



Acadian and Francophone Affairs
French Language Services Act

ANNUAL REPORT

2023-2024

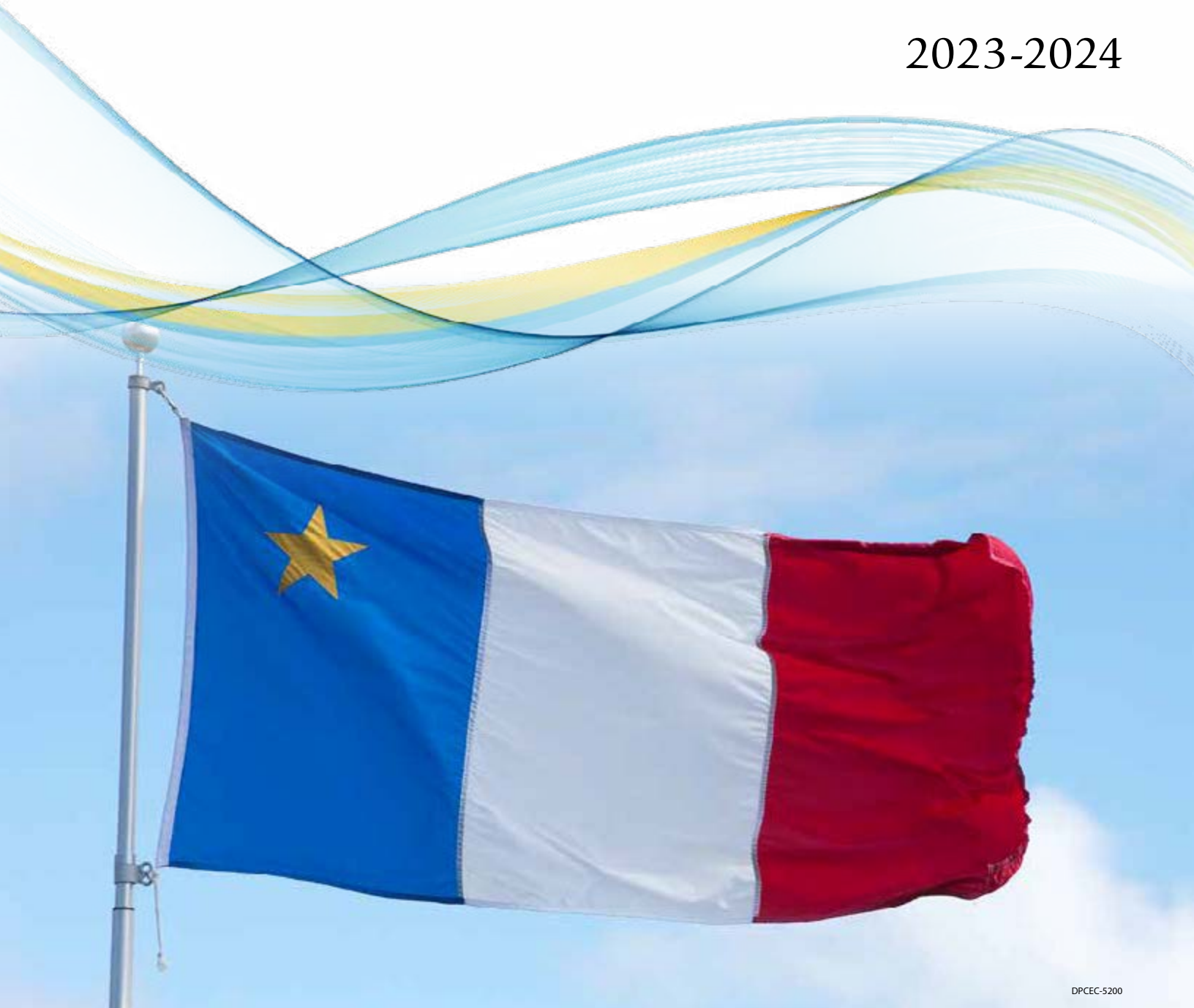


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Minister's Message

The designation in 2023-2024 of 21 new services under the General Regulations of the French Language Services Act in areas such as health and education, which are priority areas for Prince Edward Island's Acadian and Francophone community, is indicative of the government's commitment to enhancing French language services. I was pleased to see these designations take place on the tenth anniversary of the Act. To build on this success, it is my intention to continue working with my colleagues in all institutions subject to the Act to designate additional services spanning all delivery channels in the coming years.



It was with great pleasure that I announced the launch of the Francophone Immigration Strategic Action Plan in June 2023. The plan lays the foundation for concerted action by the government over the next five years to play a positive role in an area that is crucial to the ongoing vitality of the Acadian and Francophone community. In 2023-2024, this plan led to the participation of government and community organizations of the Acadian and Francophone community in international recruitment missions with a focus on health and education. Government will be moving forward with more activities identified in the plan in 2024-2025 and beyond.

During this fiscal year, government successfully renegotiated the Canada PEI Agreement on Services in the Minority Language. The process included consultations with key organizations of the Acadian and Francophone community who shared valuable insights and views with government. When the agreement is signed in April 2024, government will have secured additional funding for French language services in the province for a period spanning 2023 to 2028.

On the topic of consultations, government institutions ensured that French-speaking Islanders had the opportunity to share their opinions in French on a wide range of topics through several public consultations. From the Digital Health Strategy to pre-budget consultations, government wanted to hear from the Acadian and Francophone community as the future of the Island is being shaped. As always, government also strove to ensure that the Acadian and Francophone community is represented on the boards of commissions and advisory committees in all areas of government activity.

The French Language Training Incentive Program was launched in fall 2023. The program has three main objectives: to build bilingual capacity across departments; to increase enrollment rates of provincial public servants in French language training; and to increase completion rates of provincial public servants in French language training. In addition to having significant impacts on registrations and completion rates, the program was also a clear message to public service employees at all levels that the government values and wants to enhance its capacity to offer services in French. In response to the success of the program, additional French language training courses were added in 2023-2024 and more will be added in 2024-2025. Government intends on leveraging the positive outcome of the program in terms of bilingual human resource capacity to continue enhancing its French language service offerings.

Although more remains to be done, it is worth noting the ongoing and consistent growth of information in French on the government website both in absolute terms and as a percentage of all information provided. In addition to new designated services, numerous other online services were made available in French in 2023-2024, as is the case each year.

This report contains numerous examples of tangible steps being taken by government to improve French language services. For example, in the area of seniors' health, there has been an increase in the number of clients registered to receive care services in French by bilingual staff as a result of the new Active Offer program in Home Care services. I encourage you to consult the report to find out more.

A handwritten signature in black ink, which appears to read "G. Arsenault". The signature is fluid and stylized, with a long, sweeping tail.

Hon. Gilles Arsenault
Minister Responsible for Acadian and Francophone Affairs

FRENCH LANGUAGE SERVICES ACT

Overview of the French Language Services Act

The French Language Services Act came into effect in December 2013. It is a tangible embodiment of government’s commitment to supporting the Acadian and Francophone community and to maintaining the French language on PEI for future generations.

The General Regulations identify the 22 government institutions that are subject to the Act, describe the services that are designated and also define the active offer of designated services. As of March 31, 2024, the designated services are as follows.

Government Department or Agency	Designated Service
Department of Education and Early Years	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)
	<p>Online process to do any of the following:</p> <ul style="list-style-type: none"> (a) request an interlibrary loan to a public library; (b) suggest a purchase for a public library; (c) apply for a public library card; (d) register for accessible public library services; (e) request a referral to a student well-being team; (f) submit compliments or complaints respecting student well-being teams; (g) apply for confirmation of completion of the PEI School Administrator’s Leadership Program or equivalent; (h) apply for a teacher’s license (academic); (i) apply for verification of eligibility as a substitute teacher; (j) apply for regular educational assistant authorization; (k) apply for certification under the Early Learning and Child Care Act.
	Coaching support services for early childhood educators.

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Department of Health and Wellness	Telehealth Information Service – 811
	Online process to do any of the following: (a) apply for the nursing student summer employment program; (b) register as an organ or tissue donor.
Department of Social Development and Seniors	211 PEI
Department of Transportation and Infrastructure	Traveller Information Service – 511
	Traffic signs (excluding stop signs, variable message signs, those with proper names, the words “Trans-Canada Highway”)
	In-person services at Access PEI Wellington
	Online process to apply for a personalized license plate
	Process to report a road or traffic problem by email or text (SMS) message
Executive Council Office	Online application process for Engage PEI

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Health PEI	General orientation services at Summerset Manor
	Financial assessment services for the purpose of the Long-Term Care Subsidization Program at Summerset Manor
	Reception services at Summerset Manor
	Long-term care dental care at Summerset Manor
	Online process to do any of the following: (a) register to obtain a family doctor or nurse practitioner; (b) submit compliments or complaints; (c) request a cervical screening appointment; (d) request a colorectal home screening kit; (e) request the correction of personal health information; (f) apply for a health card; (g) renew a health card; (h) apply for the generic drug program; (i) apply for subsidized bus tickets for out-of-province travel for medical services; (j) apply to volunteer in long-term care.
	Innovation PEI
Prince Edward Island Museum and Heritage Foundation	Community Cultural Partnership Program
	All information, both for permanent and temporary exhibits, at the Acadian Museum
	All in-person services at the Acadian Museum

For a detailed description of the designated services, please consult the General Regulations at <https://www.princeedwardisland.ca/en/information/environment-energy-and-climate-action/french-language-services-act-overview>

Designated services must be provided in a person's choice of English or French and be of comparable quality in both languages. An active offer must also be made to inform the public that the service is available in both languages. The designation of services is determined by government, taking into consideration government capacity and community priorities, and is done via modifications to the General Regulations of the Act.

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With respect to **written correspondence** and **public consultations**, the Act states that government 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 Minister responsible for the administration of the Act and associated regulations is the **Minister Responsible for Acadian and Francophone Affairs**.

The **Acadian and Francophone Community Advisory Committee** advises the Minister Responsible for Acadian and Francophone Affairs on all matters related to the province's Acadian and Francophone community, including its priorities for services in French.

Each government department or agency subject to the Act is required to appoint a French Language Services (FLS) Coordinator. An **FLS Coordinators' Committee** exists for the purposes of information sharing and assisting government institutions to meet their obligations under the Act. The Act also states that government institutions must prepare annual FLS plans and reports. This process enables government institutions to plan, on an annual basis, actions aimed at improving services in French and to review the implementation of that plan.

The **Acadian and Francophone Affairs Secretariat** is tasked with the administration of the Act and associated regulations. It also provides operational support to the Acadian and Francophone Community Advisory Committee and chairs the FLS Coordinators' Committee established by the Act.

The Act requires the **Minister Responsible for Acadian and Francophone Affairs to table an annual report** regarding the activities of the Acadian and Francophone Affairs Secretariat and government institutions subject to the Act before the Legislative Assembly (this report).

