



*Acadian and Francophone Affairs*  
*French Language Services Act*

# ANNUAL REPORT

2021-2022



*French Language Services Act*

# ANNUAL REPORT

FY 2021-2022

*The Acadian and Francophone Affairs Secretariat*

# TABLE OF CONTENTS

Minister's Message .....	1
Deputy's Message .....	2
Acadian and Francophone Affairs Secretariat Overview.....	3
Key Indicators .....	8
Future Direction.....	25
Contact Information .....	26



## Minister's Message

### STRATEGIC HIGHLIGHTS

The Census of Population conducted by Statistics Canada in May 2021 provides an insightful portrait of the French language in Prince Edward Island, both as a standalone snapshot and as a comparison point to the last census conducted in 2016.



Between 2016 and 2021, there was an increase in bilingualism in Prince Edward Island. I am proud of the fact that almost 13% of our population speaks French, which translates to more than 19,000 Islanders. That makes our province the jurisdiction with the fourth highest bilingualism rate in the country after Quebec, New Brunswick and the Yukon. This bilingual capacity is a remarkable asset for the province. It represents a comparative advantage for many Island businesses by affording them privileged access to national and international markets. It is also invaluable when it comes to the provincial tourism industry. What's more, the Island's bilingualism is crucial for the provision of French language services by government within the province.

The census also noted the flourishing and evolving diversity of the province's French-speaking population. This represents a great opportunity to enhance the vitality of the Island's Francophonie and of the province as a whole. I commend the efforts undertaken to strengthen Prince Edward Island's continued growth as a welcoming and vibrant community.

The census also highlighted the fact that more needs to be done to sustain the vitality of Prince Edward Island's Acadian and Francophone community. Indeed, despite increases in bilingualism, the percentage of the population with French as a mother tongue decreased from 3.4% to 3.0% between 2016 and 2021. In order to protect the Island's rich Acadian and Francophone heritage and help it thrive, government will continue to develop and enhance French language services and will forge ahead in its steadfast support of the Island's Francophonie in crucial areas such as education and culture.

A handwritten signature in black ink that reads "D. King". The signature is stylized and fluid.

Dennis King  
Premier of Prince Edward Island  
Minister Responsible for Acadian and Francophone Affairs

## Deputy's Message

Sharing best practices and seeking synergies across departments and agencies is a worthwhile and productive approach for government to maximize the positive impact it can have in the lives of all Islanders.

Each government institution subject to the *French Language Services Act (FLSA)* is required to appoint a French Language Services Coordinator. In collaboration with the Acadian and Francophone Affairs Secretariat, these coordinators are responsible for advising and supporting their respective institutions on the development and implementation of French-language programs and services for the Island's French-speaking population.

The *Act* also prescribes the establishment of a Coordinators' Committee that provides a hub where institutions can share best practices on innovative French-language services initiatives and programs undertaken within the provincial government. Additionally, it allows members to explore opportunities for collaboration to increase service offerings based on community priorities in a seamless and client-centric fashion. By participating in the committee, coordinators can stay apprised of the latest developments in the provision of services to official language minority communities across the country and leverage lessons learned at the local level.

While working efficiently and exploring synergies within government is crucial to provide quality services to the Acadian and Francophone community, being able to access feedback from our French-speaking population on diverse issues is equally important. It is with this in mind that consultations were held in both French and English on the *Residential Tenancy Act*, the 2021 *Child Protection Act* review, and the *Child, Youth and Family Services Act*. That is also why public consultations on the Land Matters project included opportunities for French-language feedback via the government's website and why a public survey to identify priorities for agriculture development in Prince Edward Island was available in French and in English.

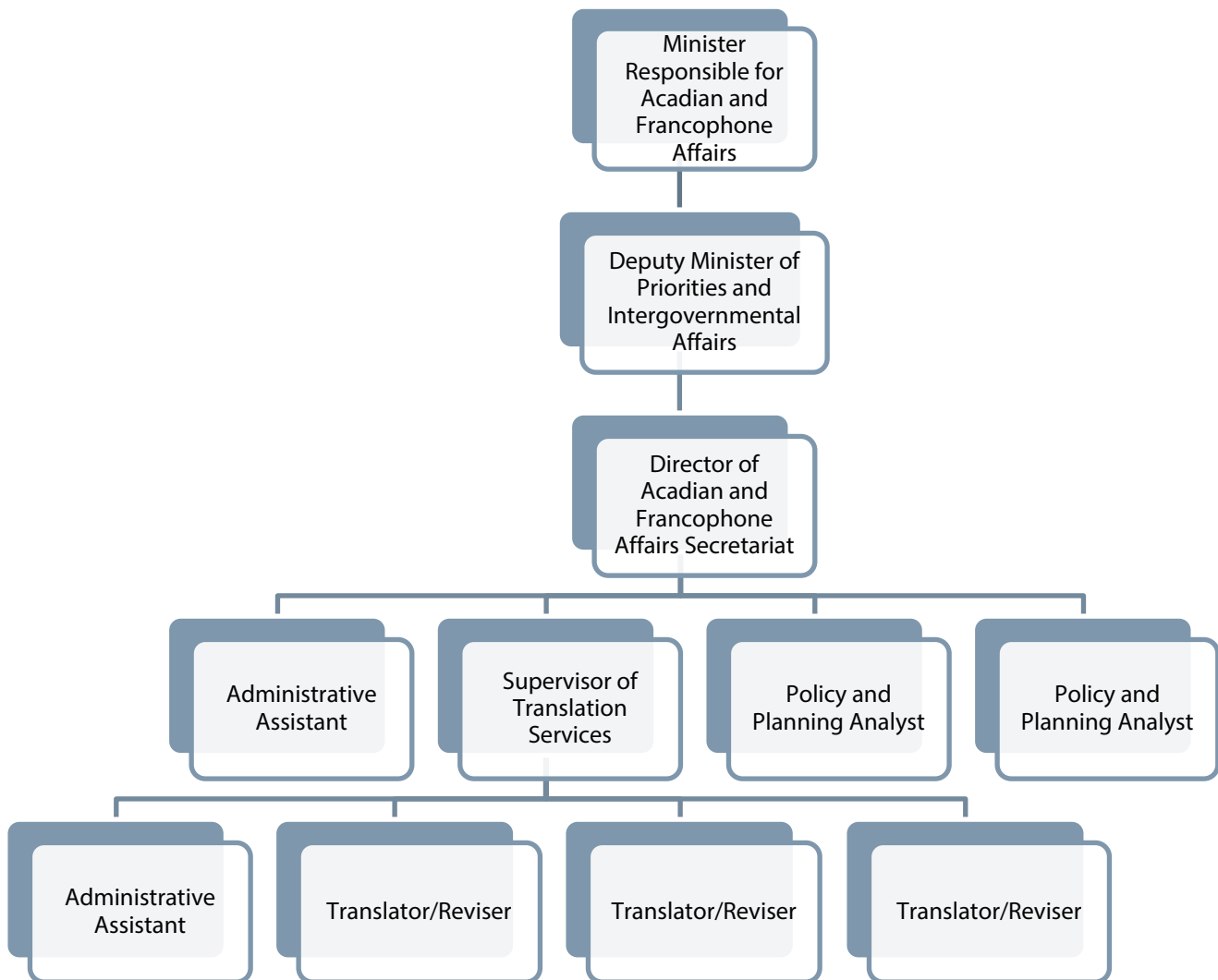
Finally, making government information available in French is indispensable in allowing for the full participation of our Acadian and Francophone community. As an example of the government's efforts in this area, the 2022 Budget Address was translated entirely into French. While the Budget has always included sections in French, it was the first time in our province's history that the entire document had been translated. The intent is to make the integral translation available every year going forward to continue increasing access to information for the Island's French-speaking population.

