



Saskatchewan
Office of the
Provincial
Secretary



Report on
French-language Services
Government of Saskatchewan

2009-10

collaboration intergouvernementale
traduction transaslois
francophonie
offre active
vitalité
francophonie internationale
programmes et services
communauté



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Message from the Provincial Secretary and Minister responsible for Francophone Affairs

achievements



It is my pleasure to present this report on the Government of Saskatchewan's French-language Services Policy which highlights the achievements of our ministries, Crown corporations and government agencies over the last fiscal year 2009-2010.

Saskatchewan's French-language Services Centre was successfully launched in January of 2010. French-speaking citizens from across the province can now access online services on our Bonjour! website or contact the Centre team by phone and through email to obtain information in French on provincial programs and services.

Over the last year, Saskatchewan has also maintained its ongoing dialogue with representatives of the Fransaskois community, most notably through the solid advice and recommendations provided by our Advisory Committee on Francophone Affairs.

We have also made significant progress with respect to early childhood education through the provision of additional daycare spaces in French in daycares across the province while considerably increasing our French-language capacity within the immigration sector, both priorities for our Francophone communities.

Our many partnerships with the Fransaskois community are built on the premise that Saskatchewan thrives when all its communities, whatever their size, are vibrant and contributing to the growth of our province. As Minister responsible for Francophone Affairs, I would like to thank all partners and stakeholders who have contributed to the achievements presented in this report.

Donna Harpauer
Provincial Secretary



Highlights



Saskatchewan's French-language Services Centre

Launched in January 2010, the Centre can be accessed online through our Bonjour! Web portal (www.bonjour.gov.sk.ca). Citizens can also contact the Centre toll free at 1-888-345-0850 or by email at bonjour@gov.sk.ca.

The French-language Services Centre promotes available services from all ministries, Crown corporations and agencies. It provides a single-window for citizens to access provincial services available in French.

Provincial Secretary's Advisory Committee on Francophone Affairs

Launched in 2009, committee members have already published two reports touching on the French-language Services Policy as well as Economic Development and Innovation. Visit the Office of the Provincial Secretary website at www.ops.gov.sk.ca to access the Committee reports and recommendations.

The Advisory Committee also undertook a survey of government ministries and stakeholders to establish a clear roadmap for its activities over the next two years. During its quarterly meetings, the Committee meets with relevant community stakeholders as well as senior civil servants to identify those areas and initiatives which can be of mutual benefit to both the province and the community and that build on the direction contained within Saskatchewan's French-language Services Policy.

Promotion of the Fransaskois Flag – A Provincial Emblem

Saskatchewan launched its promotional activities surrounding the Fransaskois flag in 2009-10 notably through its offer of flags for public and community institutions across the province and also through the launch of a community recognition initiative.

The community of Duck Lake was the first community to receive a flag installation including a provincial plaque recognizing the community's important contributions to Saskatchewan's Francophonie. The plaque was unveiled during the Journées du patrimoine/Heritage Days event in September of 2009.

Many more communities in the province will be recipients of this honour in the coming years as part of our ongoing engagement to promote this provincial emblem and more importantly, recognize our many deserving Francophone communities.

ongoing initiatives



National Youth Strategy – Ministerial Conference on the Canadian Francophonie

Saskatchewan continued to play a leading role in support of the Ministerial Conference on the Canadian Francophonie youth engagement strategy. Following a national youth forum held by the Fédération de la jeunesse canadienne-française, Canadian youth presented their ideas to provincial and federal ministers in Vancouver in September 2009.

Also, in collaboration with the University of Regina's Institut français, Saskatchewan supported the publication of a national youth magazine chronicling stories of engaged youth across Canada.

Immigration – Increasing our Capacity to Partner with the Francophonie

The Ministry of Advanced Education, Employment and Labour (AEEL) has considerably strengthened its capacity to deliver services in French during the last fiscal year. Increased funding towards settlement services to Francophone newcomers, additional French-speaking employees and active participation in the Provincial Francophone Immigration Network have all contributed to solidifying partnerships with Saskatchewan's Francophone communities.

