



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

**French-language Services Plan
2013 -2014**

March 27, 2013

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

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 will be 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 2013-2014.

Respectfully submitted,

Dulcie McCallum
Deputy Head
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. 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 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]

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 2012-2013:
Nova Scotia Freedom of Information and Protection of Privacy Review Office

Objectives	Department Goals and Objectives 2012-2013	Planned Measures – 2012-2013	Progress in Reaching Goals and Objectives for 2012-2013
<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>Fulfill obligations pursuant to the <i>French-language Services Act and Regulations</i>.</p>	<ul style="list-style-type: none"> ▪ Continue participation in the French- language Services Coordinating Committee. ▪ Consult research and publish the Review Officer’s French-language Services Plan in accordance with the <i>French-language Services Act and Regulations</i>. 	<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.
<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"> ▪ Distribute Citizen’s Guide to libraries, Access Nova Scotia locations and MLA offices; research distributions to Acadian and francophone community. ▪ Evaluate future Review Officer public documents to be translated and published to Review Officer’s website. 	<ul style="list-style-type: none"> ▪ <i>Citizen’s Guide</i> is available on the Review Office website and is currently under revision. ▪ Six public documents were translated and published to the Review Office website including the French-language Services Plan, the Annual Report, <i>In-camera Representation Request Procedure</i>, <i>Applicant Responsibilities</i>, <i>What is Duty to Assist?</i>, <i>Mini Guide to Access under the Freedom of Information and Protection of Privacy Acts in Nova Scotia and Applicant Responsibilities</i>
<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"> ▪ Continue to support Review Office staff in attending French- language training. ▪ Support staff in completing <i>Acadie at a Glance</i>. 	<ul style="list-style-type: none"> ▪ One staff member continued French- language training. ▪ <i>Acadie at a Glance</i> was not offered.

**Table 2 – Goals, Objectives, and Measures for 2013-2014:
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 – 2013-2014	Planned Measures to be undertaken – 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"> ▪ One staff member 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 2 – Availability and accessibility of French-language services</u> Increase the prevalence and</p>	<p>Human Resources</p> <p>Government human resources professionals and managers are aware of government's commitment to providing French-</p>	<ul style="list-style-type: none"> ▪ Continue to support French-language training and cultural awareness training offered through Acadian Affairs for 	<ul style="list-style-type: none"> ▪ Allow time for staff to continue French-language training. ▪ Update French language tools and resources in office library.

Objectives	Expected Results: 2013-2018 French-language Services Strategic Plan	Department Goals and Objectives – 2013-2014	Planned Measures to be undertaken – 2013-2014
<p>awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.</p>	<p>language services and they consider requirements for French-speaking employees in recruitment and training activities.</p> <p>The capacity of the Public Service to provide services in French has increased, through recruitment, training, and supports of French-speaking or bilingual employees.</p> <p>Public servants are knowledgeable about the approach being taken by the government to provide French-language services. They are aware of the obligations relating to communicating, delivering and promoting French-language services, and of cultural issues pertaining to the Acadian and Francophone community.</p>	<p>Review Office staff.</p>	<ul style="list-style-type: none"> ▪ Ensure opportunities for all staff to participate in French language cultural awareness training offered by Acadian Affairs.
<p><u>Objective 3 – Community engagement and outreach</u> Engage the Acadian and francophone community and provide services which support its development and growth.</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 French-language Services Coordinating Committee. ▪ Continue to evaluate new policy and procedure documents for translation and publication to the Review Office website. ▪ 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.