A **Complaints Officer**, appointed by the Minister Responsible for Acadian and Francophone Affairs, handles complaints filed under the Act when required.



Implementation of the French Language Services Act

MINISTER RESPONSIBLE FOR ACADIAN AND FRANCOPHONE AFFAIRS

The Act requires the Minister Responsible for Acadian and Francophone Affairs to table an annual report regarding the activities of the government institutions subject to the Act and the Acadian and Francophone Affairs Secretariat before the Legislative Assembly. The Minister also appoints a Complaints Officer to handle complaints filed under the Act when required.

The Minister plays an important horizontal role in the advancement of the Francophone Immigration Strategic Action Plan as well as in the enhancement of the government's overall French language service offerings.

ACADIAN AND FRANCOPHONE AFFAIRS SECRETARIAT

The Acadian and Francophone Affairs Secretariat advises the government on the provision of programs and services in French. It ensures that these programs and services are aligned with the priority needs of the Acadian and Francophone community. The Secretariat also supports provincial government institutions in addressing any other matters related to the Acadian and Francophone community of Prince Edward Island.

The Secretariat is responsible for the administration of the French Language Services Act and its regulations, including supporting the work of the Complaints Officer as identified in the Act. It provides administrative support to the Acadian and Francophone Community Advisory Committee (AFCAC) and chairs the French Language Services Coordinators' Committee (FLSCC). The Secretariat also sits on the Intergovernmental Network on the Canadian Francophonie and supports the Minister's participation in the Ministers' Council on the Canadian Francophonie.

In order to enhance French language services and contribute to the vitality of PEI's Acadian and Francophone community, the Secretariat also manages two (2) financial agreements: the Canada-PEI Agreement on Services in the Minority Language and the Quebec-PEI Cooperation and Exchange Agreement. A new program officer position with the Secretariat was staffed in 2023-2024 to offer more support and outreach to provincial government institutions seeking to undertake projects that would enhance French language services.

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ACADIAN AND FRANCOPHONE COMMUNITY ADVISORY COMMITTEE

The Acadian and Francophone Community Advisory Committee (AFCAC), created in 1977, plays an essential role in the implementation of the Act. The Committee advises the Minister on the priorities of the Acadian and Francophone community, including the designation of services, the provision of services in French and any other issue related to the Acadian and Francophone community in the province.

The Committee is made up of ten members: one member for each of the six Acadian and Francophone regions (West Prince, Évangéline, Summerside-Miscouche, Rustico, Charlottetown and Eastern Kings) and four members at large, including the chairperson.

The members for 2023-2024 were as follows:

Paul D. Gallant, chair

Denis Morais, West Prince region

Imelda Arsenault, Évangéline region

Maïté Mézierre, Summerside-Miscouche region

Michelle Pineau, Rustico region (as of May 2023)

Zain Esseghaier, Charlottetown region

Tara McNally MacPhee, Eastern Kings region (as of October 2023)

Alexia Riche, member at large (as of August 2023)

Jacinthe Lemire, member at large

Jennifer Cannell, member at large (as of October 2023)

A member of the AFCAC sits on the board of directors of the PEI French Health Network (RSFÎPÉ).

Priorities of the Acadian and Francophone Community

In order to properly advise the Minister on the priorities of the Acadian and Francophone community, the Committee identified the priorities for the 2023-2026 fiscal years by consulting the Acadian and Francophone community via a survey in the fall of 2022. The following priorities were in place in the 2023-2024 fiscal year:

- Education
- Early childhood
- Health
- Seniors
- Heritage and culture
- Immigration
- Justice

The Committee also noted that equal priority should be given to in-person, online and telephone services. These priorities will continue to be in place for fiscal years 2024-2025 and 2025-2026. Government institutions use these priorities when preparing their annual plans and the annual reports as required under the Act.

During the 2023-2024 fiscal year, the Committee held a total of five meetings:

- 2 virtual meetings
- 2 in-person meetings, including one with the Minister responsible for Acadian and Francophone Affairs
- 1 additional stand-alone meeting by videoconference to meet with representatives of the Société acadienne et francophone de l'Î.-P.-É. (SAF'Île)

During these meetings, the Committee participated in provincial consultations regarding the development of a virtual health strategy and was also consulted on the Secretariat's strategic plan as part of the negotiations for the renewal of the Canada-PEI Agreement on Services in the Minority Language 2023-2028.

The committee reacted positively to the creation of the provincial Francophone Immigration Strategic Action Plan, in which certain actions were inspired by the committee's report on this subject, submitted to the Minister responsible for Acadian and Francophone Affairs in 2022-2023. The committee continued its work on thematic reports reflecting the needs and challenges of the Acadian and Francophone community in certain key sectors, including post-secondary studies and the early childhood education sector. The committee underlined the commitment of the Minister to initiate discussions with the departments responsible for these sectors.

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FRENCH LANGUAGE SERVICES COORDINATORS (FLSC) AND FLSC COMMITTEE

The coordinators are responsible for advising and supporting their institution on French language programs and services, and they handle any complaints made against their institution under the Act. They also play a key role to ensure that their respective government institutions deliver the annual plans and reports that must be prepared pursuant to the Act.

Each government institution subject to the Act is required to appoint a French Language Services Coordinator. In 2023-2024, all government institutions had a coordinator.

The Act provides for the establishment of the Coordinators Committee, which is chaired by the Acadian and Francophone Affairs Secretariat. The French Language Services Coordinators' Committee met four times in 2023-2024 as is customary. Meetings were held virtually.

Early in the fiscal year, the Secretariat collaborated with French language services coordinators in many institutions to realign the FLS planning and reporting structure to reflect organizational changes made to several departments in April 2023 following the election.

During the year, committee members benefitted from detailed briefings and updates on the evolution of several national, regional and provincial initiatives and programs influencing the current and future development and delivery of French language services in the province. These files included the modernization of the federal Official Languages Act, the renewal of the federal Action Plan on Official Languages, the renegotiation of the Canada-PEI Agreement on Services in the Minority Language and the French Language Training Incentive Program for employees of the PEI provincial public service.

Presentations and discussions of the Committee focused on sharing best practices, particularly in terms of integrating French language considerations into the strategic planning process, addressing complaints under the Act, and submitting projects for funding under the Canada-PEI Agreement on Services in the Minority Language.

In 2023-2024, the Secretariat collaborated with coordinators to complete the first inventory of French language services offered by provincial government institutions in PEI. It is being leveraged as an internal instrument to identify opportunities to enhance French language services while taking into account both the priorities of the Acadian and Francophone community and government capacity. Meeting with coordinators to explore these opportunities and support the implementation of initiatives began during the year and will continue in 2024-2025.

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COMPLAINTS MECHANISM AND COMPLAINTS OFFICER

The complaints mechanism included in the Act enables the public to file a complaint when:

- A designated service is not provided to them in French;
- The quality of a designated service provided to them in French is not comparable to the quality of that service in English;
- A government institution subject to the Act did not take the measures set out in the French Language Services Act General Regulations to make it known to the public that a designated service was available in a person's choice of English or French;
- A government institution subject to the Act did not respond to their French written correspondence in French;
- A government institution subject to the Act did not provide the public with an opportunity to participate in a public consultation in French.

The complaints mechanism consists of two levels. At the first level, complaints are handled by the French Language Services Coordinator of the institution in question and, at the second level, if necessary, by the Complaints Officer. In 2023-2024, Julie Gilman was named as the new Complaints Officer under the Act.

In 2023-2024, one new complaint was received under the Act.

Government Institution	Complaint Subject	Result
Department of Transportation and Infrastructure	Unavailability of a particular model of license plate in French at an Access PEI location. (Complaint submitted February 28, 2024)	<p>The complaint was dismissed at the institutional level based on the fact that the availability of license plates in French is not a designated service.</p> <p>The only service related to license plates that is currently designated is the online application to request a personalized license plate.</p> <p>A letter was sent from the department to respond to the complaint. This complaint has led to discussions on the logistics of offering a more complete range of license plate models in French at all Access PEI locations.</p>

A public awareness document about the complaints process is available online and is included as part of the paper version of the complaint form. Complaints can be made online or via email.

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ANNUAL PLANS AND REPORTS BY GOVERNMENT INSTITUTIONS

The Act states that government institutions must prepare annual plans and reports. This process enables government institutions to plan, on an annual basis, actions aimed at improving services in French, and then report on the implementation of the plan.

The Act requires that government institutions 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 of their designated services in French if applicable.

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

For 2023-2024, all government institutions subject to the Act presented an annual plan and an annual report. Highlights from these documents are presented in the Activities and Capacity section of this report.

FUNDING AGREEMENTS

As previously mentioned, the Acadian and Francophone Affairs Secretariat manages the Canada-PEI Agreement on Services in the Minority Language and the Quebec-PEI Cooperation and Exchange Agreement. The Canada-PEI Agreement on Services in the Minority Language is one of the principal funding mechanisms supporting the administrative work of the Secretariat, the Acadian and Francophone Community Advisory Committee, as well as government institutions in the development and implementation of projects designed to enhance French language services. On the other hand, the Quebec-PEI Cooperation and Exchange Agreement is a mechanism that facilitates joint funding of Acadian and Francophone community projects between the governments of Prince Edward Island and Quebec.

The 2018-2023 Strategic Plan for the Canada-PEI Agreement on Services in the Minority Language identifies three strategic objectives:

- Internal support for administrative structures and resource optimization;
- Support for the development, planning, and delivery of public services and programs;
- Communications and consultations with the Acadian and Francophone community.

While a new Canada-PEI Agreement for 2023-2028 was being finalized, the 2018-2023 agreement was extended for one year to cover the 2023-2024 fiscal year.

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Through this agreement, in 2023-2024, the Government of Canada and the Government of Prince Edward Island each invested \$1,351,994 in French language programs and services. During the fiscal year, nine projects and 21 designated bilingual positions were funded. This funding supported initiatives such as the enhancement of human rights community supports in French, the international promotion of PEI as an immigration destination for Francophone healthcare professionals and early childhood educators as well as the continued development of home care capacity in French.

The Canada-PEI Agreement on Services in the Minority Language 2023-2024 to 2027-2028 will be signed in early April 2024.

The Quebec-PEI Cooperation and Exchange Agreement facilitates funding of Acadian and Francophone community projects, more particularly in the following priority sectors: early childhood, Francophone immigration, tourism, youth, education and culture. These projects, co-funded by the governments of Quebec and Prince Edward Island, contribute to the promotion, development and vitality of the French language and Francophone culture on the Island.

The most recent iteration of the Quebec-PEI agreement was for the fiscal years of 2017-2018 to 2021-2022, which ended on March 31, 2022. The governments of PEI and Quebec continued to process and finance projects under the Quebec-PEI agreement in 2023-2024, while preparing to negotiate its renewal.