Saskatchewan also participated in an exploratory labour recruitment mission to Mauritius with representatives of the Francophone community and the University of Regina's Institut français. This visit is a telling example of Saskatchewan's goal to identify specific international labour markets that are of interest to Saskatchewan but also to the Francophone community.

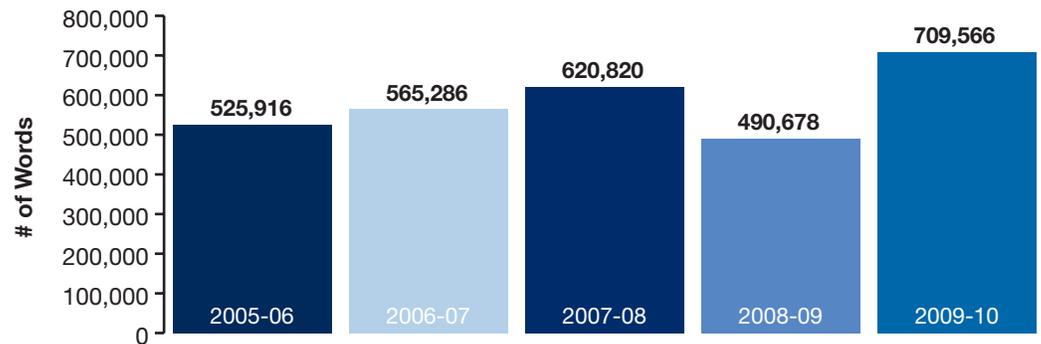


translation

Translation Services

Saskatchewan's translation service resumed its growth as expected in 2009-10 due in part to the launch of the French-language Services Centre.

Translation Volume (2005-10)



During the 2009-10 fiscal year, 709,566 words were received and processed. Saskatchewan continues to give greater priority to the translation of documents and Web pages which facilitate more active and direct communication with its French speaking citizens.



translation

Translation requests by clients

Ministry, Crown or Agency	Word count
Health	148,649
Office of the Provincial Secretary	141,834
Saskatchewan Crop Insurance	17,551
Advanced Education Employment and Labour	85,488
Justice and Attorney General	70,235
Education	47,125
Environment	45,971
Saskatchewan Government Insurance	30,593
Social Services	31,850
Tourism, Parks, Culture and Sport	14,352
Others	75,918

Clients (2009-10)

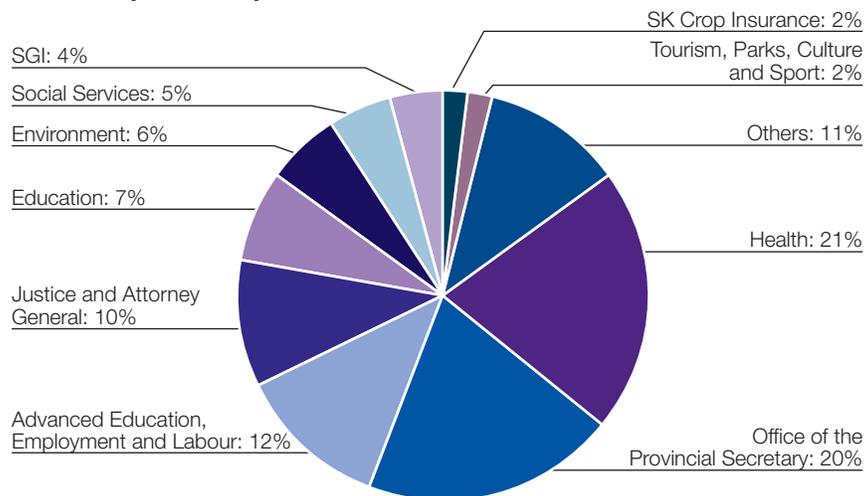




Table of Accomplishments
(2009-10)
French-language Services Policy

communication

Goal 1

Saskatchewan increasingly communicates in the language of choice of its French-speaking citizens

