is also responsible for the administration of the Act and its regulations.

During the 2017-2018 fiscal year, the Secretariat provided support for government institutions, the Acadian and Francophone Community Advisory Committee, the Co-ordinators' Committee, and the Complaints Officer with respect to the implementation of the Act.

The Secretariat oversaw the planning process for the annual plans and reports with the co-ordinators and assisted government institutions with the development of those documents by providing them with templates and acting as a resource team.

The Secretariat also continued to develop new tools needed to implement the Act.

The Secretariat continued to work on implementing the Act with a number of stakeholders, including the Joint Working Group on the *French Language Services Act*, whose members include the Secretariat, the Société Saint-Thomas-d'Aquin, the Acadian and Francophone Community Advisory Committee, the Co-ordinator's Committee, the Complaints Officer, the Public Service Commission, and the PEI French Health Network.

In 2017-2018, the working group met twice. It discussed and provided the Acadian and Francophone Affairs Secretariat with direction on the following issues: implementation of the Act, bilingual workforce of the provincial government, Francophone lens when programs and policies are developed, Global Development Plan 2017-2027, and active offer. Generally, collaboration and communication within this group increased.

In 2017-2018, the Secretariat maintained and continued its relations with the following organizations: the Société Saint-Thomas-d'Aquin, *La Voix acadienne*, the Collège de l'Île, the PEI French Health Network, the Coopérative d'intégration francophone, RDÉE Î.-P.-É., and the 2019 World Acadian Congress (CMA 2019). In addition to its working relations with its partners, the Acadian and Francophone Affairs Secretariat significantly increased its dealings with the organizing committee for the CMA 2019 with a view to establishing a partnership with the provincial government.

In 2017-2018, the Secretariat administered the 2013-2018 Canada-PEI Agreement on French Language Services. This Agreement supports the initiatives of the Government of Prince Edward Island aimed at increasing its capacity to provide services in French in accordance with the priorities of the Acadian and Francophone community.

In 2017-2018, the contribution of Canadian Heritage was \$1,237,500. The Government of Prince Edward Island matched this contribution with a view to funding projects to improve the delivery of services in French. The Agreement's strategic plan sets out three objectives:

- Strengthen the policy and planning frameworks in support of government institutions;
- Maintain formal communication and consultation with the community;
- Support the development, planning, and delivery of quality services and programs in French.

The Agreement's strategic plan identifies six priority sectors: culture, social services, health and wellness, tourism, access to information in French, and public safety. A total of 11 government institutions received project funding, and 16 designated bilingual positions were funded under the Agreement.

The Secretariat also managed the Quebec-Prince Edward Island agreement. In 2017-2018, the more than \$70,000 invested by the two provinces under the Agreement was used to carry out seven innovative projects.

Reflecting their mutual commitment and strong bilateral relations, the Agreement continues to facilitate the relationship between the two governments on Francophonie matters. A five-year action plan implemented under the Agreement by the two governments helps to support strategic, innovative initiatives in the areas of education and culture, youth, the economy, early childhood, immigration, and tourism. Under the Agreement signed by the governments of the two provinces for 2017-2018 through 2021-2022, a commitment was made to invest a minimum of \$35,000 in 2017-2018 to \$55,000 in 2021-2022, with the amount contributed by each province increasing substantially each year.

These priorities were identified in order to provide possible avenues of intervention based on the community's needs, expectations, and priorities. These priorities were proposed at the conference between the Acadian and Francophone Affairs Secretariat, the Secrétariat aux affaires intergouvernementales canadiennes, and the Société Saint-Thomas-d'Aquin.

In 2017-2018, the Government of Prince Edward Island, with the assistance of the Secretariat, participated in the Ministerial Conference on the Canadian Francophonie, held on June 22 and 23, 2017, in Gatineau. At the conference, attended by federal, provincial, and territorial ministers responsible for the Francophonie, the following topics were discussed: access to justice services in French, improving government services in French, collaboration with those responsible for immigration, and the Francophone heritage, culture, and tourism corridor.

Like all the other Conference ministers, the Government of Prince Edward Island made a commitment to invest funds with the federal government in order to offer more services.



Progress Made by Government Institutions

Provincial Government Website

The Government of Prince Edward Island website – princeedwardisland.ca – continues to be the main platform for increasing access to information in French, a priority sector for the Acadian and Francophone community. Institutions use it to publish useful information about government programs and services.

Since each page of the website can be translated, the website makes it possible to publish new information in French on an ongoing basis. As of the end of the reporting period, the site had 1,623 pages in French.

The website also makes it possible to offer online services in French. As of the end of the reporting period, the site offered 50 online services in French.