Christopher Gillis  
Deputy Minister, Priorities and Intergovernmental Affairs

## Acadian and Francophone Affairs Secretariat Overview

### MANDATE, VISION & MISSION

The Acadian and Francophone Affairs Secretariat supports the provincial government on matters related to the Acadian and Francophone community of Prince Edward Island. The Secretariat advises the government on the provision of programs and services in French in order to align them with the priority needs of the Acadian and Francophone community. The Secretariat is also charged with the administration of the *French Language Services Act* and its regulations.



*Acadian and Francophone Affairs Secretariat organizational chart*

# ACADIAN AND FRANCOPHONE AFFAIRS

## FRENCH LANGUAGE SERVICES ACT

The *French Language Services Act* came into effect in December 2013.

Designated services must be provided in a person's choice of English or French and be of comparable quality in both languages. An active offer must also be made to inform the public that the service is available in both languages. The designation of services is determined by government, taking into consideration government capacity and community priorities, and is done via modifications to the general regulations of the *Act*.

With respect to written correspondence and public consultations, the *Act* states that government 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 public consultations.

The *Act* establishes various mechanisms to ensure its implementation:

- The Acadian and Francophone Affairs Secretariat is responsible for the administration of the *Act* and regulations. It also provides operational support to the Acadian and Francophone Community Advisory Committee and chairs the French Services Coordinators Committee established by the *Act*.
- 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 department or agency subject to the *Act* is required to appoint a French Language Services Coordinator to advise 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* when required.

The *Act* includes an accountability framework to ensure that government undertakes planning and reporting regarding programs and services in French, addresses and reports on complaints received, and tables a report before the Legislative Assembly on an annual basis.

The General Regulations identify the 20 government department or agency that are subject to the *Act*, define active offer of designated services, and describe the designated services.

The current designated services are as follows.

Government Department or Agency	Designated Service
Department of Economic Growth, Tourism and Culture	The Community Cultural Partnership Program
Department of Education and Lifelong Learning	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)

# ACADIAN AND FRANCOPHONE AFFAIRS

Department of Education and Lifelong Learning	Coaching support services for early childhood educators
	Online application form for a public library card
	Online form for suggesting a purchase to a public library
	Online request form for an interlibrary loan
	Online registration form for accessible public library services
Department of Social Development and Housing	211 PEI
Department of Transportation, Infrastructure, and Energy	Traveller Information Service – 511
	Traffic signs (excluding stop signs, variable message signs, those with proper names, the words “Trans-Canada Highway”)
	In-person services at Access PEI Wellington
Executive Council Office	Online application process for Engage PEI
Health PEI	Telehealth Information Service – 811
	General orientation services at Summerset Manor
	Financial assessment services for the purpose of the Long-Term Care Subsidization Program at Summerset Manor
	Reception services at Summerset Manor
	Long-term care dental care at Summerset Manor
Prince Edward Island Museum and Heritage Foundation	All information, both for permanent and temporary exhibits, at the Acadian Museum
	All in-person services at the Acadian Museum

## 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 provides government with direction on the designation of services, the provision of designated services in French, and any other matters related to the province’s Acadian and Francophone community.



# ACADIAN AND FRANCOPHONE AFFAIRS

The Committee is made up of ten (10) members: one member for each of the six (6) Acadian and Francophone regions (West Prince, Evangeline, Summerside-Miscouche, Rustico, Charlottetown, and Eastern Kings) and four (4) members at large, including the chair. The members for 2021-2022 were as follows:

Carlo Lavoie, Chair

Josée Gallant-Gordon, West Prince region

Imelda Arsenault, Evangeline region

Maité Mézierre, Summerside-Miscouche region

Stéphane Blanchard, Rustico region

Zain Esseghaier, Charlottetown region

Tina Peters-White, Eastern Kings region

Ashley Richard, member at large

Carol Horne, member at large

Jesse Francis, member at large



## PRIORITIES OF THE ACADIAN AND FRANCOPHONE COMMUNITY

Based on the results of the 2019 community survey, the Acadian and Francophone Community Advisory Committee identified the following priority sectors for the 2020-2023 period: Health, Education, Access to Information and Social Services.

In addition, the Committee also identified the following specific priority services for the 2021-2022 fiscal year:

Priority Sectors	Priority Services
Health	<ul style="list-style-type: none"> <li>• Online services</li> <li>• Family doctors</li> <li>• Long-term care homes</li> <li>• Home care services</li> <li>• Ambulance services</li> <li>• Mental health care</li> <li>• Hospital / ER admissions</li> </ul>
Social Services	<ul style="list-style-type: none"> <li>• Online services</li> <li>• Online motor vehicle registration</li> <li>• 911 Emergency Service</li> <li>• Access PEI services / Service PEI services</li> <li>• Single window service</li> </ul>

# ACADIAN AND FRANCOPHONE AFFAIRS

Education	<ul style="list-style-type: none"><li>• Online services</li><li>• Services to support Early Childhood Educators</li><li>• Early Childhood Learning Centre services</li><li>• Public library services</li></ul>
Tourism	<ul style="list-style-type: none"><li>• Online services</li></ul>

## FRENCH LANGUAGE SERVICES COORDINATORS COMMITTEE

Each government institution subject to the *Act* is required to appoint a French Language Services Coordinator. In 2021-2022, all government institutions had a coordinator.

The coordinators 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 French-language programs and services, and they handle any complaints made against their institution under the *Act*.

The *Act* provides for the establishment of the Coordinators Committee, which is chaired by the Acadian and Francophone Affairs Secretariat.

## FUNDING AGREEMENTS

The Acadian and Francophone Affairs Secretariat manages two (2) bilateral agreements: the Canada-PEI Agreement on French Language Services and the Quebec-PEI Cooperation and Exchange Agreement. The Canada-PEI Agreement on French Language Services is one of the principal funding mechanisms supporting the administrative work of the Secretariat, the Acadian and Francophone Community Advisory Committee, as well as government institutions in the development and implementation of projects designed to enhance French-language services. On the other hand, the Quebec-PEI Cooperation and Exchange Agreement is a mechanism that facilitates joint funding of Acadian and Francophone community projects between the governments of Prince Edward Island and Quebec.



## Key Indicators

### ACCOUNTABILITY FRAMEWORK

Among the accountability measures set out in the *Act* are the complaints mechanism, the annual plans and reports by government institutions, and the annual report of the Minister responsible for Acadian and Francophone Affairs (this document). In addition to this information, the Acadian and Francophone Community Advisory Committee provides insight and guidance in terms of identifying key issues and priority areas for action by government in support of Prince Edward Island's Acadian and Francophone community. Finally, the funding agreements that underpin the implementation of the *Act* set out specific strategic objectives to guide project funding.

### Complaints Mechanism

The complaints mechanism enables the public to file a complaint when:

- A designated service is not provided to them in French;
- The quality of a designated service provided to them in French is not comparable to the quality of that service in English;
- A government institution subject to the *Act* did not take the measures set out in the *French Language Services Act* General Regulations to make it known to the public that a designated service was available in a person's choice of English or French;
- A government institution subject to the *Act* did not respond to their French written correspondence in French;
- A government institution subject to the *Act* did not provide the public with an opportunity to participate in a public consultation in French.