Ministry, Crown Corporation or Government Agency	Accomplishments
All Ministries	<ul style="list-style-type: none"> The government as a whole has processes in place for written communications to take place in French when requested. Saskatchewan has 22 points of access which offer services in French. (see appendix 1)
Advanced Education, Employment and Labour Student Financial Assistance Branch	<ul style="list-style-type: none"> French-language capacity in the student financial assistance call center with two permanent bilingual positions. Translation of Employment Standards Publications as well as the brochure and guide for the Ready for Work program. Ministry increased Web content available in French with publications on Saskatchewan Labour Standards and student financial assistance.
Immigration	<ul style="list-style-type: none"> Community Partnerships and Settlement Branch also translated eight fact sheets which can be found on the new Saskatchewan Immigration portal.
Agriculture	<ul style="list-style-type: none"> All Business Risk Management materials provided under the Growing Forward Policy Framework are made available in both official languages, in all regional offices and with links to the Agriculture and Agri-Food Canada website. The AgriStability Handbook and Crop Insurance Guide were translated and made available online.
Corrections, Public Safety and Policing	<ul style="list-style-type: none"> French-language content in the Protection and Emergency Services section of the ministry website.



Goal 1

Saskatchewan increasingly communicates in the language of choice of its French-speaking citizens

Ministry, Crown Corporation or Government Agency	Accomplishments
Education Early Learning and Child Care Branch	<ul style="list-style-type: none"> • Production and implementation of an Early Development Instrument (EDI) tool used to assess school readiness in young francophone children, in collaboration with McMaster University – Offord Centre for Child Studies. The results have been made available to the <i>Conseil des écoles francosaskoises</i> (CÉF).
French Education Branch	<ul style="list-style-type: none"> • French education section of ministry website is available in a fully bilingual format. • Translation service offered to support the development for French-language curricula and the requests from other ministry branches. • Liaise with the public in both official languages.
Energy and Resources	<ul style="list-style-type: none"> • Exploration and Geological Services Division has French-language capacity.
Enterprise Saskatchewan	<ul style="list-style-type: none"> • Several employees have the capacity to provide services in French. • Translation of a publication produced within a federal/provincial initiative on clean technology.
Environment	<ul style="list-style-type: none"> • 2009 Hunters’ and Trappers’ Guide available in French. • Go Green ad campaign was conducted in English and French.



Goal 1

Saskatchewan increasingly communicates in the language of choice of its French-speaking citizens

Ministry, Crown Corporation or Government Agency	Accomplishments
Health	<ul style="list-style-type: none"> • <i>View and Vote</i> Program materials provided in French to Francophone schools in the province. • <i>Graduate Tobacco-Free</i> program materials provided in French to Francophone schools in the province. • Booklet ‘Selecting a Personal Care Home’ was translated into French and is posted on the ministry’s website. • Resource and Activity guides for Saskatchewan <i>in motion</i> Program are available in French (Youth <i>in motion</i>, High Schools <i>in motion</i>, Older Adults <i>in motion</i> and <i>in motion</i> in the Workplace).
Justice and Attorney General	<ul style="list-style-type: none"> • Office of Residential Tenancies has translated and posted on-line content in French. • Provincial Court judges continue to attend French-language training and seminars. • Forty-six bilingual Acts and 32 bilingual regulations are currently in force in Saskatchewan. • Bilingual Rules of Procedure of the Court of Queen’s Bench and the Court of Appeal. • Signage in both official languages is present in Provincial Court and Court of Queen’s Bench.
Legislative Assembly of Saskatchewan	<ul style="list-style-type: none"> • Visitor Services, Sergeant at Arms, Clerk’s Office, Law Clerk & Parliamentary Counsel, Human Resources and Payroll have French-language capacity. • Information brochures continue to be available in French. • French-language content on the Legislative Assembly’s website. • Interventions in the House by MLAs and recording in Hansard in French when French is used.



