

French-language Services Policy



Annual Report for 2014-15

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Message from the Legislative Secretary Responsible for Francophone Affairs



*D. Wayne Elhard,
Legislative Secretary for
International and Diplomatic
Engagement and Francophone
Affairs*

It is my pleasure to present the report on the Government of Saskatchewan's French-language Services Policy highlighting the achievements of our ministries, Crown corporations and agencies for the fiscal year ending March 31, 2015.

Francophones are an important component of the province's cultural mosaic and play an active role in Saskatchewan's economic, cultural and social development. In agriculture, business, the service industry and in many other sectors, the Fransaskois continue to show a great sense of leadership and initiative which contribute to the economic vitality of Saskatchewan.

As Legislative Secretary responsible for Francophone Affairs, I thank all partners and stakeholders who have contributed to the achievements presented in this report.

D. Wayne Elhard,

Legislative Secretary for International and Diplomatic Engagement and Francophone Affairs

Francophone Affairs Branch Overview

Canada-Saskatchewan Agreement on French-language Services 2013-2018

The Francophone Affairs Branch is responsible for managing the Canada-Saskatchewan Agreement on French-language Services in collaboration with Canadian Heritage. The related action plan for 2013-2018 is structured around the three objectives of Saskatchewan's French-language Services Policy: communications, service delivery and development, and consultation.

The approach outlined in the current action plan focuses on:

- ⇒ Online and telephone services – both are means for reaching francophones regardless of where they live in Saskatchewan.
- ⇒ Youth/school-aged children/families – the early years and school years are a critical period to support the intergenerational transfer of the French language (essential to community vitality). The francophone community has developed institutions that deliver direct services to francophones in these areas (child care centres, schools).
- ⇒ Using existing resources – Saskatchewan is committed to improving French-language services working within its means.
- ⇒ Areas of strength (immigration, early childhood) – the francophone community has proven capacity in these areas that align with the objectives of the Saskatchewan Plan for Growth: growing the province and improving quality of life of Saskatchewan residents.
- ⇒ Areas that are priorities for the francophone community – health, early childhood, immigration and justice.

The branch holds annual meetings with each ministry to help develop and maintain programs and services that would benefit the francophone population in our province.

Government of Saskatchewan's French-language Services Centre

The French-language Services Centre serves as a single window for the public to access services and programs of the Government of Saskatchewan in French.

The *Bonjour!* website saw an increase of 13% in the number of online sessions recorded during 2014-2015. One third of the visitors came from Saskatchewan, one third were from elsewhere in Canada and the last third were international visitors. The top four international countries visiting the *Bonjour!* website were France, Morocco, Tunisia and the Philippines.

The French-language Services Centre also responded to 311 inquiries by email or by phone during the same fiscal year. The requests for information regarding matters relating to immigration remain number one, accounting for more than one third of requests, followed by labour relations, health and employment.

The French-language Services Centre also continued to use social media to promote French-language services and programs during 2014-2015. The *Bonjour!* Facebook page saw an increase of 14% in subscribers and promoted various government services and programs available in French to more than 550 Facebook followers in this period. Information on anti-bullying, health, post-secondary education and recognition programs attracted the most traffic.

The French-language Services Centre can be accessed online through the *Bonjour!* page of the Government of Saskatchewan website (saskatchewan.ca/bonjour). Citizens can also contact the province's French-language Services Centre toll free at 1-888-345-0850 or by email at bonjour@gov.sk.ca.

Advisory Committee on Francophone Affairs

In 2014-2015, the Advisory Committee on Francophone Affairs met twice and presented one report to the Legislative Secretary responsible for Francophone Affairs.

The Committee's ninth report touched on the theme of tourism, culture and sport. The Committee had the opportunity to meet with officials from the Ministry of Parks, Culture and Sport; the Provincial Capital Commission; the Saskatchewan Arts Board and Saskatchewan Tourism. They also met with members of several francophone organizations.

The arts play an important role in Fransaskois culture. The continued development and growth of artists in the province are key to sharing the language and culture of francophones with the province as a whole.