The complaints mechanism consists of two (2) levels. At the first level, complaints are handled by the French Language Services Coordinator of the institution in question and, at the second level, if necessary, by the Complaints Officer.

In 2021-2022, no new complaints were received under the *Act*.

A public awareness document about the complaints process is available online and is included as part of the paper version of the complaint form. Complaints can be made online or via e-mail.

### Acadian and Francophone Community Advisory Committee

During the reporting period, the members met four (4) times online via video conference. The Committee examined its own role and that of its members to ensure that it fulfilled its obligations under the *Act* and vis-à-vis the community. The Committee noted that ongoing information and awareness sessions were key to keeping members engaged and focused. The Committee chose to include a presentation by a different community organization during each of its four (4) meetings to better understand the needs and challenges in specific priority sectors of the Acadian and Francophone community. In May 2021, the French Health Network was represented by

Élise Arseault, who gave a presentation on the project Healthy Early Years PEI. In September, Christopher Gillis met with the Committee to introduce himself and share his perspective on the Francophone community as the new Deputy Minister of Priorities and Intergovernmental Affairs, which includes the Acadian and Francophone Affairs Secretariat. In December, the Committee invited Donald Desroches, president of the Collège de l'Île, to give a presentation on French post-secondary education in the province. In March, Angie Cormier and Eugénie Parent gave a presentation about Francophone immigration in Prince Edward Island. In accordance with its mandate under the *Act*, the Committee identified the priorities of the Acadian and Francophone community for the 2022-2023 fiscal year. Government institutions use these priorities when preparing the annual plans and reports required under the *Act*.

## French Language Services Coordinators Committee

The 2021-2022 period represents the second full year of the COVID-19 pandemic. Regular government operations continued to be impacted, including the work of the French Language Services Coordinators Committee.

Committee meetings provide a venue for French Languages Services Coordinators of all organizations subject to the *Act* to network and share best practices. With the ongoing pandemic, meetings continued to be held online. In previous years, the members would meet in person up to four (4) times per year. While the Committee was only able to meet twice as a whole in 2021-2022, Acadian and Francophone Affairs continued working one-on-one with coordinators.

Measures were also put in place by Acadian and Francophone Affairs to better structure and support the work of the Committee. The Secretariat's two policy and planning analysts were each assigned the responsibility to liaise directly with 10 of the institutions subject to the *Act* in order to provide more tailored support to organizations and their French Language Services coordinators. Best practice sharing on innovative French-Language services initiatives and programs undertaken within provincial government was also given more importance at committee meetings with the intent to pursue this in future years.

## Funding Agreements

The 2018-2023 Strategic Plan for the Canada-PEI Agreement on French Language Services identifies three (3) strategic objectives:

- Internal support for administrative structures and resource optimization;
- Support for the development, planning, and delivery of public services and programs;
- Communications and consultations with the Acadian and Francophone community.

Through this agreement, the Government of Canada contributes \$1,237,500 per year to the provincial government for French Language programs and services. In 2021-2022, 9 projects and 33 designated bilingual positions were funded, such as support for the Jeux de l'Acadie (Acadian Games) and the creation of bilingual positions at Beach Grove, a long-term care facility in Charlottetown.

# ACADIAN AND FRANCOPHONE AFFAIRS

The Quebec-PEI Cooperation and Exchange Agreement facilitates funding of Acadian and Francophone community projects, more particularly in the following priority sectors: early childhood, Francophone immigration, tourism, youth, education and culture. These projects, co-funded by the governments of Quebec and Prince Edward Island, contribute to the promotion, development and vitality of the French language and Francophone culture on the Island. Due to the COVID-19 pandemic, only one (1) project was funded under the Quebec-PEI Cooperation and Exchange Agreement in 2021-2022. The project focused on encouraging community participation in the creation of short documentaries, films, promotional clips and other types of video productions.



## Annual Plans and Reports by Government Institutions

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 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 of their designated services in French if applicable.

# ACADIAN AND FRANCOPHONE AFFAIRS

In their annual reports, institutions must also provide information about complaints they have received regarding their compliance with the *Act*.

For 2021-2022, government institutions subject to the *Act* presented an annual plan and an annual report with a few exceptions. Due to pandemic-related realignments in the reporting process, the following institutions did not submit a plan for 2021-2022, but did submit a report for that period: Human Rights Commission, Innovation PEI, Executive Council Office, Island Regulatory and Appeals Commission, Island Waste Management Corporation, and PEI Museum and Heritage Foundation.

A summary of the information contained in these plans and reports can be found in the tables below. The first table highlights activities and initiatives undertaken by various institutions in priority sectors identified by the Acadian and Francophone community of Prince Edward Island.

Priority Sectors	Highlights
Health	<ul style="list-style-type: none"> <li>• Health PEI continued to create a bilingual unit at Maplewood Manor based on the Summerset and Beach Grove Units.</li> <li>• The pilot project <i>French for Medical Purposes</i> offered by McGill University in partnership with UPEI was geared specifically to employees working in the health sector.</li> <li>• As new online services are added to Health PEI’s website or when current ones are revised, Health PEI makes every effort to make these online services available in both English and French and promotes the links for easy access.</li> <li>• COVID-19 related services and materials on the government website continued to be translated into French.</li> <li>• The Department of Health and Wellness coordinated closely with the provincial 811 service through 2021-2022 to ensure information related to the COVID-19 pandemic was readily available to callers, in both English and French.</li> <li>• The province’s Chief Public Health Officer continued to give responses in French to Francophone media questions during COVID-19 press conferences.</li> <li>• Health PEI continued its partnership with the PEI French Health Network (PEIFHN) to build strong relationships and foster dialogue with Prince Edward Island’s Acadian and Francophone community.</li> <li>• The new Occupational Health and Safety Regulations for Workplace Harassment were translated into French.</li> </ul>

# ACADIAN AND FRANCOPHONE AFFAIRS

<p style="text-align: center;"><b>Education, Lifelong Learning and Early Childhood</b></p>	<ul style="list-style-type: none"> <li>• The Acadian and Francophone Affairs Secretariat collaborated with the Acadian and Francophone community by providing grants to support the projects of organizations such as Cap enfants, Collège de l'Île, Fédération des parents, Jeux de l'Acadie, Salon du livre, and Centre Goéland.</li> <li>• One dedicated full-time equivalent (FTE) Early Learning and Childcare Coach exclusively supports the six Francophone early learning and childcare centres. The Coach also facilitates workshops related to identified needs from the six early years centres. Virtual coaching was offered during times of restricted access as a result of COVID-19.</li> <li>• "Take Your Kids to Work Day" messaging highlighted the benefits of French Immersion and bilingual opportunities for work within government.</li> <li>• Funding continued to be offered through the Canada-PEI Agreement on French Language Services to support the operations of the Association des centres de la petite enfance de l'Î.-P.-É. (ACPEFIPE).</li> <li>• The Innovative Retention Practices Guide was translated for use by the ACPEFIPE.</li> <li>• The Summerside office of the Department of Education and Lifelong Learning (DELL) has a bilingual administrative assistant who is available to answer and direct phone queries in French.</li> <li>• DELL has begun to plan an accelerated Early Learning and Childcare program for 2022-2023.</li> </ul>
<p style="text-align: center;"><b>Access to Information and Social Services</b></p>	<ul style="list-style-type: none"> <li>• Various departments, including Health PEI, are using web analytics to guide translation efforts, having experienced a large increase in demand for services and content in French since the start of the COVID-19 pandemic.</li> <li>• The 2022 Budget Address was translated entirely into French for the first time ever. The Budget has always included sections in French, but the translation of the entire document is new. The intent is to make the integral translation available every year going forward in order to increase access to information about the provincial budget.</li> <li>• The Human Rights Commission continued to collaborate with SAF'Île to provide workplace sexual harassment information in French as well as the trainer module(s) so that the material can be delivered in French.</li> <li>• Tourism PEI makes every attempt to carry out marketing in French and English, including the print <i>Visitor's Guide</i>, various print advertising, digital advertising, TV commercials, billboards, radio and other advertising channels.</li> <li>• Tourism PEI continues to aim to have its complete website offered in both English and French, including each touring region (Points East Coastal Drive, Discover Charlottetown, Explore Summerside, Central Coastal Drive, Tourism Cavendish Beach, and North Cape Coastal Drive) as well as all major tourism festivals across the province.</li> <li>• Tourism PEI supports the development of bilingual websites for tourism non-profits to increase tourism information services provided in French. Non-profit websites are all linked to the Tourism PEI website to make it easier to find tourism information in French.</li> </ul>

