



FRENCH LANGUAGE  
SERVICES ACT

# ANNUAL REPORT 2014-2015



ACADIAN AND  
FRANCOPHONE AFFAIRS



## Table of Contents

Message from the Premier . . . . .	1
<i>French Language Services Act</i> . . . . .	3
Acadian and Francophone Community Advisory Committee . . . . .	4
French Language Services Co-ordinators . . . . .	5
Priorities of the Acadian and Francophone Community . . . . .	5
Government Capacity . . . . .	7
Accountability Framework . . . . .	7
Complaints Mechanism . . . . .	7
Annual Plans and Reports . . . . .	9
Minister's Annual Report . . . . .	10
Activities of the Acadian and Francophone Affairs Secretariat . . . . .	10
Accomplishments of Government Institutions . . . . .	11



## Message from the Premier

Prince Edward Island holds an enviable place amongst provinces and territories for having developed its *French Language Services Act* by directly engaging both the provincial government and the Acadian and Francophone community. This level of collaboration continues to be reflected in government's overall implementation of the Act and the recognition of community priorities.

The purpose of the 2014-2015 annual report on the *French Language Services Act* is:

- To ensure government accountability in the implementation of the Act;
- To provide an overview of the work of the Acadian and Francophone Affairs Secretariat;
- To highlight the contributions of the 20 government institutions subject to the Act in relation to programs and services offered in French;
- To report on complaints received.



As we complete the first full cycle of planning, implementing and reporting on the *French Language Services Act*, we will continue working together to contribute to the vitality of the Acadian and Francophone community by enhancing programs and services offered in French.

Sincerely,

H. Wade MacLauchlan  
Premier of Prince Edward Island  
Minister Responsible for Acadian and Francophone Affairs

## **French Language Services Act**



The *French Language Services Act* has been in effect since December 14, 2013 – the 2014-2015 fiscal year is the first complete year of its implementation.

The *French Language Services Act* and its *General Regulations* establish clear obligations regarding the provision of services in French. The Act is based on the principle of aligning the service priorities of the Acadian and Francophone community with the service capacity of the Government.

The Act provides for the designation of services and establishes obligations for the provision of designated services – they must be provided in a person’s choice of English or French and be of comparable quality in both languages. The designation of services is determined by government institutions, taking into consideration community priorities, and is done via regulations.

Regarding written correspondence and public consultations, the Act states that government institutions must respond in French, in writing, to written correspondence received in French, and that the public must be provided with an opportunity to participate in French in public consultations.

The Act establishes various mechanisms to ensure its implementation:

- The Acadian and Francophone Community Advisory Committee advises the Minister Responsible for Acadian and Francophone Affairs on matters related to the Acadian and Francophone community of the province, including its priorities for services in French.
- Each government institution is required to appoint a French language services co-ordinator who is tasked with providing advice on the implementation of the Act.
- A complaints officer, appointed by the Minister Responsible for Acadian and Francophone Affairs, addresses complaints made under the Act.
- The Acadian and Francophone Affairs Secretariat ensures the administration of the Act and its regulations. The Secretariat also provides operational and administrative support to the Acadian and Francophone Community Advisory Committee and chairs the Co-ordinators’ Committee established by the Act.

The Act also includes an accountability framework which ensures, on an annual basis, that government undertakes planning regarding French language programs and services; reports on complaints; and tables a report before the Legislative Assembly.

The *General Regulations* identify the 20 government institutions that are subject to the Act, define the active offer of designated services, and describe the designated services.



The three designated services are:

Designated Service	Government Institution
Services offered in person at the Abram-Village Public Library, the Dr. J.-Edmond-Arsenault Public Library (Charlottetown) and the J.-Henri-Blanchard Public Library (Summerside)	Department of Tourism and Culture
Provision by telephone and online of the Traveller Information Service (511)	Department of Transportation and Infrastructure Renewal
Traffic signs, with the exception of stop signs and electronic variable message signs	

## Acadian and Francophone Community Advisory Committee

The Acadian and Francophone Community Advisory Committee, founded in 1977, plays an important role in the implementation of the Act. The Committee ensures that the Government is informed of the service priorities of the Acadian and Francophone community. The Committee also advises the Government on the designation of services, the provision of designated services in French, and any other matter related to the Acadian and Francophone community of Prince Edward Island.