Two organizations submitted projects for funding:

- The Fédération culturelle de l'Î.-P.-É.'s project Échanges de mélodies ÎPÉ-Québec received funding in the amount of \$10,000.
- The Association des Francophones de l'âge d'or de l'Î.-P.-É.'s project was withdrawn and could be submitted at a future date. The project involved a trip which was postponed due to Hurricane Lee.



Activities and Capacity

NEW DESIGNATED SERVICES

The table of designated services presented on pages two to four of this report includes the 21 new French language services that were designated in 2023-2024. The combined list of existing and new designated services (now totalling 40) included in the General Regulations was revised for clarity of presentation. The modified General Regulations of the Act that include the new services were enacted in January 2024.

The breakdown of the 21 new French language services designated in 2023-2024 is as follows:

Health PEI – Ten services

Online process to do any of the following:

- register to obtain a family doctor or nurse practitioner;
- submit compliments or complaints;
- request a cervical screening appointment;
- request a colorectal home screening kit;
- request the correction of personal health information;
- apply for a health card;
- renew a health card;
- apply for the generic drug program;
- apply for subsidized bus tickets for out-of-province travel for medical services;
- apply to volunteer in long-term care.

Department of Education and Early Learning – Seven services

Online process to do any of the following:

- request a referral to a student well-being team;
- submit compliments or complaints respecting student well-being teams;
- apply for confirmation of completion of the PEI School Administrator's Leadership Program or equivalent;
- apply for a teacher's license (academic)
- apply for verification of eligibility as a substitute teacher;
- apply for regular educational assistant authorization;
- apply for certification under the Early Learning and Child Care Act.

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Department of Health and Wellness – Two services

Online process to do any of the following:

- apply for the nursing student summer employment program;
- register as an organ or tissue donor.

Transportation and Infrastructure – Two services

- online process to apply for a personalized license plate.
- process to report a road or traffic problem by email or text (SMS) message.

HIGHLIGHTS OF INITIATIVES AND ACTIVITIES BY GOVERNMENT INSTITUTIONS

The table below highlights some of the activities and initiatives undertaken by institutions subject to the French Language Services Act to implement the Act and provide services and programs in French.

Department / Institution	Highlights
Agriculture	<ul style="list-style-type: none"> • A public consultation on the proposed Dog Owners Act was held in August 2023. A summary of the proposed changes was provided online in English and French. Participants were encouraged to submit their comments in English or French to the Department via email or written response. • All samples submitted to PEI Analytical Laboratories using a French submission form (available online) are reported to the client in French. The laboratory's reporting system is programmed to provide test reports, invoices, and email correspondence in French. • The following web pages and online services were made available in French in 2023-2024: <ul style="list-style-type: none"> • Environmental Farm Plans https://www.princeedwardisland.ca/en/information/agriculture/environmental-farm-plans • FarmersTalk Program https://www.princeedwardisland.ca/en/information/agriculture/farmerstalk-program • Antimicrobials Requiring a Veterinary Prescription https://authoringweb.gpei.ca/en/publication/antimicrobials-requiring-a-veterinary-prescription • Soil Health Test Sampling Instructions https://www.princeedwardisland.ca/en/information/agriculture/soil-health-test-sampling-instructions

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Economic Development, Innovation and Trade

- The Acadian and Francophone Affairs Secretariat (AFAS), which is now part of the department, collaborated with the Intergovernmental Network of the Canadian Francophonie to develop a webinar on linguistic insecurity that was offered to public service employees in PEI and across Canada in March 2024 during Francophonie Month.
- Over the course of the year, AFAS conducted various one-on-one meetings with representatives of Acadian and Francophone community organizations to support the Acadian and Francophone Community Advisory Committee (AFCAC) in its research on the needs and priorities of PEI's Acadian and Francophone community in the sectors of Francophone immigration as well as post-secondary education and early childhood education in French.
- AFAS consulted AFCAC and SAFÎle on the renewal of the Canada-PEI Agreement on Services in the Minority Language.
- In order to address and respond to the needs identified by the Acadian and Francophone community in terms of Francophone immigration as a means to maintain the vitality of the community, the Francophone Immigration Strategic Action Plan was announced by government on June 8, 2023.
- Building on the development of a French language services inventory, AFAS met with a number of the institutions subject to the Act to identify potential new French language services initiatives as well as supports AFAS can offer via the Canada-PEI Agreement to help institutions implement such initiatives.



<p>Education and Early Years</p>	<ul style="list-style-type: none"> • In 2023-2024, the following services offered in French by the Department of Education and Early Years were designated in the FLSA General Regulations: <ul style="list-style-type: none"> • request a referral to a student well-being team; • submit compliments or complaints respecting student well-being teams; • apply for confirmation of completion of the PEI School Administrator's Leadership Program or equivalent; • apply for a teacher's license (academic) • apply for verification of eligibility as a substitute teacher; • apply for regular educational assistant authorization; • apply for certification under the <i>Early Learning and Child Care Act</i>. • The Department provided education grants to individuals working in licensed childcare to complete post-secondary courses in early childhood care and education, including courses offered in French. • The Early Years Website is now available in English and in French. https://earlyyearspei.princeedwardisland.ca/ https://earlyyearspei.princeedwardisland.ca/accueil • Several cultural programming opportunities were available to both PSB and CSLF schools to promote the French language and Acadian and Francophone culture. Activities included song workshops, musical showcases, improv workshops/games and many more. • Libraries across the province have collaborated on programming with the French regional community centres and local Francophone organizations in order to provide French language and cultural development. Examples include: Rendez-vous de la Francophonie, Salon du Livre and Acadian Day. • Library Services released an online survey in English and French in early 2024 to gather public feedback on library services. This survey was available in both English and French and was promoted through local French media – such as La Voix acadienne – in order to increase Francophone participation. • The provincial Library Services' online catalogue was updated in 2023-2024 to a more user-friendly platform. All labels, headers, on the catalogue are available in French: https://pei.ent.sirsidynix.net/client/fr_CA/default/ • Library Services added a French section to its eBook/eAudiobook lending platform – Overdrive – to help improve access and visibility of the platform's French materials: https://peipls.overdrive.com/library/french • In 2023-2024, the Department issued 66 news releases and feature stories, all in English and French. • Videos were created in both English and French to promote Family Violence Prevention Week: https://www.youtube.com/watch?v=3TPIEU4_WIU. • In collaboration with the federal government via with the Official Languages in Education agreement, the Department was able to provide federal funding to both Island school boards to support their international recruitment and retention efforts. CSLF staff travelled overseas to recruit French teachers in April/May 2023. • The Department collaborated with the Fédération des parents de l'Île-du-Prince-Édouard to offer Diversity Kits/Trousses sur la diversité in the libraries' lending collection. These kits are designed for parents, teachers, educators and children ages 0 to 12 and contain tools and resources on various diversity themes, such as racism, disabilities, religions, family diversity, gender diversity as well as sexuality and sexual diversity. These kits are available for any Islander to borrow with their PEI library card. The kits are also available in French.
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<p>Environment, Energy and Climate Action</p>	<ul style="list-style-type: none"> • The Forestry Commission continues to have bilingual representation. • The Forestry Commission's first two interim reports have Executive Summaries in French, and these are available on EECA's website. • Energy strategy consultations were held in summer 2023 – two sessions had French interpretation. Web content related to this process was also translated into French. • The Coastal Hazard Assessment web page was translated into French as well as the PEI Analytical Laboratory's online information about water analysis. The eBike and PEI Electric Vehicle Incentives web pages were also translated into French. • EfficiencyPEI has a designated bilingual position (Bilingual Energy Solutions Advisor) to provide advice and assistance to the public in both English and French.
<p>Executive Council Office</p>	<ul style="list-style-type: none"> • The new Engage PEI application form provides a convenient online option for members of the public interested in applying to sit on various provincial Agencies, Boards and Commissions. To ensure French-speaking Island residents can access this option, the web page was made available in French. • Updates were made to the Engage PEI application process. These include: <ul style="list-style-type: none"> • A new software for application submission and records management; • A new application form with more inclusive language. The new form is available in both English and French. • Press releases and other promotional activities for Engage PEI and other initiatives were made available in both English and French. Promotional materials also included links to the relevant French web page for the initiative.
<p>Finance</p>	<ul style="list-style-type: none"> • The department held pre-budget consultations via an online survey and also accepted written submissions in both English and French. All emails in French received responses in French. There was also simultaneous French interpretation offered at both virtual pre-budget consultations in December 2023. The public was notified on the pre-budget consultation website, news release and social media. Acadian and Francophone community organizations were also emailed a copy of the media release with information about the pre-budget consultations. • The Department continues to translate all its new web pages into French. New online content which was posted in both English and French include Naming or renaming a place in PEI as well as Geographical Naming Advisory Committee. • As part of its membership recruitment campaign, the division reached out to the Acadian and Francophone community organizations regarding recruiting members for the Geographical Naming Advisory Committee. • Any emails from ITSS to the CSLF are sent in French. • Currently most of the Department's public forms are in both English and French on the Department's website. Work will continue in 2024-2025 to translate those remaining forms. • The Web Digital Office continues to consider opportunities to further enhance French language capacity on the government website.

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Fisheries, Tourism, Sports and Culture

- Tourism PEI utilized summer and seasonal hiring programs to hire additional seasonal support staff, which contributes to Tourism PEI's bilingual capacity. Every effort is made to ensure as many hired students as possible have the ability to speak French.
- A number of formally recognized heritage properties located in Acadian communities or with a connection to the Acadian and Francophone community and listed on the Historic Places of Prince Edward Island website have been identified for French translation.
- The annual Provincial Heritage Fair program (for students Grades 5-9) continues to encourage participation of French first language students as well as Immersion students. Prizes and awards are available for top projects presented in French, some specifically for Acadian history themes.
- The Provincial Archaeologist has been working with an Acadian organization and has been in contact with Acadian researchers and an Acadian individual regarding the protection of an Acadian site in the Tignish area. The Archaeologist was able to communicate with the individual in French and is planning to conduct more Acadian-oriented research in the future.
- Tourism PEI maintains a strong working relationship with the Acadian/Francophone community through a number of initiatives, many in partnership with l'Association touristique Acadie Î.-P.-É.
- The Rural and Regional Development Division continues to ensure that all program applications, forms and guidelines for all programming are available in both English and French, that all positioning statements from the Rural Communities Council are translated and posted in both English and French, and that the Youth on Board Program is translated and services are actively offered in both English and French.