Other institutions subject to the *French Language Services Act* continued to work towards the implementation of the Act and the provision of services and programs in French. Below are the highlights and accomplishments of these other departments:

# ACADIAN AND FRANCOPHONE AFFAIRS

Department/Institution	Highlights
<p style="text-align: center;">Agriculture and Land</p>	<ul style="list-style-type: none"> <li>• Public consultation on the Land Matters project included French-language feedback opportunities via the department’s website.</li> <li>• A public survey to identify priorities for agriculture development in PEI was available in French.</li> <li>• The Land Division is working toward the French translation of building permit information (brochures and pamphlets) for the general public.</li> <li>• The Analytical Laboratories provide automated correspondence in French.</li> <li>• Land Matters PEI includes a French-language section at the top of its webpage.</li> <li>• Continued development of a French-language services toolkit for staff with a focus on correspondence and active offer, including resources for staff (in partnership with Fisheries and Communities).</li> </ul>
<p style="text-align: center;">Economic Growth, Tourism and Culture</p>	<ul style="list-style-type: none"> <li>• The program officer responsible for the Community Cultural Partnership Program toured all six Acadian and Francophone regions to promote the program.</li> <li>• Consultations on the Employment Standards Act Comprehensive Review and the Minimum Wage Review included opportunities to provide input in French.</li> <li>• The top 15 “most viewed” Web pages not already available in French were selected to be translated.</li> <li>• The 2021 <i>Visitor’s Guide</i> was produced in French. The Highway Map was also available in French.</li> <li>• The division of Economic and Population Growth services brochure was translated into French.</li> <li>• The divisions of Workforce Development and Economic and Population Growth as well as the Office of Immigration provided operational and project-based funding to Francophone organizations.</li> </ul>
<p style="text-align: center;">Environment, Energy and Climate Action</p>	<ul style="list-style-type: none"> <li>• The PEI Analytical Laboratories provide the majority of its sample submission forms, reports, brochures, in both French and English.</li> <li>• Regular publication in <i>La Voix acadienne</i> (e.g., tree planting, trapping season, energy-efficient equipment rebates, new home construction incentives).</li> </ul>



# ACADIAN AND FRANCOPHONE AFFAIRS

<p>Executive Council Office</p>	<ul style="list-style-type: none"> <li>• Horizontal drive to increase information available in French regarding government advice, directives and programs related to the COVID-19 pandemic.</li> <li>• All pages of the Engage PEI website continue to be available in both French and English, including the new section related to the Anti-Racism Table.</li> <li>• News releases and social media posts in French and English are used to communicate upcoming Engage PEI vacancies as well as announce new members of Agencies, Boards, and Commissions.</li> <li>• In December 2021, a campaign to recruit new members for the Acadian and Francophone Community Advisory Committee to government was rolled out and included advertising in French in <i>La Voix acadienne</i> as well as social media posts.</li> <li>• The Acadian and Francophone Affairs Secretariat collaborated with the Acadian and Francophone community by providing grants to several projects.</li> <li>• The Acadian and Francophone Affairs Secretariat developed and rolled out an email campaign to share resources, activities, and facts relating to PEI's Acadian and Francophone community with provincial public sector employees as part of the Rendez-vous de la Francophonie in March 2022.</li> </ul>
<p>Finance</p>	<ul style="list-style-type: none"> <li>• Pre-budget consultations and consultations for updating the Responsible Gambling Strategy were held in both French and English.</li> <li>• Advertising in French for the consultations included social media postings, <i>La Voix acadienne</i>, <i>Île Branchée</i>, and a bilingual ad in <i>The Guardian</i>.</li> <li>• The 2022 Budget Address was translated entirely into French for the first time ever. While the Budget has always included sections in French, the translation of the entire speech is new. This will continue into the future to increase access to information about the provincial budget.</li> <li>• All news releases were translated into French.</li> <li>• ITSS continues to enhance online service delivery to PEI residents and businesses, including the Acadian and Francophone population.</li> <li>• ITSS posts bilingual advisories about site maintenance or outages on the government Web page.</li> </ul>
<p>Fisheries and Communities</p>	<ul style="list-style-type: none"> <li>• The Department's 2021-2024 Strategic Plan was translated into French and made available to the Department's French stakeholders.</li> <li>• Internal language profile survey and French-language services toolkit for staff (in partnership with Agriculture and Land - see A&amp;L note above).</li> <li>• Ongoing efforts by the Rural and Regional Development Division to serve Francophone clients and organize learning opportunities for NGOs in French.</li> <li>• Ongoing efforts to add French content to the Department's website with regards to the Rural Growth Programs and the new initiative Youth on Board.</li> </ul>

# ACADIAN AND FRANCOPHONE AFFAIRS

<p>Health and Wellness</p>	<ul style="list-style-type: none"> <li>• In partnership with the Department of Justice and Public Safety, Health and Wellness conducted French language surveys with members of the public and with French service providers to develop a sexual assault prevention and response initiative.</li> <li>• Support of the Jeux de l'Acadie (Acadian Games) through an annual grant that allows hundreds of Island Francophone children to participate in the regional games in PEI and then attend the Jeux de l'Acadie. (Many activities had to be modified significantly due to COVID-19.)</li> <li>• French service delivery to the Jeux de l'Acadie and possibility to serve any other sport and recreation groups in French should that be their preference.</li> <li>• Other items (see table "highlights" related to the priority sectors).</li> </ul>
<p>Human Rights Commission</p>	<ul style="list-style-type: none"> <li>• Translation of the annual report each fiscal year which is posted on the HRC website.</li> <li>• Collaboration with the Commission scolaire de langue française (CSLF) to translate the Grade 10 Curriculum slides for Career Exploration Classes relating to sexual harassment in the workplace so that the content will be made available for the French schools as well as the English schools.</li> <li>• Continued collaboration with SAF'île to provide workplace sexual harassment information in French as well as the trainer module(s) so that the material can be delivered in French.</li> </ul>
<p>Innovation PEI</p>	<ul style="list-style-type: none"> <li>• Information regarding the following programs was translated and made available online in French during the fiscal year:             <ul style="list-style-type: none"> <li>• PEI Arts Grants</li> <li>• PEI Art Bank</li> <li>• Community Cultural Partnership Program</li> <li>• Community Celebration Fund</li> <li>• Indigenous Art Bank</li> <li>• Acadian and Francophone Culture Fund</li> <li>• PEI Film Production Fund</li> </ul> </li> <li>• Social media posts are in French and English.</li> <li>• The Department's letterhead was made available in both English and French for all paper communication.</li> <li>• Funding of French culture and heritage projects via various grants.</li> <li>• Support to clients in French when needed.</li> </ul>
<p>Island Regulatory and Appeals Commission</p>	<ul style="list-style-type: none"> <li>• The Commission's logo is bilingual.</li> <li>• The Commission's Annual Report includes a French translation of the introductory comments by both the Chair and CEO and the Director of the Rental Office.</li> <li>• Translation of the rental office FAQs.</li> <li>• Public notices and press releases in <i>La Voix acadienne</i>.</li> </ul>