The Committee is made up of ten members: one member for each Acadian and Francophone region (West Prince, Évangéline, Summerside-Miscouche, Rustico, Charlottetown and Eastern Kings) and four other members, including the Chair. The members for 2014-2015 were:

Colleen Soltermann, Chair  
 Yvonne Deagle, West Prince region  
 Claudette Gallant, Évangéline region  
 Béatrice Caillié, Summerside region  
 Tilmon Gallant, Rustico region  
 Jacinthe Lemire, Charlottetown region  
 Rolland Dionne, Eastern Kings region  
 Andy Gallant, member at large  
 Mathieu Gallant, member at large  
 Selina Pellerin, member at large



In the spring of 2014, the Committee offered an information session on the Act for the general public. The session was held six times – once in each of the Acadian and Francophone regions of the province. The session provided an overview of the content of the Act and of the priorities of the Acadian and Francophone community for 2014-2015.

The Committee met four times during the reporting period. Regarding the implementation of the Act, the members focused on identifying the service priorities of the community for the coming year. The Committee also considered other issues related to the Act, such as the annual plans of the government institutions and the bilingual workforce of the government.



The Committee also worked on other issues. During the meetings, members had an opportunity to meet with the Minister Responsible for Acadian and Francophone Affairs, representatives from the *Société Saint-Thomas-d'Aquin* and the Complaints Officer. The Committee also met with representatives from the *Commission scolaire de langue française* and the *Fédération des parents de l'Île-du-Prince-Édouard* to discuss early childhood, a priority sector for the Acadian and Francophone community.

## French Language Services Co-ordinators

Each government institution subject to the Act is required to appoint a French language services co-ordinator. In 2014-2015, there were French language services co-ordinators in place for all government institutions.

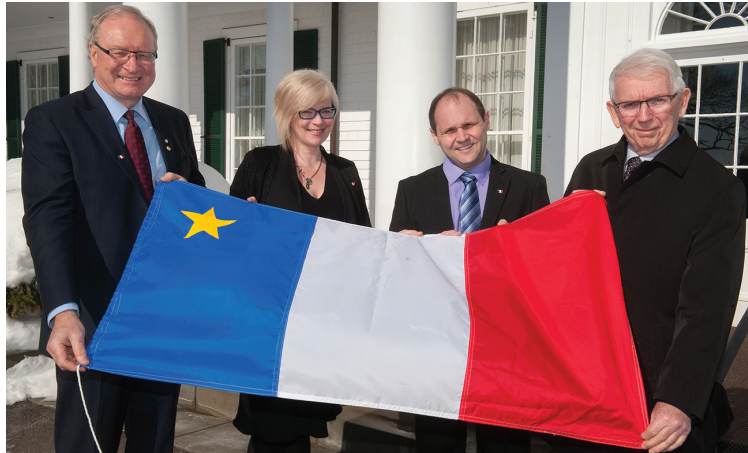
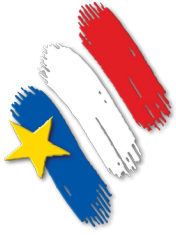
The co-ordinators play a key role in ensuring government institutions deliver the annual plans and reports that must be prepared according to the Act. They also advise and support their institution regarding Acadian and Francophone matters, and inquire into complaints made against their institution under the Act.

The Act establishes the Co-ordinators' Committee, chaired by the Acadian and Francophone Affairs Secretariat. This Committee met three times in 2014-2015. The Committee focused its efforts on the implementation of the *French Language Services Act*. The Committee contributed to the development of tools for government institutions, such as annual report templates, and guidelines for written correspondence and public consultations.

## Priorities of the Acadian and Francophone Community

As indicated above, the Acadian and Francophone Community Advisory Committee is responsible for informing the Government of the priorities of the Acadian and Francophone community. During the reporting period, the Committee provided government institutions with information on the priorities of the community in order to support the development of their plans for the 2015-2016 fiscal year.

For 2015-2016, the Committee agreed to confirm that the priorities identified for 2014-2015 still stand. In addition to those priorities, which were of a general nature, the Committee decided to identify specific services within three priority sectors: health, early childhood and public safety.



