

British Columbia Francophone Affairs Program

2010-2011 Annual Report

Over the past year, the Canada-BC Cooperation Agreement on Official Languages contributed to improve access to programs and services in priority sectors for francophone British Columbians. The Agreement also enhanced the capacity of the Province to deliver services in French. The 2010-2011 British Columbia Annual Report describes the accomplishments British Columbia achieved in the past twelve months. These accomplishments are consistent with the general purpose of the 2009-2011 Agreement.

Objective 1: Strengthen the Administrative Capacity of the Francophone Affairs Program

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Consult with and assist British Columbia ministries, agencies, independent members of the legislative assembly (Ombudsman, Chief Electoral Officer, etc.) and municipalities in the planning and delivering of services to the British Columbia Francophone community.	British Columbia Francophone organisations are satisfied with the availability of French language services delivered by ministries, municipalities, and agencies in priority sectors.	Survey of Francophone organisations in term of their level of satisfaction.	77% of respondents to the Francophone Affairs Program Evaluation are either very satisfied or satisfied with the service received from the Francophone Affairs Program. Similar to last years' results, no respondent reported being dissatisfied with the program. 23% of respondents reported that this question was not applicable. Excluding the respondents who answered <i>not applicable</i> from the scores would raise the percentage results to 100% satisfaction.

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
<p>Promote use of both official languages in government communications when appropriate.</p>	<p>Increased access to government documents available in both official languages.</p>	<p>Number of updated or new British Columbia Government publications translated into French.</p>	<p>A total of 139 British Columbia Government documents were either translated or updated in 2010-2011. Last year, the Annual Report indicated that 76 documents were translated. This year's translations include all translated documents under the B.C. Corporate Supply Arrangements with Provincial Language Services, MOSAIC and VOX International. Some examples of the documents translated are: What your B.C. Government is doing for Arts, Culture and Sport, British Columbia Canada Your Gateway to Opportunity , Journée de la Francophonie vidéo, Legal Services Fact Sheets, News Releases, City of Vancouver - waste, recycling & water conservation activity books, greetings and congratulatory letters</p>
<p>Develop and monitor planning and service delivery to the British Columbia Francophone community by ministries and agencies in priority sectors: Health, Economic Development, Justice, Social Services (including child care, early childhood development, youth, immigration, and literacy) and arts and culture.</p>	<p>British Columbia Government maintained or increased its capacity to deliver services to its Francophone community.</p>	<p>Number of operational partnerships created or maintained.</p>	<p>Over 40 operational partnerships/collaboration projects have been maintained, enhanced or created to date with the following organizations:</p> <ul style="list-style-type: none"> • Several provincial ministries and affiliate such as the Legislative Assembly, Legal Services Society, Royal BC Museum, the Provincial Health Services Authority (PHSA), the Provincial Language Service(PLS) • The municipalities of Coquitlam, Courtenay, Nelson, Vancouver, Esquimalt, Nanaimo and Tourism Nanaimo, • Multiple public libraries • Several Francophone community organisations such as FFCEB, Inform'Elles Society, La Boussole, SDECB, Collège Éducentre, Bureau des Affaires Francophones et Francophiles of SFU, Association Francophone de Nanaimo, Société francophone de Victoria, Association historique francophone de Victoria, Conseil culturel et artistique francophone de la C.-B., le Centre Culturel de Vancouver • Several federal government departments such as Heritage