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Health and Wellness

- The Department held consultations in both English and French about the Digital Health Strategy.
- Work is underway to update the Just the Facts cannabis website. The information will be available in both English and French.
- Wellness Grants continue to be accessible to the Acadian and Francophone Community through online information, which is available in French.
- Over 74,000 residential addresses across the province received a postcard promoting the Smoking Cessation Program in both English and French.
- The Health Promotion Unit developed promotional materials (fact sheets and posters) in English and French and distributed them to all schools in the province as part of its “Take a Breath” campaign to reduce tobacco and vape usage in PEI.
- COMPASS is a student health survey for grades 7-12. All PSB and CSLF schools participated in 2023-2024. The survey materials were distributed in both English and French. Individual school and school board reports as well as the provincial report are prepared in both English and French.
- All surveys created by Population Health Assessment and Surveillance (PHAS) now collect data in both English and French and include a question about languages spoken at home, which provides French as a response option. These changes have been made to be more inclusive of French speakers and include language as a dimension of diversity, respectively.
- Inspections, consultations, complaints, and inquiries can be completed in French. Environmental Health has also translated several documents and fact sheets into French.
- Health Workforce and Recruitment has been actively participating in the development of Prince Edward Island’s Francophone Immigration Strategy to ensure that the need for the recruitment of Francophone health professionals is reflected in provincial priorities.
- Health Workforce and Recruitment has been working to make its programs more accessible to Francophone health professionals by working with Translation Services to launch new program pages and update existing ones.



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<p>Health PEI</p>	<ul style="list-style-type: none"> • Two new Bilingual Home Support Worker positions were created. Once these positions are filled, the employees will be working on a new Bilingual Home Care Day program in two locations in Prince County. • A pilot project to address linguistic insecurity is being carried out at Summerset and Maplewood Manors with the goals of increasing staff comfort levels in speaking French and breaking the stigma surrounding voluntary French language assessments. Examples of activities within this pilot project include events to celebrate the Rendez-vous de la Francophonie as well as various lunch and learn sessions. • To build on the success of the Active Offer training module for Home Care Workers, an Active Offer training module is being developed for long-term care staff. • Ten online health services for which Health PEI is responsible were designated under the Act. • As Health PEI adds new web content, the information is simultaneously offered in both English and French. • In the 2023-2024 fiscal year, 39 new French documents used by Home Care staff were added to the Alaya Care platform to make it easier for staff to locate French documentation. As new forms are being used, they are sent to Translation Services so clients can access a French version. • Health PEI had an information booth at Destination Acadie in France and Belgium in April 2023 to recruit French-speaking services providers. • Sixteen individuals (including staff and clients) participated in a survey about the implementation of Home Care French Language Services in Prince County. • As a result of the implementation of Active Offer in Home Care, there has been an increase of 41 clients who are registered in the Health PEI database as preferring French for their language of service. Also, a total of 13 intake assessments and 21 Home Care Assessments were conducted in French. • Health PEI has completed phase 1 of the Official Language Recognition Program to assess and improve services offered in English and French in Home Care and Long-Term Care. Health PEI is now working towards implementing phase 2 of the Official Language Recognition Program.
<p>Housing, Land and Communities</p>	<ul style="list-style-type: none"> • A portion of the online information about home renovations and housing programs is available in French. • The Land Division is working towards translating both the development and building permit applications into French. • The Housing Division plans to have the provincial housing strategy translated into French.

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<p>Human Rights Commission</p>	<ul style="list-style-type: none"> • In the context of a project focusing on developing human rights community supports in French, ten organizations of the Acadian and Francophone community were invited to participate in a written and follow up virtual consultation regarding increasing French capacity at the Human Rights Commission. Invitees were: <ul style="list-style-type: none"> • Société acadienne et francophone de l'Î.-P.-É. • Action Femmes Î.-P.-É. • Coopérative d'intégration francophone de l'Î.-P.-É. • Association des centres de la petite enfance francophones de l'Î.-P.-É. • RDÉE Î.-P.-É. • Association des francophones de l'âge d'or de l'Î.-P.-É. • Jeunesse acadienne et francophone Î.-P.-É. • Commission scolaire de langue française • Collège de l'Île • UPEI – Bachelor of Education – FSL Stream • The project was undertaken to identify the needs and interests of the Acadian and Francophone community of PEI in the area of human rights and provides a basis for future projects to increase the French language capacity of the Human Rights Commission. • Additional pages were made available in French on the Commission's website <ul style="list-style-type: none"> • About Us • Our Mandate • About Your Rights • Complaint Process • Educational presentations are now offered in French.
<p>Innovation PEI</p>	<ul style="list-style-type: none"> • The institution continues to progressively translate web content into French with plans to translate web pages about funds and assistance supporting small businesses such as the Ignition Fund and Export Trade Assistance. • French language website pages and online services are promoted through news releases in both English and French as well as social media. • There continues to be a dedicated Bilingual Officer position so that all of the culture programs can be offered in both English and French. • French-speaking employees are identified with FR on the Innovation PEI contact web page.

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<p>Island Regulatory and Appeals Commission</p>	<ul style="list-style-type: none"> • IRAC advertised opportunities for the public to provide written comments related to the maximum allowable rent increase, the Energy Cost Adjustment Mechanism (ECAM) application, the general electrical rate application, and the petroleum margin review. Comments could be provided in both English and French. IRAC ran advertisements in local media to encourage participation, including La Voix acadienne. • For the first time under the new legislation, a backgrounder and news release on the 2024 Annual Allowable Rental Increase were published in both English and French. These were uploaded to the rental section of IRAC's website. The landing page for this information was also translated and provided in French for the first time. The Commission will continue this practice going forward. • Where there is information/content available in French, IRAC provides a link at the top of the web page, in prominent view, to the French language page. Often, there are several links to French content throughout a web page to ensure that the audience knows that, where available, there are documents provided in both English and French.
<p>Island Waste Management Corporation</p>	<ul style="list-style-type: none"> • In 2023-2024, IWMC went through a strategic planning process which included a public survey and an open house in October 2023. The survey was provided in both English and French. • IWMC's sorting guides and the biannual newsletter are offered in French. As well, the Recycle Coach mobile app that is used by thousands of individuals on PEI is available in French.



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<p>Justice and Public Safety</p>	<ul style="list-style-type: none"> • In 2023-2024, a Judicial Clerk position was designated as bilingual. • Staff attended a French Legal Terminology course offered by the Government of Canada. • The following consultations were held online. Consultation papers were provided in English and French. Feedback to consultation papers could be provided in English and French. <ul style="list-style-type: none"> • Fire Safety Act • An Act to Amend the Credit Unions Act • An Act to Amend the Prearranged Funeral Services Act • An Act to Amend the Jury Act • An Act to Amend the Police Act (2) • An Act to Amend the Opioid Damages and Health Care Recovery Act • An Act to Amend the Legal Professions Act • The following web pages related to family law were translated. <ul style="list-style-type: none"> • https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/child-support-guidelines-officers-and-calculating-child • https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/parenting-arrangement-assessment • https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/positive-parenting-two-homes-program • https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/victim-services • https://www.princeedwardisland.ca/fr/information/justice-et-de-la-securite-publique/childrens-lawyer • https://www.princeedwardisland.ca/fr/information/developpement-social-et-logement/child-sexual-abuse • https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/droit-familial • https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/child-support-recalculation • Emergency messaging from PEI's Emergency Measures Organization (EMO) was made available in French. • A Bilingual Family Court Conciliation Clinician position with the Family Law Centre was staffed in June 2023. • The Family Law Centre is collaborating with CLI (Community Legal Information) to make Public Legal Education and Information materials available in French, including brochures in plain language explaining family law terminology and rights. • In July 2023, simultaneous interpretation equipment was installed at the Court of Appeal and in courtrooms 7 and 8 of the Provincial Court in Charlottetown, as well as in the Summerside Courthouse. This equipment was installed in the Supreme Court the year before.
<p>Liquor Control Commission</p>	<ul style="list-style-type: none"> • The PEI Liquor Control Commission and the Cannabis Management Corporations publish the Executive Summary of their Annual Reports in English and French. • Signage and print campaigns about Responsible Use are in both English and French.

Museum and Heritage Foundation

- The education team is in the process of creating new programs in French that will be used in both French and French immersion schools in the 2024-2025 school year. One example is a project on the creation of Acadian, Mi'kmaq and Scottish gardens.
- The Museum and Heritage Foundation (MHF) partnered with the Canada Science and Technology Museum to create an aquaculture exhibit in English and French. The exhibit was well received.
- One episode of the Island Digital Voices video series featured Albert Arsenault, renowned Acadian Island fiddler, cheesemaker and builder. This episode appeared in French with English subtitles.
- On the home page of the Historic Places of Prince Edward Island website, visitors have the option to click "Français" and can visit many pages in French.
- The Island Magazine continues to include some French content. The latest edition contained one article which was published in both English and French.
- The Acadian Museum page on the PEI Museums and Heritage Foundation website is presently available in both English and French.
- The PEI MHF continues to maintain a close relationship with the Acadian and Francophone community through the Acadian Museum and the Association du Musée acadien, which has resulted in attracting more locals to the Museum.

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Public Service Commission

- The French Language Training Incentive Program was created and launched in the fall of 2023. The program had three main objectives: to build bilingual capacity across departments; to increase enrollment rates of provincial public servants in French language training; and to increase completion rates of provincial public servants in French language training.
- The program has led to:
 - a 199% increase in demands for registration for French term courses with UPEI from 2022-2023 to 2023-2024;
 - a 91.2% overall completion rate in 2023-2024 versus 56.6% in 2022-2023 (for term courses), with the greatest increase being reported in high-level courses.
- Additional beginner-level courses were added in response to the increased demand for registration. Even more courses will be added in 2024-2025 and additional Babbel licenses were purchased and promoted to all civil service employees.
- Half-day workshops were introduced for those at intermediate and advanced levels. Topics included client/customer service, inclusive communication in French, business writing, and a review of the essential verbal tenses in French.
- French language training opportunities were moved from evenings to regular working hours to make attending the training sessions more inclusive for employees.
- The Bonjour Program was updated and will be relaunched in the fall of 2024 with a new logo, promotional materials and “je parle français” indicators for employees. The redeveloped program will include active offer training for civil service employees. This training will be available in English and French.
- A French Language Training one pager was created for HR teams to share with new seasonal and casual hires, primarily targeting front facing services such as Tourism.
- The following is a list of web pages that were translated in 2023-2024:
 - New Jobs PEI website launched in 2024:
 - <https://jobspei.ca/francais>
 - <https://jobspei.ca/emplois-sante>
 - <https://jobspei.ca/emplois-gouvernement>
 - <https://jobspei.ca/emplois-ecoles-publiques-de-langue-anglaise>
 - <https://jobspei.ca/pourquoi-travailler>
 - <https://jobspei.ca/Programme-de-stages>
 - <https://jobspei.ca/equite-diversite-inclusion>
 - <https://jobspei.ca/programmes-services-offerts>
 - <https://jobspei.ca/choisissez>
 - <https://jobspei.ca/propos-de-nous>
 - <https://jobspei.ca/presentation-demande>
 - <https://jobspei.ca/preparation-demande>
 - <https://jobspei.ca/questions>
 - <https://jobspei.ca/coordonnees>
 - Am I eligible to work with the Government of Prince Edward Island?
 - Qualifications for Provincial Government Jobs
 - Equivalency in Civil Service Jobs
 - The Hiring Process
 - Job Interviews with the Public Service Commission
 - Workplace Diversity
 - Diversity Talent Pool
 - Diversity Employment Program
 - About Designated Diversity Groups
 - Programs and Services Available to Public Service Employees
 - You Matter web page – EAP Information
 - Government of PEI Internship Program
- PSC staff facilitated virtual and in person presentations to educational and community groups regarding our designated bilingual positions in various departments as well as Health PEI.
- From January 19 to February 26, 2024, a recruitment campaign was conducted by the PSC in both English and French. It involved displaying digital French ads on search result pages and various sites within the Google Network.
- The PSC also worked with the Department of Health and Wellness (DHW) to translate “sell sheets” for hard-to-recruit health professions with designated positions including Registered Nurses, Licensed Practical Nurses and Social Workers.