The priorities identified by the Committee for 2015-2016 were validated by the *Société Saint-Thomas-d'Aquin* and the *Réseau des développeurs* of the Acadian and Francophone community. Both confirmed that the sectors as well as the programs and services identified for 2015-2016 were representative of the community's priorities.

The Committee then informed the Minister of those priorities. As prescribed in the Act, this information was shared with government institutions to support the development of their annual plans for 2015-2016. The following are the priorities of the Acadian and Francophone community for 2015-2016:

Priority Sectors	Priority Services and Programs
Health	Children's Dental Program
	Promotion of French language services
	Assessment of language skills of health professionals
	Bilingual signage at the Queen Elizabeth and Prince County hospitals
	811 Service
	Manors
	go!PEI
	Chief Public Health Office
Early Childhood	Autism services
Public Safety	911 Service
	Emergency measures organization
	Public communications
	Fire Marshal's Office
Others	Acadian Museum
	Access PEI Centres (Charlottetown, Summerside, Wellington, Tignish)
	Active offer of services in French

## Government Capacity

The capacity of government institutions to offer services in French depends greatly on their bilingual workforce. The Public Service Commission is responsible for monitoring, within the public service and Health PEI, designated bilingual positions and bilingual employees who are not in designated positions. The following are the figures as of March 31, 2015:



<b>Designated bilingual positions</b>	<b>120</b>
<b>Bilingual employees<sup>1</sup> not in a designated position</b>	<b>110</b>
<b>Total</b>	<b>230</b>

It should be noted that at the end of March 2014, there were 119 designated bilingual positions and 102 bilingual employees, representing a slight increase in the number of bilingual employees for 2014-2015.

## Accountability Framework

Among the accountability measures set forth in the Act are the complaints mechanism, annual plans and reports by government institutions, and the annual report of the Minister Responsible for Acadian and Francophone Affairs.

### **a) Complaints Mechanism**

The complaints mechanism allows for members of the public to make a complaint when a government institution does not comply with its obligations regarding designated services, written correspondence in French or public consultations. The complaints mechanism consists of two levels. At the first level, a complaint is addressed by the French language services co-ordinator of the institution at issue, and at the second level, by the Complaints Officer. The current Complaints Officer is Mr. Jean-Paul Arsenault, who was appointed on December 14, 2013 for a five-year term.

