

Francophone Affairs Branch

2022-23 Annual Report on French-language Services

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Saskatchewan! 

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Message from the Minister of Parks, Culture and Sport



Laura Ross
Minister of Parks,
Culture and Sport

I am pleased to present the attached report on the Government of Saskatchewan's French-language Services Policy. It highlights our accomplishments while supporting our ministries, Crown corporations and government organizations during the fiscal year ending on March 31, 2023.

In 2022-23, the Francophone Affairs Branch continued to work with ministries, Crown corporations and agencies to develop and provide services in French to the Fransaskois community.

The Government of Saskatchewan is committed to finding innovative ways to continue its services in French to promote the growth and vitality of the Francophone community in the province. The Francophone Affairs Branch acts as the liaison between the Government of Saskatchewan and the province's Francophone population. It oversees implementation of the Saskatchewan Government's French-language Services Policy.

As Minister of Parks, Culture and Sport, responsible for Francophone Affairs, I would like to thank all partners and stakeholders who have helped achieve the results described in this report.

A handwritten signature in black ink, appearing to read 'Laura Ross'.

Laura Ross
Minister of Parks, Culture and Sport
Minister responsible for Francophone Affairs

French-language Services Overview

In addition to meeting its constitutional and legislative obligations and supporting the development and vitality of the Francophone community, the Government of Saskatchewan pursues targeted initiatives to respond to the priorities and needs of Francophones in Saskatchewan.

Francophone Affairs Branch

The Francophone Affairs Branch (FAB) assists Government of Saskatchewan ministries, Crown corporations and government organizations in providing French services to the Francophone community. FAB is responsible for the implementation of the French-language Services Policy. Its main responsibilities include:

- **Liaison**
 - Acting as a liaison between the Government of Saskatchewan and Saskatchewan's Francophone community.
- **Services**
 - Managing the French-language Services Centre: a single point-of-service tool for accessing government services available in French.
- **Translation**
 - Providing translation services to Saskatchewan ministries, Crown corporations and government agencies.
- **Support**
 - Supporting the Minister of Parks, Culture and Sport, responsible for Francophone affairs.

Government of Saskatchewan's French-language Services Centre

The French-language Services Centre serves as a single point-of-service tool for the public to access Government of Saskatchewan services and programs in French. Information is available online, by telephone, through email and on Facebook.

Important data for 2022-23 compared to 2021-22

Website: saskatchewan.ca/bonjour

Number of Webpages: 376

0.8% increase in the number of pages. Existing pages are continuously reviewed and updated.

Number of page views: 296,299

22% decrease.

Number of users: 133,395

21% decrease.

Number of sessions: 166,987

21% decrease.

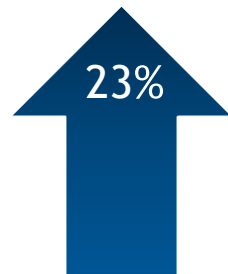
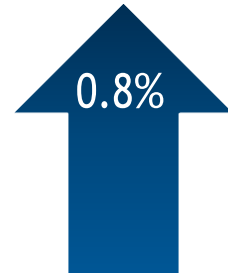
Facebook

Number of followers: 2,427

23% increase.

Reach: 209

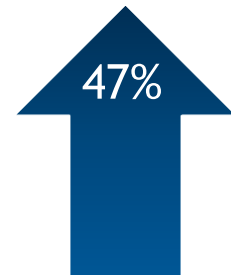
29% decrease in average reach.



French-language Services Centre

Number of requests received: 726

47% increase. Requests for information about immigration represented nearly 90% of all requests received.

