



**Nova Scotia Freedom of Information and Protection of Privacy
Review Office
French-language Services Plan
2010 -2011**

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

The Freedom of Information and Protection of Privacy Review Officer is an independent non-partisan oversight body responsible to Review decisions made by public bodies after receiving a Request for Review from applicants 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*”]. Thereafter, the Review Officer investigates the requests/complaints from individuals and/or groups who feel their access to information rights or their privacy rights, as provided for in the governing *Acts*, have not been respected. The Review Officer issues public Reports that include Findings and Recommendations to provincial, municipal and local public bodies to reaffirm, alter or modify their decisions and to rectify their processes and practices with respect to access to information requests and/or protection of 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 2010-2011.

Respectfully submitted,

Dulcie McCallum
Freedom of Information and Protection of Privacy Review Officer and
Privacy Review Officer
July 12, 2010

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, nevertheless, 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 2009-2010; Goals, Objectives, and Measures for 2010-2011:
Nova Scotia Freedom of Information and Protection of Privacy Review Office

Objectives	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010	Planned Measures – 2010-2011
<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"> ▪ Participate on the French-language Services Coordinating Committee ▪ Continue to contribute to the Government’s annual progress report on French-language Services by submitting a French-language Services Plan for the Review Office 	<ul style="list-style-type: none"> ▪ Completed preliminary research regarding participating in the French-language Services Coordinating Committee 	<ul style="list-style-type: none"> ▪ Become an active participant on the French-Language Services Coordinating Committee by Spring 2010 ▪ 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>
<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"> ▪ Further consult with Acadian Affairs to evaluate how to best enhance and focus the Review Office’s French-language Services Plan ▪ Develop internal communications plan of French-language services delivery ▪ Provide French-language training opportunities for Review Office staff ▪ Continue to provide the current French-language publications to the public while ensuring that future 	<ul style="list-style-type: none"> ▪ Communicated with Acadian Affairs as to the costs associated with providing service in French for a unilingual Nova Scotian or a person whose language of choice is French ▪ No opportunity to conduct a consultation with the public in 2009-2010 ▪ French-language training continued to be offered and promoted for all Review Office staff ▪ Continued to provide the publications currently available in French, including the 2009 Freedom of Information and 	<ul style="list-style-type: none"> ▪ Evaluate what steps the Review Office will take to preserve or improve its French-language services ▪ Follow the consultation process set up by Acadian Affairs subcommittee to learn from those results ▪ Budget to enable the Review Office

Objectives	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010	Planned Measures – 2010-2011
		<p>information will be provided in French if it meets the criteria set out in the <i>French Language Services Act</i> and <i>Regulations</i></p> <ul style="list-style-type: none"> ▪ Coordinate the translation of the Review Office publication, <i>Respecting Your Access and Privacy Rights - A Citizen's Guide for Nova Scotians</i> 	<p>Protection of Privacy Review Officer's Annual Report tabled with the Legislative Assembly</p> <ul style="list-style-type: none"> ▪ Budget pressures in 2009-2010 did not allow for translation of the <i>Respecting Your Access and Privacy Rights - Citizens' Guide</i> ▪ Explored the possibility of uploading existing bi-lingual brochure to FOIPOP Review Office website 	<p>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</p>
<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"> ▪ Consult with Acadian Affairs to determine what assistance can be obtained in meeting the French-language Services needs of the Acadian and francophone community 	<ul style="list-style-type: none"> ▪ Due to financial constraints, unable to make any advances in meeting this objective 	<ul style="list-style-type: none"> ▪ 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