# ACADIAN AND FRANCOPHONE AFFAIRS

<p>Island Waste Management Corporation</p>	<ul style="list-style-type: none"> <li>• Translation into French and distribution of the bi-annual IWMC Newsletter.</li> <li>• Availability of a French-language “Resources” page on the navigation tab of iwmc.pe.ca as part of the overall website redesign.</li> <li>• All documents created for customers are available in English and French.</li> </ul>
<p>Justice and Public Safety</p>	<ul style="list-style-type: none"> <li>• Launched <i>Public Safety Calls</i>, a bilingual mental health program designed to support the unique needs of public safety personnel.</li> <li>• Translated all materials regarding the State of Emergency border restrictions and pre-travel approval processes into French.</li> <li>• Translated lobbyists registry, lottery scheme and Fire Marshal Office website material into French.</li> <li>• Hired a bilingual Maintenance Enforcement Program enforcement officer in Fall 2021.</li> </ul>
<p>Liquor Control Commission</p>	<ul style="list-style-type: none"> <li>• The Executive Summary of the PEI LCC Annual Report is provided in both French and English.</li> <li>• The MADD Canada Ad in the 2021-2022 Annual Report (page 53) is bilingual as are the video links in the report for viewing the safe boating campaign promotion.</li> <li>• Bilingual Check 30 ID signage is posted in all PEI LCC corporate retail stores.</li> <li>• All PEI LCC exterior store signage is bilingual.</li> </ul>
<p>Museum and Heritage Foundation</p>	<ul style="list-style-type: none"> <li>• Public consultations were held for the PEI Museum and Heritage Foundation’s strategic plan. Surveys in both English and French were offered online and in various locations, and some consultations took place with members of the French community. Paper surveys were also available in French and English.</li> <li>• Translation of the Heritage Awards application forms into French.</li> <li>• Continued publication of bilingual articles in <i>The Island Magazine</i>. The editions published in 2021-2022 (#88 and #89) both contained bilingual articles.</li> <li>• Translation of website contents; exhibits in both English and French; and several social media posts in French.</li> </ul>
<p>Public Service Commission</p>	<ul style="list-style-type: none"> <li>• The new Diversity and Inclusion Strategy 2022-2025 promotes the government’s commitment to creating a respectful workplace culture that values diversity and inclusion and supports the selection and recruitment process for members of diversity groups.</li> <li>• Continued partnership with UPEI to offer 8 French courses and 46 sessions of virtual conversation groups.</li> <li>• Babbel self-directed learning offered to civil service and Health PEI employees in contact with the Francophone public.</li> <li>• The pilot project <i>French for Medical Purposes</i> offered by McGill University in partnership with UPEI was geared specifically to employees working in the health sector.</li> <li>• Promotion of Francophone public events among bilingual employees.</li> </ul>

# ACADIAN AND FRANCOPHONE AFFAIRS

<p><b>Transportation and Infrastructure</b></p>	<ul style="list-style-type: none"> <li>• Staff at Access PEI in Wellington (a location that offers all in-person services in French) were trained to be able to conduct Net-Zero program appointments (e.g., Free Heat Pump consultations).</li> <li>• Work is underway to staff one of the Service Experience Consultant positions as a bilingual position.</li> <li>• Continuous work is done to promote and improve the Department’s French website pages.</li> </ul>
<p><b>Social Development and Housing</b></p>	<ul style="list-style-type: none"> <li>• Consultations were held in French and English on the <i>Residential Tenancy Act</i>, the 2021 <i>Child Protection Act</i> review, and the <i>Child, Youth and Family Services Act</i>.</li> <li>• The Child Care Subsidy Calculator is a self-serve service available in both English and French.</li> <li>• The <i>Seniors Guide</i>, applications for Seniors Secretariat Grants, and nomination packages for Senior Islander of the Year are available in French and English on the SDH website.</li> <li>• Social Programs has hired a screener who is bilingual. This is a first step towards designating this position as bilingual.</li> <li>• The bilingual screener will provide information and service delivery to Francophones who would like assistance in accessing social supports and programs.</li> </ul>
<p><b>Workers Compensation Board</b></p>	<ul style="list-style-type: none"> <li>• Translation into French of the new Occupational Health and Safety Regulations for Workplace Harassment.</li> <li>• Addition of a Workplace Harassment Regulations Frequently Asked Questions page in French on the WCB website.</li> <li>• The WCB leverages social media (Twitter) to promote website pages, including French-language content.</li> </ul>

## OTHER INDICATORS

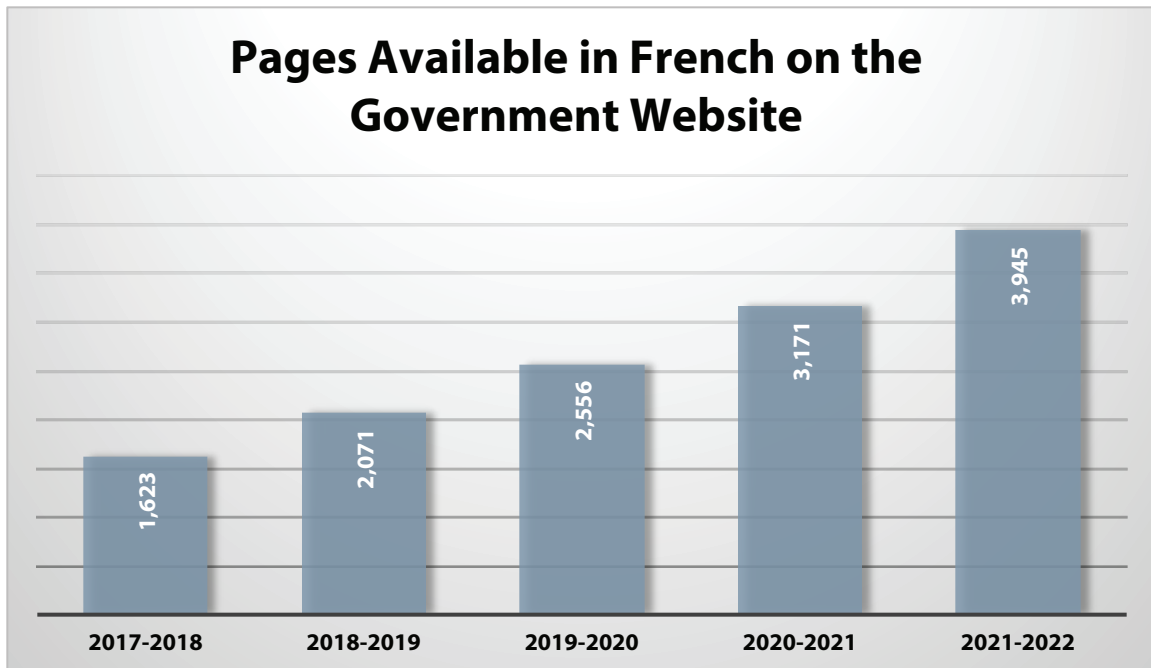
### Provincial Government Website

The PEI Government website continues to be the main platform for increasing access to information in French, a priority sector for the Acadian and Francophone community. The website is used by government to publish information about government programs and services, as well as provide access to online services.