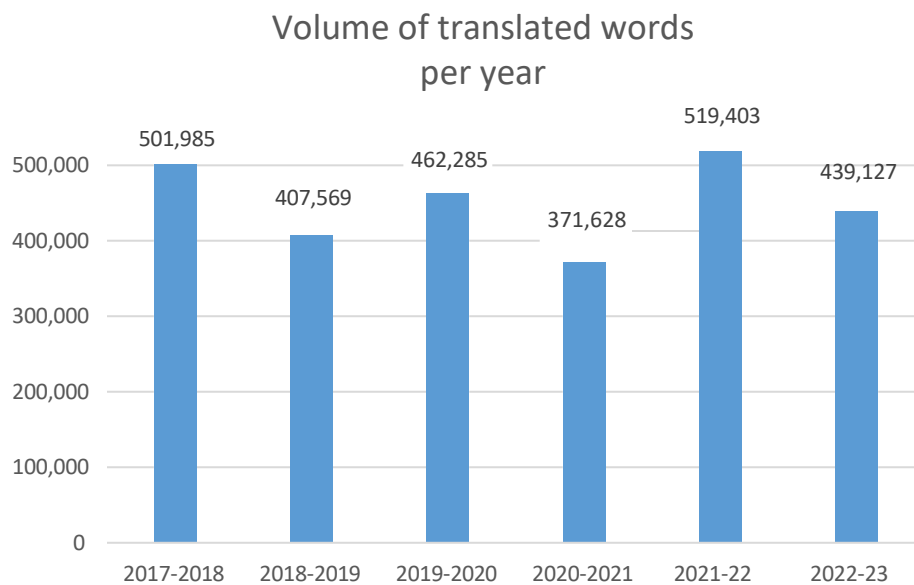


In addition to the requests made to the French-language Services Centre, Government of Saskatchewan ministries, Crown corporations and government organizations have reported a total of 166 requests in 2022-23.

Translation Services

In 2022-23, 439,127 words were submitted for translation and revision, which represents a 15% decrease compared to the number of words submitted in 2021-22.

Government of Saskatchewan ministries, Crown corporations and government organizations in collaboration with FAB, continue to work hard in providing relevant information to the public in French.



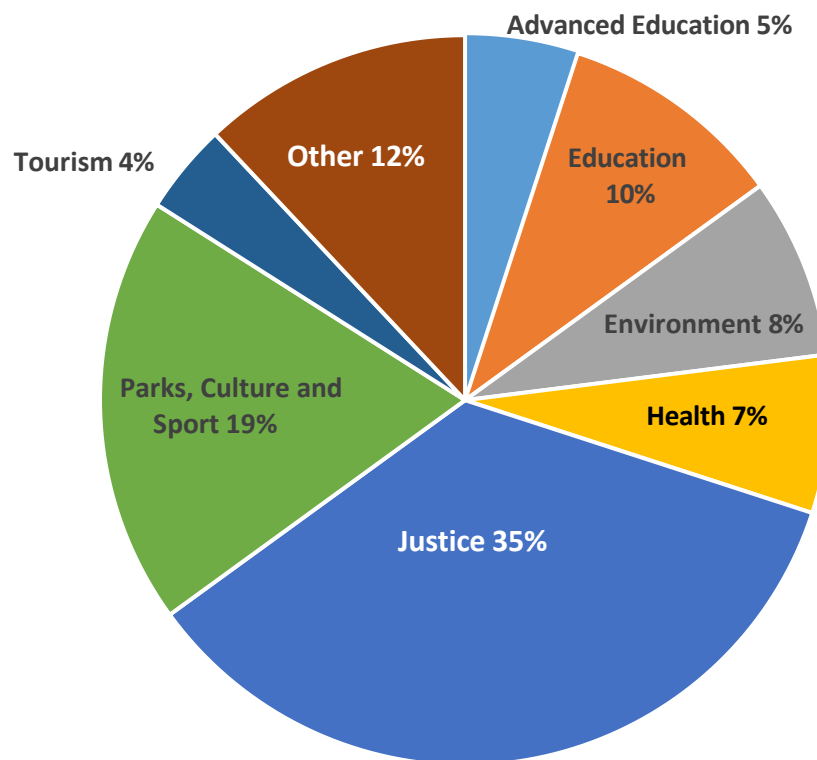
2022-23 Highlights

The Ministry of Justice submitted the most words for translation (155,647 words). This represents an increase of over 55% in the number of words submitted compared to 2021-22. The Ministry of the Environment and Tourism Saskatchewan recorded an increase in the number of words submitted this year by 13% and 6% respectively.