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
			<p>Canada, Citizenship and Immigration Canada, Western Economic Diversification Canada, the Federal Pacific Council</p> <ul style="list-style-type: none"> • Also, the government of Quebec, the Canadian Club in Vancouver, the Canadian Embassy, and Katimavik.
<p>Build new partnerships with British Columbia Ministries, municipalities and agencies based on the linguistic duality of 2010 Olympic and Paralympic Winter Games.</p>	<p>British Columbia Government leveraged opportunities based on the linguistic duality of the Olympic and Paralympic Winter Games.</p>	<p>Number of partnerships created as a result of the 2010 Olympic and Paralympic Winter Games.</p>	<p>Over 20 partnerships were created in 2009-2010 as a result of the 2010 Olympic and Paralympic Winter Games, including: many provincial ministries and federal departments, the governments of Alberta, Ontario, Quebec, Manitoba, New Brunswick, the Ministerial Conference on the Canadian Francophonie, the Organisation Internationale de la Francophonie, the Société de développement économique de la C.-B., La Place de la Francophonie, le Village International de la Francophonie, Radio-Canada, and the cities of Vancouver, Nanaimo, Coquitlam and Courtenay.</p> <p>Three additional partnerships were created in 2010-2011 as a result of the Olympic Games (i.e. Collège Educacentre, A new department of the City of Vancouver, and the Ministry of Jobs, Tourism and Innovation).</p>

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
<p>Encourage collaboration and partnerships between British Columbia and Canada, and between British Columbia and other provinces and territories to strengthen the vitality of the Canadian Francophonie and the Francophone community in British Columbia.</p>	<p>Increased vitality of the French-language community and increased profile/awareness of the community.</p>	<p>Number of Francophone events and activities involving provincial ministries, municipalities and agencies.</p>	<p>There were more than 25 francophone events and activities involving provincial ministries, municipalities and agencies that took place last year, including: the Canadian Citizenship Ceremony, the Canadian Club Dejeuner en français, the Vancouver Francophone Summer Festival, the Forum of the Pacific Federal Council on Official Languages, Destination Canada, les Rendez-vous de la Francophonie à Vancouver, les Rendez-vous du Cinéma Quebecois à Victoria, Journée de la Francophonie 2011, a provincial workshop on Francophone immigration in Victoria, a National intergovernmental working session on francophone immigration, and the Metropolis Pre-Conference on Immigration.</p> <p>In addition, BC Arts Council funded seven organizations and four francophone artists: Théâtre de la Seizième, Le centre culturel francophone de Vancouver, Le conseil culturel et artistique francophone de la C-B, La société francophone de Victoria, Les productions Figlio, La compagnie vision/Selective Arts Society, Le conseil scolaire francophone de la C-B sous le programme Artists in Education and the following artists: André Thibault, Samuel Roy-Bois, Tony Giroux et François Houle</p>
<p>Encourage French-language awareness activities and provincial ministries' participation to raise visibility of the community and to increase collaboration between ministries and community groups.</p>	<p>Participation of Francophone groups/operational partnerships between ministries and agencies are maintained or created.</p>	<p>Number of Francophone events and activities involving provincial ministries, municipalities and agencies.</p>	<p>There were more than 25 francophone events and activities involving provincial ministries, municipalities and agencies took place last year (same examples as previously mentioned).</p>

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
The Francophone Affairs Program actively seeks partnerships with British Columbia Ministries, municipalities and agencies.	Increased awareness by British Columbia Government ministries and agencies, of the British Columbia Francophone Affairs Program and the British Columbia Francophone community.	Number of operational partnerships created or maintained.	Over 40 operational partnerships/collaboration projects have been maintained, enhanced or created (same examples as previously mentioned).
The Francophone Affairs Program connects Francophone community organizations with British Columbia Ministries, municipalities and agencies and facilitates communication and partnership.	Maintained or improved communication between provincial ministries and agencies, the Francophone community, and their French-speaking counterparts in other provinces and territories.	Number of operational partnerships created or maintained.	Over 40 operational partnerships/collaboration projects have been maintained, enhanced or created (same examples as previously mentioned).

Discussion:

In 2010 -2011, the Francophone Affairs Program (FAP) continued to receive support from the Intergovernmental Relations Secretariat (IGRS). Specifically, FAP received ongoing administrative, financial, research, advisory, coordination, and hosting support from IGRS Protocol office and policy staff, and the Communications and Public Engagement Bureau.