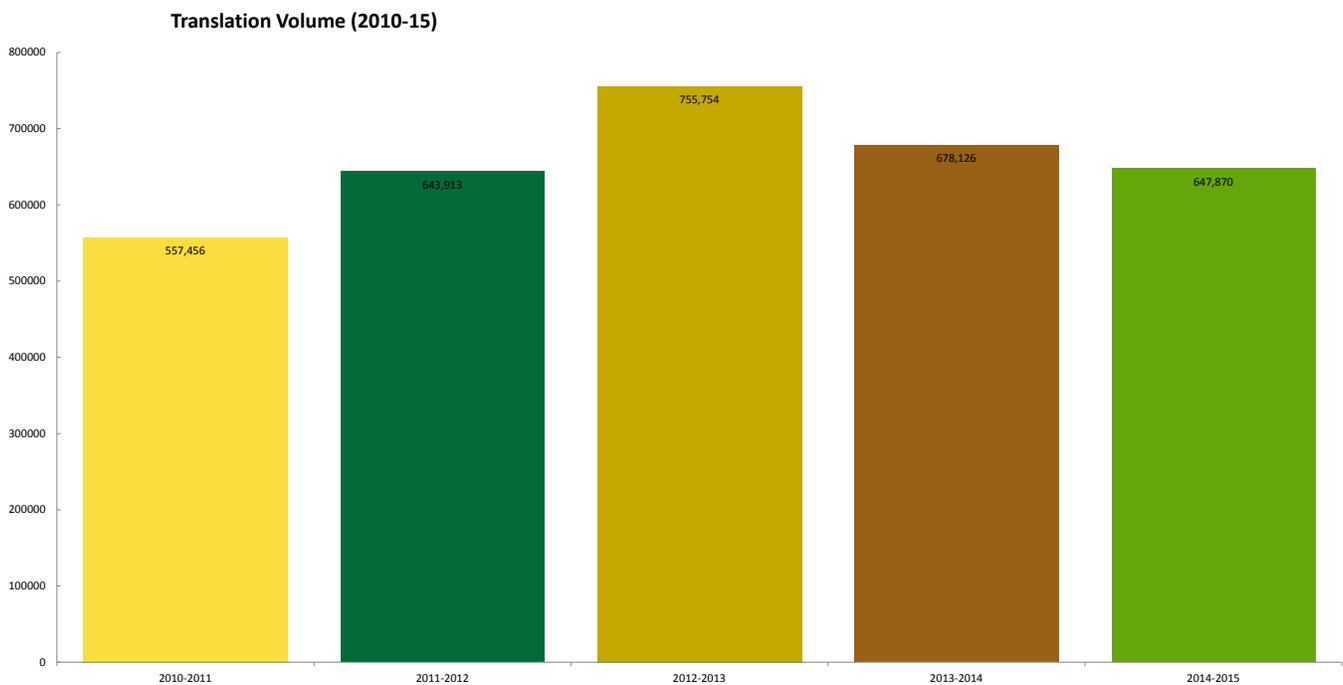
Tourism also allows the francophone community an opportunity to share and promote its culture and history as well as products and services which support the growth and prosperity of Saskatchewan.

The full report can be viewed on the following web page:

<http://www.saskatchewan.ca/government/government-structure/executive-council-and-office-of-the-premier/francophone-affairs-branch#reports-of-the-advisory-committee-on-francophone-affairs>

Translation Services

The year 2014-2015 shows a small decrease in translations completed by the Francophone Affairs Branch (FAB) with a total of 647,870 words translated compared to 678,126 in the previous fiscal year. Leading the way, once again, was the Ministry of Justice with 124,486 translated words.

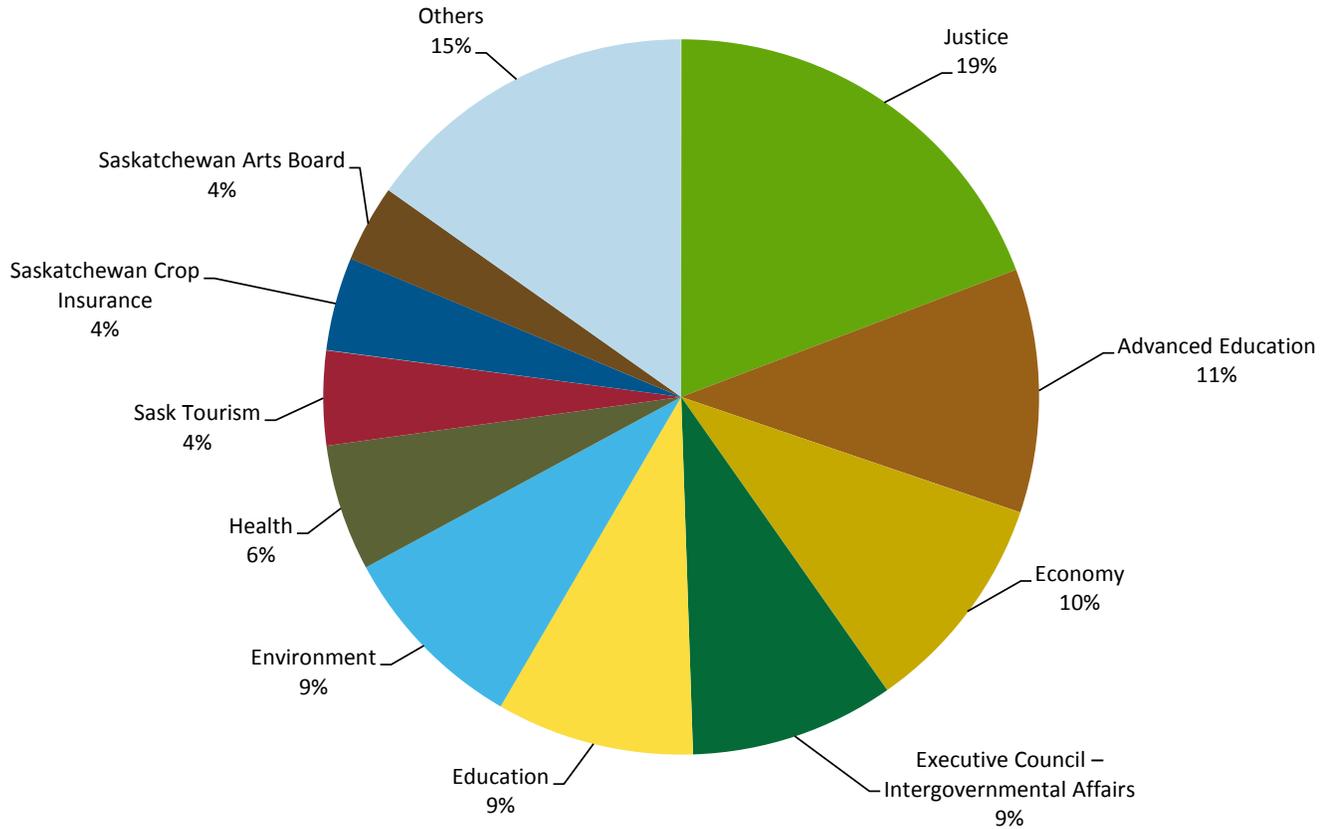


The Government of Saskatchewan continues to give priority to the translation of documents and web pages that facilitate more active and direct communication with its French-speaking citizens. Among the larger documents translated for the general public are the Hunter's and Trapper's Guide, the Angler's Guide, the Parks Guide and the Saskatchewan Crop Insurance Guide.