The Ministry of the Environment's translated documents were well used by the public. The French fishing guide was downloaded 1,438 times, the French hunting and trapping guide was downloaded 2,612 times, the black bear spring season guide was downloaded 397 times, and the snow goose spring season guide was downloaded 343 times.

This year, over 70% of translation requests came from the Ministries of Justice, Education, Health and Parks, Culture and Sport.

Words translated by ministry in 2022-23



Progress in 2022-23

Government Goals:

Sustaining growth and opportunities for Saskatchewan people

Meeting the challenges of growth

Securing a better quality of life for all Saskatchewan people

Delivering responsive and responsible government

The Francophone Affairs Branch's Objective: To work with the Fransaskois community to provide services in French and improve its delivery.

Results

The availability of health care services in French remains a priority for Francophones in the province. The Saskatchewan Health Authority (SHA) began offering interpretation and translation services at all of its hospitals in February 2022, marking another milestone this year. The SHA, in collaboration with its partners, including the Réseau Santé en français de la Saskatchewan (RSFS), has developed a French-language health services data strategy as part of its project to build capacity and improve French-language services.

During the 2022-23 fiscal year, the first stage of identifying personnel capable of providing services in French within the SHA was completed. The data collected will be used to provide access to certain services in French and to plan the implementation of other services over the long term. A total of 989 employees were identified as French-speaking, around two-thirds of whom work in direct clinical care, such as nurses, medical technicians and orderlies. SHA's initiative is a response to one of the recommendations made by the Advisory Committee on

Francophone Affairs in its May 2021 report, which stressed the importance of identifying employees with French-language skills.

As part of the same project, SHA also focused on capacity building in mental health and addictions. The SHA, together with the RSFS, continued, for the third year, to promote TAO Tel-Aide, a helpline introduced in 2020-2021 for people with mental health concerns. The Ministry of Health continues to work with the SHA and the RSFS to promote these services in French.

To achieve the goal of offering services in French where capacity allows, SHA, supported by funding from Health Canada, has adapted and made available to all its staff, online training to understand and implement this approach.

Progress in 2022-23

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Results

To improve the supply and use of French-language services offered by the Government of Saskatchewan, FAB conducts a provincial tour every two years, meeting with representatives of all of the province's Francophone organizations and associations.

In 2022-23, this tour took place and FAB met with a total of 26 community organizations located in 10 different communities across the province. The aim of these visits is to promote existing French-language services and to learn about the challenges and successes of these organizations to better target the offer of French-language services.

In addition to this provincial tour, the year was also marked by the provincial government's participation in various community events. FAB and the Ministry of Advanced Education took part in the fair organized by the Cité universitaire francophone in February 2023.

Under the theme "Immigrating and studying in French in Saskatchewan", the aim of this virtual fair was to attract international students and their families to Saskatchewan.

In March 2023, the Ministry of Immigration and Career Training, along with FAB, also participated in the provincial immigration summit organized by the Réseau en immigration francophone (RIF-SK). Members of the Legislative Assembly joined FAB in taking part in the Journée d'accueil du nouvel arrivant (JANA) celebrations organized by the Communauté des Africains francophones de la Saskatchewan (CAFS), in Saskatoon in December 2022, and in Regina in March 2023.

To further strengthen ties with the Francophone community, the Government of Saskatchewan gave representatives of the Assemblée communautaire fransaskoise (ACF) and the Fédération des communautés francophones et acadienne du Canada (FCFA) the opportunity to give a presentation at the Ministers' Council on the Canadian Francophonie meeting, held in Regina in June 2022.