An important improvement regarding FAP's administrative capacity is the decision from the BC Government to create a permanent Project Coordinator Position for the Program. Since the creation of the Francophone Affairs Program in 2001, the Project Coordinator position was filled by temporary assignments. With the new permanent Project Coordinator position, FAP strengthens its capacity on many levels, including:

- Decreased employee turnover.
- Increased capacity to build and develop relationship with stakeholders.
- Increased efficiency and effectiveness.
- Superior succession planning strategy.

In 2010-2011, the Francophone Affairs Program continued to collaborate and consult with provincial ministries and agencies to increase the awareness of the Program and the Francophone community. This year, FAP reached a very high response rate for its 2010-2011 Program Evaluation Survey. A total of 22 organisations responded to the survey. This represents more than twice as many responses as last year. The increased participation rate is a good indicator of how FAP was successful at increasing its visibility and strengthening relationship with BC francophone community stakeholders over the last year.

Another highlight of 2010-2011, is the increased partnership between the Francophone Affairs Program and British Columbia's municipalities. This is an interesting trend for the Program and this trend will likely continue as the relationship with municipalities' staff and department continue to grow.

British Columbia is a member of the Ministerial Conference on the Canadian Francophonie. As a member of the Ministerial Conference on the Canadian Francophonie, British Columbia subscribes to the principle of linguistic duality, promotes it as a fundamental Canadian value, and recognizes the crucial importance of the Francophone contribution to the Canadian economic, cultural, political and social fabric. Francophone immigration and economic development were at the forefront of the Conference's actions over the past year. Details related to the Ministerial Conference's work and British Columbia's contribution will be discussed later in this report when these priority sectors are addressed.

Other accomplishments under this objective are:

- FAP participated in the yearly Canadian Club Déjeuner en français event. This event is the largest gathering of BC Francophone stakeholder groups. For the event, FAP invited 10 BC Government and municipal staff to attend. This event is a great opportunity to encourage collaboration and partnership between FAP and ministry staff as well as between BC Government staff and the BC Francophone Community.
- In April 2010, FAP facilitated a meeting between the Alberta and BC Minister responsible for Francophone Affairs to discuss common goals.
- Participation by teleconference of the Minister responsible for Francophone Affairs at the Ministerial Conference on the Canadian Francophonie (MCCF) 2010 in Yellowknife.
- British Columbia was a member of the MCCF executive committee as well as member of two other MCCF senior official working groups.
- The Minister responsible for Francophone Affairs Program met with the BC Francophone community at the November 2010 *Rendez-vous des présidents et presidents* of the Fédération des francophones de la Colombie-Britannique.
- FAP successfully negotiated with the Federal Government the new 2011-2013 Cooperation Agreement on Official Languages.
- FAP developed the 2011-2013 Strategic Plan based on the consultation held in the fall 2010 with the BC Francophone community.
- FAP coordinated two meetings between key government staff responsible for BC Gaming and BC Arts Council grants and six BC Francophone organisations' executive directors. These meetings allowed the BC Francophone community to clarify some of their questions and voice their concerns. The amount of positive feedback received from these two meetings emphasizes the importance of stakeholder relations and the bridging role the Francophone Affairs Program plays in facilitating communication and creating links between the BC Francophone community and the BC Government.
- In March 2011, Véronique Mercier, manager of the Federal-Provincial Agreement on Official Languages at the British Columbia Intergovernmental Affairs Secretariat received the "Cornouiller d'or" Award for her contribution for the development of the British Columbia Francophone community.