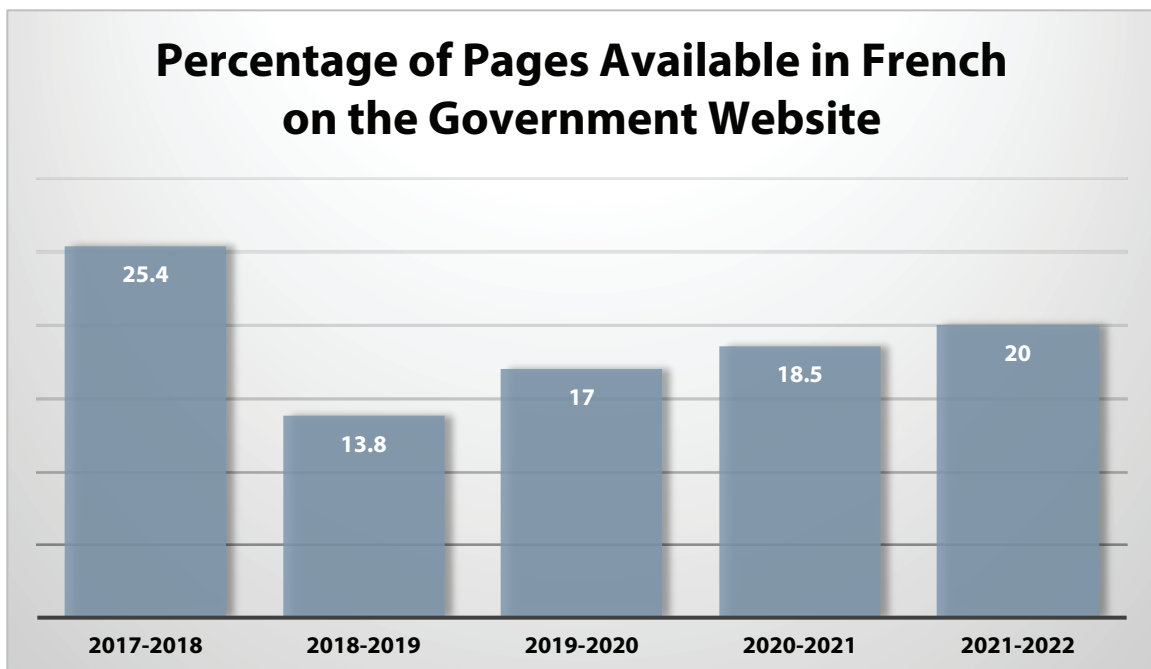
From a technological perspective, each page of the website can be translated and made available in French, making it possible to publish new information in French on an ongoing basis as the website is populated with new content. The pages most frequently viewed by users are prioritized. As of March 31, 2022, the site had 3,945 pages in French, up from 3,171 in 2020-2021. There was a total of 19,322 Web pages as of March 31, 2022 (+13% vs. 2020-2021, where there were 17,103), meaning that 20% of the website was available in French as of that date.

French-language pages have increased since 2018-2019 in both absolute numbers and as a percentage of total pages. Historically, there was a dip in the percentage of French-language pages from 2017-2018 to 2018-2019. This one-time percentage decline was due to the extremely rapid growth in English-language pages in 2018-2019 (going from just over 6,000 to almost 15,000 in one year) following the launch of the new government website. As previously indicated, the percentage of French-language pages has been increasing since.

## Pages Available in French on the Government Website



## Percentage of Pages Available in French on the Government Website



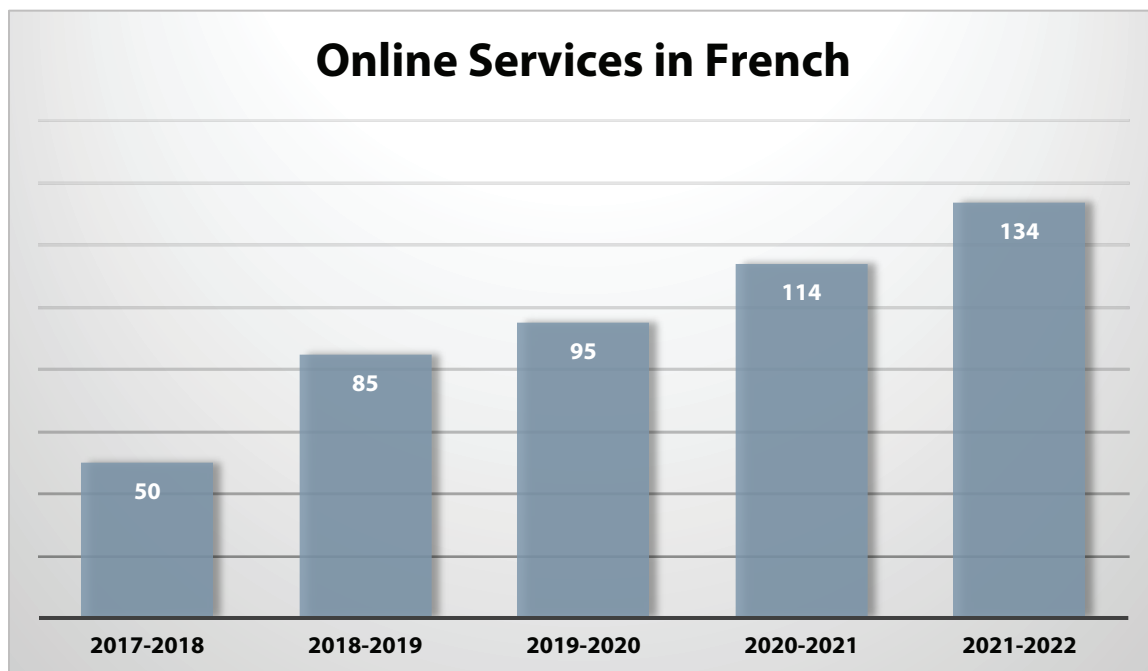
# ACADIAN AND FRANCOPHONE AFFAIRS

The website also makes it possible to offer online services in French. As of March 31, 2022, the site offered 134 online services in French, up from 114 in 2020-2021. The following institutions added new online services in French during the 2021-2022 fiscal year:

- Economic Growth, Tourism and Culture
- Education and Lifelong Learning
- Environment, Energy and Climate Action
- Fisheries and Communities
- Health and Wellness
- Innovation PEI
- Justice and Public Safety
- PEI Public Service Commission

Some of the online services that were made available in French in 2021-2022 include:

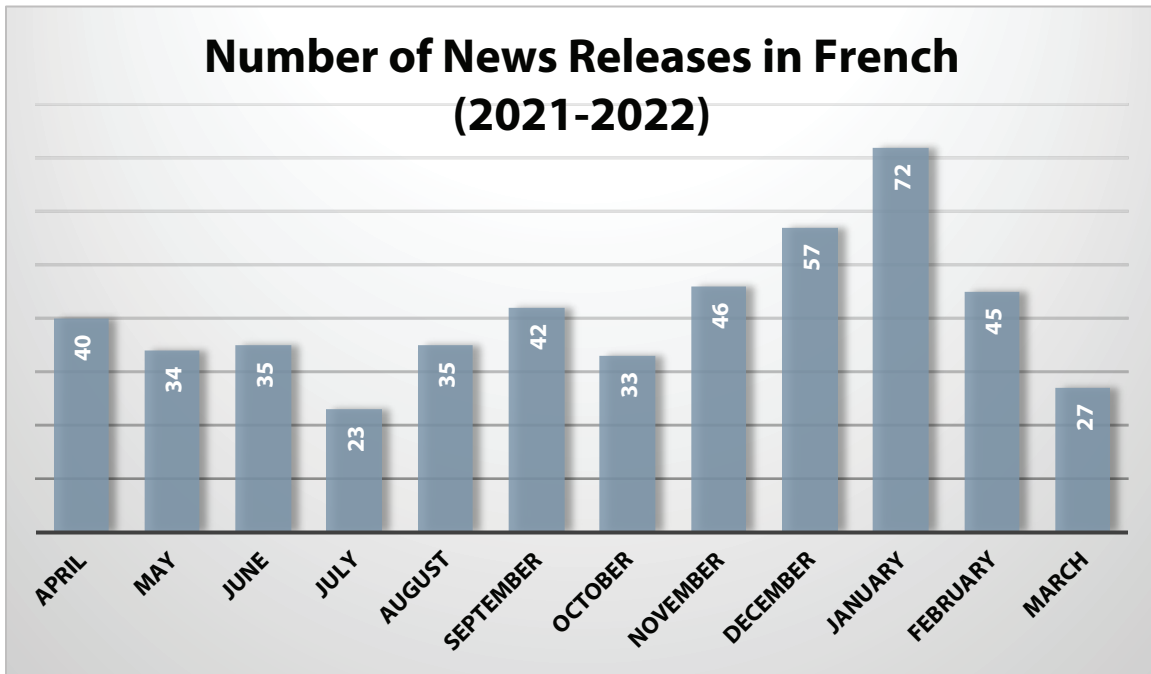
- COVID Income Support Fund
- COVID-19 Operational Support Program for Community Museums and Cultural Venues
- Apply for a PEI Pass (Health and Wellness)
- Business Energy Rebate Online Application
- Prince Edward Island Film Production Fund
- Apply for Summer Student Jobs



## Government News in French

In 2021-2022, the government issued 489 news releases in French out of a total of 530 or 92%. This is the same percentage as in 2020-2021 and represents an improvement over the three previous years when the percentages were as follows: 2019-2020, 89%; 2018-2019, 76%; and 2017-2018, 89%.

The news releases dealt with various information about government services and programs, including public health measures and information related to the COVID-19 pandemic.

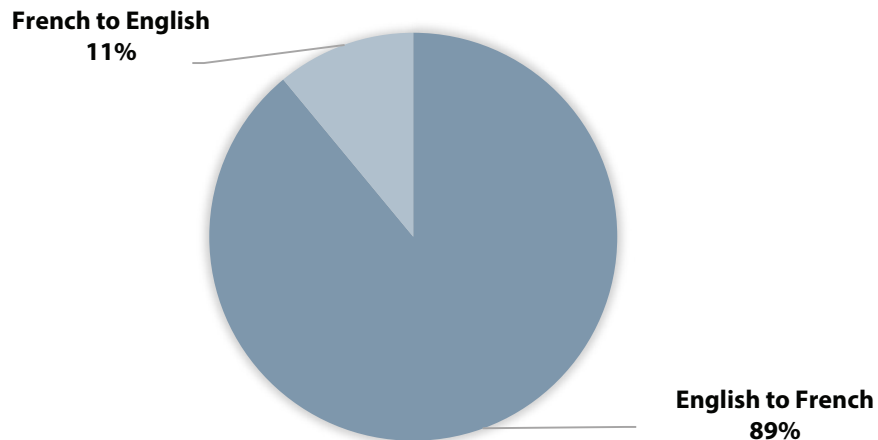


## Translation Services

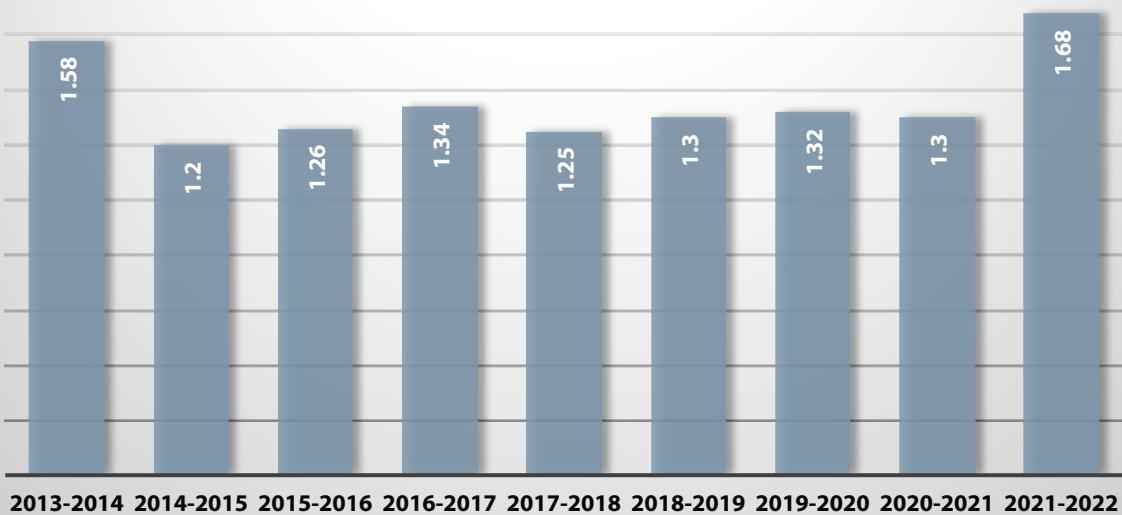
The provincial government's Translation Services play a key role in the delivery of services in French by government institutions. Translation Services enable government institutions to increase the amount of information available in French. In 2021-2022, Translation Services translated 1,681,137 words, of which 89% were translated from English to French and 11% from French to English.

# ACADIAN AND FRANCOPHONE AFFAIRS

## Percentage of Words Translated by Source Language and Target Language



## Number of Words Translated (in millions)





# ACADIAN AND FRANCOPHONE AFFAIRS

## GOVERNMENT CAPACITY

Government institutions offer services in French partly based on the availability of bilingual employees. The Public Service Commission (PSC) 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 number of bilingual employees has been increasing steadily over the years. The number of designated bilingual positions has also generally progressed although that number has fluctuated from year to year based on operational requirements.