In the education sector, and to consider the particular needs of the Fransaskois community, the Ministry of Education has granted funding to the Conseil des écoles fransaskoises (CÉF) to set up services for Francophone students with diverse backgrounds and learning challenges.

Progress in 2022-23

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The Francophone Affairs Branch's Objective: To provide tools to facilitate the delivery of French-language services.

Results

The Francophone Affairs Branch has again, in partnership with Collège Mathieu, improved the availability of French courses to Government of Saskatchewan employees. Three sessions, with beginner, intermediate and advanced levels, are being provided. This is an excellent opportunity for the ministries, Crown corporations and government organizations to increase their capacity to provide services in French.

In 2022-23, 33 participants took these French courses. There is also an additional 15-minute online module in French (*Devoir de signaler - Duty to Report*), with four employees completing the course this year.

With the objective of improving the availability of services in French, ministries, Crown corporations and government organizations are increasingly aware of the role that bilingual employees can play. As a result, the government is making greater efforts to recruit staff with French language skills. In 2022-23, ministries advertised 69 positions for which a mastery of the French language was required, or considered an asset. Of this number, 45 positions have been filled.

In the education sector, the government's 2022-23 Ministry of Education business plan states that school capital was a priority, with an investment of \$168.6 million in school infrastructure. This included funding for two new Conseil des écoles francsaskoises schools, one in Prince Albert and the other in Saskatoon.

Early learning and childcare services, another key element of the 2022-23 Business Plan, also reflect the interests of the Francophone community. The Province of Saskatchewan has been collaborating with Collège Mathieu to provide French-language training for early learning educators. This collaboration will increase the trained French-speaking workforce, helping to meet human resource needs in early childhood centers and daycare centers, and thus improving access to these services.

Another important change in the post-secondary education sector is that the Collège Mathieu Charter was updated by the provincial legislature and received Royal Assent in May 2022. This modernization of the charter will enable the province's only French-language vocational and technical college to reflect the current direction of its mission to ensure its sustainability.

Progress in 2022-23

Government Goals:

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The Francophone Affairs Branch's Objective: To develop an efficient and strategic approach to increase French-language services in areas that are a priority for Francophone citizens.

Results

With the aim of improving direct access to information available in French, there have been content additions made to the [Centre de services aux citoyens Bonjour!](#) site. Following the addition of a new section on services for seniors last year, the [guide to programs and services for seniors](#) was updated and added to the website this year. New pages on seniors' housing and personal care home benefits have also been added.

The immigration sector also saw an increase in the number of new web pages during the year, particularly in the "Living in Saskatchewan" section. In addition, FAB completed the translation of most of the content of the Saskatchewan Provincial Archives website. This organization has increased its capacity to offer services in French with the recruitment of a second bilingual employee.

In April 2022, a new bilingual exhibition opened at the Royal Saskatchewan Museum (RSM). Entitled "Home: Life in the Anthropocene", the new gallery shows how human activity has had a significant impact on the planet's climate and ecosystem during the most recent geological period, the Anthropocene. Visitors to the museum can choose to explore the relationship between man and environment, or the benefits of nature, in the official language of their choice.

In 2021-22, FAB undertook to review the French-language Services Centre program. Some of the measures and strategies developed to improve the delivery of services in French were implemented in 2022-23. One of the improvements undertaken by FAB was to update the [directory of French-language services](#) more frequently. The directory lists government departments where French-language services are available. With the involvement of the French-language services champions, the frequency of updates to this web page has been increased from once every two years to twice a year.

Progress in 2022-23

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The Francophone Affairs Branch's Objective: To develop an efficient and strategic approach to increase French-language services in areas that are a priority for Francophone citizens.

Results

The Francophone community sees Francophone immigration as an essential means of maintaining its vitality and alleviating the shortage of bilingual workers to improve the supply of French-language services.

