



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

# ANNUAL REPORT

2022-2023



*French Language Services Act*

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FY 2022-2023

*The Acadian and Francophone Affairs Secretariat*



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## Minister's Message

The 2023 Canada Winter Games were held in Prince Edward Island from February 18 to March 5, 2023. These magical weeks were the culmination of years of organization, dedication and hard work by hundreds of Island athletes, staff and volunteers. They all made us so very proud!

Francophone and bilingual staff and volunteers were key to hosting the national games in Canada's two official languages with poise and panache. They made all participants feel welcomed and included in collaboration with colleagues embodying the rich diversity that is becoming one of our province's strengths.



The Games provided unparalleled visibility on the national stage for the French language and the Acadian and Francophone culture on Prince Edward Island, letting the whole country know about this rich heritage that has shaped and continues to shape our province.

I am pleased that all Island athletes got to experience Canada's linguistic duality in action at this premiere national competition. It is also my sincere hope that the 2023 Canada Winter Games fostered pride in the young Francophone and Acadian participants and their families when they saw how the French language shared the stage to bring this event to life.

The Government remains committed to supporting the Acadian and Francophone community and maintaining the French language on Prince Edward Island for future generations through support to events such as the 2023 Canada Winter Games and continued efforts to enable French-speaking Islanders to live and thrive in French.

A handwritten signature in black ink that reads "DKing".

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

## Deputy's Message

The period covered by this report (April 1, 2022, to March 31, 2023) was characterized by a gradual return to normalcy for Islanders after more than two years of constraints imposed by the pandemic. Government operations evolved once again with the needs of Islanders and many government institutions took advantage of this transition to reflect and strategize on the best way forward to deliver on their mandates and serve citizens in the context of this new reality.

On the French language services front, the Acadian and Francophone Affairs Secretariat collaborated with institutions subject to the *French Language Services Act* (the Act) to begin work on a comprehensive inventory of existing services available in French from provincial government. The inventory will also document the government's bilingual HR capacity when it is completed next year.

This tool will provide useful information and insights to government institutions as they explore opportunities and synergies to improve and increase French language services in the future. Particularly, when the data contained in the inventory can be cross-referenced with the services priorities identified by the Acadian and Francophone Community Advisory Committee (AFCAC) further to consultations held in November 2022. The inventory and the priorities identified by the AFCAC for the period of 2023-2026 will bring together the information necessary for the development of French language services "based on the service priorities of the Acadian and Francophone community and the service capacity of government institutions" as prescribed by the Act.

Another important piece of work carried out by the AFCAC in 2022-2023 is the publication of a detailed report outlining the needs and challenges related to Francophone immigration on Prince Edward Island. The report also identified potential areas of focus in the development of solutions to this crucial issue for the future of the Island's Acadian and Francophone community. The AFCAC's report was a key building block in the development of the PEI Francophone Immigration Strategic Action Plan to be released in the spring of 2023.

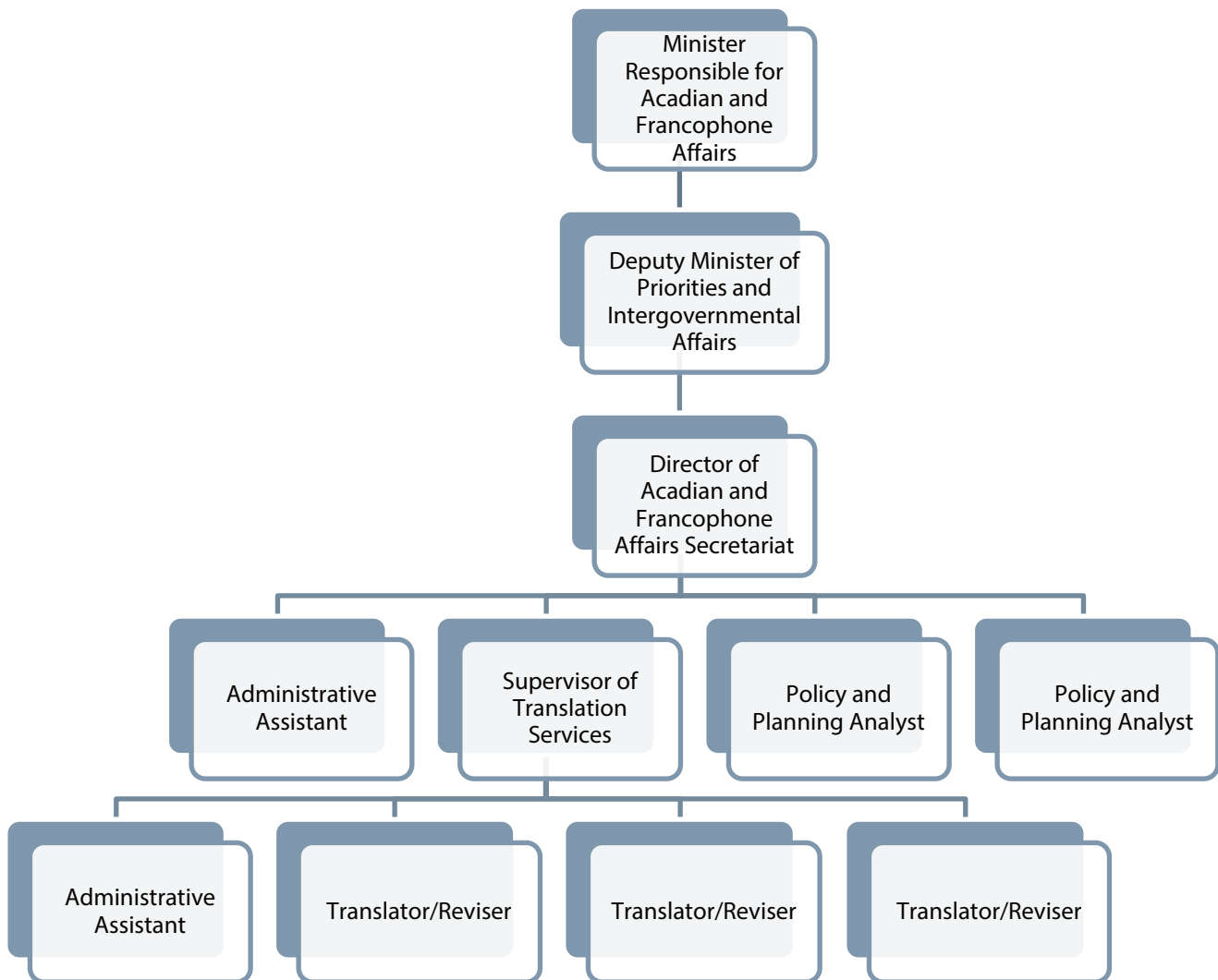
Many other projects and initiatives highlighted in this report chart the progress being made with regard to French language services in Prince Edward Island. Government will continue to strive to better serve the Island's French-speaking population and remain firm in its commitment to support the Acadian and Francophone community and maintaining the French language on Prince Edward Island for future generations.

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 Language 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 institutions that are subject to the *Act*, define active offer of designated services, and describe the designated services.

The current nineteen designated services are as follows.

Government Department or Agency	Designated Service
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)
	Online request form for an interlibrary loan
	Online form for suggesting a purchase to a public library

# ACADIAN AND FRANCOPHONE AFFAIRS

Department of Education and Lifelong Learning	Online application form for a public library card
	Online registration form for accessible public library services
	Coaching support services for early childhood educators
Department of Health and Wellness	Telehealth Information Service – 811
Department of Social Development and Housing	211 PEI
Department of Transportation and Infrastructure	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	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
Innovation PEI	Community Cultural Partnership Program
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.