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<p>Social Development and Seniors</p>	<ul style="list-style-type: none"> • The Seniors’ Secretariat, a body formed in 1998 to advise government on current and future issues of concerns to older adults, includes a member who represents the Association des Francophones de l’âge d’or de l’Î.-P.-É. • The Social Programs Appeal Board is required to have at least one member who is fluent in English and French. • Several publications produced by the Department are provided in English and French. Examples of this include the promotional materials for the Seniors Navigators, as well as the PEI Seniors Guide. The Department plans to have a number of other documents available in French relating to Social Programs as well as Child Protection and Mandatory Reporting. • The web pages about the Seniors Independence Initiative and the Hearing Aid Rebate Program have been translated into French. Work is ongoing to identify other Social Programs web pages to be translated. • The Social Programs Division developed an “Active Offer” infographic to provide a brief explanation of active offer of French services and to share contact information for French learning opportunities for staff. • There are bilingual staff to screen clients for eligibility and administer the Seniors’ Independence Initiative. • All departmental press releases are provided in English and French.
<p>Transportation and Infrastructure</p>	<ul style="list-style-type: none"> • Two services for which the Department is responsible were designated under the Act: <ul style="list-style-type: none"> • Online process to apply for a personalized license plate; • Process to report a road or traffic problem by email or text (SMS) message. • The Department is currently leveraging its partnership with the organization “Skip the Waiting Room”, where appointments can be created for various services provided at many Access PEI locations. Skip the Waiting Room is in the process of creating a French version of their platform and services. This would enable bookings to be done in French for departmental services which are dependent on this system. • There are plans to designate some positions at the Contact PEI call centre this coming fiscal year. Contact PEI is a one-stop shop for Islanders to access information by telephone on government programs and services. Once the positions have been filled, the French-speaking population can be better served in regard to service delivery and information.
<p>Workers Compensation Board</p>	<ul style="list-style-type: none"> • Materials relating to the 2024 Video Contest and the OHS Leadership Program were distributed in French to schools in the CSLF. A total of two students from École Évangéline and two students from École La-Belle-Cloche participated in the 2023-2024 OHS Leadership Program. • Health and safety responsibilities posters are the WCB’s most popular set of posters. The updated posters were provided in French as were fact sheets on the “What You Don’t Know” campaign. • WCB translated and distributed 13 news releases to French media. A total of four interviews were also completed in French to promote WCB services and five ads were placed in <i>La Voix acadienne</i> in 2023-2024.

**Workforce,
Advanced
Learning and
Population**

- The Department consulted on The Employment Standards Act in 2023. The consultation process for The Employment Standards Act included a session where French interpretation services were available. The interim report was also translated into French.
- The following pages were made available in French for the first time during the year:
 - Bereavement Leave
 - Court Leave
 - Domestic Violence, Intimate Partner or Sexual Violence Leave
 - Emergency Leave
 - Leave for Care of a Critically Ill Child
 - Leave for Crime Related Disappearance or Death of a Child
 - Reservists Leave
 - Sunday Shopping
 - Pay Transparency
 - Piecework
 - Employment Assistance Services
 - SkillsPEI
 - Apprenticeship Program
 - Designated Trades in PEI
 - Red Seal Certification
 - Youth Apprenticeship Program
 - Trade Certification
 - Adult Education
 - Career Connect
 - Employ PEI – For Job Seekers
 - Self-Employ PEI
 - Work Experience PEI – For Job Seekers
 - Work Experience PEI – For Organizations
- All resources available on the Office of Immigration are available in French.
- The Employment Standards Act guidebooks and information sheets are now provided in French.
- The Office of Immigration and the Population and Settlement Division are active in supporting the Francophone Immigration Strategy.
- The Population and Settlement Division entered into multi-year funding agreements with La Coopérative d'intégration francophone de l'Île-du-Prince-Édouard and the Réseau de développement économique et d'employabilité to support Francophone immigration, settlement, and entrepreneurship.

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FRANCOPHONE IMMIGRATION STRATEGIC ACTION PLAN

The Francophone Immigration Strategic Action Plan (the Strategy) was announced on June 8, 2023. It focuses on helping employers meet their labour needs, supporting the settlement of French-speaking newcomers, and strengthening the capacity to grow French-speaking immigration to PEI.

The Strategy is being implemented by a governance committee made up of key government institutions with mandates related to Francophone immigration. The Acadian and Francophone Affairs (AFA) Secretariat is the coordinating body responsible for ensuring the establishment and effective operations of the cross-government governance committee. Government institutions involved in the governance committee include:

- Acadian and Francophone Affairs Secretariat
- Population and Settlement, Workforce, Advanced Learning and Population
- Office of Immigration
- Health Recruitment and Retention, Health and Wellness
- Staffing, Classification and Organizational Development, Public Service Commission
- French Education, Programs, and Services, Education and Early Years

The governance committee met a total of six times during the 2023-2024 fiscal year. The following are the highlights of the actions which the government has undertaken to meet the goals and objectives of the Strategy plan during the 2023-2024 fiscal year.

Goals/Objectives	Specific Actions in 2023-2024
Goal 1: Attract French-speaking people who want to immigrate to PEI	
Objective 1.1: Leverage and promote immigration pathways to benefit the French-speaking community	<ul style="list-style-type: none"> • The Office of Immigration hosted more than 100 sessions to present immigration pathways to employers, including information on pathways for French-speaking newcomers (notably Mobilité francophone).
Objective 1.2: Promote and support targeted French-speaking recruitment	<ul style="list-style-type: none"> • The Public Service Commission has been working on the procurement phase of an Applicant Tracking System (ATS), which will help enhance the ability to track the number of French-speaking students hired in the civil service. • With support from Workforce and Advanced Learning and Population, the Office of Immigration and the Acadian and Francophone Affairs Secretariat, the Cooperative d'intégration francophone (CIF) and employers have participated in Francophone recruitment missions, including Destination Acadie (held in both France and Belgium) and Destination Canada (held in both France and Morocco) in 2023, and plan to continue attending these missions as part of a collaborative approach. Five French-speaking Early Childhood educators were recruited through the Destination Canada mission and will be arriving in PEI throughout 2024-2025. • The Commission scolaire de langue française (CSLF) participated at Destination Acadie (2023) with a focus on credential recognition for the requirements of a Bachelor of Education. As a result of attending Destination Acadie (2023), the CSLF received 45 resumes from certified personnel and hired three staff. • Working with the Registrar at the Department of Education and Early Years, the CSLF has compiled an unofficial list of countries meeting the requirements of a Bachelor of Education. The list of countries include Tunisia, Algeria, Lebanon, France, Belgium, Morocco, Ivory Coast and Cameroon.

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<p>Objective 1.3: Improve access to priority services and community infrastructure</p>	<ul style="list-style-type: none"> Promotional materials have been prepared (video and print material) and will be used to promote the high-quality French programming that is currently offered in the provincial school system. Work is ongoing to create one-page documents to summarize each of our programs. Once complete, these informational one-pagers can be shared on international recruitment trips to promote our schools. The Language Assistant Program will be promoted through discussions at Destination Acadie and Destination Canada recruitment fairs. The hope is that this will bring French-speaking workers to PEI, which could lead to them wanting to become a certified educator or moving to PEI to pursue other career interests.
<p>Goal 2: Help French-speaking newcomers settle and stay in PEI</p>	
<p>Objective 2.1: Strengthen French-speaking settlement services</p>	<ul style="list-style-type: none"> The Department of Education and Early Years held several meetings with the CSLF and the English as an Additional Language/French as an Additional Language (EAL/FAL) reception centre with the goal of developing a plan for French language schools to meet the needs of the students as they relate to EAL/FAL supports. Work is ongoing to update the model that is used to support French-speaking school-age immigrants in our French language schools through an inclusive education lens.
<p>Objective 2.2: Support French-speaking immigrants and families in building connections with employers and industry</p>	<ul style="list-style-type: none"> Throughout 2023-2024, the Department of Workforce, Advanced Learning and Population worked with the CIF to establish the parameters of the Settlement, Integration and Retention Funding Agreement 2024-2028. This funding agreement will allow CIF to continue their work offering settlement and employment services to French-speaking newcomers. The Office of Immigration continues to work with PEI post-secondary institutions to support international students. Bilingual presentations are hosted on a regular basis in partnership with Immigration, Refugees and Citizenship Canada (IRCC). More presentations are planned with organizations such as CIF, Study and Stay, Atlantic Student Development Alliance (ASDA), Immigration and Refugee Services Association of PEI (IRSA), Community Navigators and Chambers of Commerce.
<p>Objective 2.3: Increase access to information for employers and French-speaking workers</p>	<ul style="list-style-type: none"> The Department of Workforce, Advanced Learning and Population finalized the funding agreement with the ASDA in March 2024, covering June 1, 2023, until March 31, 2025. This agreement aims to improve post-secondary students' meaningful engagement in the labour market by providing them with necessary skills, knowledge and connections required to become a successful participant in the province's economy.
<p>Goal 3: Strengthen the capacity to grow PEI's French-speaking immigration</p>	
<p>Objective 3.1: Align French-speaking immigration priorities with government's broader immigration, population and workforce development priorities</p>	<ul style="list-style-type: none"> The Acadian and Francophone Affairs Secretariat added a 5th translator position to ensure it can meet the demand for translation, including that of materials related to international recruitment and settlement efforts. Through representation during the development of the provincial housing and population strategies, the governance committee ensured alignment of the Strategy with government's broader objectives and priorities.
<p>Objective 3.2: Foster partnerships and strengthen coordination</p>	<ul style="list-style-type: none"> The governance committee responsible for the implementation of the Strategy was formed.
<p>Objective 3.3: Use research and information to inform decisions</p>	<ul style="list-style-type: none"> The governance committee focused on ensuring that this highlights summary was made available after the first year of implementing the Strategy.