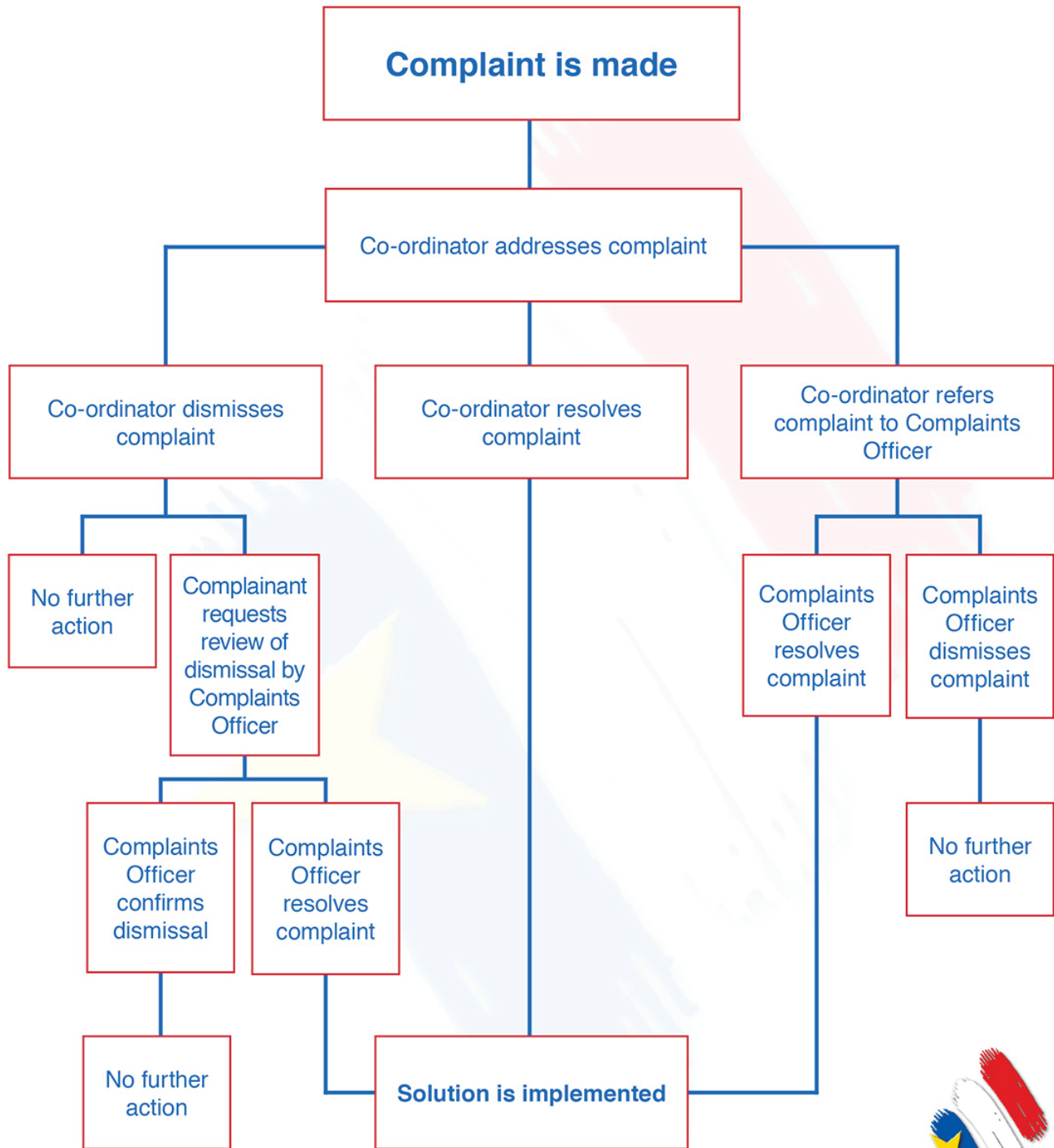
A section on the Acadian and Francophone Affairs Secretariat website ([www.ipeservicesfrançais.ca](http://www.ipeservicesfrançais.ca)) was created to provide information on the complaints mechanism. This section lists the services for which complaints can be made, and includes a snapshot of the complaint process, a complaint form and frequently asked questions.

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<sup>1</sup> Bilingual employees are employees whose oral French language skills have been assessed by the Public Service Commission and who have achieved at least the “Intermediate Plus” level.



## French Language Services Act Snapshot of complaint process



In 2014-2015, two government institutions received complaints under the Act. The complaints were addressed by the French language services co-ordinators of the institutions at issue. The following is an overview of these complaints:



Government Institution	Complaint Subject	Results
Health PEI	Availability of health card in French	<p>The complaint was dismissed because the health card is not a designated service.</p> <p>However, Health PEI has been offering a French version of the health card since December 2014.</p>
Department of Tourism and Culture	<p>a) English response to written correspondence in French</p> <p>b) English traffic sign</p>	<p>a) The complaint was resolved. The Department recognized the mistake and provided the complainant with a French version of the response.</p> <p>b) The complaint was dismissed because the traffic sign was erected by the Department of Tourism and Culture and therefore is not a designated service. Only traffic signs erected by the Department of Transportation and Infrastructure Renewal are designated under the Act.</p>

Following a request for review of dismissal by the complainant, the complaint concerning the health card was addressed at the second level by the Complaints Officer. The Complaints Officer confirmed the dismissal of the complaint.

In addition to the complaints made under the Act, the Complaints Officer and the Acadian and Francophone Affairs Secretariat addressed other complaints and various questions related to non-designated services.

### ***b) Annual Plans and Reports***

The Act states that government institutions must prepare annual plans and reports. Because of this process, government institutions plan, on an annual basis, activities aimed at enhancing services offered in French and subsequently report on them.

The Act requires government institutions to provide information on the following in their annual plans:

- The service priorities of the Acadian and Francophone community in relation to the services they provide;
- Their capacity to provide services in French;
- The provision in French of their designated services, if applicable.