Goal 1

Saskatchewan increasingly communicates in the language of choice of its French-speaking citizens

Ministry, Crown Corporation or Government Agency	Accomplishments
Office of the Provincial Secretary Protocol Office	<ul style="list-style-type: none"> • OPS website is in fully bilingual format. • Protocol Office website is in fully bilingual format. • All ministry media releases are made public in both official languages. • Website, materials and publications for the Council of the Federation were all produced in both official languages.
Francophone Affairs Branch	<ul style="list-style-type: none"> • Francophone Affairs Branch website is in fully bilingual format. • The French-language Services Portal Bonjour! is fully bilingual. • Provision of translation services across government to increase the number of public documents available in French. • Saskatchewan continues to give greater priority to the translation of documents and Web pages which facilitate more active and direct communication with its French-speaking citizens. • Tools for the Bonjour! active offer campaign were distributed to appropriate ministries. • Interventions with ministries to identify and develop additional content were initiated and will intensify in the next fiscal year.
Government House	<ul style="list-style-type: none"> • Government House website is fully bilingual. • Bilingual signage and brochures available.
Lieutenant Governor's Office	<ul style="list-style-type: none"> • Most of the content posted on the Lieutenant Governor's Office website is bilingual.



Goal 1

Saskatchewan increasingly communicates in the language of choice of its French-speaking citizens

Ministry, Crown Corporation or Government Agency	Accomplishments
Saskatchewan Government Insurance	<ul style="list-style-type: none"> • Translation of the Saskatchewan Driver’s Handbook accessible on-line and printed for distribution in Francophone and French-Immersion schools across the province. • Written test for class five vehicles available in French.
Saskatchewan Pension Plan	<ul style="list-style-type: none"> • Saskatchewan Pension Plan member guide available in French on the website.
Social Services	<ul style="list-style-type: none"> • The Child and Family Services and the Income Assistance and Disability Services Division have French-language capacity. • The Income Assistance Office in Saskatoon displays the Bonjour! sign to indicate their capacity to offer service in French. • Translation of correspondence towards French to facilitate adoption processes in French-speaking countries.
Tourism, Parks, Culture and Sport	<ul style="list-style-type: none"> • Translation of Saskatchewan’s Cultural Policy “Pride of Saskatchewan: A policy where Culture, Commerce and Community meet” available on line.



Goal 2

Saskatchewan develops and delivers additional French-language programs and services in support of the development of its Francophone community

Ministry, Crown Corporation or Government Agency	Accomplishments
All Ministries	<ul style="list-style-type: none"> The government has maintained the number of positions within its public service where French-language capacity is deemed essential, which is 44 positions within 11 ministries. There are also another 18 positions where French-language capacity is considered an asset.
Advanced Education, Employment and Labour Immigration	<ul style="list-style-type: none"> Increased French-language capacity within the following branches: Skilled Worker Unit, the Community Partnership and Settlement Branch and the Entrepreneur Unit. Provided funding to organizations for initiatives supporting settlement services to Francophone newcomers. Led a promotional and recruitment mission to Mauritius under its Provincial Nominee Program with the <i>Assemblée communautaire francosaskoise</i> (ACF) and the Institut français of the University of Regina. The General Education Development (GED) examination program is offered in French in all training institutions across the province.
Career and Employment Services	<ul style="list-style-type: none"> Funding provided to the <i>Assemblée communautaire francosaskoise</i> to support the <i>Action Emploi</i> program which offers settlement and job recruiting services.