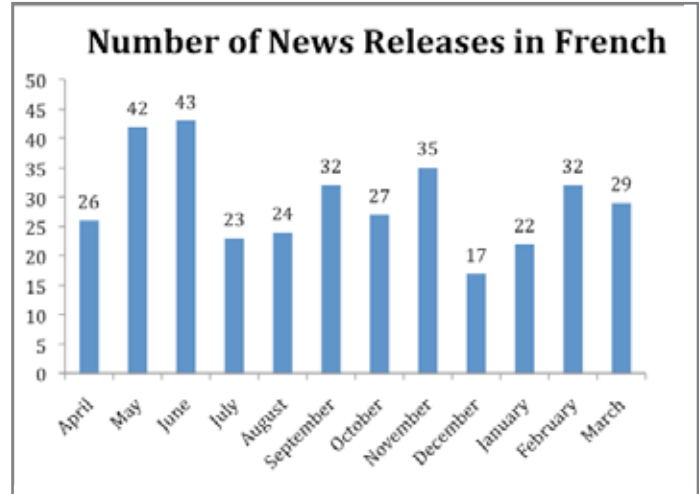
Furthermore, efforts are being made to translate the pages most frequently consulted by website users through its French interface, using research and data analysis tools.

Government News in French

In 2017-2018, the government issued 352 news releases in French out of a total of 394 – 89% of the releases were therefore issued in French. Many of these releases dealt with services and programs offered by the government.

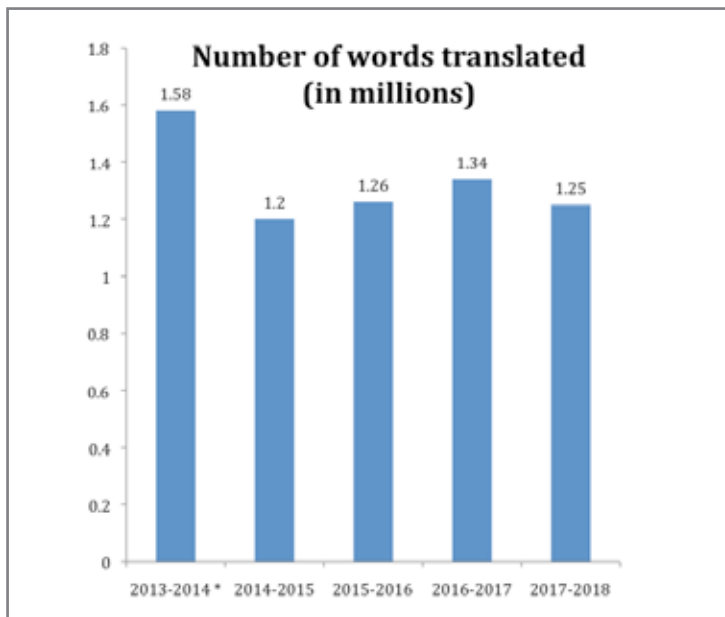
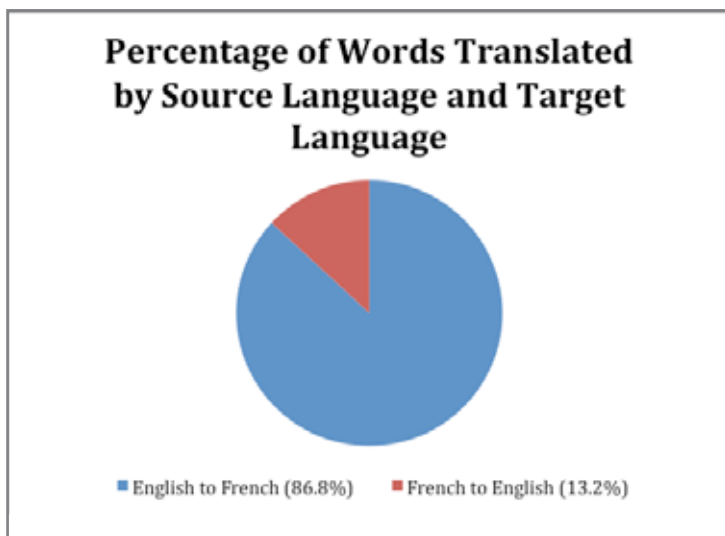
Here are some examples of the topics covered:

- Minimum wage increase
- Coming soon to your mobile device: Wireless emergency alerts
- Teachers now trained to help students understand mental health
- Children benefit from new early years investments
- Tignish Health Centre funding renewed through 2022
- Report sets course for Island children's future
- Premier launches the 2018 Rendez-vous de la Francophonie on PEI
- New psychiatrists practicing in the province
- Proposals for new seniors housing sought
- Community partnerships to help Islanders succeed in growing economy
- Province announces framework for cannabis legalization



Translation Services

The provincial government's Translation Services play a key role in the delivery of services in French by government institutions. Translation Services enable government institutions to increase the amount of information available in French. In 2017-2018, Translation Services translated 1.25 million words, of which 86.8% were translated from English to French and 13.2%, from French to English.



