



**Nova Scotia Freedom of Information and Protection of Privacy  
Review Office  
French-language Services Plan  
2011 -2012**

**Message from the Freedom of Information and Protection of Privacy Review Officer  
[Deputy Head]**

The Freedom of Information and Protection of Privacy 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* [*“the Acts”*]. Thereafter, 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 and 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 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 2011-2012.

Respectfully submitted,

Dulcie McCallum  
Freedom of Information and Protection of Privacy Review Officer and  
Privacy Review Officer  
February 24, 2011

### **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. There is insufficient volume at this time to have implemented an Active Offer policy but the Review Office will continue to monitor the demand for French-language services with a view to working towards that as a goal. 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:

- Freedom of Information and Protection of Privacy Review Officer's Annual Reports from 2001 to the present;
- Brochure: *A Mini Guide to Nova Scotia's Freedom of Information and Protection of Privacy Act*;
- Review Office promotional Bookmark;
- Review Officer's business cards.

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

The Review Office's Plan includes communicating with the Acadian and francophone community in French using translation services while continuing to offer and promote French-language training for its 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 Officer's involvement in the French-language Services Coordinating Committee will enhance the understanding of the Acadian and francophone Community and aid in providing better service to the Nova Scotian Acadian and francophone community.

**Table 1**  
**Progress for 2010-2011; Goals, Objectives, and Measures for 2011-2012:**  
**Nova Scotia Freedom of Information and Protection of Privacy Review Office**

Objectives	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011	Planned Measures – 2011-2012
<p><u>Objective 1 – Framework and Policy</u>  Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act and Regulations</i>.</p>	<p>1.1 Fulfill obligations pursuant to the <i>French-language Services Act and Regulations</i>.</p>	<ul style="list-style-type: none"> <li>▪ Become an active participant on the French- language Services Coordinating Committee by Spring 2010</li> <li>▪ Consult, research and publish the French-language Services Plan for the Review Office in accordance with the <i>French-language Services Act and Regulations</i>.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Actively participated in the French-language Services Coordinating Committee beginning July 2010.</li> <li>▪ Review Office French-language Services Plan completed, translated and published on Review Office website.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continue participation in the French- language Services Coordinating Committee.</li> <li>▪ Consult, research and publish the French-language Services Plan for the Review Office in accordance with the <i>French-language Services Act and Regulations</i>.</li> </ul>
<p><u>Objective 2 – Enabling French-language Services</u>  Consult, plan, develop, and deliver French-language services in priority areas.</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"> <li>▪ Evaluate what steps the Review Office will take to preserve or improve its French-language services</li> <li>▪ Follow the consultation process set up by Acadian Affairs subcommittee to learn from those results</li> <li>▪ Budget to enable the Review Office to have the Review Office’s publication <i>Respecting Your Access and Privacy Rights - A Citizen's Guide for Nova Scotians</i> translated into French and publish the French version on the FOIPOP Review Office website.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review Office’s publication <i>Respecting Your Access and Privacy Rights - A Citizen's Guide for Nova Scotians</i> translated into French.</li> <li>▪ One staff member commenced French-language training.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Publish the translated <i>Citizen's Guide</i> and post it to the Review Office website, distribute to libraries, Access Nova Scotia locations and MLA offices; research distributions to Acadian and francophone communities.</li> <li>▪ Create a web page on the Review Office website listing all content and documents available in French.</li> <li>▪ Display the “Bonjour!” logo, to direct citizens to this page.</li> </ul>

<b>Objectives</b>	<b>Department Goals and Objectives 2010-2011</b>	<b>Planned Measures 2010-2011</b>	<b>Progress in Reaching Goals and Objectives for 2010-2011</b>	<b>Planned Measures – 2011-2012</b>
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability.</p>	<p>Evaluate how future French-language services plans contribute to the preservation and growth of the Acadian and francophone community.</p>	<ul style="list-style-type: none"> <li>▪ Benefit from being a member of the French-language Services Coordinating Committee to learn from the consultations conducted by Acadian Affairs and other departments regarding the priorities and needs of the Acadian and francophone community.</li> </ul>	<ul style="list-style-type: none"> <li>▪ One staff member attended Acadie at a Glance.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continue to support Review Office staff in attending French language training.</li> <li>▪ Support staff in completing Acadie at a Glance.</li> </ul>