Goal 2

Saskatchewan develops and delivers additional French-language programs and services in support of the development of its Francophone community

Ministry, Crown Corporation or Government Agency	Accomplishments
Education	<ul style="list-style-type: none"> Continued offer of integrated professional services to students and families in the fourteen Fransaskois schools of the <i>Conseil des écoles fransaskoises</i>. Offer of educational services in French and support for Fransaskois schools and schools offering French immersion, core French and intensive French programs in Saskatchewan. Provided financial support program for community organizations to promote and deliver French learning and for the development of Francophone community including language, culture and identity. Provided financial support for post-secondary institutions for development of programs in French.
Early Learning and Child Care	<ul style="list-style-type: none"> Provided a French-language workshop on the implementation of Play and Exploration: Early Learning Program Guide. Provided funding to seven child care centres, for a total of 235 spaces. These centres are located in Saskatoon, Regina, Ponteix, Moose Jaw, and Ferland, with new centres this year in Gravelbourg and North Battleford. Saskatoon and Regina KidsFirst offices have French-language capacity. Supported French-language service delivery in all French-speaking child care facilities by translating and posting online forms and authorizations used by service providers in their ongoing dealings with parents.



Goal 2

Saskatchewan develops and delivers additional French-language programs and services in support of the development of its Francophone community

Ministry, Crown Corporation or Government Agency	Accomplishments
Literacy Office	<ul style="list-style-type: none"> • Provided funding to the <i>Service francaskois de formation aux adultes</i> (SEFFA) to support adult and family literacy programs and services. • Funding provided to SEFFA to conduct literacy-needs assessments of Francophone students, seniors, immigrants and exogamous families to develop a community literacy plan to address these needs.
Enterprise Saskatchewan	<ul style="list-style-type: none"> • Enterprise Saskatchewan manages the Can-Sask Business Services Centre which offers services and materials in French.
Justice and Attorney General	<ul style="list-style-type: none"> • Two additional French-speaking appointments to the Saskatchewan Provincial Court. • Court Services maintained its capacity to deliver French-language services with two permanent bilingual positions in Regina and Saskatoon. • The province has maintained its linguistic capacity to hold trials in French and provided support to its legal personnel by offering terminology workshops and language training. • Active Offer tool kit is rolled out to Court Services employees in Saskatchewan.
Legislative Assembly of Saskatchewan	<ul style="list-style-type: none"> • Capacity to provide tours in French is supported by one permanent senior guide and six summer guides. • Implementation of the Bonjour! active offer of services campaign. • Maintenance of membership with the <i>Assemblée parlementaire de la Francophonie</i>. • Facilitated access to the Legislative Assembly for the Francophone Youth Parliament organized by the <i>Association jeunesse francaskoise</i>.



programs and services

Goal 2

Saskatchewan develops and delivers additional French-language programs and services in support of the development of its Francophone community

Ministry, Crown Corporation or Government Agency	Accomplishments
<p>Office of the Provincial Secretary Francophone Affairs Branch</p>	<ul style="list-style-type: none"> Continued support to executive government through its central agency role with respect to French-language services. Launch of the French-language Services Centre in January 2010 with services available on the Web, by email or by phone. Funded a study to identify source countries to support the development of a Francophone international recruitment strategy. Supported, in partnership with AEEL and Education, an initiative to assist stakeholders in their efforts to define a post-secondary governance model. Saskatchewan was represented at the Canadian Francophonie Day during the Olympics 2010. Continued to play an active role in the Intergovernmental Network on Canadian Francophonie (INCF). Saskatchewan plays an active role in the Ministerial Conference on the Canadian Francophonie (MCCF).
<p>Public Service Commission</p>	<ul style="list-style-type: none"> Supported recruitment of staff with French-language skills (classify positions, prepare career ads, conduct assessment processes).
<p>Tourism, Parks, Culture and Sport</p>	<ul style="list-style-type: none"> Building Pride program is available in French. Financial support from SaskCulture and the Saskatchewan Arts Board for Francophone cultural organizations and artists.



consultation

Goal 3

Saskatchewan's Francophone community is consulted in an ongoing manner in the development of programs and policies affecting them