* The figure for 2013-2014 includes the translation done for PEI 2014 Inc., the organization responsible for the celebrations marking the 150th anniversary of the Charlottetown Conference in 2014.

Highlights

During the past fiscal year, government institutions implemented their annual plans for 2017-2018 and subsequently submitted an annual report to the Minister Responsible for Acadian and Francophone Affairs. The table below presents highlights from the past year, along with progress made.

| | |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Agriculture and Fisheries | <ul style="list-style-type: none">• DAF developed a CFSFE (Community Food Security and Food Education) Francophone communication plan.• A number of documents were made available to the public in French: DAF Strategic Plan; Community Food Security and Food Education (CFSFE) program guidelines; Consultations report about the development of next policy framework.• As part of Agriculture Literacy Month, the DAF supported the printing and distribution of books in French to PEI students in grade three. |
| Executive Council Office | <ul style="list-style-type: none">• CAPE followed their new practice to help promote French news releases and increase information available on social media. French messages have also been posted on the Government of PEI's Facebook pages.• AFAS continued to manage the Canada-PEI Agreement on French-Language Services, which provided funding to 11 government institutions to support the planning and delivery of quality French-language services and programs for the Acadian and Francophone community. A total of 38 projects were funded in priority areas.• CAPE welcomed a new Bilingual Senior Communications Officer in March 2018, who is in charge of providing guidance to fellow communications officers on French language use within their respective departments. This project, funded under the Canada-PEI Agreement on French-Language Services, will help better serve the Acadian and Francophone community. |
| Prince Edward Island Public Service Commission | <ul style="list-style-type: none">• The annual report had a section in French. The employee engagement survey was available in French.• All bilingual job postings were available on social media. |
| Island Regulatory and Appeals Commission | <ul style="list-style-type: none">• French notices have been published in <i>La Voix acadienne</i>.• All news releases issued by the Commission are provided in English and French.• The Chair's comments provided in the Commission's Report, which is prepared and published each year, are provided in both English and French. |

Workers Compensation Board of Prince Edward

- The WCB enhanced access to information about WCB programs and services by increasing the content available in French on the WCB website.
- The WCB increased communications in French, through: the translation of all WCB planned and safety-related news releases; the posting of a French version of the “Working to Well” video, “Travailler à sa santé”; the translation of Safety Matters Awards and OHS Leadership Program materials for the website.
- The WCB continued to track the demand for French online services in order to identify priorities for French service development.

Prince Edward Island Human Rights Commission

- The Commission has provided access to its inquiry and complaint process in French. The guides and forms were made available on the website.
- The Human Rights Fact Sheets have been translated into French, and will be available in hard copy and on the website.
- There was an increase in the number of educational publications available in French, and more Education Presentations were also offered in French.

Communities, Land and Environment

- Some of the regular press releases were translated into French.
- Interpretation services have been provided at public meetings held in Acadian communities.
- Bilingual personnel was provided at points of direct services to the public.

Economic Development and Tourism

- Tourism PEI offered province wide workshops on revenue generation/customer service during the fiscal year 2017-2018. One workshop was offered in French.
- Sample marketing campaigns executed in French included Radio-Canada, La Presse, TVA, among others.
- In 2017-2018, the Department incorporated French into social media sites.

Rural and Regional Development

- As the new Rural Growth Initiative was developed, all tools such as applications forms and the guidelines were developed in both French and English for our clients across PEI.
 - The Department has assisted other departments by offering our bilingual staff as a resource for consultations.
 - All interventions completed by the bilingual employee are completed in French within the Acadian and francophone communities of Prince Edward Island.
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Education, Early Learning and Culture

- News releases are available in French. Public consultations and information sessions are offered in both English and French, and so are communications and social media content.
- In 2017-18, the Department significantly increased participation in French education and cultural activities, as well as the French content, speaking notes and media interviews.

Finances

- Thanks to the launching of an enhanced website subscription service by ITSS, notifications have been sent in French for advisories such as road closures, storm delays and tender procurement opportunities.
- Interpretation services were provided at the Pre-Budget Consultations in Summerside, and the website/on-line feedback was available in both English and French.
- The online Tenders and Procurement service was made available in French, and 55 of the forms were available in French.

Innovation PEI

- Innovation PEI's services are available to the public in French by internal staff and when this is not possible, there is a Memorandum of Understanding with RDÉE that they will assist in interpretation and translation to deliver the service.
- Innovation PEI has translated all content on the launchpadpei.com website during 2017-18.
- Innovation PEI has three staff members who have received a grade of Advanced Plus rating or higher in their oral assessment and can provide French language services by request.