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 2022-2023 were as follows:

Paul D. Gallant, Chair (as of December 2022)  
 Denis Morais, West Prince region (as of February 2023)  
 Imelda Arsenault, Évangéline region



# ACADIAN AND FRANCOPHONE AFFAIRS

Maité Mézierre, Summerside-Miscouche region

Stéphane Blanchard, Rustico region

Zain Esseghaier, Charlottetown region

Tina Peters-White, Eastern Kings region

Valerio Herera, member at large (as of December 2022)

Jacinthe Lemire, member at large (as of December 2022)

Ashley Richard, 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 previously identified the following service priority sectors for the 2020-2023 period:

- Education
- Health
- Social Services
- Access to Information

The Committee also chose to focus on Francophone immigration as an additional priority sector for the 2022-2023 fiscal year.

As 2022-2023 was the last year of the three-year period focusing on the above-noted priorities, in October 2022, the Committee undertook the process of identifying the service priorities for upcoming fiscal years. The service priorities that will be put forward by the Committee for fiscal years 2023-2024, 2024-2025 and 2025-2026 are presented later in this report.

## FRENCH LANGUAGE SERVICES COORDINATORS' COMMITTEE

Each government institution subject to the *Act* is required to appoint a French Language Services Coordinator. In 2022-2023, all government institutions had a coordinator.

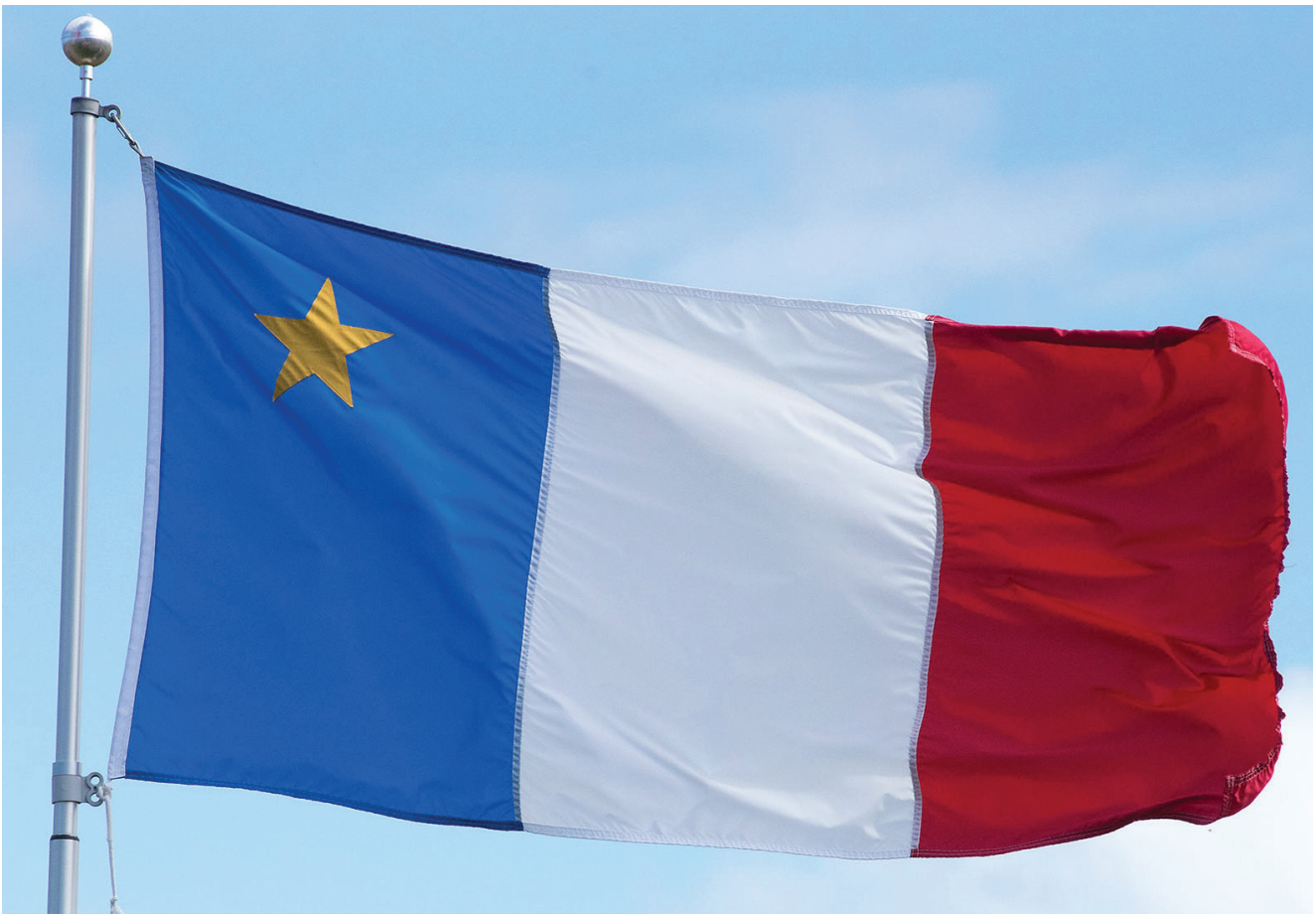
The coordinators ensure that government institutions deliver the annual plans and reports that must be prepared pursuant to the *Act*. They are responsible for advising and supporting their institution on French-language programs and services, and they handle any complaints made against their institution under the *Act*.

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

# ACADIAN AND FRANCOPHONE AFFAIRS

## 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 2022-2023, two (2) new complaints were received under the *Act*.

Government Institution	Complaint Subject	Result
Department of Health and Wellness	Unavailability of 811 Telehealth Services in French (complainant A – May 6, 2022)	The complaint was resolved at the institutional level. A letter was sent from the department to respond to the complaint. Recommendations were made to 811 Telehealth to ensure callers are aware that in the event that French-speaking staff is not immediately available (due to staffing issues), a simultaneous translation service may be used.

# ACADIAN AND FRANCOPHONE AFFAIRS

Department of Health and Wellness	Unavailability of 811 Telehealth Services in French (complainant B – May 15, 2022)	The complaint was resolved at the institutional level. A letter was sent from the department to respond to the complaint. Recommendations were made to 811 Telehealth to ensure callers are aware that in the event that French-speaking staff is not immediately available (due to staffing issues), a simultaneous translation service may be used.
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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 email.

## Acadian and Francophone Community Advisory Committee

During the reporting period, the Committee met three (3) times online via video conference. A fourth meeting in March 2023 was cancelled so as to respect the Caretaker convention for the duration of the election period. That meeting included a discussion with SAF'île about the community's priorities and needs as well as shared files. The AFCAC looks forward to rescheduling that meeting with SAF'île in the next fiscal year.

This year, the Committee began to produce reports to underline the needs and challenges in specific priority sectors particularly relevant to the Acadian and Francophone community and suggest ways for government to address underlying issues. The first report was focused on Francophone Immigration to PEI. Two other reports were undertaken with regard to the education continuum in French. Research on postsecondary education in French was completed and the results of that report will be reviewed by the AFCAC in the coming fiscal year. In preparation for the report focusing on the early childhood education sector in French, Kathleen Couture, the director of the Association of French Early Childhood Learning Centres, gave a presentation to the AFCAC in June 2022 about the province's Francophone early childhood learning centres. The AFCAC has research underway to supplement the information provided during that presentation.

