



**Nova Scotia Freedom of Information and Protection of Privacy
Review Office**

**French-language Services Plan
2014 -2015**

March 31, 2014

Message from the Freedom of Information and Protection of Privacy Review Officer

The Review Officer provides independent impartial oversight of decisions made by public bodies by receiving Requests for Review under the *Freedom of Information and Protection of Privacy Act, Part XX* of the *Municipal Government Act* and of privacy matters under the *Privacy Review Officer Act* [“*Acts*”].

The Review Officer investigates the requests/complaints from individuals and/or groups who feel public bodies have not respected their access to information rights or their privacy rights, as provided for in the governing *Acts*. After an investigation, the Review Officer may issue a public Report that will include findings and recommendations to the named provincial, municipal or local public body to reaffirm, alter or modify its decision and to rectify its processes and practices with respect to access to information requests and/or protection of privacy.

In addition, under the *Privacy Review Officer Act*, the Review Officer is empowered to monitor how privacy provisions are administered, initiate an investigation of privacy compliance, undertake research matters, inform/educate the public and, on request of a public body, provide advice and comments on privacy.

In June, 2013, the Review Officer’s statutory mandate was expanded to include independent oversight under the *Personal Health Information Act* [“*PHIA*”]. *PHIA* gives the Review Officer the statutory authority to conduct reviews of complaints arising from the access and privacy provisions, initiate an investigation of privacy compliance, undertake research matters, inform/educate the public and, on request of a public body, provide advice and comments on privacy.

In accordance with the *French-language Services Act and Regulations*, I am pleased to provide the Freedom of Information and Protection of Privacy Review Officer’s French-language Services Plan for the year 2014-2015.

Respectfully submitted,

Carmen Stuart
Acting Freedom of Information and Protection of Privacy Review Officer and
Privacy Review Officer

Responses to French Requests

The Review Office will respond to verbal and written requests to communicate in French from the public through translation services and will consult with Acadian Affairs to provide responses to unilingual French-speaking persons. The Review Office will continue its efforts to provide in-house service in French by making French-language training opportunities available for its staff.

French-language Services Inventory

The Review Office currently offers the following materials in French on its website linked to the *Bonjour* logo:

- French-language Services Plans
- Freedom of Information and Protection of Privacy Review Officer's Annual Reports from 2001 to the present
- *Respecting Your Access and Privacy Rights - A Citizen's Guide for Nova Scotians*
- *In-camera Representation Request Procedure*
- *Applicant Responsibilities*
- *What is Duty to Assist?*
- *Mini Guide to Access under the Freedom of Information and Protection of Privacy Acts in Nova Scotia*
- Review Office's promotional Access and Privacy Review Office Bookmark
- Freedom of Information and Protection of Privacy Review Office business cards [four staff]
- Office of the Privacy Commissioner of Canada's *Privacy Emergency Kit*.

French-language Services Coordinator

The French-language Services Coordinator for the Review Officer is Robert Bay, Email: BAYRA@gov.ns.ca .

Contribution to the Preservation and Growth of the Acadian and Francophone Community

The Review Officer's French-language Services Plan includes communicating with the Acadian and francophone community in French using translation services while continuing to offer and promote French-language training for staff. This will allow members of the Acadian and francophone community to exercise their access and privacy rights under the *Acts* in their language of choice.

The Review Office's involvement in the French-language Services Coordinating Committee will enhance the understanding of the Acadian and francophone Community and aid in providing better public service to the Nova Scotian Acadian and francophone community.

Table 1
Table 1 – Progress in Reaching Goals and Objectives for 2013-2014:
Nova Scotia Freedom of Information and Protection of Privacy Review Office

Objectives	Department Goals and Objectives 2013-2014	Planned Measures – 2013-2014	Progress in Reaching Goals and Objectives for 2013-2014
<p><u>Objective 1 – Leadership and Policy Direction</u> Champion and support the policy development, planning, and administrative frameworks for the implementation of the French-language Services Act and Regulations</p>	<p>Championing French-language Services</p> <p>Designated public institutions:</p> <p>Have fostered a positive environment where French-language services are encouraged, expected, respected, and valued;</p> <p>Are aware of their obligations relating to French-language services and have fulfilled their obligations pursuant to the French-language Services Act and Regulations; and</p> <p>Have a vision for ensuring progress and have integrated French-language services into departmental policies, programs and service delivery.</p>	<ul style="list-style-type: none"> ▪ Continue to champion the development of greater French-language capacity at the Review Office. 	<ul style="list-style-type: none"> ▪ Actively participated in the French-language Services Coordinating Committee beginning July 2010. ▪ Review Officer's French-language Services Plan completed, translated and published on Review Officer's website. ▪ One staff member continued French-language training.
<p><u>Objective 2 – Availability and accessibility of French-language services</u> Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.</p>	<p>Evaluate the priority needs of the Acadian and francophone community and current services to determine how those needs can be met.</p>	<ul style="list-style-type: none"> ▪ Continue to translate materials and publish to Review Office website and seek ways to introduce new bilingual materials. 	<ul style="list-style-type: none"> ▪ <i>Citizen's Guide</i> is available on the Review Office website and is currently under revision. ▪ Two public documents were translated and published to the Review Office website including the French-language Services Plan, the Annual Report. ▪ Met with representatives of Réseau-Santé – Nouvelle-Écosse to discuss Acadian and Francophone