In their annual report, institutions must also provide information on complaints they have received regarding their compliance with the Act.

The 2014-2015 fiscal year marked the first complete planning and reporting cycle. All government institutions subject to the Act presented an annual plan and an annual report for the period.

### **c) Minister's Annual Report**

The Act states that the Minister Responsible for Acadian and Francophone Affairs must prepare an annual report on the activities of government institutions related to the provision of services in French and on the activities of the Acadian and Francophone Affairs Secretariat. The Minister must lay the report before the Legislative Assembly.

The first annual report from the Minister was tabled in November 2014 and covered the period starting from the proclamation of the Act (December 14, 2013) to March 31, 2014.

## **Activities of the Acadian and Francophone Affairs Secretariat**

The role of the Acadian and Francophone Affairs Secretariat is to advise and support the Government on all matters related to the Acadian and Francophone community. The Secretariat is also responsible for developing and co-ordinating policies and programs related to Acadian and Francophone affairs and the provision of designated services in French. The Secretariat is also charged with the administration of the Act and its regulations.

During the 2014-2015 fiscal year, the Secretariat provided support to government institutions, the Acadian and Francophone Community Advisory Committee, the Co-ordinators' Committee, and the Complaints Officer regarding the implementation of the Act.

The Secretariat co-ordinated the annual plans and reports and assisted government institutions with the development of those documents by providing them templates and by acting as a resource team. The Secretariat team also advised institutions on interpretations regarding the Act and held several activities aimed at raising awareness of the Act among institutions.

The Secretariat continued working on administrative processes and tools needed for the implementation of the Act. In 2014-2015, those efforts included:

- Tools to support French language services co-ordinators and the Complaints Officer with the complaint process;
- Guidelines regarding written correspondence and public consultations;
- Tools to support the Acadian and Francophone Community Advisory Committee with the identification of the priorities of the community.

The Secretariat continued its collaboration with the *Société Saint-Thomas-d'Aquin* as part of a working group – the purpose of which is to ensure open and ongoing communication between the government and the spokesperson of the Acadian and Francophone community regarding the implementation of the Act. In 2014-2015, the working group met twice. The group discussed the implementation of the Act, including the annual plans and reports, the complaints mechanism, and the identification of the priorities of the community on services in French.



On June 26 and 27, 2014, the Government of Prince Edward Island, supported mainly by the Secretariat, hosted the Ministerial Conference on the Canadian Francophonie as part of the 150<sup>th</sup> anniversary of the Charlottetown Conference. The Premier and Minister Responsible for Acadian and Francophone Affairs co-chaired the Conference. The Conference's theme was "Pan-Canadian Showcase: Government Support of the Contemporary Francophonie". During the year, Prince Edward Island, represented by the Director of the Acadian and Francophone Affairs Secretariat, also chaired the Intergovernmental Network of the Canadian Francophonie.



During the reporting period, the Secretariat also completed and adopted the strategic plan for the 2013-2018 Canada-PEI Agreement on French Language Services. This Agreement contributes significantly to the provision of quality programs and services in French by the Government of Prince Edward Island.

## Accomplishments of Government Institutions

During the reporting period, government institutions implemented their annual plans for the 2014-2015 fiscal year and subsequently prepared and submitted an annual report to the Minister Responsible for Acadian and Francophone Affairs.

The following section provides an overview of the accomplishments of the 20 institutions.

### *Department of Agriculture and Forestry*

In 2014-2015, the Department of Agriculture and Forestry focused efforts on enhancing access to information in French, by increasing the number of press releases made available in French. The PEI Analytical Laboratories, a full service laboratory that offers a variety of agricultural and environmental testing services, also provided commonly used forms and laboratory results in French.

Measures were also taken to identify bilingual employees within the Department by encouraging staff to have their French language abilities assessed by the Public Service Commission.



