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## **French-language Services Action Plan for 2010-2011**

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## Message from Margaret MacDonald, Deputy Minister

I am pleased to present the Nova Scotia Office of Immigration's French-Language Services Plan for 2010-2011. The plan outlines our intent to continue broadening the array of French information available to our clients and stakeholders, and underscores a commitment to serving Nova Scotia's Acadian and francophone communities.

Outmigration, falling birth rates, and an aging work force have combined to raise the likelihood of widespread labour shortages that could stifle economic growth. Expanding the base of skilled workers is critical to the future of businesses in this province, and this includes recruiting new immigrants and international graduates studying in Nova Scotia and across Canada.

The main goal of Nova Scotia's new immigration strategy, to be launched in the summer of 2010, is to increase the immigrant population as one way to ensure that communities thrive and the economy grows.

During the fiscal year 2010-11, the Office will continue to invest in attraction, integration and settlement programs and services for French-speaking immigrants and for Acadian and francophone communities. Our work will include promoting Nova Scotia as an attractive francophone destination with supporting local networks, increasing awareness of the benefits of immigration among local communities, engaging businesses and industries, and recruiting potential immigrants.

The Office continues to designate one of the nominee program positions as bilingual to ensure the availability of services and information in French to clients, stakeholders and the public.

Our Office continues to participate in the provincial government's French-language Services Coordinating Committee. We also participate on the Steering Committee for Francophone Immigration which contributes to the development of Acadian communities in this province. We have provided funding and support to Fédération acadienne de la Nouvelle-Écosse, Université Sainte-Anne and Conseil de développement économique de la Nouvelle-Écosse to provide services to immigrants and to the Acadian and francophone communities.

We support and applaud the good work of the Nova Scotia Office of Acadian Affairs and our community partners.

The Nova Scotia Office of Immigration's French-language Services Plan for 2010-2011 is in keeping with the goals of our mandate as well as our responsibilities under the *French-language Services Act and Regulations*.

# **Nova Scotia Office of Immigration's French-language Services Plan for 2010-2011**

## **1. Responses to French requests**

The Nova Scotia Office of Immigration has one fully bilingual nominee officer who will respond to verbal and written French requests from the public. The *Bonjour!* sign offering services in both official languages is prominently displayed in the reception area and bilingual staff are encouraged to wear the *Bonjour!* pin to indicate their bilingual capacity.

Reception staff is encouraged to respond in French to ask the client to wait a moment while they get a bilingual staff member if available. This policy is in effect for both in-person and telephone inquiries. All written requests will be responded to in the official language of choice of the correspondent.

The Nova Scotia Office of Immigration (NSOI) has designated one of the nominee positions officially as a bilingual position.

## **2. French-language Services Inventory**

The Nova Scotia Office of Immigration currently offers French-language services in the following areas:

### *Partnership*

- On-going consultation with the Acadian and francophone community on settlement services, as well as, immigration recruitment, attraction and strategies to increase partnerships between the Acadian and francophone community and the Office of Immigration.
- Collaboration with the Acadian and francophone community-based organizations to support recruitment and integration activities for francophone immigrants.

### *Communication*

- The Office of Immigration was officially established on April 1<sup>st</sup>, 2005.
- The Office of Immigration provides clients with services in French.
- Publication and distribution of French language promotional material such as pamphlets, kit folders and signage.
- Translation and availability of Immigration Settlement Funding Program, Labour Market Agreement (LMA) Funding Program and Nova Scotia Nominee Program for the application guides and forms in French.
- Participation in immigration and employment fairs in francophone countries with representatives from the Acadian community to promote the Nova Scotia Nominee Program (NSNP) and to promote Nova Scotia as a francophone immigration destination.

- Facilitation of information sessions and presentations in French to interested stakeholders and liaison with community partners and employers to raise awareness about the benefits of immigration and the Office of Immigration programs.

#### *Support*

- Allocation of funding under the Immigration Settlement Funding Program to support public awareness, development and settlement activities in the Acadian and francophone community. This funding assists French-speaking immigrants in settling in Nova Scotia's Acadian and francophone communities.
- Allocation of funding under the Labour Market Agreement Funding Program to support French-speaking low skilled employed workers, and unemployed immigrants to increase their participation in the workforce and to facilitate upward workforce mobility.
- Provision of learning opportunities to NSOI staff to participate in the French as second language program via the Public Service Commission and the Office of Acadian Affairs.

### **3. Progress in Reaching Goals and Objectives for 2009-2010**

See Table 1 on page 7.

### **4. Goals, Objectives and Measures for 2010-2011**

See Table 2 on page 15.