In accordance with its mandate under the *Act*, the Committee identified the service priorities of the Acadian and Francophone community for the upcoming three fiscal years by consulting the Acadian and Francophone Community via a survey in the fall of 2022. These priorities will be in place to guide the work of government when it comes to enhancing existing French language services or developing new services in fiscal years 2023-2024, 2024-2025 and 2025-2026. The service priorities that were identified were as follows:

- education;
- early childhood;
- health;
- seniors;
- culture/heritage;
- immigration; and
- justice.

The Committee also noted that equal priority should be given to in-person, online and telephone services.



## French Language Services Coordinators' Committee

The French Language Services Coordinators' Committee met four (4) times in 2022-2023 as is customary. Meetings were held virtually. During the fiscal year, the Acadian and Francophone Affairs Secretariat, with the assistance of committee members, successfully brought the submission timeframes of French Language Services plans and reports by institutions subject to the *Act* back in lockstep with the overall government planning cycle after it had fallen behind in 2020-2021 and 2021-2022 during the pandemic. Reporting templates to submit annual French language services plans and reports were also streamlined and improved.

During the year, committee members benefitted from detailed briefings and updates on the evolution of several national and regional initiatives and programs influencing the current and future development and delivery of French language services in the province. Sharing best practices on the integration of French language components into new initiatives, programs and services and on partnering effectively with stakeholders of the Island's Acadian and Francophone community were the focus of several presentations and discussions of the Committee.

Findings from the public consultations conducted via survey in October 2022 under the auspices of the Acadian and Francophone Community Advisory Committee to articulate the community's service priorities for the next three years (2023-2026) were also presented and discussed. These findings are important for institutions subject to the *Act* as they provide insights on how best to serve and meet the needs of the Island's Acadian and Francophone community.

During the fiscal year, the Secretariat collaborated with French language services coordinators in many institutions to organize presentations on the *French Language Service Act*, the importance of offering French language services and the supports available to government institutions looking to increase services in French. These presentations were targeted to various groups within these organizations including service delivery teams, human resource managers and senior management.

French language services coordinators played a key role in validating data gathered by the Secretariat for an inventory of French language services offered by provincial government institutions in PEI. When completed in 2023-2024, the inventory will be a useful tool for both institutions and the Secretariat to facilitate the identification of new strategic opportunities to increase the availability of French language services.

Committee members particularly appreciated a presentation on the government's Translation Services and associated programs including the Interpretation Support Program to assist departments with the costs associated with simultaneous interpretation provided during public consultations and other types of meetings. Planned updates to the Web platform used to submit documents for translation were discussed. French language services coordinators were encouraged to think of Translation Services as a tool that can be leveraged to increase government institutions' French-language service provision capacity.

## 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 2022-2023, nine (9) projects and 33 designated bilingual positions were funded. This funding enabled initiatives such as the continued support of recruitment efforts to hire bilingual human resources for position within bilingual “neighbourhoods” at the Maplewood and Summerset Long-Term Care facilities and support for the Jeux de l’Acadie (Acadian Games).

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. Two (2) projects were funded under the Quebec-PEI Cooperation and Exchange Agreement in 2022-2023. One project focused on funding the 2022 edition of the Salon du livre de l’Île-du-Prince-Édouard (Prince Edward Island French Book Fair). The other consisted of a series of shows and workshops focusing on traditional fables set to music and presented in the Island’s Francophone early childhood centres by a Quebec-based artist.

## 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.

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

For 2022-2023, all government institutions subject to the *Act* presented an annual plan and an annual report.

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.

# ACADIAN AND FRANCOPHONE AFFAIRS



Priority Sectors	Highlights
Health	<ul style="list-style-type: none"> <li>• A new Bilingual Care Coordinator position was designated in Home Care for Prince County.</li> <li>• All Home Care staff in Prince County are being trained in active offer. A total of 82 of the 93 employees have completed the training.</li> <li>• The welcome package offered to new Home Care clients and their families is now available in a bilingual format.</li> <li>• Health PEI developed a service delivery process to ensure that from referral to intake, assessment and coordination to service delivery, Francophone clients are identified so staff can quickly direct Home Care patients to Francophone staff for optimal care. This fiscal year, nineteen (19) French-speaking clients have been reassigned to the Bilingual Care Coordinator due to language preference.</li> <li>• Work is underway to designate new online health services under the <i>Act</i>.</li> <li>• There was an online consultation conducted in French about virtual care as well as an online survey.</li> <li>• As Health PEI adds new web content, the information is simultaneously made available in both French and English.</li> <li>• A temporary (2 years) Bilingual Project Manager position was also created in this fiscal year. The successful applicant will begin mid-June 2023 and will oversee the establishment of a bilingual neighbourhood at Maplewood Manor.</li> <li>• Staff at Maplewood continued to work closely with Le Club des coeurs joyeux of the Centre Acadien de Prince-Ouest to help French-speaking residents maintain connections with the Francophone community. Fourteen activities were held this fiscal year.</li> <li>• The Smoking Cessation Program offers access to French-speaking nurses who can facilitate and assess clients for intake into the program. Work is underway to create and translate fact sheets and other resources.</li> </ul>

# ACADIAN AND FRANCOPHONE AFFAIRS

<p>Education, Lifelong Learning and Early Childhood</p>	<ul style="list-style-type: none"><li>• The French Education Programs and Services Division of the Department of Education and Lifelong Learning administers French Oral Proficiency Interviews for the Public Schools Branch. The Division completes 70-100 interviews per year. The Division administers these interviews for all new teachers coming into the school system and current teachers who are trying to achieve a higher level of proficiency.</li><li>• The three French libraries across the province have collaborated on programming with Francophone community centres in order to provide language and cultural activities including the Rendez-vous de la Francophonie and National Acadian Day.</li><li>• The Early Childhood Education Grants page was made available in French for the first time in 2022-2023.</li><li>• Material related to the School Board Election Campaign as well as the School Bus Safety Campaign were produced in both French and English.</li><li>• Consultations related to amendments to the Early Learning and Child Care Act and its regulations were held in 2022-2023. A virtual consultation with the early learning and childhood sector and stakeholder groups was held on August 24, 2022. French interpretation was made available to all participants. Those who wished to hear the presentation in French could tune into the French interpretation channel.</li><li>• All messaging related to the reopening of schools after Hurricane Fiona was made available in both languages.</li><li>• Correspondence was sent to Acadian and Francophone NGOs to invite nominations for the new Minister's Advisory Council.</li><li>• Family Violence Prevention Week videos were promoted and shared on social media, forwarded to stakeholder groups and made available online in both French and English.</li><li>• The Sexual Violence Prevention Strategy was promoted via a press release, social media posts and media interviews in both French and English.</li><li>• An Acadian and Francophone history book was launched with a full press conference, news release, social media, media interviews and a feature video.</li><li>• Posters to promote the Salon du livre were distributed to schools and shared on social media.</li></ul>
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# ACADIAN AND FRANCOPHONE AFFAIRS

