

French-language Services Plan

2023–2024

Office of the Information and Privacy
Commissioner for Nova Scotia



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Office of the Information and Privacy Commissioner for Nova Scotia

Message from the Information and Privacy Commissioner

The Information and Privacy Commissioner and her staff are responsible for providing independent oversight of provincial and municipal public bodies' and health custodians' compliance with access and privacy law requirements and for raising public awareness of information access and privacy issues. The Commissioner provides an Annual Report of activities to the Speaker of the House of Assembly.

Over 400 provincial and municipal public bodies including government departments, towns, police departments, universities and regional centres for education and over 26,000 health information custodians are subject to Nova Scotia's access and privacy laws, affecting Nova Scotians' rights relating to many aspects of public and private life.

The Commissioner conducts complaint and review investigations and mediations, monitors compliance, initiates investigations including systemic investigations, provides education, research and development of best practices and provides expert advice and comments. In accordance with the *French-language Services Act* and Regulations, I am pleased to provide the Information and Privacy Commissioner's French-language Services Plan for the year 2023-24.

Respectfully submitted,



Tricia Ralph
Information and Privacy Commissioner for Nova Scotia

What we're doing to contribute to the growth of the Acadian and francophone community

The Office of the Information and Privacy Commissioner (OIPC) plan includes measures to promote the mandate of the office among francophone communities in Nova Scotia. Promoting the mandate of the OIPC can help ensure that Acadians and francophones understand their access to information and privacy rights, as well as government and health custodian responsibilities in these areas.

Strong awareness of access to information and privacy rights can assist individuals to exercise those rights and to participate in public life. Gains in this area will help strengthen Nova Scotia's democracy overall and the wellbeing of Acadian and francophone communities.

French-language services coordinator

For questions about French-language services, contact Mary Kennedy at Mary.Kennedy@novascotia.ca, 902-424-1532.

Services we offer in French

- **Annual Reports from 2001 to 2013**
- **French-language Services Plans 2009-10 to 2023-24**
- **Federal, Provincial and Territorial Privacy and Information Ombudspersons and Commissioners joint resolutions:**
 - *Ensuring the Right to Privacy and Transparency in the Digital Identity Ecosystem in Canada (October 2022)*
 - *Securing Public Trust in Digital Healthcare (September 2022)*
 - *Recommended legal framework for police agencies' use of facial recognition (May 2022)*
 - *Reinforcing Privacy and Access to Information Rights During and After a Pandemic (June 2021)*
 - *Privacy and Covid-19 Vaccine Passports (May 2021)*
 - *Effective privacy and access to information legislation in a data driven society (November 2019)*
 - *Securing Trust and Privacy in Canada's Electoral Process (Sept 2018)*

- *Duty to Document (March 2016)*
- *Protecting and Promoting Canadians' Privacy and Access Rights in Information Sharing Initiatives (February 2016)*
- *Protect and Promote Canadians' Access and Privacy Rights in the Era of Digital Government*
- *Letter to the Select Standing Committee on Public Safety about the far reaching implications of Bill C-51 (the Anti-terrorism Act, 2015)*
- *Statement on National Security and Law Enforcement Measures*

Guidelines & public information:

- Graphic Novel - Social Smarts: Nothing Personal!
- Privacy guidance on facial recognition for police agencies
- Provincial Government Records: Which Office Do I Need?
- Know Your Rights: How to Make an Effective ATI Request
- OIPC Guide to Review Process
- Guidance for the use of Body Worn Cameras
- Applicant Responsibilities
- Key Steps to Responding to Privacy Breaches
- Mini Guide to Access
- Mini Guide to Privacy
- Mini Guide to Personal Health Information
- PHIA Fee Fact Sheet
- A Citizen's Guide to Access and Privacy Rights in Nova Scotia
- Best Password Practices

How we communicate with the public in French

The OIPC will respond to verbal and written requests to communicate in French from the public with office staff to the extent possible and where necessary through translation services.

What we did to maintain or improve our French-language services in 2022–23

- 1. Strengthen internal operational structures including policy, legislative and administrative frameworks by supporting the Acadian Affairs' French-language Services Coordinating Committee.**
 - (a) The French-language Services Coordinator will attend the French-language Services Coordinating Committee meetings where operational requirements permit. **Completed.**
 - (b) The French-language Services Coordinator will highlight initiatives from that committee within the OIPC where operational requirements permit. **Completed.**
- 2. Develop and deliver quality French-language services and programs to the public by preserving and maintaining the French-language services offered by the OIPC.**
 - (a) Support staff attending French language training where operational requirements permit. **Completed (one staff attended training this year through Université St. Anne).**
 - (b) Review all public documents for translation and print or publish equivalent forms where operational requirements permit. **Completed.**
- 3. Maintain ongoing dialogue and consultation with the Acadian and francophone community**
 - (a) Monitor French-language print media in the province (*Le Courrier*). **Completed.**
 - (b) Publish at least one article or op-ed in French-language print media in the province. **Incomplete.**
 - (c) Include a French language outreach component when conducting awareness campaigns (e.g., Right to Know Week) where operational requirements and capacity permit. **Incomplete.**

One staff member also attended the Acadie at a Glance Workshop.

How we plan to maintain or improve our French-language services in 2023–24

Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks

- (a) The French-language Services Coordinator will attend the French-language Services Coordinating Committee meetings where operational requirements permit.
- (b) The French-language Services Coordinator will highlight initiatives from that committee within the OIPC where operational requirements permit.

Objective 2: Develop and deliver quality French-language services and programmes to the public

- (a) Support staff attending French language training where operational requirements permit.
- (b) Review and update French language publications on our website.

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community

- (a) Review all public documents for translation and print or publish equivalent forms where operational requirements permit.
- (b) Support staff to attend the Acadie at a Glance Workshop where operational requirements permit.