### **5. Priorities of the Acadian and Francophone Community**

Fédération acadienne de la Nouvelle-Écosse established a Steering Committee on Francophone Immigration (Comité directeur de l'immigration francophones). It comprises immigration stakeholders and the Nova Scotia Office of Immigration as a non-voting member.

The Acadian and francophone community has outlined in its five year plan on francophone immigration – *Plan directeur – Immigration francophone 2009-2014*. The action plan includes strategies to support francophone immigrants in the province for the following objectives:

- to increase the number of French-speaking immigrants into the Acadian and francophone communities
- to improve the capacity of the communities to welcome newcomers
- to support the economic integration of francophone immigrants in the Acadian and francophone communities
- to support the social and cultural integration of francophone immigrants in the Acadian and francophone communities

The Nova Scotia Office of Immigration was involved in the development of the action plan and supports in principle its global vision and objectives.

## **6. Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone community**

The Office of Immigration has dedicated one program officer position to be bilingual. This is to help ensure that French-speaking immigrants and community stakeholders will receive services in the language of their choice.

Many Acadian regions of Nova Scotia are located in rural areas and are experiencing significant outmigration of its younger workforce. In an effort to counteract the shortage of skilled workers, Office of Immigration will continue to work closely with and provide support to Acadian and francophone organizations in carrying out immigration promotional activities, and identifying employment opportunities so that Nova Scotia can attract more French-speaking immigrants and ensure that they have the necessary settlement supports to stay and succeed here.

Since 2004, the Fédération acadienne de la Nouvelle-Écosse (FANE) has been officially identified as a partner under the nominee program, community identified stream. This status allows FANE to provide letters of identification for individuals who have established community connections within the Acadian and francophone community and wish to be nominated through the Nova Scotia Nominee Program for permanent residency.

In 2009-2010, under the Labour Market Agreement, the Office of Immigration was able to support two organizations to provide services in the Acadian and francophone community, namely Université Sainte-Anne and Conseil de développement économique de la Nouvelle-Écosse. The funding to Université Sainte-Anne aimed to facilitate the integration of Francophone immigrants to the Canadian labour market and workplace. Participants attended a series of workshops and a six-week work placement in a business or organization. Funding to Conseil de développement économique de la Nouvelle-Écosse was used to organize a forum for employers and stakeholders on economic immigration in the province's Acadian regions to discuss the integration of immigrants in the workplace and for networking purposes between immigrants and potential employers.

**Table 1 – Progress in Reaching Goals and Objectives for 2009-2010**

Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
<p><b>Objective 1 – Framework and Policy</b></p> <p>Strengthening the policy, regulatory and administrative framework in support of the French-language Services Act</p>	<p><b>1.1 – Administrative and Policy Framework</b></p> <p>The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the French-language Services Act and Regulations</p>			<p><b>Applies to the Office of Acadian Affairs only.</b></p>
	<p><b>1.2 – Institutional Responsibilities</b></p> <p>Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act and Regulations</i>.</p>	<p>The Office of Immigration and the Minister fulfill their obligations under the <i>French-language Services Act and Regulations</i>.</p>	<ul style="list-style-type: none"> <li>• Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee.</li> <li>• The Nova Scotia Office of Immigration contributes to the Government’s annual progress report on French-language services.</li> <li>• Develop and implement internal policies to identify areas where changes are required in order to allow for improved delivery of services in French.</li> </ul>	<ul style="list-style-type: none"> <li>• The Office of Immigration French-language Services Coordinator participated to the regular meetings at the French-language Services Coordinating Committee.</li> <li>• The Office of Immigration French-language Services Coordinator led the sub-committee for the Review of French-language Services. Article 3 (2) of the French-language Services Regulations states that the Minister must conduct before July 31, 2010 a review of the French-language services offered by the Government of Nova Scotia.</li> <li>• The Office of Immigration French-language Services Coordinator participated at the Human Resources sub-committee.</li> </ul>

Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
				<ul style="list-style-type: none"> <li>• Contributed to the Government's annual report on French-language services.</li> <li>• Bilingual staff was available to provide an array of services in French in a timely manner.</li> </ul>
<p><b>Objective 2</b> <b>Enabling French-language Services</b> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p><b>2.1 – Consultations</b> Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Establishment and prioritization of French-language services to be offered, and of strategies or approaches for service delivery.</p>	<ul style="list-style-type: none"> <li>• On-going consultation with the Acadian and francophone community on immigration recruitment, settlement services, services delivery to French-speaking immigrants and strategies to increase partnerships between the Acadian and francophone community and the Office of Immigration.</li> <li>• Collaboration with the Acadian and francophone community-based organizations on outreach projects funded by the Office of Immigration and led by organizations such as Fédération acadienne de la Nouvelle-Écosse.</li> <li>• Collaboration with the Steering Committee on Francophone Immigration to include appropriate information in French on the</li> </ul>	<p><b>Collaboration, partnerships and funding</b></p> <ul style="list-style-type: none"> <li>• Provided \$72,000 to Fédération acadienne de la Nouvelle-Écosse (FANE) to build capacity to promote, recruit, welcome and integrate new French-speaking immigrants in the Acadian and francophone regions of Nova Scotia.</li> <li>• Continued to be an active partner in helping FANE and other Acadian and francophone partners build capacity to welcome newcomers into their communities.</li> <li>• Provided funding for \$63,531 through the Labour Market Agreement (LMA) to Conseil de développement économique to organize two day forum for employers and immigrants to facilitate the integration of immigrants in the workplace.</li> <li>• Allocated funding for \$131,626</li> </ul>



Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
			<p>NSOI new website.</p> <ul style="list-style-type: none"> <li>• Support the Acadian and francophone community-based organizations in their development of immigration web information.</li> <li>• Build stronger relationship between the Office of Immigration and Acadian and francophone community-based organizations such as the Fédération acadienne de la Nouvelle-Écosse, the Conseil de développement économique, and the Comité directeur pour l'immigration francophone, a multi-stakeholders advisory committee, through collaboration, consultation and grants support.</li> <li>• Work with the Acadian and francophone communities on specific issues such as skill shortages and needs for immigrants.</li> <li>• Include a French-language component in consultations on immigration with business leaders, students and Office of Immigration mandated organizations.</li> </ul>	<p>through the Labour Market Agreement to Université Sainte-Anne for a project to prepare French-speaking immigrants to the Canadian labour market and workplace, including a six-week job placement.</p> <ul style="list-style-type: none"> <li>• Allocated funding to Fédération acadienne de la Nouvelle-Écosse through the CIC Web Portal program for \$19,037 to produce videos of immigrant success stories.</li> <li>• Signed of a Memorandum of Understanding with Citizenship and Immigration Canada to access \$20,000 in funds to support francophone immigration promotional activities: participation to an immigration and employment fair in France and Belgium with representatives from FANE and Conseil de développement économique de la Nouvelle-Écosse.</li> <li>• Became a member of the Citizenship and Immigration Canada (CIC) – Francophone Minority Communities (FMC) Steering Committee.</li> <li>• Participated to the Comité directeur pour l'immigration francophone</li> </ul>

Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
			<ul style="list-style-type: none"> <li>• Collaboration with Citizenship and Immigration Canada to support francophone immigration promotional activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Joined the Réseau acadien des intervenants en employabilité</li> <li>• Met with the Acadian community immigration representatives to discuss the new provincial immigration strategy (March 23, 2010)</li> <li>• Trained new Provincial Coordinator and Halifax Regional Coordinator at the Fédération acadienne de la Nouvelle-Écosse.</li> <li>• Organized an employment fair for immigrants in Halifax that included the participation of Direction Emploi and Université Sainte-Anne.</li> <li>• Participated in the Metropolis pre-conference on francophone immigration in Montréal (March 17-18, 2010) organized by the Ministerial Conference on Canadian Francophonie.</li> </ul>
	<p><b>2.2 – Internal Communications</b></p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services.</p>	<p>The Office of Immigration employees are more aware of the approach being taken by the Office of Immigration to provide French-language services and are more sensitive to cultural</p>	<ul style="list-style-type: none"> <li>• Prominently display the <i>Bonjour!</i> sign offering services in both official languages in the reception area.</li> <li>• Bilingual staff are encouraged to wear the <i>Bonjour!</i> pin to indicate their</li> </ul>	<ul style="list-style-type: none"> <li>• Implemented procedures for responding to inquiries in French.</li> <li>• Invited bilingual staff to sit on funding review committees for settlement and LMA funding.</li> </ul>

Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
	They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.	issues pertaining to the Acadian and francophone community.	<p>bilingual capacity.</p> <ul style="list-style-type: none"> <li>Office of Immigration staff is encouraged to attend information session on social and cultural issues pertaining to the Acadian and francophone community, such as Acadie at a Glance.</li> </ul>	
	<p><b>2.3 – Communications with the Public</b></p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	<ul style="list-style-type: none"> <li>Conduct information sessions and make presentations in French to interested stakeholders, and liaise with community partners and media, on occasion, to raise awareness about the benefit of immigration in general and of the programs and services of the Office of Immigration in particular.</li> </ul>	<ul style="list-style-type: none"> <li>Updated French information pamphlets and fact sheet <i>Les voies de l'immigration en Nouvelle-Écosse</i>.</li> <li>Researched, hired a media firm and developed a new French website to address the needs of the Francophone immigrants, employers and organisations.</li> <li>Participated at employment fairs in November 2009 in Paris (3 days) and Brussels (one day). Funding was provided by Citizenship and Immigration Canada for representatives of the Acadian community and the Office of Immigration to attend these fairs.</li> <li>Ensured follow up on a broad number of requests (in person, in writing and over the phone) from French-speaking foreign nationals on immigration to Nova</li> </ul>

Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
				<p>Scotia. Some of them came to the province to visit and explore immigration options (approximately 6 people).</p> <ul style="list-style-type: none"> <li>• Granted interview to French-speaking media after the announcement of a new stream for the Nova Scotia Nominee Program: Non-Dependent Child of Nova Scotia Nominee; and during the <i>Conseil de développement économique's</i> conference on economic immigration.</li> <li>• Provided information in French in person, in writing and over the phone to individuals interested in immigrating to Nova Scotia.</li> <li>• Conducted immigration presentations in French at various events, including : <ul style="list-style-type: none"> <li>. October 2009: Presentation to foreign students at <i>Université Sainte-Anne</i> on the International Graduate stream of the Nova Scotia Nominee Program (Pointe-de-l'Église)</li> <li>. Two presentations at Forum sur l'immigration économique francophone organized by Conseil de développement économique, March 3, 2010: Office of Immigration and March</li> </ul> </li> </ul>

Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
				<p>4, 2010: Destination Canada Event</p> <p>. March 8, 2010: NSOI was a guest speaker at an event organized by Fédération des femmes acadiennes and Fédération acadiennes de la Nouvelle-Écosse for immigrant women.</p> <p>. March 11, 2010: Conseil communautaire Étoile de l'Acadie, Sydney</p> <p>. March 24, 2010 : Société acadienne de Par-en-Bas, Sainte-Anne-du-Ruisseau.</p> <p>. March 25, 2010 : Société acadienne de Clare, Pointe-de-l'Église</p>
	<p><b>2.4 – Service Delivery</b></p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>The capacity of the Nova Scotia Office of Immigration to provide services in French is increased through recruitment of French-speaking employees and training of employees.</p>	<ul style="list-style-type: none"> <li>• Examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.</li> <li>• Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance and growth (e.g. Termium, dictionary)</li> <li>• Maintain a bilingual</li> </ul>	<ul style="list-style-type: none"> <li>• Distributed information about French-language training available.</li> <li>• Registered to Termium translation online tool before it became widely available.</li> </ul>

Objectives	Expected Results:2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2009-2010	Planned Measures 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
			Nominee Officer position within the Office of Immigration.	
<p><b>Objective 3 Community Development and Capacity Building</b></p> <p>Support the Acadian and francophone community in its long-term development and sustainability</p>	<p><b>3.1 – Preservation and Growth of the Community</b></p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.</p>	<p>The Office of Immigration support Acadian and francophone community-based organizations, where appropriate, achieve their objectives expressed in the community's Global Development Plan</p>	<ul style="list-style-type: none"> <li>• Support community immigration related initiatives that meet the needs of the Acadian and francophone community through the NSOI Immigration Settlement Program Funding and other available funding.</li> <li>• Work in collaboration with Comité directeur pour l'immigration francophone to continue the implementation of attainable objectives in the five year plan on francophone immigration.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborated with our community partners on recruitment, attraction and retention strategy in the Acadian and francophone communities of Nova Scotia.</li> <li>• Supported three Acadian organizations and their various immigration initiatives through the NSOI Immigration Settlement Funding Program and the Labour Market Agreement Funding Program – Fédération acadienne de la Nouvelle-Écosse, Conseil de développement économique de la Nouvelle-Écosse and Université Sainte-Anne</li> </ul>