<p style="text-align: center;">Access to Information and Social Services</p>	<ul style="list-style-type: none"> <li>• Various departments have continued their efforts to translate their web content. For example, as the Rental Office of the Island Regulatory and Appeals Commission (IRAC) transitions to the new <i>Residential Tenancy Act</i>, much of the information provided online will be updated and translated into French. In particular, IRAC is working to provide new rental forms in French for the first time.</li> <li>• Jobs PEI is moving to a new modernized recruitment platform in summer 2023. The Public Service Commission took part in consultations to discuss what areas will be offered in French and how to improve the application process for French language candidates.</li> <li>• The Public Service Commission’s Bilingual Recruitment Coordinator conducted numerous virtual and in-person outreach presentations to educational and community groups regarding designated bilingual positions in various departments, including Health PEI. Bilingual positions are also advertised through Work PEI, Île Branchée and other community resources.</li> <li>• The Department of Education’s School Board Election Campaign included a virtual information night as part of the candidate recruitment process and all election materials (such as candidate forms and mail-in ballots) were bilingual.</li> <li>• Various departments post social media content in French. For example, all messaging posted online and sent to the media relating to the reopening of school after Hurricane Fiona was made available in both English and French.</li> <li>• The Division of Marine Fisheries and Seafood Services recognized that clients, stakeholders and provincial colleagues in neighbouring jurisdictions communicate and operate in French, so the final report about an Eastern Canadian fishery-related initiative was translated to facilitate the sharing of information.</li> <li>• The 2023 Budget Address was translated entirely into French so as to continue to provide information in French about the provincial budget.</li> <li>• The French edition of the PEI Visitor’s Guide continues to be an important marketing tool and valuable resource to individuals planning to visit PEI.</li> <li>• The Human Rights Commission distributed French language handouts about the Commission in several communities during the DiverseCity Festivals this year as well as in French classes at schools.</li> <li>• Simultaneous translation equipment is installed at the Supreme Court in courtrooms 1 and 5 in Charlottetown as well as the two courtrooms in Slemmon Park. The Department of Justice and Public Safety plans to install the equipment in other locations over the coming year.</li> <li>• The Department of Social Development and Housing’s new Bilingual Intake Screener is now available to provide information and service delivery to Francophones who would like assistance in accessing social supports and programs.</li> <li>• Consultations were held virtually in French and English on the <i>Residential Tenancy Act</i>.</li> <li>• The PEI Home Renovation Programs webpage is now available in French in response to the demand for this information Island-wide.</li> <li>• The Child Care Subsidy Calculator continues to be offered online as a self-serve service which is available in both English and French.</li> </ul>
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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
Agriculture and Land	<ul style="list-style-type: none"> <li>• The following webpages are now available in French:               <ul style="list-style-type: none"> <li>o <i>PEI Poultry Emergency Response: The First 48 hours</i></li> <li>o <i>Environmental Farm Plans</i></li> <li>o <i>What is Nutrient Management Planning?</i></li> </ul> </li> <li>• Laboratory forms are available in French on the Department's website.</li> <li>• The Department's annual report is available in French.</li> </ul>
Economic Growth, Tourism and Culture	<ul style="list-style-type: none"> <li>• The Division of Labour and Industrial Relations conducted consultations on the Employment Standards Act Comprehensive Review and the Minimum Wage Review. Arrangements were in place so that oral presentations at these consultations could be made in French.</li> <li>• The Division of Workforce Development conducted an Annual Labour Market consultation. The public were able to submit their input in French.</li> <li>• The Office of Immigration has a bilingual employee that offered services in French during consultations with Francophone organizations.</li> <li>• The following webpages were translated into French over this fiscal year:               <ul style="list-style-type: none"> <li>o <i>Employment Standards Act Comprehensive Review</i></li> <li>o <i>2023 &amp; 2022 Minimum Wage Review</i></li> <li>o <i>Gender   Equity   Diversity   Inclusion &amp; Community Enhancement Program</i></li> <li>o <i>Business Navigator</i></li> <li>o <i>Sick Leave, Vacation and Vacation Pay</i></li> </ul> </li> <li>• The Tourism PEI website is offered in French. In addition, the French Visitor's Guide is widely promoted as part of Tourism PEI's marketing strategy. The French marketing campaign also extends to social media and newsletters as key resources.</li> <li>• Workforce Development provided support to the Early Childhood Development Association to develop an introductory program for Francophone participants to increase entrants to the sector.</li> </ul>
Environment, Energy and Climate Action	<ul style="list-style-type: none"> <li>• A Forestry Commission was created and includes bilingual representation. Efforts are being made to have all Commission documents available in both English and French.</li> <li>• The Climate Action Secretariat completed stakeholders and public engagement on the development of the Provincial Climate Adaptation Plan through an online survey as well as public sessions. Two of the six sessions were held in French.</li> <li>• An inventory of online services is underway with the Division of Forests, Fish, and Wildlife to see what can be offered in French as well as English.</li> <li>• The Bilingual Energy Solutions Advisor at EfficiencyPEI continues to provide services in both French and English to the public.</li> <li>• The PEI Analytical Laboratories continue to provide sample submission forms, reports, and brochures in both French and English.</li> <li>• The Department continues to advertise in <i>La Voix acadienne</i> and post social media messages in French about the Department's services and publications.</li> </ul>

# ACADIAN AND FRANCOPHONE AFFAIRS

<p>Executive Council Office</p>	<ul style="list-style-type: none"> <li>• The Engage PEI application form was updated and is available in both English and French.</li> <li>• Executive Council Office conducted a community consultation with the purpose of obtaining input and advice from currently and historically marginalized people and communities across PEI to inform the development of an anti-racism action plan. In-person interpretation was available to members of the public who wished to participate in French at one of the sessions.</li> <li>• An existing Administrative Assistant position was modified in order to create a Bilingual Program Officer position within the Acadian and Francophone Affairs Secretariat. This position, to be staffed in early 2023-2024, will be responsible for the day-to-day coordination of the Canada-PEI Agreement on French Language Services.</li> <li>• AFA gave a presentation to the Deputy Minister's Council and to senior management teams of various departments on PEI's Acadian and Francophone community, the importance of French language services, the support offered by AFA and the key role played by French language services coordinators.</li> <li>• AFA conducted a community consultation of the Acadian and Francophone population of PEI via an online survey in the fall of 2022 on the behalf of the Acadian and Francophone Community Advisory Committee (AFCAC).</li> <li>• AFA conducted various one-on-one meetings with representatives of Acadian and Francophone community organizations during the year to support AFCAC research into the needs and priorities in the sectors of Francophone immigration as well as postsecondary education and early childhood education in French.</li> <li>• AFA started work on an inventory of French language services provided by the provincial government. The inventory will be useful in mapping the existing French language services available and how they can be improved upon.</li> </ul>
<p>Finance</p>	<ul style="list-style-type: none"> <li>• The Department continued to translate the Budget Address entirely into French in 2023. The Department has also concentrated on translating all of its tax forms and news releases into French.</li> <li>• The Web Digital Office continues to consider opportunities to further enhance French language capacity on the government website.</li> <li>• A number of employees from the Department attended a webinar on French-language services and Linguistic Insecurity presented by the Minister's Council on the Canadian Francophonie (MCCF).</li> <li>• The Department held pre-budget consultations via an online survey and also accepted written submissions in both French and English in addition to offering a Facebook Live event with simultaneous translation in French.</li> <li>• The Minister of Finance cohosted two roundtable focus groups with key industry stakeholders to discuss what immediate issues government should keep in mind when developing the 2023-2024 Fiscal Year Operating budget. The Minister responded in French to participants who asked questions in French.</li> </ul>