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GOVERNMENT HUMAN RESOURCE CAPACITY

Government institutions offer services in French partly based on the availability of bilingual employees. The Public Service Commission (PSC) is responsible for preparing a list of designated bilingual positions and bilingual employees not in designated positions for the public service and Health PEI.

The total number of bilingual employees (the sum of employees in designated bilingual positions and bilingual employees not in designated positions) has been increasing steadily since reporting on the Act began a decade ago.

The number of designated bilingual positions has also generally progressed, although that number has fluctuated from year to year based on operational requirements.

Similarly, the number of bilingual employees not in designated bilingual positions has also trended upwards with some occasional variations. In some instances, variations are due to the fact that previously undesignated positions occupied by bilingual employees are designated or that bilingual employees in undesignated positions move to designated positions via competition, secondments or other human resources processes. In such occurrences, these employees would now be tabulated under “Designated bilingual positions” and no longer under “Bilingual employees not in designated bilingual positions”.

Bilingual employees of the Government of PEI	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Designated bilingual positions	148	138	141	159*	161
Bilingual employees ¹ not in designated bilingual positions	211	226	233	212*	226
Total	359	364	374	371	387

¹ Bilingual employees are employees whose French oral skills have been assessed by the Public Service Commission and who have achieved an “Intermediate Plus” level or higher.

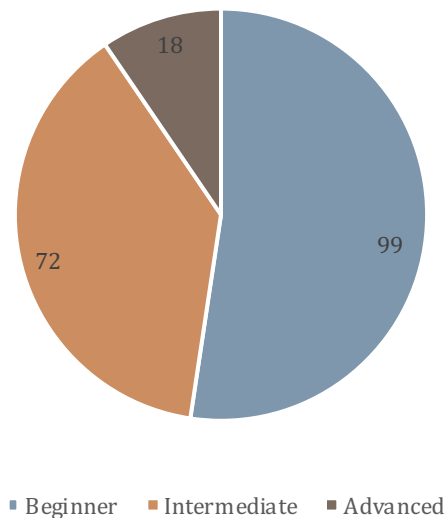
*Numbers for 2022-2023 were revised to rectify a tabulation discrepancy identified while validating data for 2023-2024.

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In 2023-2024, 52 oral proficiency assessments were conducted, the same number as in 2022-2023. Forty-eight of these assessments were done for staffing purposes, while four were done on a voluntary basis.

During the 2023-2024 period, government employees were provided with the opportunity to participate in a variety of French language training courses. These courses were offered by UPEI and were categorized into seven 10-week courses (one semester) and two 20-week courses (two semesters). The courses were available at the beginner, intermediate, and advanced levels. For this type of training, 189 registrations were accepted in 2023-2024, compared to 145 in 2022-2023.

Semester-long Course Registrations by Level



FRENCH LANGUAGE SERVICES ACT

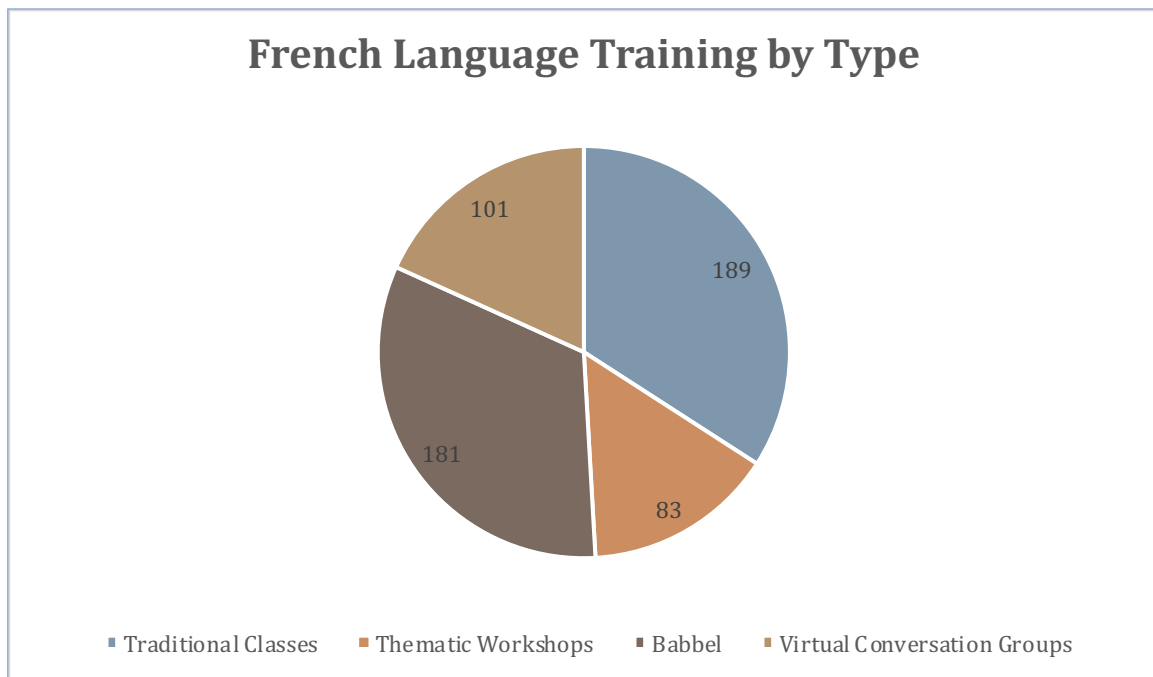
New for 2023-2024 was a series of half-day thematic workshops that employees could choose from to dovetail with the nature of their work or to target specific learning objectives. The workshops offered in 2023-2024 were:

- The Art of Communication: Making the Difference in Client\Customer Service in French
- Writing Effectively in French: Letters and Emails
- Mastering Verbal Tenses in French – Part 1
- Mastering Verbal Tenses in French – Part 2
- Inclusive Communication in French

A total of 83 registrations were accepted for those workshops.

In addition to traditional French language training and thematic workshops, the PSC provided Babbel self-directed learning subscriptions to both civil service and Health PEI employees who regularly interact with the public in their positions. A total of 181 employees took advantage of this opportunity.

Furthermore, the PSC collaborated with UPEI to offer virtual conversation groups to employees. UPEI students enrolled in the Education program facilitated 30 and 45-minute sessions for beginner, intermediate or advanced employees for a total of 16 sessions a week. UPEI also offered a French Placement Test to assist employees in choosing a group based on their proficiency level. There were 101 registrations for conversation groups in 2023-2024.



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Finally, the French Language Training Incentive Program (FLTIP) was launched in fall 2023. The program has three main objectives: to build bilingual capacity across government, to increase enrollment rates and to increase completion rates of French language training. Under the FLTIP, civil service employees who pursue French language training are now eligible to receive funding upon course completion. This training pathway incentivized employees to further develop their French skills with the monetary value of the incentives increasing at each level. Many enrolled in both the fall and winter semesters.

In addition to encouraging the acquisition of new French language skills, the FLTIP includes a component focused on maintaining existing French language skills. This Maintenance Program is aimed at bilingual employees, such as those who have graduated from French immersion programs or members of the Acadian and Francophone community that don't have the opportunity to speak French frequently. Employees enrolled in this program had to participate in ten virtual conversation groups and two half-day workshops of their choice between October 2023 and March 2024 in order to qualify for an incentive.

The launch of the FLTIP had a significant impact on registration and completion rates for French language training. Registration requests saw an increase of nearly 200% for French semester-long courses between 2022-2023 and 2023-2024. Not all requests could be accommodated, but as noted previously, additional beginner-level courses were added in response to the increased demand and even more courses will be added in 2024-2025. Completion rates reached 91%.

A total of 143 FLTIP payments were issued for the fall (2023) and winter (2024) semesters.

"I am very appreciative of the opportunity to build my French language skills through this program. This has been a very positive experience with great instruction and community. This program is helping me gain more confidence in my French language skills. The incentive encouraged me to enroll in the program. I am happy to see that French language skill development is valued and is being prioritized."
Sarah Pendergast, Social Worker on the Ressource Team with Social Development and Seniors

The Maintenance Program and half-day thematic workshops were well received and will continue in the 2024-2025 year with the introduction of new workshop topics. The decision to schedule courses during regular working hours received overwhelmingly positive feedback from employees and created a synergy with the launch of the FLTIP to achieve the registration and completion rate increases noted previously. This approach will be carried forward into 2024-2025.

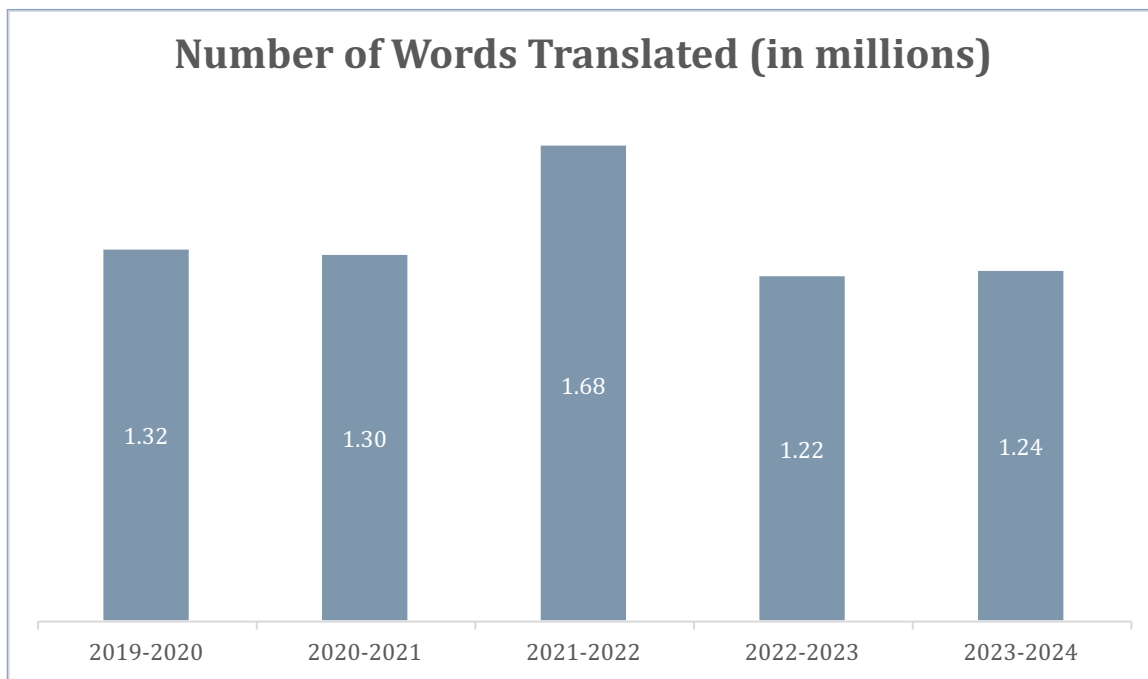
FRENCH LANGUAGE SERVICES ACT

TRANSLATION SERVICES

The provincial government's Translation Services play a key role in the delivery of services in French by government institutions. Translation Services enable government institutions to increase the amount of information available in French. In 2023-2024, Translation Services translated 1,243,918 words, of which 83.4% were translated from English into French and 16.6% from French to English. Translation Services received a total of 2,385 translation requests. The turnaround for more than 47% percent of those requests was less than 48 hours.