Translation Requests by Client 2014-2015

Ministry, Crown or Agency	Word Count
Justice	124,486
Advanced Education	71,381
Economy	64,878
Executive Council – Intergovernmental Affairs	59,833
Education	57,808
Environment	56,448
Health	36,861
Tourism Saskatchewan	27,766
Saskatchewan Crop Insurance	27,314
Saskatchewan Arts Board	22,585
Other	98,510

Clients (2014-2015)



Progress in 2014-15

Government Goals



The Francophone Affairs Branch works with all ministries, Crown corporations and agencies to develop, maintain and promote programs and services in French.

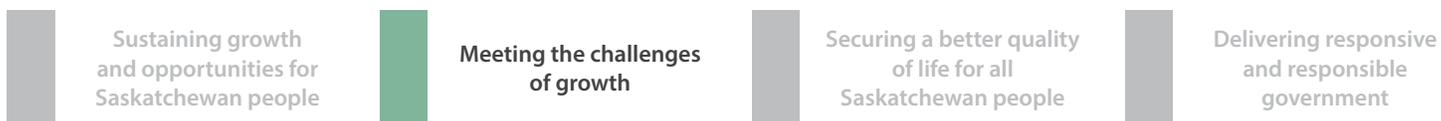
Francophone Immigration

Immigration is important for the vitality of the province's francophone communities. Saskatchewan's participation in the Destination Canada Job Fair shows the province's support for francophone immigration. A representative from the Francophone Affairs Branch accompanied the delegation from the Ministry of the Economy to promote francophone immigration of skilled workers to Canada during events in Paris and Brussels.

Saskatchewan participated in a roundtable where provinces and territories gave a presentation on their region to Destination Canada candidates. There were approximately 800 participants each day. During the course of the event, Saskatchewan was promoted as a destination of choice to more than 3,200 potential skilled workers.

Following the presentations, candidates met with government officials, employers and community members to discuss immigration programs, labour market opportunities, the francophone community in Saskatchewan, orientation and settlement services, and other topics related to immigration (language assessments, processes, etc.). Destination Canada provides the opportunity to tell Saskatchewan's success story on the world stage.

Government Goals



The Ministry of the Economy also continued to work with community based organizations such as the Assemblée communautaire francosaskoise to ensure the delivery of French-language services in the areas of settlement and employment.

Government Goals



A Commitment to Our Youth

Francophone child care is an area where the province has made progress. The number of francophone spaces has increased by 35% since 2007. Twenty spaces for Bellevue were included in an announcement on child care spaces in June 2014. There are presently eight francophone daycare centres operating in Saskatchewan (Regina, Saskatoon, Prince Albert, Moose Jaw, North Battleford, Gravelbourg, Ponteix and Vonda).

The bilingual version of *The Child Care Act, 2014* was adopted in 2014-2015, meeting a long-standing request from the community. This document will ensure that francophone daycare workers and their boards are aware of all rights and responsibilities they are bound to by provincial law.

The province also translated the revised *Child Abuse Protocol* that was published in October 2014 and promoted the new bilingual online forum that allows students to report a bullying incident or to find anti-bullying supports and resources in an effort to ensure child and student safety.

In the area of post-secondary education, the Ministry of Advanced Education's Deputy Minister Committee is comprised of representatives from the Assemblée communautaire fransaskoise, the University of Saskatchewan, University of Regina, Saskatchewan Polytechnic and Collège Mathieu. The Committee's common goal is to implement and provide post-secondary French-language education programs and services to francophone students and to other students wishing to study in French in Saskatchewan.

Government Goals



Access to Government

A list of Government of Saskatchewan offices where French-language services are available

Following a government-wide voluntary survey sent to all provincial public service employees through the Public Service Commission, the Francophone Affairs Branch (FAB) created a list of points of service within government where French-language service are either offered or available upon request. This enabled FAB to compile a list of 64 points of service compared to 33 the previous fiscal year. The list will be monitored and updated as new points of service are identified.

Facilitating access to French-language content online

The new Government of Saskatchewan website is now online and French-language pages highlight information, programs and services in French. They will also be updated as new information is available.

Recognition of the contributions of francophone citizens to our province

In 2005, the Government of Saskatchewan adopted the Fransaskois Flag as a provincial emblem, recognizing the status of French as one of Canada's official languages. By formally recognizing the Fransaskois Flag, the Province acknowledged the heritage of Saskatchewan's francophones and their significant contributions to the province.

In 2014, the Government of Saskatchewan presented a Fransaskois Flag and monument to Ponteix and Prince Albert area francophones to recognize their past and ongoing contributions in their community.