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<p>Fisheries and Communities</p>	<ul style="list-style-type: none"> <li>• A bilingual position was transferred within the Division of Municipal Affairs to best accommodate clients and stakeholders.</li> <li>• A roadshow presentation by Acadian and Francophone Affairs (AFA) was organized for staff to highlight the <i>Act</i> and requirements under the <i>Act</i>, as well as training opportunities, the French Language Proficiency Assessment and services provided by AFA and Translation Services.</li> <li>• The Division of Municipal Affairs conducted legislative consultations on the <i>Municipal Government Act</i> and associated regulations. Francophone clients and stakeholders had the option of engaging in the language of their choice.</li> <li>• The Division of Municipal Affairs also continued to ensure that all information it posted was available in both English and French to ensure Francophone clients and stakeholders were informed.</li> <li>• The Division of Rural and Regional Development continued to ensure that all program applications were available in both English and French, that all position statements from the Rural Communities Council were translated and posted in both English and French, and that the Youth on Board Program was actively offered in both English and French.</li> </ul>
<p>Health and Wellness</p>	<ul style="list-style-type: none"> <li>• Work is underway to develop the Live Well PEI website so that users can toggle between English and French.</li> <li>• The Department provided support for 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.</li> <li>• The Department offered French service delivery to the Jeux de l'Acadie and can serve any other sport and recreation groups in French should that be their preference.</li> <li>• The Department provided some resources to "JAFLIPE" (the Francophone young leaders program) to support participation in the Canadian Francophone Games.</li> <li>• The Department provided assistance to meet French language requirements associated with the Canada Games.</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>• The Commission's Annual Report was made available in both French and English.</li> <li>• The Commission participated in the DiverseCity Festivals (including one in the Evangeline region) in several communities and provided handouts about its services in both French and English at these events.</li> <li>• A Guide outlining when to contact the Commission and providing information on areas and grounds protected under the <i>Human Rights Act</i> was translated and made available in French.</li> <li>• SHIFT, a Commission project, is collaborating with SAF'île to provide workplace sexual harassment information in French.</li> <li>• A project concept was submitted to Acadian and Francophone Affairs. Notice that the concept could move to the proposal stage was received close to the end of the fiscal year. The project is entitled Developing Human Rights Community Supports.</li> </ul>



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<p><b>Innovation PEI</b></p>	<ul style="list-style-type: none"> <li>• Innovation PEI invited Acadian and Francophone Affairs to do a presentation during their staff's professional development day.</li> <li>• French language webpages and online services are promoted through social media and Innovation PEI's newsletter.</li> <li>• Some of the webpages translated into French this fiscal year include:             <ul style="list-style-type: none"> <li>o PEI 150 Celebration Fund</li> <li>o PEI Broadband Fund for Businesses</li> <li>o PEI Broadband Fund for Residents</li> <li>o PEI Broadband Fund for Communities</li> <li>o Capital Acquisition Assistance</li> </ul> </li> </ul>
<p><b>Island Regulatory and Appeals Commission</b></p>	<ul style="list-style-type: none"> <li>• The Commission advertised opportunities for the public to provide written comment related to the maximum allowable rent increase and electrical rate review. Advertisements were posted in both English and French. Comments could be submitted in both French and English.</li> <li>• The Commission had information related to rental matters translated into French for the first time including information about greater than allowable rent increases and storm closure information.</li> </ul>
<p><b>Island Waste Management Corporation</b></p>	<ul style="list-style-type: none"> <li>• The Sorting and Special Disposals guides are available in French and are promoted as such on social media.</li> <li>• The collection calendars are available in French and are promoted as such on social media.</li> <li>• The biannual IWMC Newsletter is available in French and is promoted as such on social media.</li> <li>• The navigation tab of iwmc.pe.ca includes a button for a French-language "Resources" page.</li> </ul>
<p><b>Justice and Public Safety</b></p>	<ul style="list-style-type: none"> <li>• The Department consulted with the public on draft bills and associated consultation papers for the following Bills: <i>Notaries and Commissioners Act, Arbitration Act, An Act to Amend the International Commercial Arbitration Act, An Act to Amend the Victims of Crime Act</i>. Consultation papers and associated webpages were translated and made available in French.</li> <li>• The Department continued to work on the retention of current bilingual staff and on the recruitment for new designated positions.</li> <li>• The French version of the website on the Supervised Parenting Time and Exchange Program was launched in March 2023.</li> <li>• Simultaneous translation equipment is installed at the Supreme Court in courtrooms 1 and 5 in Charlottetown, and in the two courtrooms in Slemon Park.</li> </ul>
<p><b>Liquor Control Commission</b></p>	<ul style="list-style-type: none"> <li>• Both the PEI Liquor Control Commission and the PEI Cannabis Management Corporation continued to provide the executive summary of their annual reports in both French and English.</li> <li>• Bilingual Check 30 ID signage continued to be posted in all PEI Liquor Control Commission corporate retail stores.</li> </ul>

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<p>Museum and Heritage Foundation</p>	<ul style="list-style-type: none"> <li>• The 90th edition of Island Magazine contained some bilingual articles.</li> <li>• The pamphlet <i>The Authentic Island Story / La vraie histoire de l'Île</i> promotes all seven Museum and Heritage Foundation sites and was printed in both French and English.</li> <li>• Labels for exhibits and social media posts were translated into French.</li> <li>• The Foundation invited the Acadian and Francophone Affairs to do a roadshow presentation at a staff meeting.</li> <li>• The Foundation continues to maintain a close relationship with the Acadian and Francophone community through the Acadian Museum and the Association du Musée acadien, which has resulted in attracting more locals to the Museum.</li> </ul>
<p>Public Service Commission</p>	<ul style="list-style-type: none"> <li>• All postings for government bilingual positions were advertised in French through Work PEI, Île Branchée and other community resources.</li> <li>• Numerous virtual and in person outreach presentations to educational and community groups regarding designated bilingual positions in various government departments as well as Health PEI were held by the Public Service Commission (PSC) Bilingual Recruitment Coordinator.</li> <li>• The PSC has had all their interview forms, such as rating guides, declaration forms, and reference forms translated to French for staffing that includes any designated bilingual positions. These forms are offered to the members of the various interview boards and those providing references.</li> <li>• During the PSC's onboarding process employees are given a "Workforce Representation" survey where they are asked (among other things) if they are bilingual. When an employee who can speak French is hired, they are encouraged by their HR department or supervisor to be assessed.</li> <li>• The PSC has links on its internal website to promote the language proficiency assessment. These links are often shared with anyone inquiring about the assessment. Topics covered include: description of French language proficiency levels, French language proficiency evaluation policy, sample questions for French-language proficiency assessment, tips for the French language proficiency assessment, French language assessment Q&amp;A.</li> <li>• Mass emails were sent out in fall 2022 and winter 2023 to all Civil and Health PEI employees to promote French language training opportunities.</li> <li>• In addition to the mass emails sent to all employees, additional emails were sent by the Manager of French Language Services to the list of employees that are identified as bilingual and employees that have previously taken French language training courses as additional highlights of available offerings.</li> <li>• In March 2023 the Public Service Values for the Provincial Civil Service were translated to French and added to the PSC's internal website.</li> <li>• The PSC organized and facilitated one French Insights workshop which was held in October 2022. There were 9 participants from various departments.</li> <li>• During the Jour de la Francophonie on March 20, 2023, the Manager of French Language Services organized a one-hour presentation that took place over lunch about Acadian and French authors.</li> </ul>