Objectives	Department Goals and Objectives 2013-2014	Planned Measures – 2013-2014	Progress in Reaching Goals and Objectives for 2013-2014
			community's needs for information on <i>PHIA</i> , Nova Scotia's new personal health information act
<u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability.	Evaluate how future French-language services plans contribute to the preservation and growth of the Acadian and francophone community.	<ul style="list-style-type: none"> ▪ Continue to develop French-language capacity at the Review Office to better engage the Acadian and francophone community in the future. 	<ul style="list-style-type: none"> ▪ One staff member continued French- language training. ▪ All FTEs have attended "Acadie at a Glance". ▪ Met with representatives of Réseau-Santé – Nouvelle-Écosse to discuss Acadian and Francophone community's needs for information on <i>PHIA</i>, Nova Scotia's new personal health information act

**Table 2 – Goals, Objectives, and Measures for 2014-2015:
Nova Scotia Freedom of Information and Protection of Privacy Review Office**

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2014-2015	Planned Measures to be undertaken – 2014-2015
<p><u>Objective 1 – Leadership and policy direction</u> Champion and support the policy development, planning, and administrative frameworks for the implementation of the French-language Services Act and Regulations</p>	<p>Championing French-language Services</p> <p>Designated public institutions:</p> <p>Have fostered a positive environment where French-language services are encouraged, expected, respected, and valued;</p> <p>Are aware of their obligations relating to French-language services and have fulfilled their obligations pursuant to the French-language Services Act and Regulations; and</p> <p>Have a vision for ensuring progress and have integrated French-language services into departmental policies, programs and service delivery.</p>	<ul style="list-style-type: none"> ▪ Continue to champion the development of greater French-language capacity at the Review Office. 	<ul style="list-style-type: none"> ▪ Allow time for staff to continue French-language training. ▪ Continue to promote French-language cultural awareness training offered by Acadian Affairs for all the Review Officer's staff. ▪ Continue active participation on French-language Services Coordinating Committee.
<p><u>Objective 2 – Availability and accessibility of French-language services</u> Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.</p>	<p>Information materials: printed or electronic</p> <p>The Acadian and Francophone community has access to bilingual or French-language information material, in printed or electronic formats.</p> <p>Government websites have new French-language content and are easy to navigate by French-speaking users because a consistent approach is being followed.</p>	<ul style="list-style-type: none"> ▪ Continue to translate materials and publish to Review Office website and seek ways to introduce new bilingual materials. 	<ul style="list-style-type: none"> ▪ Evaluate future public Review Office documents for translation and publication to Review Office website. ▪ Continue to translate Review Office Annual Report and French-language Services Plan and post to the Review Office website.
<p><u>Objective 3 – Community engagement and outreach</u> Engage the Acadian and francophone community and provide services which support its</p>	<p>Community development and growth</p> <p>The development and vitality of the Acadian and Francophone community is enhanced by the delivery of French-language services.</p>	<ul style="list-style-type: none"> ▪ Continue to develop French-language capacity at the Review Office to better engage the Acadian and francophone community in the future. 	<ul style="list-style-type: none"> ▪ Continue to promote French-language cultural awareness training offered by Acadian Affairs for all Review Office staff. ▪ Continue to promote French-language training for staff. ▪ Continue active participation on

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2014-2015	Planned Measures to be undertaken – 2014-2015
development and growth.			<p data-bbox="1109 296 1365 352">French-language Services Coordinating Committee.</p> <ul style="list-style-type: none"> <li data-bbox="1068 390 1422 506">▪ Continue to evaluate new policy and procedure documents for translation and publication to the Review Office website. <li data-bbox="1068 541 1422 779">▪ Explore the development of a brochure or handout to explain the role of the Privacy Review Officer under the new Personal Health Information Act [effective June 1, 2013] for publication in French and English to the Review Officer website.