Ministry, Crown Corporation or Government Agency	Accomplishments
Advanced Education, Employment and Labour Immigration	<ul style="list-style-type: none"> Immigration Branch's staff participates in various workshops, meetings, initiatives and activities organized by the Francophone community. Immigration Branch staff attends meetings with the <i>Réseau provincial en immigration</i> (Francophone Provincial Immigration Network).
Public Institutions and Infrastructures	<ul style="list-style-type: none"> Ministry is represented on the <i>Comité fransaskois d'éducation postsecondaire</i> (CFEP), a French working group on post-secondary education.
Education French Education Branch	<ul style="list-style-type: none"> Consultation with the <i>Conseil des écoles fransaskoises</i> (CÉF) and Francophone associations to establish priorities and develop an action plan. Continuation of the Minister's Fransaskois Education Advisory Committee.
Justice and Attorney General	<ul style="list-style-type: none"> Representatives from the Fransaskois community and from the Ministry of Justice and Attorney General sit on the French-language Court Services Committee.



consultation

Goal 3

Saskatchewan's Francophone community is consulted in an ongoing manner in the development of programs and policies affecting them

Ministry, Crown Corporation or Government Agency	Accomplishments
<p>Office of the Provincial Secretary Francophone Affairs Branch</p>	<ul style="list-style-type: none"> • The Advisory Committee on Francophone Affairs, composed of eight individuals nominated by the Provincial Secretary, held three meetings on the following themes: Saskatchewan French-language Services Policy, Education and Early Childhood and Economic Development and Innovation. • The Committee published two reports containing a total of 11 recommendations to the minister responsible for Francophone Affairs. • Participated in the tripartite federal-provincial-community committee on official languages and its sub committees. • Participation on the <i>Coalition provinciale de la petite enfance</i>, a French-language working group on early learning and childcare. • Participation in the <i>Réseau santé en français de la Saskatchewan</i> (RSFS) a French-language working group on Health. • Participation in the Francophone Provincial Immigration Network. • Attended community events and various annual meetings held among Francophone stakeholders. • Quarterly meetings between representatives of the <i>Assemblée communautaire fransaskoise</i> and the Deputy Provincial Secretary.
<p>Tourism, Parks, Culture and Sport</p>	<ul style="list-style-type: none"> • Consulted with Francophone stakeholders in the development of Saskatchewan's Culture Policy.



Points of Service (22)

Advanced Education, Employment and Labour

Canada-Saskatchewan Career and Employment Services – Regina

1911 Broad St.
REGINA SK S4P 1Y1
Telephone: 306-787-2160
Job Order Line (for employers):
306-787-1400
Job Information Line: 306-787-4985
Facsimile: 306-787-3944
Email: regina.cansask@sasked.gov.sk.ca

Canada-Saskatchewan Career and Employment Services – Moose Jaw

61A Ross St. West
MOOSE JAW SK S6H 2M2
Telephone: 306-694-3699
Job Order Line (for employers):
306-694-3177
Job Information Line: 306-694-3441
Facsimile: 306-694-3423
Email:
moosejaw.cansask@sasked.gov.sk.ca

Saskatchewan Immigrant Nominee Program

1945 Hamilton St., 7th floor
REGINA SK S4P 2C8
Telephone: 306-798-SINP (7467)
Facsimile: 306-798-0713
www.immigration.gov.sk.ca/Contact

Canada-Saskatchewan Immigration:
www.saskimmigrationcanada.ca/

Destination Saskatchewan: website
dedicated to immigration to Saskatchewan:
www.immigrationsaskatchewan.org

Canada-Saskatchewan Career and Employment Services – Saskatoon

225 - First Avenue North
SASKATOON SK S7K 2H6
Telephone : 306-933-6281
Job Order Line (for employers):
306-933-5859
Job Information Line: 306-933-5686
Facsimile: 306-933-7801
Email:
saskatoon.cansask@sasked.gov.sk.ca

Canada-Saskatchewan Career and Employment Services – Prince Albert

1288 Central Avenue
PRINCE ALBERT SK S6V 6G1
Telephone: 306-953-2488
Job Order Line (for employers):
306-953-2545
Job Information Line: 306-953-2348
Facsimile: 306-953-2763
Email:
princealbert.cansask@sasked.gov.sk.ca