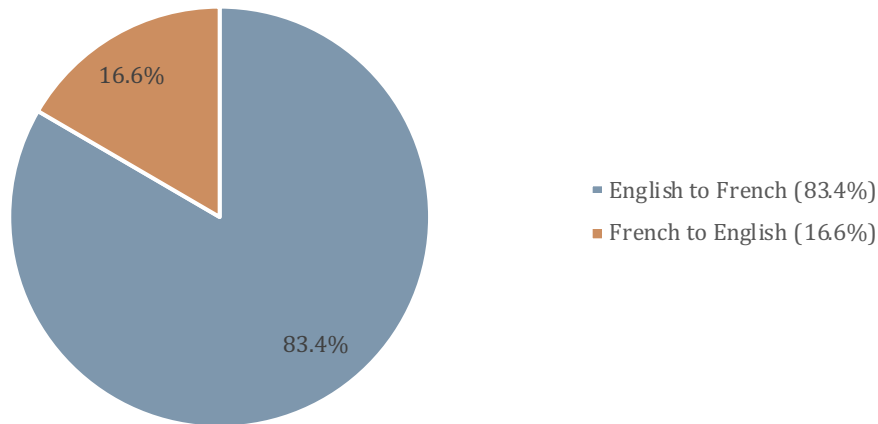
Many types of documents are translated each year, from news releases and public advisories to consultation documents and guides on a wide range of topics. A particular emphasis is placed on translating documents and web content related to the service priorities of the Acadian and Francophone community. Images of the cover pages of some of the documents translated in 2023-2024 are included in this report to provide a sense of the varied nature of the information made available in French.

Translation from French to English can be required when correspondence, forms or reports are submitted to government by PEI's French-speaking public and community organizations. The translation of medical records originally created in French outside the province can also be required. Some translation from French to English is also required to support the government's participation in federal-provincial-territorial tables and working groups.



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Percentage of Words Translated by Source Language and Target Language

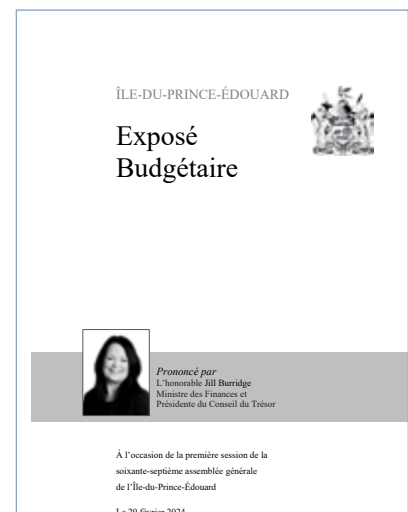
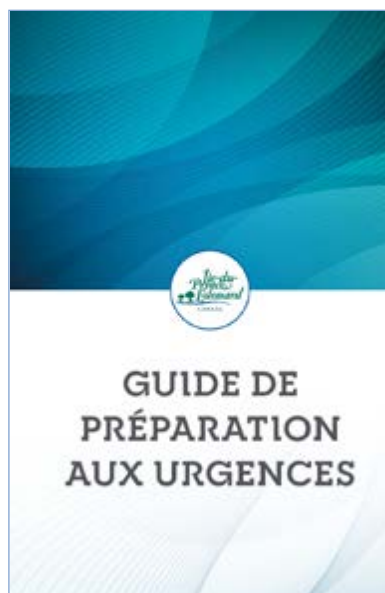


PROVINCIAL GOVERNMENT WEBSITE

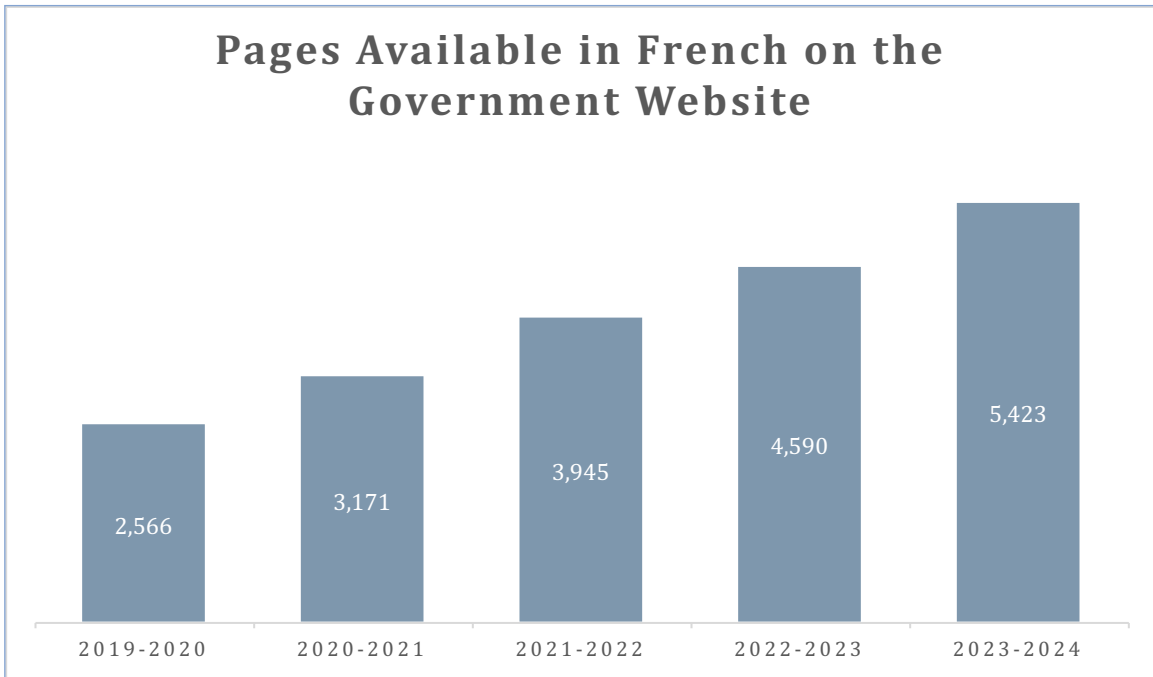
The PEI Government website continues to be the main platform for increasing access to information in French, a priority sector for the Acadian and Francophone community. The website is used by government to publish information about government programs and services, as well as provide access to online services.

As of March 31, 2024, the site had 5,423 pages in French, up from 4,590 in 2022-2023. There was a total of 22,360 web pages as of March 31, 2024 (+7% vs. 2022-2023, where there were 20,897) meaning that 24.3% of the website was available in French as of that date.

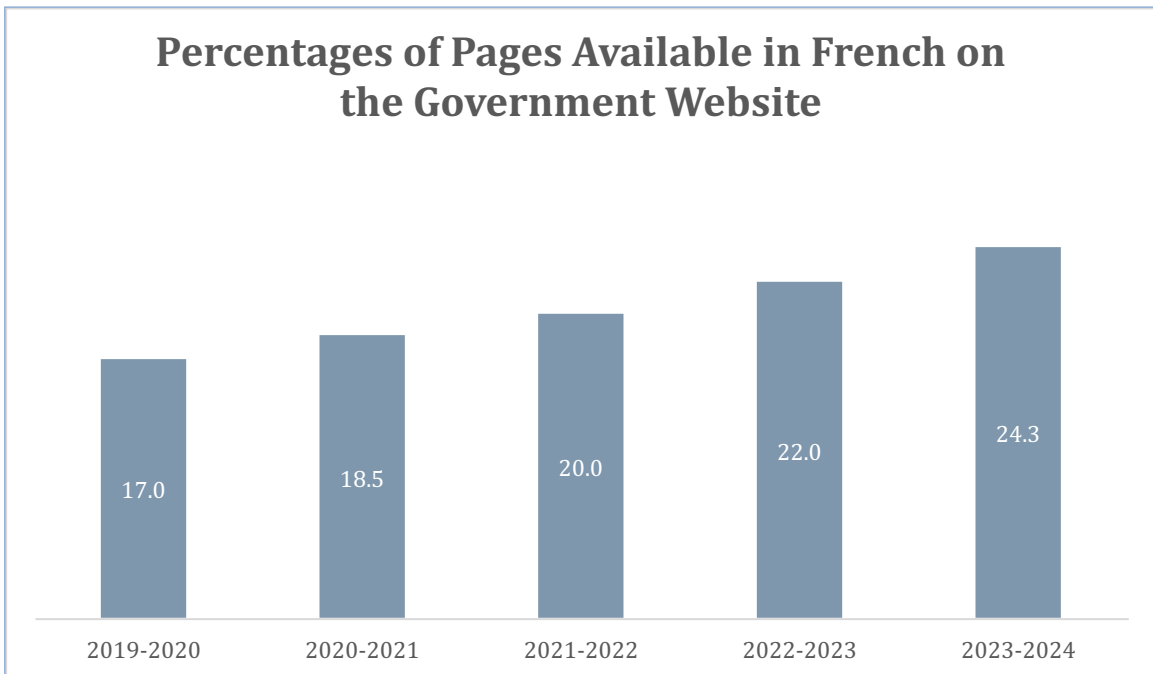
French language pages have been increasing in both absolute numbers and as a percentage of total pages.