By the end of 2014-2015, Fransaskois Flag recognition ceremonies totaled 11 and included:

- ⇒ Duck Lake - 2009
- ⇒ Ferland and St. Denis – 2010
- ⇒ Gravelbourg and Zenon Park – 2011
- ⇒ Regina and Saskatoon – 2012
- ⇒ Bellegarde and the Battlefords – 2013

Accomplishments (2014-15)

French-language Services Policy

Ministry Goal

Strategically use existing resources to ensure that French-language content is easy to access and ensure translation efforts target key sectors for the Fransaskois community and key client groups within the community.

Key Actions and Results

All Ministries

- ⇒ The government as a whole has processes in place for written communications to take place in French when requested.
- ⇒ A biography for each Cabinet Minister is available in French.
- ⇒ A link to the *Bonjour!* website can be found in the drop down menu of each of the four main search categories on the new saskatchewan.ca website to facilitate access to French-language content.

Advanced Education

- ⇒ French-language content was translated for the Technical and Trades Branch of the Ministry of Advanced Education.
- ⇒ Six separate documents including newly formatted versions of student study and travel bursaries were translated.
- ⇒ The Canada-Saskatchewan Integrated Student Loan Application, Handbook and instruction guide was translated and made available upon request.
- ⇒ The Saskatchewan Advantage Grant for Education Savings (SAGES) brochure was developed in a bilingual format and was mailed to more than 89,000 Saskatchewan residents in July 2014. As well, financial institutions will use the brochure to advertise SAGES to their French-speaking clients.

Agriculture

- ⇒ All available information in French pertaining to Crop Insurance, Agri-Stability and Wildlife Damage was grouped on one web page of the Saskatchewan Crop Insurance Corporation website.
- ⇒ Eight news releases were translated and distributed, such as the announcement of the Saskatchewan Agriculture Student Scholarship.
- ⇒ The Saskatchewan Agriculture Student Scholarship application form was translated in order to encourage students in French immersion and francophone schools considering a career in agriculture to apply.

Economy, Immigration, Labour Market

- ⇒ Four new immigrant information fact sheets were translated to French and were available on the Saskatchewan Immigration Portal.
- ⇒ Current existing fact sheets were updated according to the Ministry's changing policies.
- ⇒ GED® tests were available for those wanting to write in French. GED® support materials were also available in French.
- ⇒ GED® transcripts were available in French.
- ⇒ Written correspondence and documents pertaining to the Assemblée communautaire fransaskoise file were translated.
- ⇒ The Canada-Saskatchewan Job Grant fact sheet and other documents for job seekers, such as certificates, were translated.

Education

- ⇒ Translated documents for:
 - ⇒ Communications and Sector Relations Branch;
 - ⇒ Education Funding Branch;
 - ⇒ Information Management and Support Branch;
 - ⇒ Infrastructure Branch;
 - ⇒ Priority Action Team;
 - ⇒ Programs Branch;
 - ⇒ Provincial Library and Literacy Office;
 - ⇒ Strategic Policy Branch.
- ⇒ Seventeen news releases were translated and distributed as well as a question and answer public health document on the Ebola Virus.

Environment

- ⇒ All French-language documents were housed in one place on the Ministry's website. As documents migrate to the new saskatchewan.ca, there will continue to be front page access.
- ⇒ Translated the news release "Fines for Serious Fishing and Hunting Infractions Increased".
- ⇒ Translated:
 - ⇒ 2014 Angler's Guide;
 - ⇒ 2014 Big Game Draw Online Application Instructions;
 - ⇒ 2014 Big Game Draw Supplement;
 - ⇒ 2014 Canadian Resident White-tailed Deer Online Instructions;
 - ⇒ 2014 Canadian Resident White-tailed Deer Supplement;
 - ⇒ 2014 Spring Bear and Snow Geese Supplement.

Executive Council, *Intergovernmental Affairs*

- ⇒ Information on the Intergovernmental Affairs website was available in French relating to Protocol and Francophone Affairs.
- ⇒ Translation of ministries' websites and documents is an ongoing process as ministries prepare to migrate toward the new saskatchewan.ca.
- ⇒ The Throne Speech was translated and made available online.
- ⇒ All news releases for the Francophone Affairs Branch (FAB) and the Protocol Office were distributed in French.
- ⇒ Information and nomination forms for all medals and awards were available in French.
- ⇒ All information on the French-language Services Centre website *Bonjour!* was available in French.
- ⇒ Provision for translation services were made across government to increase the number of public documents available in French, while giving priority to the translation of documents and web pages to facilitate more active and direct communication with French-speaking citizens.
- ⇒ The FAB collaborated with ministries to identify and develop additional French-language content on an ongoing basis.

Finance

- ⇒ The Budget Speech and Budget Highlights card were translated to French and posted online.

Health

- ⇒ Health services information was available in French on saskatchewan.ca, including information on health cards, emergency services, vaccinations and West Nile disease.
- ⇒ Translated the news release "Building Stronger Families through KidsFirst".
- ⇒ Translated the Health Card Application Form paper format. Residents of Saskatchewan can now apply for a health card in French (eHealth Saskatchewan).
- ⇒ Translated fact sheets, instructions and consent forms for school age immunizations.

Highways and Infrastructure

- ⇒ A rail safety cover letter and train safety activity booklet was translated and distributed to French immersion and francophone schools located close to shortline railways. The news release was also translated and published in April 2014 for Rail Safety Week.
- ⇒ Translated a news release announcing highway construction near the francophone community of Gravelbourg.

Government Relations

- ⇒ The Sask911 pamphlet containing information on how to use emergency services was available in French and distributed across the province. The smoke alarm handout for the 2014 Fire Prevention Week was also included.
- ⇒ The Provincial Disaster Assistance Program web page update is in progress. French translation was provided for several web pages on the old website and work continues to ensure these are all moved to the new website.