Federal-Provincial Integrated Student Loan Program

Student Financial Assistance Branch
4635 Wascana Parkway
P.O. Box 650
REGINA SK S4P 3A3
Telephone: 306-787-5620
Toll free: 1-800-597-8278
Email: sfaweb@sasked.gov.sk.ca

service



service

Labour Standards Branch

3rd Floor, 1870 Albert Street
REGINA SK S4P 4W1
Toll Free Telephone: 1-800-667-1783
Facsimile: 306-787-4780
General Inquiries
Email: webmaster@lab.gov.sk.ca
www.labour.gov.sk.ca/

Agriculture

Agriculture Knowledge Centre

8 a.m. to 5 p.m. Monday to Friday
1-866-457-2377
Fax: 1-306-694-3938 or 1-800-775-5358 (toll free)
Email: aginfo@gov.sk.ca

Corrections, Public Safety and Policing

Protection and Emergency Services

www.cpsp.gov.sk.ca/ProgramsServices

Education

French Education Branch

2220 College Ave. Main Floor
REGINA SK S4P 4V9
Telephone: 306-787-6000
Facsimile: 306-787-3164
Email: def-febinfo@gov.sk.ca
[www.education.gov.sk.ca/
FrenchEducationEng](http://www.education.gov.sk.ca/FrenchEducationEng)

Early Learning and Childcare Programs

On-line Forms
www.education.gov.sk.ca/On-Line-Forms



service

Enterprise Saskatchewan

Canada-Saskatchewan Business

Services Centre Saskatoon

Suite 2, 345 - 3rd Avenue South

SASKATOON SK S7K 1M6

Telephone: 306-956-2323 or

Toll free: 1-800-667-4374

Facsimile: 306-956-2328

Email: saskatchewan@entreprisescanada.ca

www.canadabusiness.ca/sask

Energy and Resources

Offices

www.er.gov.sk.ca/Offices-Regina

Health

HealthLine

1-877-800-0002

Justice and Attorney General

Court Services – Regina

1815 Smith Street

REGINA SK S4P 3V7

Telephone: 306-787-2213

Facsimile: 306-787-7037

Court Services – Saskatoon

220 -19th Street East

SASKATOON SK S7K 2H6

Telephone: 306-933-6635

Facsimile: 306-933-7043

www.sasklawcourts.ca/default.asp?pg=french_services

* French translation of the Court Services website is ongoing.



service

Legislative Assembly of Saskatchewan

Daily Tours

2405 Legislative Drive
REGINA SK S4S 0B3
Telephone: 306-787-5357
Facsimile: 306-787-1558
General Information: info@legassembly.sk.ca
Visitor Services: visitorserv@legassembly.sk.ca
www.legassembly.sk.ca/visitors/default.htm

Office of the Provincial Secretary

Francophone Affairs Branch

1420 - 1855 Victoria Avenue
REGINA SK S4P 3T2
Telephone: 306-787-6049
Facsimile: 306-787-6352
Email: fab-daf@gov.sk.ca
www.ops.gov.sk.ca/fab-daf

Saskatchewan French-Language Services Centre « Bonjour »

1-888-345-0850
Email: bonjour@gov.sk.ca
www.bonjour.gov.sk.ca

Government House

Public Tours

4607 Dewdney Avenue
REGINA SK S4T 1B7
Information: 306-787-5773
Facsimile: 306-787-5714
Email: governmenthouse@gov.sk.ca
www.governmenthouse.gov.sk.ca

Protocol Office

1831 College Avenue
REGINA SK S4P 4V5
Telephone: 306-787-8965
Toll free: 1-877-427-5505
Facsimile: 306-787-1269
Email: honours@gov.sk.ca
www.ops.gov.sk.ca/protocol

Social Services

General Inquiries: 306-787-3700
Income Assistance (Contact Centre) 1-866-995-0099
Saskatoon Service Centre 306-933-6075



Saskatchewan
Office of the
Provincial
Secretary