The Ministry of Immigration and Career Training has maintained its financial support for the Assemblée communautaire francsaskoise (ACF) and the Conseil économique et coopératif de la Saskatchewan (CÉCS) so both organizations can offer French-language reception and settlement services to newcomers. In 2022-23, according to ACF, 101 clients used settlement services, while according to CÉCS, 48 clients used employment services. There have been over 500 requests to translate SaskJobs.ca job postings from English into French.

For the past two years, the Ministry of Immigration and Training has been awarding bilingual candidates additional points under the Immigrant Nominee Program for Saskatchewan (SINP). This change increases the chances of selecting bilingual people, since

candidates with the highest points are most likely to be drawn from the pool of successful candidates. Since this change, and until the end of 2022-23, SINP has invited 1,971 candidates who have claimed points for bilingualism to apply. Further, SINP accepts language tests from immigration applicants in English or French to confirm that they speak one of Canada's official languages.

In 2022, the Ministry of Immigration and Career Training translated the General Educational Development (GED) test registration form into French to meet the needs of French-speaking learners at GED preparation centers.

In November 2022, the Ministry of Immigration and Career Training took part in recruitment events in France and Morocco, as well as in the virtual job fairs held in November 2022 and February 2023. During these events, the department contacted over 5,400 skilled bilingual workers interested in living and working in Saskatchewan.

Table of Accomplishments 2022-23

French-language Services Policy

Planned Actions for the Canada-Saskatchewan Agreement on French-language Services (2018-2023)	Accomplishments
<p>Finalization of guidelines for ministries and government agencies to facilitate the implementation of the French-language Services Policy.</p>	<p>In 2020-21, the Francophone Affairs Branch (FAB), in collaboration with the French-language Services Champions Committee and the Advisory Committee on Francophone Affairs, developed guidelines related to the French-language Services Policy. Six guidelines were developed and approved in August 2020.</p>
<p>Implementation of a French-language Services “Champion” Committee composed of one representative from each ministry.</p>	<p>Seventeen ministries and five Crown corporations and government organizations designated a champion to represent their organization in the French-language Services Champions Committee. In 2022-23, FAB organized two meetings with the committee.</p>
<p>Ministries implement procedures for responding to requests for services in French.</p>	<p>Several ministries, Crown corporations and government organizations developed and promoted procedures to respond to requests in French. Examples include:</p> <ul style="list-style-type: none"> • Directing requests to French-speaking employees or to their “champion”; • Forwarding translation requests to FAB or external translators; • Designating bilingual staff.
<p>Support the delivery of childcare services in French.</p>	<p>11 non-residential Francophone childcare centres received funding, which represents 389 regulated childcare spaces.</p>

<p>Provide French-language information on immigration and employment to support the settlement of Francophone immigrants in Saskatchewan.</p>	<ul style="list-style-type: none"> • The Ministry of Immigration and Career Training took part in Destination Canada Mobility Forum in France and Morocco, and in virtual job fairs held in November 2022 and February 2023. • The Employer Services Branch of the Ministry of Immigration and Career Training worked closely with Saskatchewan’s Francophone employers and organizations to promote the possibility of hiring French-speaking foreign workers through the Francophone Mobility program. • The Ministry of Immigration and Career Training has a funding partnership with the Assemblée communautaire francasquoise (ACF) for the intake as well as the establishment of Francophone immigrants in the province. • The Ministry of Immigration and Career Training has a funding partnership with the Conseil économique et coopératif de la Saskatchewan (CÉCS) to offer employability services and translation services for employment advertisements on SaskJobs.ca. In 2022-23, there were over 500 requests to translate SaskJobs.ca job ads from English to French. • Saskjobs.ca has a link to the Job Bank and the CÉCS websites, which allows employers and job seekers to access French-language content.
<p>Enactment of bilingual laws.</p>	<ul style="list-style-type: none"> • Currently, 53 bilingual laws are in effect. • New bilingual bills passed: <ul style="list-style-type: none"> ○ <i>Non-Profit Corporations Act of 2022</i> ○ <i>The King’s Bench Act</i>
<p>Continue to develop the list of Saskatchewan government Points of Service where French-language services are available or available upon request.</p>	<ul style="list-style-type: none"> • With the help of the French-language services champions, FAB now updates this page twice a year, pending the results of the biennial French-language survey, sent to all provincial government civil servants to determine French-language capability across the public service. The survey will take place in 2023-24. • As of March 31, 2023, the directory includes a total of 93 points of service in provincial ministries, Crown corporations and agencies where French-language services can be offered.