Labour Relations and Workplace Safety

- ⇒ The Ministry translated correspondence to French (e.g. information on Occupational Health and Safety, on Labour Standards and on Workers' Advocate Services).
- ⇒ Information regarding Employment and Workplace Standards was posted on the Ministry website and on the Immigration Portal website.
- ⇒ The Labour Standards Division of the Ministry translated and distributed a news release regarding the proclamation of *The Saskatchewan Employment Act*.
- ⇒ The Rights and Responsibilities Handbook was available in French.

Legislative Assembly of Saskatchewan

- ⇒ Updated and translated material to French as required on the Legislative Assembly website.
- ⇒ Visitor Services brochures, weekly publications in French in the Saskatchewan Gazette (rules regarding Private Bills) and the Visitor Services outdoor self-guided tour were all available in French.

Parks, Culture and Sport

- ⇒ The Ministry translated and distributed six news releases in French.
- ⇒ The 2014 Parks Guide was translated to French and posted on the Saskatchewan Parks website at www.saskparks.net.

Saskatchewan Arts Board

- ⇒ Translated the Saskatchewan Arts Board ArtsSmart Saskatchewan (ArtsSmart, TreatySmart), and the application package GénieArts Saskatchewan (GénieArts and GénieTraité Trousse de demande). Program information was disseminated through the Saskatchewan Arts Board website, and email and telephone responses to inquiries in French. Notice of upcoming application closing dates was provided in French on the Saskatchewan Arts Board website, on social media and through online newsletters of external arts and cultural organizations.
- ⇒ Application and support material was submitted for translation to French by the FAB.

Saskatchewan Pension Plan

- ⇒ Member's Guide supplied online in French.

Social Services

- ⇒ Women's History Month, International Day of the Girl and Day of Remembrance and Action on Violence against Women posters were prepared by Status of Women Canada, made available in French and posted on the Ministry's Status of Women Office website.
- ⇒ The Ministry's Child and Family Programs staff worked with child welfare counterparts in other provinces to review the Provincial/Territorial Protocol on Children and Families Moving between Provinces and Territories. French-language translation was included in this plan.
- ⇒ FPT Ministers responsible for the Status of Women media release in both official languages from their annual meeting held in Dettah, NWT in June 2014 was posted to the Ministry's Status of Women Office website.
- ⇒ The Ministry's Child and Family Programs staff worked with several other human services ministries and police services in the province to review the provincial *Child Abuse Protocol*. French-language translation will be completed following the release of the report and will be posted on the website. This document will be translated given the work with French immersion and francophone schools.
- ⇒ The Saskatchewan Housing Corporation (SHC) translated letters of correspondence to French as required for a housing agency SHC subsidizes (Villa Bonheur Co-op Housing). There were five letters sent; only the letters directed to the agency's board of directors were translated.

Ministry Goal

Work with existing Fransaskois organizations that receive funding from the provincial government in order to provide services in French, to improve delivery of services in this language by making better use of resources already in place and to use the internet and telephone to deliver services to francophone citizens wherever they may live in Saskatchewan.

Key Actions and Results

All Ministries

- ⇒ The Francophone Affairs Branch (FAB) continues to conduct a biennial survey in an effort to identify the bilingual capacity of each ministry. An official list of these points of service will be updated and shared with the public in 2015-2016.

Advanced Education

- ⇒ French-language capacity in the Student Financial Assistance call centre was ensured with two permanent bilingual positions.
- ⇒ The Technical and Trades Branch had a liaison employee who worked with the Assemblée communautaire fransaskoise (ACF), French-speaking stakeholders, citizens and students in French.
- ⇒ The Deputy Minister's Office worked with Collège Mathieu to assess its powers and duties under the *College Mathieu, Gravelbourg, Sask., Incorporating (1917)* act with respect to post-secondary education and training.

Agriculture

- ⇒ Regional Services Branch had two employees able to provide French-language services.
- ⇒ Working in conjunction with Saskatchewan Crop Insurance Corporation, five regional offices had employees able to handle client inquiries in French.

Economy, Employment and Immigration Services

- ⇒ There were five bilingual positions in four Labour Market Service offices across the province (Regina, Saskatoon, Moose Jaw and Prince Albert).
- ⇒ Ongoing communications (in person, by phone or email) in French between the Ministry and the ACF regarding immigration settlement and employment programs.
- ⇒ Staff met and attended meetings with other staff members to provide interpretation services for French-speaking clients and stakeholders.
- ⇒ The Ministry had a funding agreement with the ACF to deliver settlement supports for French-speaking newcomers arriving in the province. Services were provided out of Saskatoon and Regina and managed by the Labour Market Services Branch.

- ⇒ The ACF assisted 238 immigrant clients in 2014-2015 and served them in seven different communities. Those 238 immigrants who settled in Saskatchewan came from 32 countries and consisted of skilled workers, international students, refugees and temporary foreign workers.
- ⇒ The Immigration Services Branch had access to Over the Phone Interpretation (OPI) services. In 2014-2015, there were three French-speaking employees. However, there is no longer a designated bilingual position.

