



**Nova Scotia Freedom of Information and Protection of Privacy  
Review Office  
French Language Service Plan  
2009 -2010**

## **Mandate**

The Review Officer is an independent ombudsman, appointed by Order-in-Council to oversee the Freedom of Information and Protection of Privacy Act and Part XX of the Municipal Government Act. At the request of applicants the Review Officer reviews decisions made by public bodies in response to applications for access to records in the custody or under the control of those bodies. The Review Officer may mediate and/or make recommendations for the decision to be changed or adjusted, or may confirm the decision. The Review Officer also investigates privacy complaints with the cooperation of all affected parties.

## **Mission**

To provide independent oversight of the Freedom of Information and Protection of Privacy Act and Part XX of the Municipal Government Act, to investigate requests and complaints from individuals and groups who feel that their access to information rights or their privacy rights, as provided for in both Acts, have not been respected, and to make recommendations to public bodies to rectify their processes and practices with respect to access to information requests and protection of privacy.

## **Message from the Review Officer**

Pursuant to the French-language Service Act and Regulations, I am pleased to provide the Freedom of Information and Protection of Privacy Review Office's first French-Language Service Plan for 2009-2010.

Respectfully submitted,

Dulcie McCallum

Nova Scotia Freedom of Information and Protection of 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 attempt to 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:

- Freedom of Information and Protection of Privacy Review Office Annual Reports from 2001-2002 to present;
- Brochure: *A Mini Guide to Nova Scotia's Freedom of Information and Protection of Privacy Act*;
- Review Office promotional Bookmark; and
- Review Officer 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 French-language training for its staff. This will allow the Acadian and Francophone community to exercise their access and privacy rights under the Freedom of Information and Protection of Privacy Act and Part XX of the Municipal Government Act in their language of choice.

The Review Office's involvement in the French Languages Services Coordinating Committee will enhance the understanding of the Acadian and Francophone Community and aid in better service to that community.

### **Goals, Objectives, and Measures for 2009-2010:**

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

<b>Objective</b>	<b>Goals and Objectives 2009-2010</b>	<b>Planned Measures 2009-2010</b>
1. Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	1.1 Fulfill obligations pursuant to the French-language Services Act and Regulations	<ul style="list-style-type: none"><li>▪ Participate on the French Language Services Coordinating Committee</li><li>▪ Continue to contribute to the Government's annual progress report on French-language services.</li><li>▪ Continue to provide the current French publications to the public while ensuring that future information will be provided in French if it meets the criteria set out in the French Language Services Act and Regulations.</li></ul>

<b>Objective</b>	<b>Goals and Objectives 2009-2010</b>	<b>Planned Measures 2009-2010</b>
2.Consult, plan, develop, and deliver French-language services in priority areas	Evaluate the priority needs of the Acadian and Francophone community and current services to determine how those needs can be met.	<ul style="list-style-type: none"> <li>▪ Participate on the French Language Services Coordinating Committee.</li> <li>▪ Develop internal communications plan of French-language services delivery.</li> <li>▪ Attempt to consult with Acadian Affairs to determine what assistance can be obtained in meeting the French-language needs of the Acadian and Francophone community.</li> <li>▪ Provide French-language training opportunities for Review Office staff.</li> <li>▪ Evaluate the translation of the Review Office publication, <i>Respecting Your Access and Privacy Rights - A Citizen's Guide for Nova Scotians</i>.</li> </ul>
3.Enhance and focus the Review Office French-language Service Plan	<p>Evaluate how best to answer the following questions:</p> <ul style="list-style-type: none"> <li>▪ What steps will the Review Office take to preserve or improve its French-language services in the next fiscal year?</li> <li>▪ How will future plans contribute to the preservation and growth of the Acadian and francophone community?</li> </ul>	<ul style="list-style-type: none"> <li>▪ Participate on the French Language Services Coordinating Committee.</li> <li>▪ Attempt further consultation with Acadian Affairs to evaluate how to best enhance and focus the Review Office's French-language Service Plan.</li> </ul>