Bilingual employees of the Government of PEI	2014	2015	2016	2017	2018	2019	2020	2021	2022
Designated bilingual positions	119	120	116	142	141	146	148	138	141
Bilingual employees <sup>1</sup> not in designated bilingual positions	102	110	120	124	140	160	211	226	233
<b>Total</b>	<b>221</b>	<b>230</b>	<b>236</b>	<b>266</b>	<b>281</b>	<b>306</b>	<b>359</b>	<b>364</b>	<b>374</b>

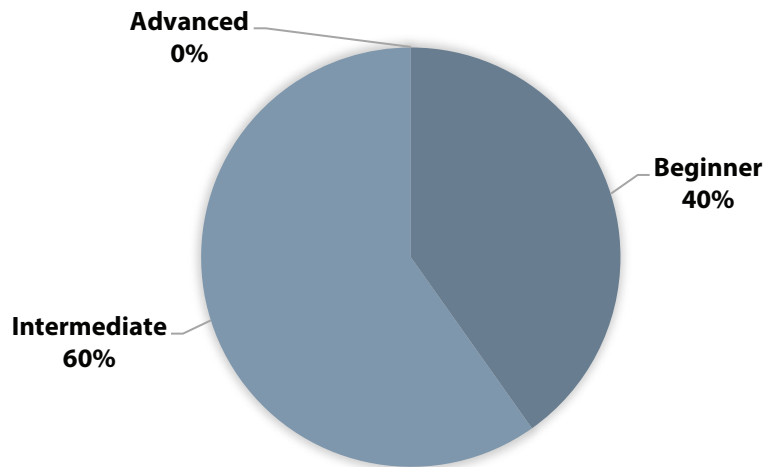
<sup>1</sup> Bilingual employees are employees whose French oral skills have been assessed by the Public Service Commission and who have achieved an "Intermediate Plus" level or higher.

In 2021-2022, 69 oral proficiency assessments were done, compared to 49 in 2020-2021. Forty of these assessments were done for staffing purposes, while 29 were done on a voluntary basis.

There were 102 registrations for French-language training in 2021-2022, compared to 65 in 2020-2021. This represents an improvement over the first year of the pandemic when non-essential government operations were most severely impacted, but is still lower than pre-COVID numbers.

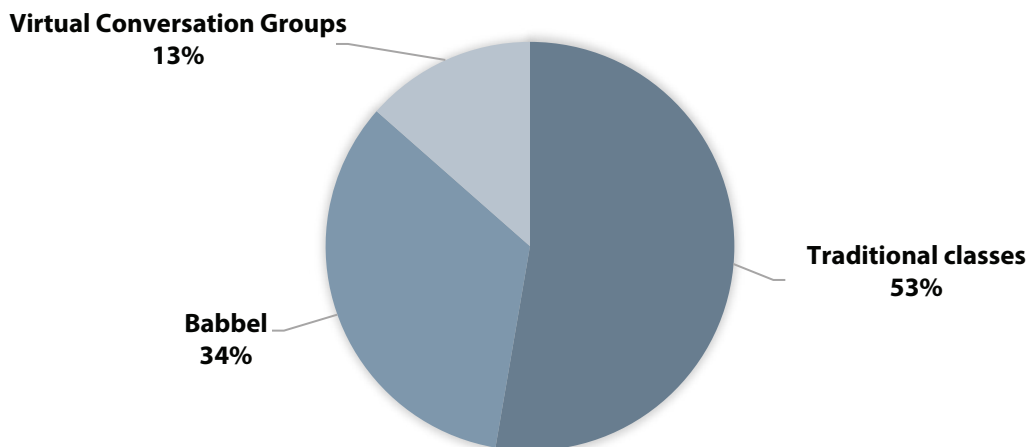
In 2021-2022, seven (7) courses were offered by UPEI: "Introduction to French Language and Culture" in two (2) parts, "Intermediate French Language" in three (3) parts, "Oral Communication" and "Written Communication". Due to the pandemic, these courses all took place virtually.

## French Language Training Registrations by Level



In 2021-2022, in addition to in-class French language training, the PSC continued to offer 75 Babbel self-directed learning subscriptions allocated to both civil service and Health PEI employees who interact with the public regularly in their positions. Furthermore, the PSC collaborated with UPEI to offer virtual conversation groups to employees. UPEI students enrolled in the Education program facilitated 30 and 45-minute sessions for beginner, intermediate or advanced employees for a total of 5 hours a week. UPEI also offered a French Placement Test to assist employees in choosing a group based on their proficiency level.

## French Language Training by Type



# ACADIAN AND FRANCOPHONE AFFAIRS

French language training is available to all employees, but enrollment is limited for some courses. In cases where the number of applicants exceeds the availability, registrations are prioritized based on the four (4) priority areas previously mentioned: Health, Education, Access to Information and Social Services.

In 2021-2022, Health PEI and the PSC collaborated on a pilot initiative launched via a partnership between the University of PEI and McGill University to offer “French for Medical Purposes” workshops to Health PEI employees. Using a virtual approach with online support, these workshops were designed for direct patient care professionals wishing to acquire competency in speaking and listening. Course content developed vocabulary, strategies, and grammatical structures through oral exercises and communication activities embedded in professional situations related to the health care milieu. Fifteen employees took part in this 8-week program that used a combination of an asynchronous and synchronous approach.



## Future Direction

In 2022-2023, the Acadian and Francophone Affairs Secretariat will be moving forward on developing its strategic plan and will start the process of staffing a new program officer position to manage the Canada-PEI Agreement on French Languages Services. This will allow the Secretariat to work more proactively with institutions subject to the Act to identify and fund projects that will improve existing French language services and create new services across government.

In collaboration with all institutions subject to the Act, the Secretariat will be developing an inventory of existing French language services. French language services will be mapped against the wider backdrop of all government services and detailed organizational structures. The inventory will also seek to capture data regarding the government's bilingual capacity and layer this information onto the overall service mapping. By presenting a holistic, yet detailed view, the inventory should facilitate the identification of new strategic opportunities to increase availability and access to French language services and programs. It should also provide useful insights to institutions subject to the Act in the development of their annual French language service plans.

In 2022-2023, the Secretariat will build upon the findings of the Acadian and Francophone Community Advisory Committee's report on Francophone immigration to develop a Francophone Immigration Strategy for the government of Prince Edward Island, which was an important commitment of the Budget Address of February 24, 2022. The strategy is intended to provide direction to the Province by focusing on helping employers meet their labour needs, supporting the settlement of French-speaking newcomers, and strengthening the capacity to grow French-speaking immigration to the Island. The Secretariat will collaborate with several other provincial government organizations to develop the strategy, namely the Department of Economic Growth, Tourism, and Culture; the Office of Immigration; the Department of Education and Lifelong Learning; the Department of Health and Wellness and the Public Service Commission.

Finally, a strong team with in-depth knowledge of and multifaceted links to the Island's Acadian and Francophone community remains a key component to achieving the Secretariat's mandate. It is equally crucial to maintain productive relationships with the French Language Services Coordinators of institutions subject to the Act and senior management and program delivery teams within these organizations. In the coming year, the Secretariat will continue to cultivate and leverage these strengths.

## Contact Information

*French Language Services Act*

P.O. Box 58, Wellington, PE C0B 2E0

Tel: 902-854-7446

Fax: 902-854-7255

E-mail: [bonjour@gov.pe.ca](mailto:bonjour@gov.pe.ca)

[princeedwardisland.ca/en/topic/acadian-and-francophone-affairs](http://princeedwardisland.ca/en/topic/acadian-and-francophone-affairs)

[princeedwardisland.ca/fr/sujet/affaires-acadiennes-et-francophones](http://princeedwardisland.ca/fr/sujet/affaires-acadiennes-et-francophones)





DG-1527