Education, Literacy Office, Early Learning and Child Care

- ⇒ Provided funding to the Conseil des écoles francsaskoises for French-language integrated services to francophone students assessed with learning challenges.
- ⇒ The Provincial Library and Literacy Office provided funding to Collège Mathieu to offer French-language classes through two programs:
 - ↳ The Adult Literacy Services Program fund supported the promotion and delivery of adult literacy and essential skills literacy programs at campuses in Gravelbourg, Regina and Saskatoon, as well as in various communities across the province.
 - ↳ The Family Literacy Initiative Program supported the provision of family literacy programming for francophone parents, caregivers and children.
- ⇒ The Early Learning and Child Care Branch provided funding to eight francophone child care centres, for a total of 273 spaces. These centres were located in Saskatoon, Regina, Ponteix, Moose Jaw, Gravelbourg, North Battleford, Vonda and Prince Albert.
- ⇒ The Saskatchewan Community Literacy Fund provided one-time project funding to enhance adult literacy programs and services for French-speaking immigrants.

Environment

- ⇒ The Ministry collaborated with the FAB French-language Services Centre regarding French inquiries.

Executive Council, Intergovernmental Affairs, Francophone Affairs Branch, French-language Services Centre *Bonjour!*

- ⇒ In collaboration with the Public Service Commission, a survey of government employees was conducted in the fall of 2014 to determine language capacity within each ministry. A comprehensive list of points of service where French-language services were available was developed and will be distributed in 2015-2016.
- ⇒ Information in French regarding government programs and services was available online 24 hours a day and direct services were available by phone five days a week, from 9:00 a.m. to 4:00 p.m.
- ⇒ Referral and path finding services were provided to clients within 48 hours after a service request was received. Services were offered through an internet portal, a toll-free line and by email.
- ⇒ A link to *Bonjour!* is available on the Executive Council and Intergovernmental Affairs home page to facilitate access to these services.
- ⇒ As of March 31, 2015, the *Bonjour!* website had all of its 238 pages online. However, as ministries started to migrate towards the new saskatchewan.ca website, certain links were lost. The FAB tracked and redirected those links to ensure clients visiting *Bonjour!* still found the information they were looking for.
- ⇒ Twenty-four ministries and government agencies had a corporate page on the *Bonjour!* website accessible from the "Services by Ministry" menu.
- ⇒ There were seven thematic content sections: Education, Health, Immigration, Justice, Labour, Student Work and Tourism.
- ⇒ There were eight targeted clientele sections: Youth, Seniors, New Parents, Immigrants, Women, Entrepreneurs, Workers and Tourists.
- ⇒ Publication of the bi-weekly electronic newsletter *Bonjour!* was sent out to 275 associations, francophone and French immersion schools, government employees as well as individuals in the province to promote new French-language content.
- ⇒ As of March 31, 2015, 544 individuals were reached through the Facebook page "Services en français en Saskatchewan". Announcements were made promoting new information available on government programs and services in French.
- ⇒ Supported executive government through its central agency role with respect to French-language services.
- ⇒ Played an active role in the Intergovernmental Network on Canadian Francophonie (INCF). Saskatchewan also plays an active role in the Ministerial Conference on the Canadian Francophonie (MCCF).

Government Relations

- ⇒ Sask911 Emergency Call Centre in the province offered 24-hour year-round interpretation services, including French.
- ⇒ The Provincial Disaster Assistance Program (PDAP) utilized a toll-free call centre at 1-866-632-4033 for all claimants. Call centre personnel had a list of staff in PDAP who speak French where claimants could be transferred.
- ⇒ Community Planning Staff were made aware of a staff member assigned to provide French-language services.

Health

- ⇒ French interpretation was available for the provincial Healthline.
- ⇒ Saskatchewan Disease Control Laboratory offers French services upon request.
- ⇒ Provided a link to the Réseau de santé en français de la Saskatchewan (RSFS) which maintained a list of French-speaking healthcare professionals in Saskatchewan.
- ⇒ The Ministry provided a contact on the francophone file and liaised with the health sector and the RSFS to respond to service requests.
- ⇒ The 2015 *Act to Amend The Vital Statistics Act, 2009* was introduced and was available in French.
- ⇒ Health care services information and links to external health supports in French were available on www.saskatchewan.ca/bonjour.

Justice and Attorney General

- ⇒ To ensure that French-language services were available in the courts:
 - ⇒ Court Services had two bilingual points of service. Resources were shared so that, if needed, bilingual service could be provided across the province.
 - ⇒ Court Services had two and a half FTEs dedicated to providing bilingual services in the Courts.
 - ⇒ There were three bilingual judges in the Provincial Court, two in the Court of Queen's Bench and one in the Court of Appeal.
 - ⇒ Court Services provided French-language training and development for judges and court employees as needed.
 - ⇒ Court Services provided French interpreters for court appearances, as requested.
- ⇒ Legislative Drafting had 1.6 bilingual lawyers who coordinated the translation of Acts, Regulations and Rules of Court.

Labour Relations and Workplace Safety

- ⇒ French interpretation services were available in Regina and Moose Jaw (one day a week) for clients who do not speak English.
- ⇒ Labour Standards Branch had capacity to provide services in French in front-line service delivery and management.
- ⇒ The signage "*Bonjour!*" was used to indicate when French-language services were available in Regina and Moose Jaw. Also, French-language phone inquiries were forwarded to an employee who could process them.

Legislative Assembly of Saskatchewan

- ⇒ Capacity to offer French-language services was available in the following areas: Visitor Services, including signage and advertising; Sergeant at Arms; Clerk's Office; Law Clerk and Parliamentary Counsel; Legislative Library and Human Resources. Professional development seminars were available.
- ⇒ Capacity to provide tours of the Legislative Building in French.
- ⇒ Printing of Bills number 142, 146, 147, 148, 152, 154, 155, 161, 163, 165, 167 and 175 in French.