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<p>Transportation and Infrastructure</p>	<ul style="list-style-type: none"> <li>• The recently hired Bilingual Service Experience Consultant acts as a liaison between Service PEI and other government institutions to help create seamless delivery of provincial programs and rebates.</li> <li>• Service PEI is a new division which handles a fair amount of service delivery for the provincial government. As people discover Service PEI, website traffic is expected to increase, so the website has been sent to translation services to make it available in French. The Service PEI web content includes the Service PEI Service Strategy.</li> <li>• Continuous work is done to promote and improve the Department's French webpages.</li> </ul>
<p>Social Development and Housing</p>	<ul style="list-style-type: none"> <li>• Consultations were held virtually in French and English on the <i>Residential Tenancy Act</i>.</li> <li>• Press releases are published in both English and French.</li> <li>• The PEI Home Renovation Programs webpage is now available in French in response to the demand for this information Island-wide.</li> <li>• The Child Care Subsidy Calculator continues to be offered online as a self-serve service which is available in both English and French.</li> <li>• The new Bilingual Intake Screener provides information and service delivery to Francophones who would like assistance in accessing social supports and programs.</li> </ul>
<p>Workers Compensation Board</p>	<ul style="list-style-type: none"> <li>• Planning is underway for the 2024-2026 Strategic Plan and responding to the diverse needs of the Workers Compensation Board's (WCB) clients will be a top priority.</li> <li>• The WCB continues to monitor the demand for services in French to ensure that the linguistic profile of the WCB's staff is aligned with the needs of its clients.</li> <li>• The WCB's web presence is separate and distinct from the government website. Translated news releases and the Workplace Harassment Guide in French were posted to the WCB's website during this fiscal year.</li> <li>• The new <i>Workplace Harassment Regulations</i> came into effect in 2020 and were identified as a priority to ensure all Island workplaces understand their responsibilities.</li> <li>• The WCB leverages social media (Twitter) to promote webpages, including French-language content.</li> </ul>



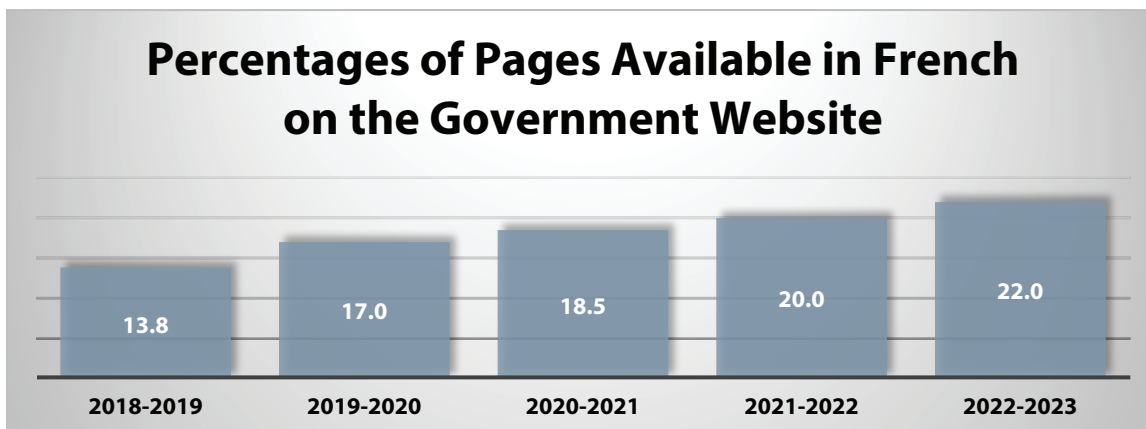
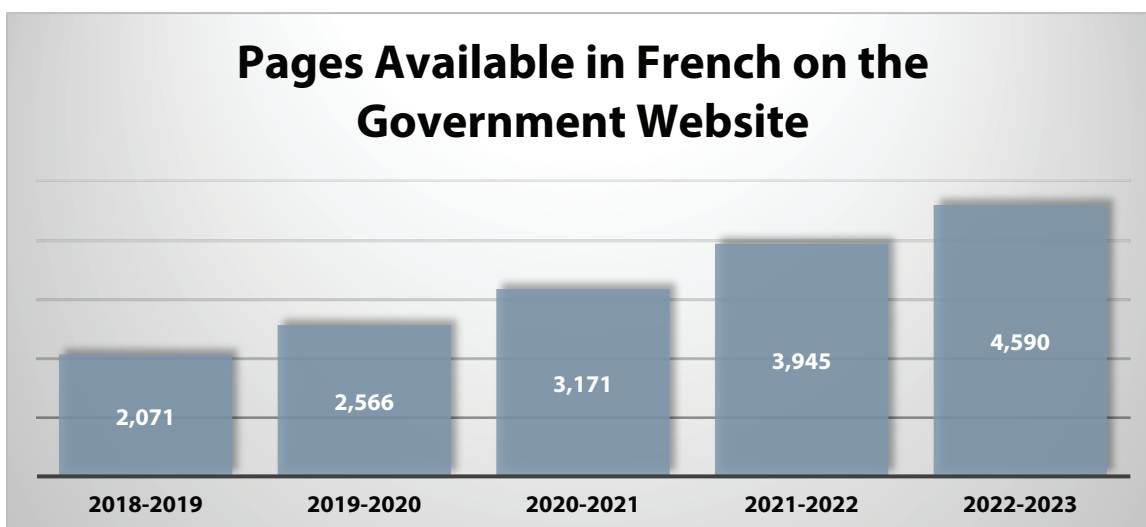
## OTHER INDICATORS

### 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, 2023, the site had 4,590 pages in French, up from 3,945 in 2021-2022. There was a total of 20,897 webpages as of March 31, 2023 (+8% vs. 2021-2022, where there were 19,322), meaning that 22% 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.



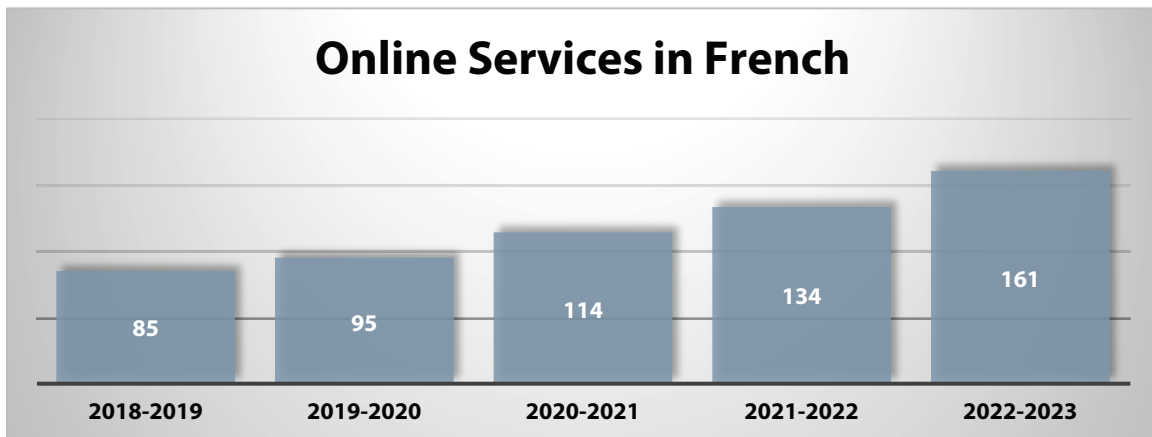
# ACADIAN AND FRANCOPHONE AFFAIRS

The website also makes it possible to offer online services in French. As of March 31, 2023, the site offered 161 online services in French, up from 134 in 2021-2022. The following institutions added new online services in French during the 2022-2023 fiscal year:

- Social Development and Housing
- Innovation PEI
- Finance
- Executive Council Office
- Justice and Public Safety
- Education and Lifelong Learning
- Health PEI

Some of the online services that were made available in French in 2022-2023 include:

- Renew your Insulin Pump Program and/or Glucose Sensor Program benefits
- Apply for the Playground Equipment Fund
- Pre-Budget Consultations for the 2023-2024 Operating Budget
- PEI 150 Celebration Fund
- Register to Lobby the Government of Prince Edward Island

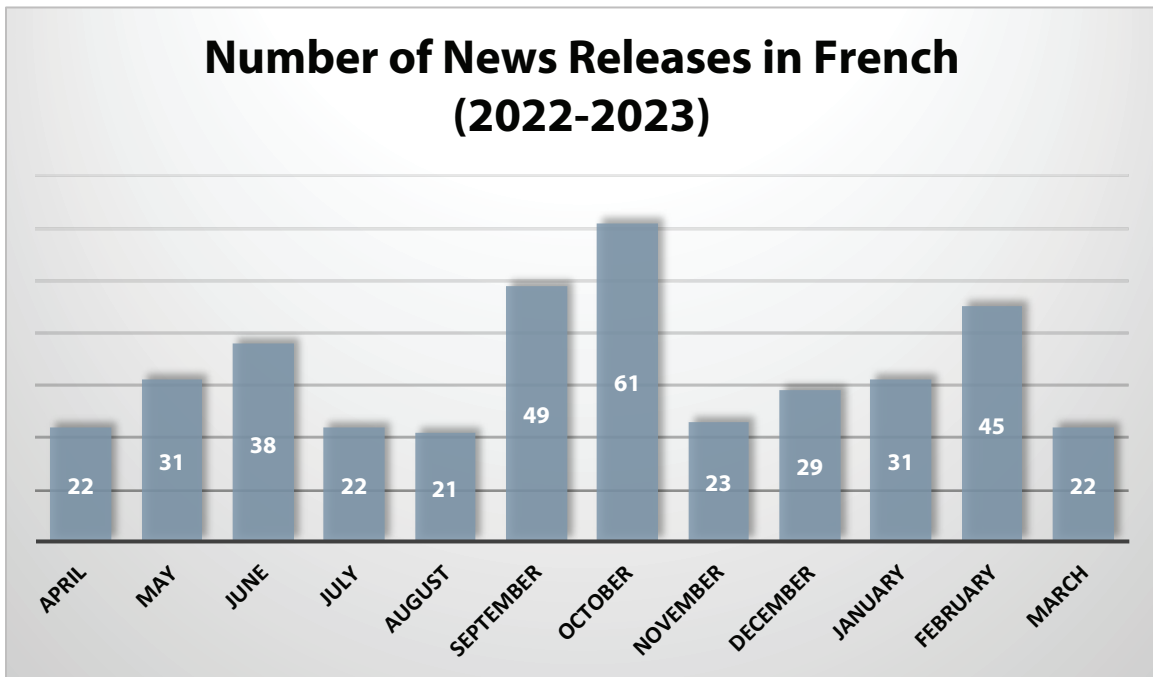


## Government News in French

In 2022-2023, the government issued 394 news releases in French out of a total of 409 or 96%. This is an increase over previous years when the percentages were as follows: 2021-2022, 92%; 2020-2021, 92%; 2019-2020, 89%; 2018-2019, 76%.

The news releases dealt with various information about government services and programs, including public health measures and information related to the COVID-19 pandemic, especially early in the fiscal year in the spring of 2022.

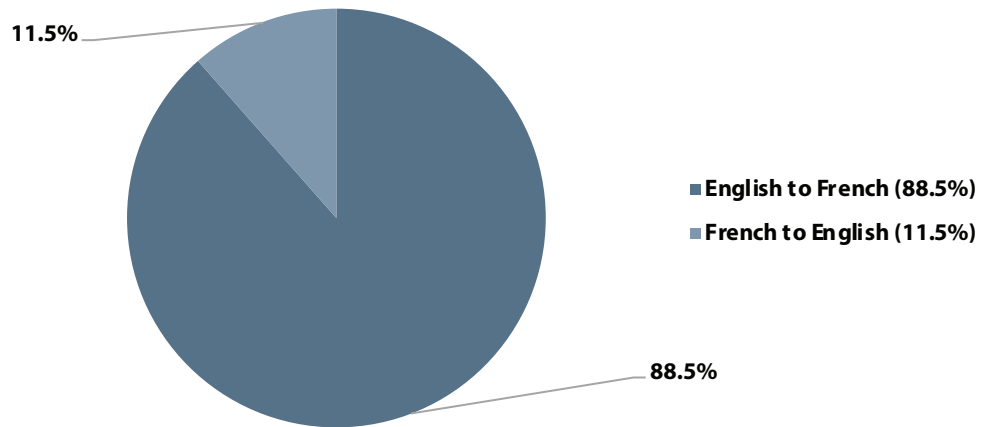




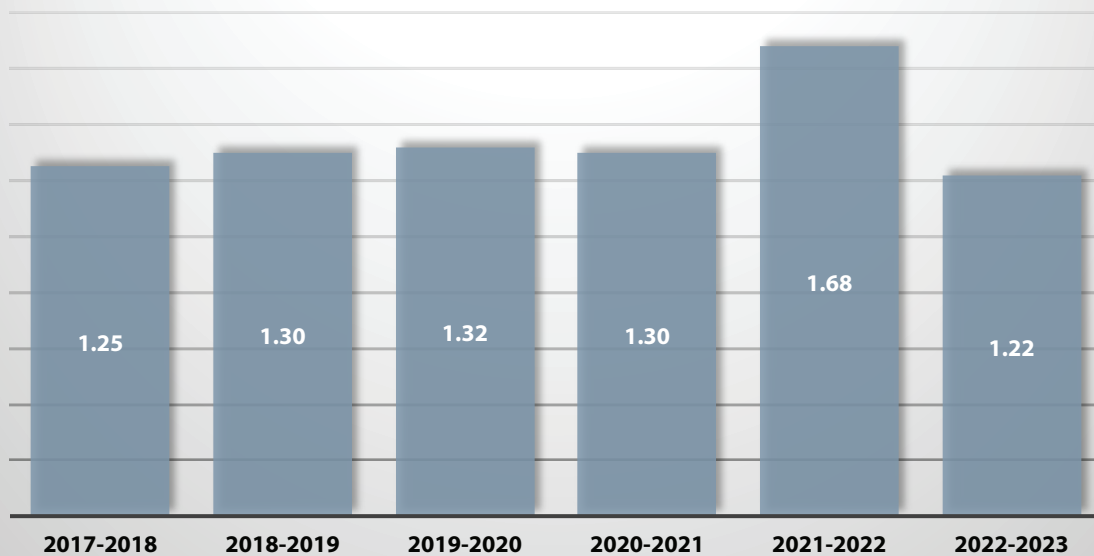
## Translation Services

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 2022-2023, Translation Services translated 1,217,074 words, of which 88.5% were translated from English to French and 11.5% from French to English.

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



## Number of Words Translated (in millions)



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## 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 total number of bilingual employees (the sum of employees in designated bilingual positions and bilingual employees not in designated positions) has been increasing steadily since reporting on the *Act* began close to a decade ago.