### *Department of Community Services and Seniors*

The Department of Community Services and Seniors increased efforts to provide information to the public in French throughout the year. In addition to advertising in French language media and ensuring that press releases were consistently translated, the Department provided 80% of new publications in both English and French in 2014-2015. These included the following:

- PEI Home Renovation Program Brochure and Application Form
- *Children's Sexual Behaviours: A Parent's Guide*
- *Women in PEI: A Statistical Review*
- *Cybersafe Girl* website
- *Information for Women and Men in an Abusive Relationship: A guide to finding services that can help you*
- *Prince Edward Island Seniors' Guide*

The Department continued to offer the following services in French: Social Assistance and Disability Support Services, the general inquiry telephone service, and reception services for the Minister's and Deputy Minister's offices.

Two representatives of the Department also actively participated as members of the PEI French Health Network.

### *Department of Education and Early Childhood Development*

In 2014-2015, the Department of Education and Early Childhood Development provided support to French language education on PEI through a variety of mechanisms, including its French Programs Division. The Division provides support for French first language, French immersion and Core French curricula. It also provides professional development opportunities for French-speaking educators. The Department also supported the French Language School Board, French first language family resource and early years centres, French summer camps, a student exchange program with the Province of Québec, and the French Monitor Program. Along with the federal government, the Department facilitated the expansion of École François-Buote, located in Charlottetown.

### *Department of Environment, Labour and Justice*

The Department of Environment, Labour and Justice concentrated its 2014-2015 activities in the area of communications and access to information in French. Press releases continued to be translated regularly and several additions were made to the Department's inventory of information available in French. This included brochures on accessing Victim Services and the Office of the Police Commissioner, as well as the translation of the Freedom of Information and Protection of Privacy section of the Department's website.

## *Department of Finance, Energy and Municipal Affairs*

During 2014-2015, the Department of Finance, Energy and Municipal Affairs continued to expand communications and access to information in French on its programs and services. The vast majority of press releases were translated and Islanders had an opportunity to participate in the annual budget consultations in French. A bilingual website was developed in the context of an initiative to encourage Islanders to participate in municipal elections. Taxation forms and the document *Understanding Your Property Tax Bill* were made available in French.



The Department continued to offer services in French in the following areas: Taxation and Property Records, and Pension Benefits.

## *Department of Fisheries, Aquaculture and Rural Development*

The primary focus of French language services for the Department of Fisheries, Aquaculture and Rural Development in 2014-2015 was in-person services at Access PEI sites. The Department offered services in French at the following sites: Charlottetown, Summerside, Wellington and Tignish. Access PEI also has the capacity to provide services by phone to any client across the Island.



The Department also provided in-person services in French at the Wellington Rural Action Centre.

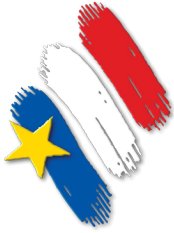
## *Department of Health and Wellness*

The Department of Health and Wellness made advances in increasing access to information in French during the reporting period. Press releases continued to be translated as well as a number of publications, including the new PEI Wellness Strategy and a series of fact sheets on reportable diseases and vaccines. The Chief Public Health Office also invested in increasing French content on its website.

In addition to this, the Department's Sport and Recreation Division provided several programs in French. Through a partnership with Recreation PEI/go!PEI, the *go!Play* and *Active at School* programs were offered at French first language schools across PEI. During the reporting period, the *go!Cart*, a covered utility trailer full of games and toys designed to increase physical activity, was used in Francophone communities and by French first language schools.



The Department continued to support the *Jeux de l'Acadie* which provides opportunities for French-speaking Island youth to participate in cultural and sporting events in French.



### *Department of Innovation and Advanced Learning*

Throughout fiscal year 2014-2015, the Department of Innovation and Advanced Learning increased its offerings of information available in French. Examples include:

- Translation of the large majority of press releases;
- Availability of the Skills PEI website and program fact sheets in French;
- Provision of financial support for the *Voie de l'Emploi*, a French-language publication intended to encourage, support and facilitate human resource and career planning on PEI;
- Availability of the General Education Development (GED) information document and application form.

In addition to this, a number of the Department's services were offered by bilingual staff, including: Skills PEI programming in Summerside, O'Leary and Wellington; employment case management; in-person, phone and email assistance in relation to student loans and bursaries; and GED testing.

The Department also oversaw the delivery of an interprovincial agreement which provides for admission of French-speaking Island students into a medical program at a Québec university.