Parks, Culture and Sport, *Government House*

- ⇒ Park Visitor Experience provided French-language services by phone, email and live chat to French-speaking customers.
- ⇒ Government House had bilingual tour-guides who offered tours in French. Moreover, 75% of Government House programs offered to the public was available in French.
- ⇒ The Ministry had at least seven functionally bilingual staff members to correspond with French-speaking citizens.

Public Service Commission

- ⇒ Supported recruitment of staff with French-language skills across executive government. Posted eight positions across the service (and filled six) where French-language skills were required or considered an asset.

Saskatchewan Arts Board

- ⇒ Services were provided by telephone and email, in person and through social media to individuals and organizations interested in the Programme GénieArts Saskatchewan. Services also provided to artists, organizations, community representatives and members of the public enquiring about other Saskatchewan Arts Board programs and requesting French-language consultation.

Social Services

- ⇒ Worked with the Ministry of Education on amendments to *The Child Care Regulations, 2001* (including requirements for subsidy) that repeal the English-only legislation and replace it with bilingual legislation.
- ⇒ The Ministry of Social Services did not fund child care centres. However, it provided a Child Care Subsidy to parents with low incomes to access licensed child care. The Child Care Subsidy program was available to low income French and English-speaking parents who chose to utilize one of the eight francophone daycares in the province.

Tourism Saskatchewan

- ⇒ Tourism Saskatchewan provided travel counselling services in French by phone, email, live chat and postal mail. These services were provided by one full-time official bilingual travel counsellor who was also available to the Visitor Reception Centre staff if they received a request for services in French.
- ⇒ Tourism Saskatchewan distributed French Saskatchewan travel guides which were developed by the Conseil de la Coopération de la Saskatchewan. Tourism Saskatchewan also distributed French-language brochures provided by Parks Canada.
- ⇒ Tourism Saskatchewan collaborated with Radio-Canada for a weekly afternoon radio show "Pour faire un monde" from June 23 to August 29. Travellers to Saskatchewan appreciated the advice and suggestions offered, which encouraged them to stay longer in the province. Air segments were published on the Radio-Canada Saskatchewan website and Tourism Saskatchewan for a continuous promotion of the province's attractions.
- ⇒ Tourism Saskatchewan participated in the development of a French version of the fishing and hunting licence application form, for use by Tourism Saskatchewan and the Ministry of Environment, for those wanting to purchase a license under the new HAL system.
- ⇒ Saskatchewan Training Education Council: Any www.emerit.ca product was available in both official languages. In addition to paper-based products, many online products and training programs were also available in French. Several programs in each of the following categories were available:
 - ⇒ Accommodations;
 - ⇒ Food and beverage services;
 - ⇒ Recreation and entertainment;
 - ⇒ Transportation;
 - ⇒ Travel services.
- ⇒ Service Best (signature customer service program) materials and facilitated workshops were available in French.
- ⇒ Tourism Saskatchewan did not provide a French version of printed material. However, the two main publications (Saskatchewan Discovery Guide and the Saskatchewan Fishing and Hunting Guide) mentioned that French-language information is available at Tourism Saskatchewan.
- ⇒ The newly developed website included a French summary page on Saskatchewan highlights and attractions and mentioned that Tourism Saskatchewan provided French-language services by phone.
- ⇒ Tour operators able to offer services in French were identified.
- ⇒ Francophone events were listed on the Tourism Saskatchewan website.

Ministry Goal

Consult with francophones in respect to provincial government programs that impact the community and for making the Saskatchewan Public Administration aware of francophone community needs.

Key Actions and Results

Advanced Education

- ⇒ The Deputy Minister initiated a Working Group comprised of representatives from various post-secondary institutions, including the Fransaskois community, representatives from the ACF and Canadian Parents for French, with a mandate to explore inter-institutional collaborative initiatives to enhance French-language educational opportunities in Saskatchewan.
- ⇒ Two representatives from the ACF were members of the Deputy Minister's Working Group and met regularly to discuss French post-secondary education in the province.
- ⇒ Ministry officials and representatives participated in bi-annual meetings of the Advisory Committee on Francophone Affairs.

Economy

- ⇒ ACF personnel participated in the Ministry's training and communication Settlement Advisor Program.
- ⇒ Ministry consultations routinely included francophone representation and participation.

Education

- ⇒ Invited Collège Mathieu to participate in the Family Literacy Gathering in Prince Albert (June 2014) and Literacy Symposium (October 2014).
- ⇒ Ministry officials attended a meeting with the Advisory Committee on Francophone Affairs on January 16, 2015.

Executive Council, *Intergovernmental Affairs, Francophone Affairs Branch*

- ⇒ The Advisory Committee on Francophone Affairs, comprised of eight individuals appointed by the Government of Saskatchewan, held a meeting on the progress made regarding the application of Saskatchewan's French-language Services Policy.
- ⇒ An official from the FAB participated in Destination Canada, a recruitment job fair held in France and Belgium, in an effort to recruit francophone immigrants to work and settle in Saskatchewan.
- ⇒ Officials from the FAB participated in the RSFS, a French-language working group on health.
- ⇒ Officials from the FAB participated in the Provincial Francophone Network on Immigration.
- ⇒ The Legislative Secretary attended the 2014 Rendez-vous Fransaskois.