The number of designated bilingual positions has also generally progressed although that number has fluctuated from year to year based on operational requirements.

Similarly, the number of bilingual employees not in designated bilingual positions has also trended upwards with some occasional variations. In some instances, variations are due to the fact that previously undesignated positions occupied by bilingual employees are designated or that bilingual employees in undesignated positions move to designated positions via competition, secondments or other human resources processes. In such occurrences, these employees would now be tabulated under “Designated bilingual positions” and no longer under “Bilingual employees not in designated bilingual positions”.

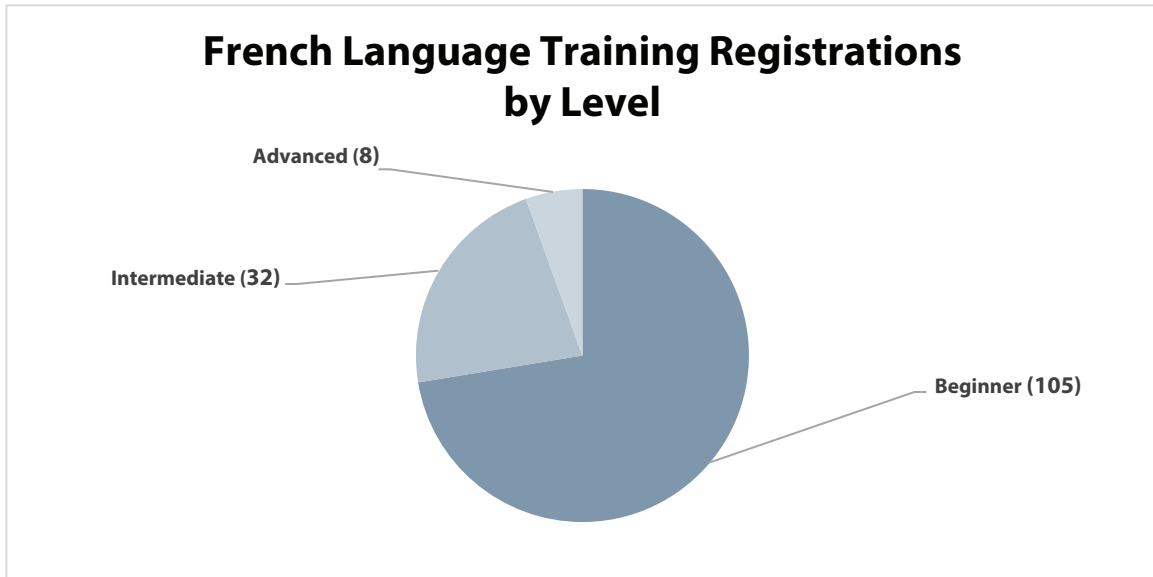
Bilingual employees of the Government of PEI	2015	2016	2017	2018	2019	2020	2021	2022	2023
Designated bilingual positions	120	116	142	141	146	148	138	141	162
Bilingual employees <sup>1</sup> not in designated bilingual positions	110	120	124	140	160	211	226	233	215
<b>Total</b>	<b>230</b>	<b>236</b>	<b>266</b>	<b>281</b>	<b>306</b>	<b>359</b>	<b>364</b>	<b>374</b>	<b>377</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.

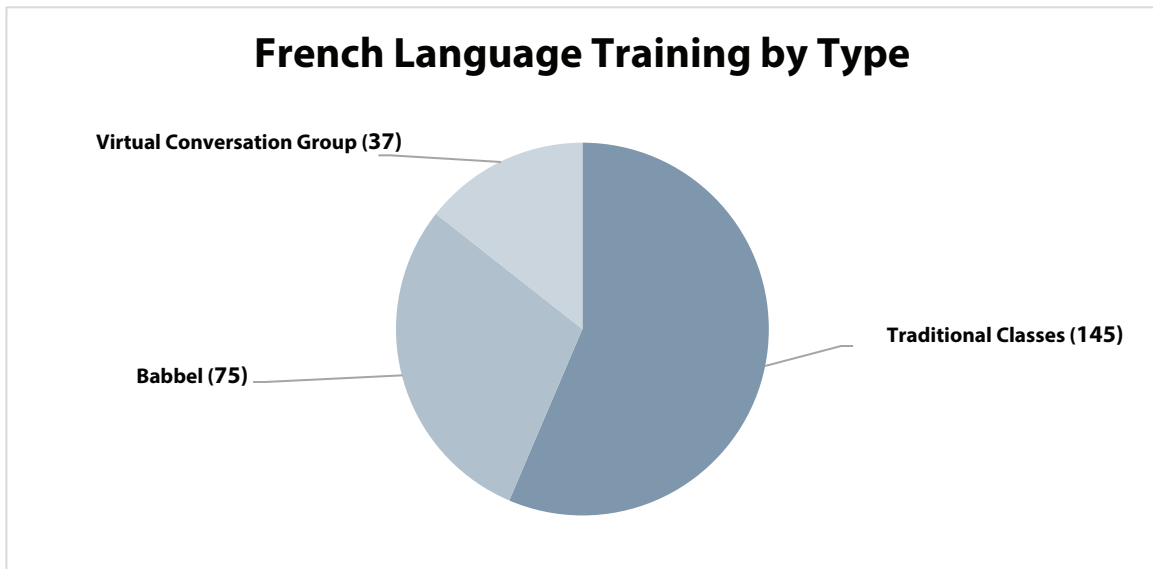
In 2022-2023, 52 oral proficiency assessments were conducted, compared to 69 in 2021-2022. Thirty-eight of these assessments were done for staffing purposes, while 14 were done on a voluntary basis.

There were 145 registrations for French-language training in 2022-2023, compared to 102 in 2021-2022.

In 2022-2023, government employees had access to 11 different French courses offered by UPEI and broken down by levels: Beginner (Levels 1, 2, 3 and 4), Intermediate (Levels 1, 2, 3 and 4) and Advanced (Levels A, B and C).



In 2022-2023, 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 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.

## Future Direction

In 2023-2024, the Acadian and Francophone Affairs Secretariat will continue to support the Acadian and Francophone Community Advisory Committee in researching and developing two additional thematic reports highlighting challenges as well as possible solutions that government could adopt in priority services areas for the community. In 2023-2024, the reports will focus on early childhood education in French and postsecondary education in French.

In collaboration with institutions subject to the *Act*, in 2023-2024, the Secretariat will complete an inventory of existing French Language services offered by provincial government. This inventory will be overlaid against the wider backdrop of government services and detailed organizational structures and will also seek to capture data regarding the government's bilingual capacity. By presenting a holistic, yet detailed view, the inventory should facilitate the identification of new strategic opportunities to increase availability of French language services based on both the existing capacity within government institutions and service priorities of the Acadian and Francophone Community.

Further to the government's commitment regarding Francophone immigration in the Budget Address of February 24, 2022, and building upon the report on this topic by the Acadian and Francophone Community Advisory Committee in October 2022, the Secretariat has been working on the development of a Francophone immigration strategy in partnership with various government institutions. The strategy to be released in June 2023 will focus 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 strategy will be implemented by a governance committee made up of key government institutions with mandates related to Francophone immigration.

Finally, maintaining open communication channels and productive relationships with the Island's Acadian and Francophone community as well as with the French language services coordinators, the program delivery teams and senior management of institutions subject to the *Act*, will remain key to achieving the Secretariat's mandate.



## Contact Information

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





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