### *Department of Tourism and Culture*

In 2014-2015, the Department of Tourism and Culture continued to offer many services and programs in French through divisions responsible for marketing, visitor information centres, public libraries, and supports to industry, culture and heritage.

In support of ensuring access by the public to information in French, the Department focused on the translation of press releases and departmental publications.

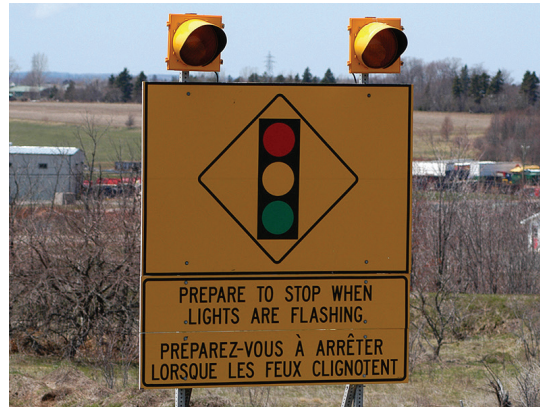
The Department is also responsible for one of the designated services under the Act: in-person services at three provincial libraries. In-person services in French are guaranteed at Bibliothèque publique d'Abram-Village, Bibliothèque publique J.-Henri-Blanchard and Bibliothèque publique Dr. J.-Edmond-Arsenault. In addition to these services, the provincial Public Library Service website is available in both English and French.

### *Department of Transportation and Infrastructure Renewal*

The Department of Transportation and Infrastructure Renewal focused its 2014-2015 efforts in the area of communications. The translation of press releases, including traffic advisories, was made a priority. The Highway Safety Division provided a number of its publications in French and the Division's portion of the Department's website continued to be available in French. Of note is the information and instruction for Islanders on driver and vehicle licensing.

In terms of services, the Department continued to offer driving testing in French in Summerside as well as a French version of the PEI license plate.

The Department is also responsible for two designated services under the Act: the 511 Traveller Information Service and Traffic signs.



### *Executive Council Office*

In addition to the activities of the Acadian and Francophone Affairs Secretariat, described earlier in the report, Communications PEI, housed within the Executive Council Office, advanced work in the following areas during fiscal year 2014-2015.

A concerted effort was made across government to make information available in French on key initiatives and government programs through the translation of press releases. The references to the translation of press releases by government institutions throughout this report are evidence of this effort.

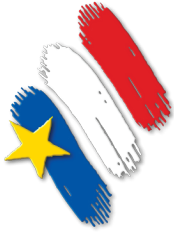
Communications PEI worked to advance the renewal of the government website. Although the new website will not be available until later in fiscal year 2015-2016, the new model that is being adopted enhances government's capacity to increase access to information in French and ensures that the provision of online services in the future includes a capacity to offer these services in French.

The Island Information Service continued to be available in French and one Senior Communications Officer provided communications services in French.

### *Health PEI*

Health PEI continued to increase access to information in French to Islanders during 2014-2015. Efforts included advertising in French language media, and the translation of press releases and a number of Health PEI's publications. French content on Health PEI's website was also maintained - a total of 302 web pages have been made available in French.





Measures were taken to inform staff of requirements of the *French Language Services Act*, with a focus on the need to respond, in French, to correspondence received in French. Staff were also provided information and encouraged to participate in French language training and French proficiency assessments. Health PEI also engaged Home Care services staff by seeking their direct input on how to increase access to services in French.

Health PEI offered a number of services in French during the reporting period. Examples include:

- 811: non-emergency health information service
- Phone-based language interpretation
- Bilingual neighborhood at Summerset Manor in Summerside
- In-person services by health care professionals in a number of contexts and locations.

Late in 2014-2015, Health PEI began implementation of a three-year project funded by Health Canada. The project will include the identification of service providers within the health care system that have a capacity to offer services in French; the development and implementation of a new bilingual health card; and the collection of information regarding a client's preferred language which will be subsequently linked to his or her health card.

Four representatives of Health PEI also actively participated as members of the PEI French Health Network.

#### *Innovation PEI*

During 2014-2015, Innovation PEI concentrated efforts to increase access to information in French by translating press releases, advertising in French language media, and providing trade materials and agendas in French to meet the needs of targeted audiences.

