



**Nova Scotia Freedom of Information and Protection of Privacy
Review Officer
French-language Services Plan
2012 -2013**

March 31, 2012

**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 the near future, the Review Officer’s statutory mandate will be expanded to include independent oversight under the *Personal Health Information Act*. *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 2012-2013.

Respectfully submitted,

Dulcie McCallum
Freedom of Information and Protection of Privacy Review Officer and
Privacy Review Officer
March 31, 2012

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:

- *Respecting Your Access and Privacy Rights - A Citizen's Guide for Nova Scotians*
- 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 Officer's promotional Bookmark;
- Review Office business cards.

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

The Review Officer'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 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
Progress for 2011-2012; Goals, Objectives, and Measures for 2012-2013:
Nova Scotia Freedom of Information and Protection of Privacy Review Office

Objectives	Department Goals and Objectives 2011-2012	Planned Measures 2011-2012	Progress in Reaching Goals and Objectives for 2011-2012	Planned Measures – 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>1.1 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. 	<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>.
<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"> ▪ Publish the translated <i>Citizen’s Guide</i> and post it to the Review Officer’s website, distribute to libraries, Access Nova Scotia locations and MLA offices; research distributions to Acadian and francophone community. ▪ Create a web page on the Review Officer’s website listing all content and documents available in French. ▪ Display the “Bonjour!” logo, to direct citizens to this page. 	<ul style="list-style-type: none"> ▪ <i>Citizen’s Guide</i> translated and published to Review Officer’s website. ▪ Review Officer’s webpage created listing all content and documents available in French. ▪ Bonjour! logo included on website to direct citizens to this page. 	<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.

Objectives	Department Goals and Objectives 2011-2012	Planned Measures 2011-2012	Progress in Reaching Goals and Objectives for 2011-2012	Planned Measures – 2012-2013
<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 Officer’s staff in attending French language training. ▪ Support staff in completing Acadie at a Glance. 	<ul style="list-style-type: none"> ▪ One staff member continued French language training. ▪ Three staff members attended Acadie at a Glance workshop presented by Acadian Affairs. 	<ul style="list-style-type: none"> ▪ Continue to support Review Officer’s staff in attending French language training. ▪ Support staff in completing Acadie at a Glance.