Justice and Public Safety

- The Web pages on fire prevention and fire services were translated into French.
 - Most planned Public Safety social media communications are made available in French.
 - Collaboration with Acadian and Francophone stakeholders: Input to modernize the *Freedom of Information and Protection of Privacy Act*, Justice and Public Safety, Legal and Policy Services, Access and Privacy Services Office, November 2017 to February 2018. Input into the Provincial Cannabis Legalization Survey in August 2017.
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Workforce and Advanced Learning

- The Guide to Employment Standards was translated to French and has been posted to their website.
- Large scale news releases relating to SkillsPEI that are advertised in the English newspapers are also placed in *La Voix acadienne*. The SkillsPEI annual job fair uses French signs to promote the event.
- “Recruit, Retain, Repatriate: A Population Action Plan for Prince Edward Island” was published in French.

PEI Museum and Heritage Foundation

- Information in French was added to the PEI MHF’s website and the goal was to have the totality of the website bilingual.
- In December 2018, two services were designated at the Acadian Museum:
1- The provision of information, in any form, within or in support of permanent and temporary exhibits at the Acadian Museum; 2- All services offered in person at the Acadian Museum, including visitor services, interpretation services, research support services, and interpretation and education programs.
- The MHF made sure that the temporary and summer employees were bilingual and could communicate about the services and programming offered at the Museum in both languages.

PEI Liquor Control Commission

- The LCC had Check 30 in-store signs printed in both French and English. All stores received at least one new bilingual sign.
- The Check 30 Responsible Retailing booklet was translated to French.
- A Guide for Responsible Entertaining booklet translated to French.

Health and Wellness

- The Environmental Health section of the CPHO has provided signage in French when necessary. The signs are typically installed at schools of the Commission scolaire de langue française.
 - The Chief Public Health Office made it a priority in 2017-2018 to meet the need of French speaking Islanders and ensured that key information was available in both languages. Materials were produced in French.
 - The DHW has provided funding and staff support towards the Académie Jeunesse, a leadership program for young Francophones age 15-20, and the regional Jeux de l’Acadie held in Fredericton, NB, in 2017-2018.
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Health PEI

- All Health PEI's information pages and all online government services for which Health PEI is responsible are available in French.
- 811 Telehealth information service is now a designated service. Callers to 811 services are offered services in French.
- In January 2018, Health PEI designated one of its dental assistant positions as bilingual.

Family and Human Services

- Webpages were translated and posted in 10 key program areas including: housing services, PEI Home Renovation Program, Seniors Home Repair, Seniors Safe @Home.
- Minister Mundy sent a letter to the PEI Association of Social Workers asking them to consider prioritizing Francophone members in recruiting people for future nominations to the Social Work Registration Board.
- Consultations were held in both French and English on: the Adoption Act, the Provincial Housing Action Plan and the Disability Support Program Transformation.

Island Waste Management Corporation

- A directive was issued by IWMC's CEO advising that all signage created for areas visited by the public would be in both official languages.
- All documents created by IWMC were produced in English and French. All paid advertisements were also included in French in *La Voix acadienne*. Bi-weekly French newspaper columns were produced through a partnership with *La Voix acadienne*.
- IWMC was involved in several community events with French-speaking audiences. To support this, a French Waste Watch power point presentation was created, as well as display material.

Transportation, Infrastructure and Energy

- All new and replacement traffic signs were evaluated and when required, and under the Act, were posted in both English and French.
 - The department has made efforts to make certain all pertinent information was made available in both English and French on its website.
 - Access PEI offered services in French by the clerks who are in a designated bilingual position. The TIE website has a list of department employees and an insertion of "Je parle français" for those who are bilingual.
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Moving Forward

The government continues to implement the Act, while aligning the priorities of the Acadian and Francophone community with the government's capacity to provide services that meet those priorities.

The following initiatives are planned for 2018-2019:

- Celebration of the fifth anniversary of the proclamation of the Act
- Signing of the new Canada-PEI Agreement on French Language Services

Based on the recommendations of the Acadian and Francophone Community Advisory Committee, the government is getting ready to designate additional services in 2018-2019.

- In the summer of 2018, the following services are scheduled to become designated services:
 - The Community Cultural Partnership Program, by the Department of Education, Early Learning and Culture
 - Services provided in person at the Access PEI Centre in Wellington, by the Department of Transportation, Infrastructure and Energy
 - Training services for early childhood educators, by the Department of Education, Early Learning and Culture
- In the fall of 2018, the designation process will get under way for the following services:
 - 911
 - Engage PEI
 - Home care services
 - Services at Summerset Manor