Throughout the reporting period, Innovation PEI offered a number of its services in French. These included the services of a bilingual Business Development Officer; services to PEI companies interested in exporting their products and services; and counseling to companies interested in importing PEI products.

Measures were also taken to promote French language training opportunities to staff.

#### *Island Regulatory and Appeals Commission*

Activities in support of French language services at the Island Regulatory and Appeals Commission in 2014-2015 focused on communications and access to information in French, including the publication of all press releases in French. Work also began to identify the most commonly accessed information on the Commission's website as well as the forms most commonly used by members of the public, with the intent of making this information available in French.

Efforts were also made to provide services in French in response to verbal inquiries made to the Commission.

### *Island Waste Management Corporation*

The Island Waste Management Corporation worked toward enhancing access to information in French during the reporting period. A public information campaign covering various topics was published in French language media; outreach presentations were made; and key tools, including the residential calendar and newsletter, and the *Sorting Guide for Visitors*, were produced in French.



General customer service was also offered in French to Islanders, upon request.

### *Prince Edward Island Human Rights Commission*

In 2014-2015, the PEI Human Rights Commission successfully maintained all information currently available in French, primarily on its website. Efforts to increase access to information in French included a review of standard letters of the Commission with the intent of having them translated into French.

In collaboration with the Department of Education and Early Childhood Development, work was also undertaken to adapt school resources for French immersion and French first language learners in grades K-9 to meet the specific needs and curriculum outcomes of these learners.

### *Prince Edward Island Liquor Control Commission*

During the reporting period, the Prince Edward Island Liquor Control Commission made advances in the area of communications in French. The Commission continued to increase in-store signage in French in its 18 outlets, and to publish both press releases and social responsibility messaging in French.

In-person service was available in French at the Wellington outlet.

The Commission also encouraged staff to participate in French-language training and language assessments by the Public Service Commission.

### *Prince Edward Island Museum and Heritage Foundation*

Throughout fiscal year 2014-2015, the Prince Edward Island Museum and Heritage Foundation ensured that communications products for the *Musée acadien*, including press releases and brochures, were consistently available in French and English. A new brochure for the Eptek Art and Culture Centre was also produced in a bilingual format and work began on bilingual brochures for additional sites.

In addition to providing bilingual labels at all permanent exhibitions, bilingual labels were installed for the temporary exhibition at Eptek Centre during the summer of 2014.

The Museum and Heritage Foundation also established a policy to include bilingualism as an asset in job postings to support increasing the bilingual capacity of its workforce.



## *Prince Edward Island Public Service Commission*

During the reporting period, the Public Service Commission continued to provide French language communications in the context of bilingual position job postings and staffing processes.

The Commission also continued to offer both the French Language Training Program and French proficiency assessments to provincial employees. For the first time in a number of years, higher levels of Intermediate and Advance courses were offered. This is a result of feedback from employees and subsequent negotiations with the *Collège Acadie Î.-P.-É.* to decrease the class size for more advanced levels. This initiative will go a long way in supporting employees working to achieve levels of proficiency necessary to offer services in French.

Throughout the year, the Commission coordinated the *Bonjour* visual identification program of bilingual employees and provided support to the Bilingual Employee Network.

The Commission established an interdepartmental committee that began work on developing a policy on the designation and de-designation of bilingual positions. Once completed, the policy will be included in the provincial government's Human Resource Policy and Procedures Manual.

A series of Antidote software licenses were acquired. Antidote is a tool that verifies, among other things, French grammar and syntax. The licenses will be distributed to employees in designated bilingual positions who communicate in writing in French. Training sessions will also be offered to employees.

## *Workers Compensation Board of Prince Edward Island*

During 2014-2015, in addition to advertising in French language media and ensuring that press releases were consistently translated, the Workers Compensation Board (WCB) produced promotional materials for the young worker video contest and safety learning resources for high school teachers and students.

Throughout the fiscal year, the WCB conducted stakeholder research to develop French language social marketing materials related to the safe and timely return to work of injured workers. The WCB also enhanced its web-based policy consultation process to ensure Islanders have an opportunity to participate in French.

Measures were taken to identify bilingual employees within the WCB by encouraging staff to have their French language abilities assessed by the Public Service Commission.