<p>Translation of materials into French to support French-language programs and services.</p>	<p>Examples of materials translated in 2022-23:</p> <ul style="list-style-type: none"> • Ministry of Education: <i>Saskatchewan Teacher Classification Guide; Student Transportation Legislation and Best Practices</i> • Ministry of Health: <i>Vaccination Fact Sheets; Guide to Programs and Services for Seniors</i> • Department of Justice: <i>Parenting after Separation and Divorce; Sole Petitioner Uncontested Divorce Kit</i> • Ministry of Advanced Education: <i>Canada-Saskatchewan Integrated Student Loans Program</i> • Ministry of Workplace Relations and Safety: <i>Understanding Occupational Health and Safety in Saskatchewan</i> • Ministry of Environment: <i>2022-23 Hunting and Trapping Guide; Fishing Guide 2022-23</i> • Ministry of Immigration and Career Training: <i>Saskatchewan Presentation at Destination Canada 2022; 500 job postings on Saskjobs.ca</i> • Ministry of Finance: <i>Budget Address 2022-23</i> • The Provincial Archives of Saskatchewan: <i>The translation of the majority of website content was completed</i> • Tourism Saskatchewan: <i>Saskatchewan Travel Guide 2022</i> • Saskatchewan Apprenticeship and Trade Certification Commission: <i>Saskatchewan Youth Apprenticeship</i>
<p>Support the Advisory Committee on Francophone Affairs.</p>	<ul style="list-style-type: none"> • The Advisory Committee on Francophone Affairs held one meeting in 2022-23, as its mandate ended in September 2022. • During the 2022-23 fiscal year, FAB began procedures to renew the mandate of the committee. • At the meeting in June 2022, the topic of immigration was discussed. • The reports arising from the themes of the education continuum and infrastructure, addressed in 2021-22, were published during the 2022-23 fiscal year, as was the report on Francophone immigration.
<p>Biennial meeting of the Advisory Committee on Francophone Affairs with senior government officials responsible for French-language services.</p>	<p>The Advisory Committee on Francophone Affairs met with senior officials from the Ministry of Immigration and Career Training and discussed this year’s theme of Francophone immigration.</p>

<p>Participate in a consultative capacity on boards and committees in priority areas as defined by the Francophone community.</p>	<ul style="list-style-type: none"> • Ministry of Parks, Culture and Sport: The Advisory Committee on Francophone Affairs is comprised of eight Francophone citizen members. • Ministry of Health: A FAB employee and a representative of the Ministry of Health participated as observers at the Board of Directors meeting for the Réseau Santé en français de la Saskatchewan (RSFS). • Ministry of Immigration and Career Training: A FAB employee participated as an observer at meetings for the Réseau en immigration francophone de la Saskatchewan (RIF-SK). • Ministry of Education: The Conseil des écoles fransaskoises (CÉF) is represented on the provincial education plan implementation team and participated in the development of the long-term provincial education plan. CÉF also had the opportunity to provide comments on the draft provincial education plan during the feedback phase.
<p>Organize biennial provincial tours to inform communities about new services and programs offered by the province in French.</p>	<p>In 2022-23, a provincial tour took place and FAB met with a total of 26 community organizations located in ten different communities across the province.</p>