**Table 2 – Goals, Objectives and Measures for 2010-2011**

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011
<p><b>Objective 1 – Framework and Policy</b></p> <p>Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p><b>1.1 - Institutional Responsibilities</b></p> <p>Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>The Office of Immigration and the Minister fulfill their obligations under the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<ul style="list-style-type: none"> <li>• Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee.</li> <li>• Contribute to the Government's annual progress report on French-language services.</li> <li>• Identify the needs and review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required.</li> </ul>
<p><b>Objective 2 – Enabling French-language Services</b></p> <p>Consult, plan, develop, and deliver French-language services in priority areas</p>	<p><b>2.1 – Consultations</b></p> <p>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<p>Research the need for additional French-language services, prioritize according to the needs and develop a strategy or approach for service delivery.</p>	<ul style="list-style-type: none"> <li>• On-going consultation with the Acadian and francophone community on immigration, recruitment, settlement services, service delivery to French-speaking immigrants and strategies to increase partnerships between Acadian and francophone community and the Office of Immigration.</li> <li>• Collaborate with the Acadian and francophone community-based organizations on outreach projects funded by the Office of</li> </ul>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011
			<p>Immigration.</p> <ul style="list-style-type: none"> <li>• Ensure a French-language component in public consultations on immigration with business leaders, students, Office of Immigration mandated organizations (RDAs, FANE, etc.), and other organizations.</li> <li>• Continue to build stronger relationship between the Office of Immigration and Acadian and francophone community-based organizations such as Fédération acadienne de la Nouvelle-Écosse (FANE), Conseil de développement économique, Université Sainte-Anne and the Comité directeur pour l'immigration francophone, a multi-stakeholders advisory committee, through collaboration, consultations and grants support.</li> </ul>
			<ul style="list-style-type: none"> <li>• Work with the Acadian and francophone community on specific issues such as skill shortages and needs for immigrants.</li> <li>• Collaborate with Citizenship and Immigration Canada to support immigration in francophone minority communities.</li> </ul>
	<p><b>2.2 – Internal Communications</b> Public service employees are more</p>	<p>The Office of Immigration employees and management are more knowledgeable of the approach being</p>	<ul style="list-style-type: none"> <li>• Prominently display the <i>Bonjour!</i> Sign offering services in both</li> </ul>



Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011
	<p>knowledgeable about the approach being taken by the government to provide French-language services.</p> <p>They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>	<p>taken by the Office of Immigration to provide French-language services and are more sensitive to cultural issues pertaining to the Acadian and francophone community.</p>	<p>official languages in the reception area.</p> <ul style="list-style-type: none"> <li>• Bilingual staff is encouraged to wear the <i>Bonjour!</i> Pin to indicate their bilingual capacity.</li> <li>• Office of Immigration staff, including management, is encouraged to attend information session on social and cultural issues pertaining to Acadian and francophone community (e.g.: PSC Acadie at a Glance)</li> </ul>
	<p><b>2.3 – Communications with the Public</b></p> <p>Key stakeholders are and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.</p>	<p>The public is more aware of the approach being taken by the Office of Immigration to French-language services and of the programs and services available to them.</p>	<ul style="list-style-type: none"> <li>• Conduct information sessions and offer presentations in French to interested stakeholders, and liaise with community partners and media, to raise awareness about the benefit of immigration in general and of the programs and services of the Office of Immigration in particular.</li> <li>• Issue communiqués in French to the media as appropriate</li> <li>• Translate and publish documents in French.</li> <li>• Implement and maintain the new Office of Immigration French website.</li> <li>• Provide new public signage in both official languages.</li> </ul>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives 2010-2011	Planned Measures 2010-2011
	<p><b>2.4 – Service Delivery</b></p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>Office of Immigration identifies the needs, the strategies and their implementation to increase the delivery of French-language services.</p>	<ul style="list-style-type: none"> <li>• Examine the need for and the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.</li> <li>• Develop approaches, programs, and strategies for planning and delivery of French-language services in priority areas.</li> </ul>
	<p><b>2.5 – Human Resources</b></p> <p>The capacity of the Public Service to provide services in French has increased.</p>	<p>The capacity of the Office of Immigration to provide services in French is increased through recruitment of French-speaking employees and training of employees.</p>	<ul style="list-style-type: none"> <li>• Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance and growth</li> <li>• Maintain a bilingual Nominee Officer position within the Office of Immigration.</li> </ul>
<p><b>Objective 3 – Community Development and Capacity Building</b></p> <p>Support the Acadian and francophone community in its long-term development and sustainability</p>	<p><b>3.1 – Preservation and Growth of the Community</b></p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.</p>	<p>The Office of Immigration supports Acadian and francophone community organizations, where appropriate, achieve their objectives expressed in the community's Global Development Plan.</p>	<ul style="list-style-type: none"> <li>• Support community immigration related initiatives that meet the labour market and economic development needs of the Acadian and francophone community and French-speaking immigrants through the NSOI Immigration Settlement Funding Program and the Labour Market Agreement Funding Program.</li> </ul>