Pages Available in French on the Government Website



Percentages of Pages Available in French on the Government Website



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The website also makes it possible to offer online services in French. As of March 31, 2024, the site offered 187 online services in French, up from 161 in 2022-2023. The following institutions added new online services in French during the 2023-2024 fiscal year:

- Department of Economic Development, Innovation and Trade
- Department of Education and Early Years
- Department of Environment, Energy and Climate Action
- Department of Finance
- Department of Health and Wellness
- Health PEI
- Department of Housing, Land and Communities
- Innovation PEI
- Public Service Commission
- Department of Social Development and Seniors
- Department of Transportation and Infrastructure
- Department of Workforce, Advanced Learning and Population

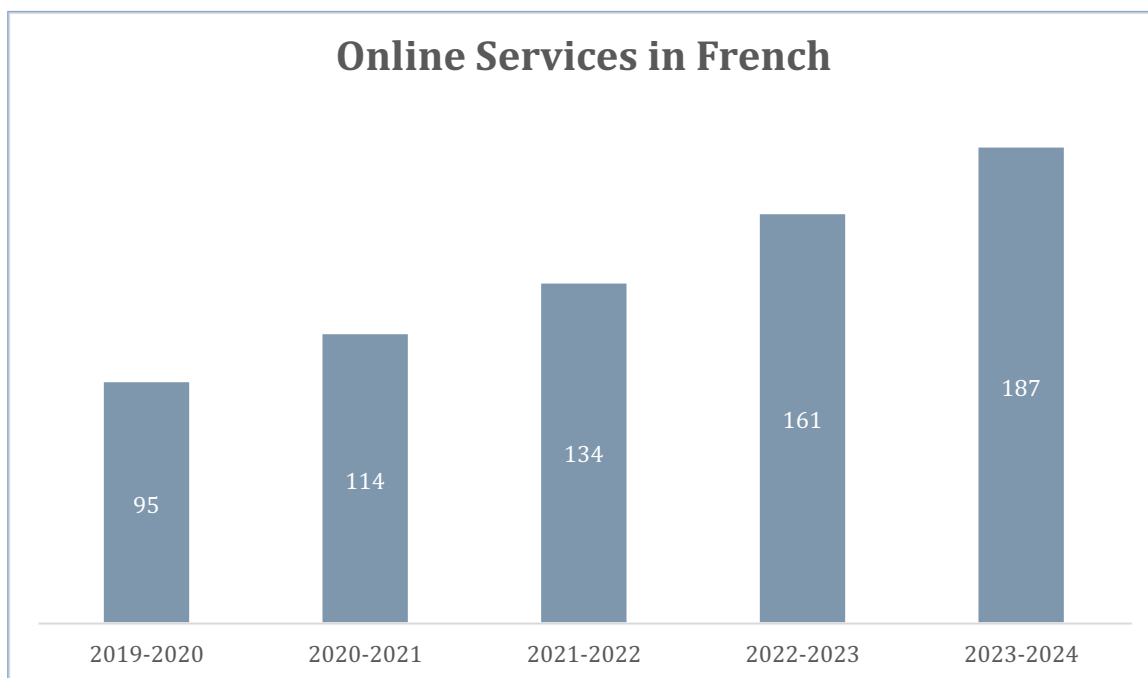
Some of the online services that were made available in French in 2023-2024 include:

- Request health and medical record / Demander un dossier médical ou de santé
- PEI Biosimilar Initiative / Initiative sur les médicaments biosimilaires de l'Î.-P.-É.
- Health Care Graduates Expression of Interest for Employment / Manifestation d'intérêt pour un emploi des diplômés et diplômées en soins de santé
- English Language Test Fee Reimbursement for RNs and LPNs / Remboursement pour les frais de test d'anglais des IA (infirmière autorisée / infirmier autorisé) et des IAA (infirmière auxiliaire autorisée / infirmier auxiliaire autorisé)



FRENCH LANGUAGE SERVICES ACT

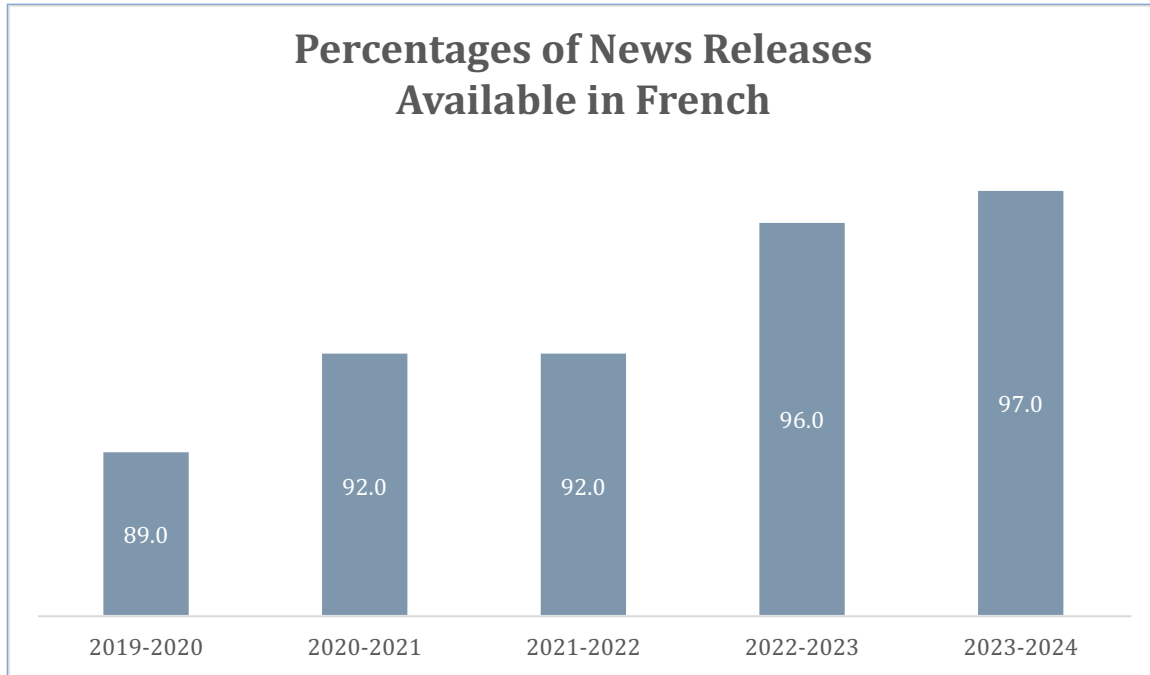
- Internationally Educated Nurses Bursary Program Reimbursement / Programme de remboursement à l'intention des infirmières et infirmiers formés à l'étranger
- Apply for Internationally Educated Early Childhood Certification / Faire une demande de certification d'éducateur/éducatrice de la petite enfance formé à l'étranger
- Early Learning and Child Care Business Plan Grant / Subvention pour la réalisation d'un plan d'affaires en matière d'apprentissage et de garde des jeunes enfants
- Send Early Years Feedback and Complaints Online / Formulation de rétroaction et de plaintes en ligne à propos des services de garde
- Request Driver Abstract / Demande de résumé des antécédents de conduite
- Prince Edward Island Arts Awards / Prix des arts de l'Île-du-Prince-Édouard
- Arts Grants Call for Applications for Gender-Based Violence Prevention Projects / Subventions aux arts : appel de projets axés sur la prévention de la violence fondée sur le genre
- Naming or Renaming a Place in PEI / Nommer ou renommer un lieu à l'Î.-P.-É.
- Apply to the PEI Climate Challenge Fund / Faire une demande au Fonds de réponse aux défis climatiques
- PEI – 2 Billion Trees Landowner Application / Demande de propriétaire foncier auprès du programme 2 milliards d'arbres – Î.-P.-É.
- PEI – 2 Billion Trees Program: Municipal Stream Planting Application / Programme 2 milliards d'arbres – Î.-P.-É. : Demande de plantation, volet municipal



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GOVERNMENT NEWS IN FRENCH

In 2023-2024, the government issued 392 news releases in French out of a total of 404, or 97%. This is an increase over previous years when the percentages were as follows: 2022-2023, 96%; 2021-2022, 92%; 2020-2021, 92%; 2019-2020, 89%. These news releases provided important information about government services and programs.



MOVING FORWARD

Building on the progress made in 2023-2024 with the designation of 21 new services under the Act, the Acadian and Francophone Affairs Secretariat will continue to collaborate with the government institutions subject to the Act to **designate additional services** in 2024-2025. As always, these efforts will be driven by the service priorities of the Acadian and Francophone community and the government's capacity. Going forward, this work will be informed by insights gleaned from the inventory of French language services completed this year.

In 2024-2025, the Secretariat will continue to **support the Acadian and Francophone Community Advisory Committee (AFCAC)** in researching and developing an additional thematic report highlighting challenges as well as possible solutions that government could adopt in priority services areas for the community. In 2024-2025, the reports will focus on seniors' health and well-being services in French and will examine a wide range of aspects spanning the health continuum. The Secretariat also plans to support AFCAC in conducting the next consultation of the Acadian and Francophone community on service priorities in the form of a survey in the spring of 2026.

As noted previously, the **Canada-PEI Agreement on Services in the Minority Language 2023-24 to 2027-28** will be signed early in 2024-2025. Negotiations resulted in securing significant additional funding for the development, maintenance and improvement of programs and services offered in French. A detailed step-by-step toolkit will be prepared to guide government institutions when applying for funding under the agreement to undertake French language services initiatives. In the same vein, negotiations to sign a new iteration of the Quebec-PEI Cooperation and Exchange Agreement should begin in 2024-2025.

The Secretariat will continue its collaboration with the Public Service Commission (PSC) to make **active offer training** available to provincial public service employees. The Active Offer Training program aims to equip employees with tools and best practices to make an active offer of services in French. The design of the program was undertaken in 2023-2024, and the roll-out is planned for 2024-2025. As for the **French Language Training Incentive program**, it will continue in 2024-2025 based on the results achieved by the successful launch of the program this year. The PSC will be offering **additional French language courses** in 2024-2025 in response to the increase in demand.

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In collaboration with FLS coordinators, the Secretariat plans on formalizing **the terms of reference of the FLS Coordinators' Committee** to provide a more complete articulation of the role and responsibilities of FLS coordinators. The Secretariat will also be developing a step-by-step **toolkit to guide coordinators when addressing complaints made under the Act**. This toolkit will outline details on obligations and best practices when addressing complaints and will provide email templates and form letters to standardize communications with complainants.

The Secretariat also plans to hold an inaugural **workshop for bilingual provincial public service employees** in 2024-2025, which would then become an annual event. The workshop will touch on topics such as active offer of services in French, making the best use of Translation Services and linguistic tools, enhancing one's knowledge of French and maintaining linguistic abilities, and knowledge of PEI's Acadian and Francophone community.

Government will continue moving ahead with the **Francophone Immigration Strategic Action Plan** launched in 2023-2024. In 2024-2025, the governance committee will proceed with the implementation of the action plan while remaining focused on its three pillars:

- attracting French-speaking people who want to immigrate to PEI and supporting the sustainability of the French-speaking community;
- helping French-speaking newcomers settle and stay in PEI by creating a sense of community and opportunities to live and work in French; and
- strengthening capacity to increase French-speaking immigration, grow the diversity of PEI's workforce, and sustain the Acadian and Francophone community and culture in PEI.

The governance committee will also focus on fostering partnerships with stakeholders involved in Francophone immigration and has already planned to attend the *Réseau d'immigration francophone's* annual meeting in spring 2024 to present the Strategy.

Finally, maintaining **open communication channels and productive relationships with the Island's Acadian and Francophone community** as well as with the French language services coordinators, the program delivery teams and senior management of institutions subject to the Act, will remain key to achieving the Secretariat's mandate.

Contact Information

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<https://www.princedwardisland.ca/en/topic/acadian-and-francophone-affairs>

<https://www.princedwardisland.ca/fr/sujet/affaires-acadiennes-et-francophones>