Health

- ⇒ The Ministry of Health continued to provide a non-voting observer at RSFS meetings as requested.
- ⇒ A Ministry official attended a meeting of the Advisory Committee on Francophone Affairs on January 16, 2015.

Labour Relations and Workplace Safety

- ⇒ All appointments to agencies, boards and commissions were based on subject matter expertise. Efforts were made to ensure representation from all groups whenever possible.
- ⇒ Efforts were made to include francophone groups in consultations on programs and legislation.
- ⇒ Senior management participated in the annual French-language Services Policy meeting organized by the FAB.

Saskatchewan Arts Board

- ⇒ The Saskatchewan Arts Board gathered representatives of arts and cultural festivals across the province funded through the agency's SaskFestivals program (annual, multi-year and project funding). This included funded festivals that were organized by francophone communities and organizations.

List of Points of Service

Advanced Education		
Deputy Minister's Office	306-787-4855	French language services available upon request
Technical and Trades Branch	306-787-9001	French language services available upon request
Student Services and Program Development Branch	306-787-5620	French language services available upon request
Student Service Centre	800-597-8278	Bilingual services provided
National Student Loan Service Centre	888-815-4514	Bilingual services provided
Agriculture		
Saskatchewan Crop Insurance Corporation	888-935-0000	French language services available upon request
Agristability	866-270-8450	French language services available upon request
Weyburn Customer Service Office	888-935-0003	French language services available upon request
North Battleford Customer Service Office	888-935-0028	French language services available upon request
Rosetown Customer Service Office	888-935-0019	French language services available upon request
Turtleford Customer Service Office	888-935-0030	French language services available upon request
Prince Albert Customer Service Office	888-935-0018	French language services available upon request
Regional Services		
Prince Albert	306-953-2363	French language services available upon request
Regina	306-787-9773	French language services available upon request
Economy		
Labour Market Services	866-277-3537	Bilingual services provided
Regina	306-787-2160	Bilingual services provided
Saskatoon	306-933-6281	Bilingual services provided
Prince Albert	306-953-2488	Bilingual services provided
Moose Jaw	306-694-3699	Bilingual services provided
Immigration Services		
Regina	306-798-7467	French language services available upon request
Apprenticeship & Workforce Skills		
Regina	306-787-2354	French language services available upon request
Education		
Student Achievement and Supports	306-787-6048	French language services available upon request
Curriculum Unit	306-787-6843	French language services available upon request
Assessment Unit	306-787-2363	French language services available upon request
Programs and Instruction Unit	306-787-2712	French language services available upon request
Provincial Library and Literacy Office	306-787-2976	French language services available upon request
Early Learning and Child Care Service Delivery	306-933-6071	French language services available upon request

Environment		
Wildfire Management Branch - Provincial Fire Centre	306-953-3474	French language services available upon request
Forest Service Branch	306-953-2437	French language services available upon request
Environmental Protection Branch	306-787-6189	French language services available upon request
Executive Council		
Francophone Affairs Branch	306-787-1776	Bilingual services provided
Protocol Office	306-787-3001	French language services available upon request
Government Relations		
Provincial Disaster Assistance Program Office	866-632-4033	French language services available upon request
Community Planning - Regina Office	306-787-9411	French language services available upon request
Health		
Saskatchewan Disease Control Laboratory	306-787-3131	French language services available upon request
Healthline	811	Interpretation services available in French
Highways and Infrastructure		
Regional Services Division	306-787-4867	French language services available upon request
Justice		
Corrections and Policing		
Custody, Supervision and Rehabilitation Services	306-787-8958	French language services available upon request
Civil Law Division		
Family Law Registry - Saskatoon - Court Services	306-933-6341	French language services available upon request
Public Law Division		
Legislative Services for Authentication Services	306-787-8389	French language services available upon request
Public Prosecutions		
Regina Prosecution District, Traffic Safety	306-787-6667	French language services available upon request
Prince Albert Prosecution District	306-953-2204	French language services available upon request
Regina Prosecution District	306-787-5444	French language services available upon request
Battlefords Prosecution District	306-446-7788	French language services available upon request
Meadow Lake Prosecution District	306-236-7580	French language services available upon request
Saskatoon Prosecution District	306-933-5149	French language services available upon request
Courts		
Regina Provincial Court Office	306-787-5250	French language services available upon request
Saskatoon Provincial Court Office	306-933-7052	French language services available upon request
Court of Appeal	306-787-8980	French language services available upon request
Labour Relations and Workplace Safety		
Employment Standards	800-667-1783	French language services available upon request
Saskatchewan Legislative Assembly		
Visitor Services	306-787-5358	French language services available upon request
Parks, Culture and Sport		
Government House	306-787-5773	French language services available upon request
Communications Branch	306-787-0346	French language services available upon request
Social Services		

Child and Family Services - Centre Region(Saskatoon)	877-884-7687	French language services available upon request
Child and Family Services - Estevan	306-637-4550	French language services available upon request
Child and Family Services - Lloydminster	877-367-7707	French language services available upon request
Child and Family Services - Prince Albert	866-719-6164	French language services available upon request
Regional Community Services - North Battleford	877-993-9911	French language services available upon request
Children's Services - North Battleford	877-993-9911	French language services available upon request
Regina Service Centre - Child Welfare	306-787-3700	French language services available upon request
Said Service Centre - Saskatoon	306-933-7117	French language services available upon request
Social Services Client Service Centre - Income Support	866-221-5200	French language services available upon request
Tourism Saskatchewan		
Travel Counsellors	877-237-2273	Bilingual services provided