Objective 2: Support Service Development, Planning and Delivery in Six Priority Areas

Priority 1: Health

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
<p>Support the Ministry of Health Services and Health Services Authorities in their efforts to maintain and/or improve health services to the Francophone community.</p>	<p>Access to health services available to the British Columbia French-language community is maintained or increased.</p>	<p>Number of initiatives and activities undertaken to support health services to the British Columbia French-Language community.</p>	<p>Seven initiatives were undertaken in 2010/2011 to support health services to the British Columbia French-Language community.</p> <p>Co-operation with the Provincial Health Services Authority/Provincial Language Services (PLS) made it possible to keep one position responsible for co-ordinating access to and availability of French language services provided by the province to Francophone citizens. The work of the PLS resulted in five more initiatives:</p> <ol style="list-style-type: none"> 1. Referral and email, phone or in-person support to 229 individuals 2. A total of 206 French translation projects 3. A total of 570 interpreting requests into French. There were 336 on site interpreting requests and 234 over the phone. 4. Promotion strategies through the PLS, including greater participation in community events, a joint public booth display from the Francophone Affairs Program, the Public Languages Services and Réso Santé at the francophonie day in Vancouver, and a Newsletter "<i>Santé en français</i>" sent electronically three times a year. 5. Development of French information on MSP and published on the updated PLS website. <p>In 2010-2011, a BC Francophone Health Committee was created including members from Réso-Santé, FAP, and the PLS. This working group has the mandate to increase collaboration between stakeholders in this sector to ensure efficient use of resources.</p>

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Collaboration with the Provincial Health Services Authority of BC to maintain and increase access to and delivery of health services in French.	Two bilingual coordinator positions are maintained at the Provincial Language Services.	Number of bilingual coordinator positions at the Provincial Language Service.	One position: Coordinator - Francophone Services and Special Initiatives position.
Collaborate with the British Columbia Ministry of Healthy Living and Sport for the translation of Act Now materials and Baby's Best Chance handbook.	Access to health related government materials is maintained or increased.	Number of updated or new British Columbia Government health publications translated into French.	A total of 67 British Columbia Government health publications were either translated or updated in 2010-2011. This includes all translated documents under the BC Corporate Supply Arrangements with the Provincial Language Services, MOSAIC and VOX International. Some examples of the documents translated are: Healthy Eating for Seniors Guide, Parent Guide for Child Care, Mental Health Canadian Association - Awareness Tools, BC Children's Hospital preventing your child from burns, WorkSafeBC video, Healthy Living Press Releases, and approximately 50 health fact sheets

Discussion:

It is essential for British Columbia to maintain a French Services coordinator position within the Provincial Languages Service. The PLS Francophone Services is the central link to BC's health authorities and health system. This year, through the creation of the Francophone Health Committee, the PLS is also strongly connected to the community. Each year, FAP works with the PLS to strengthen its relationship with various branches of the BC Ministry of Health and the Health Authorities. In 2010-2011, there was a new partnership initiated between the PLS and the BC department responsible for the Medical Services Plan (MSP). In 2011-2012, FAP hopes to build on this new partnership and continue to build new ones.

Priority 2: Economic Development and Immigration

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
<p>Support the Ministry of Advanced Education and Labour Market Development, the Ministry of Community Development, and the Ministry of Small Business, Technology and Economic Development in initiatives focusing on identifying projects facilitating job creation for the Francophone community and marketing British Columbia as a preferred place to live, visit, invest and do business.</p>	<p>Francophone related economic development initiatives are identified or enhanced.</p>	<p>Number of Francophone related economic development initiatives that have been identified or enhanced.</p>	<p>A total of 13 Francophone economic development initiatives were identified or enhanced in 2010-2011, including many collaboration with the Ministry of Jobs, Tourism and Innovation, including:</p> <ul style="list-style-type: none"> • The Bonjour! Program Pilot Project in Nanaimo, • A visit by French media • A liaison trip from France with Pole Emploi International and Le FOREM, • An advertisement in L'Express Canada/Quebec, • Promotion and recruitment initiatives under the Provincial Nominees Program (PNP) • 3 tourism ski marketing initiatives; ski vacations, E-Ski Guide, Expedia.ca – Ski campaign • Destination Canada

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
<p>Support programs and strategies (including 2010 Olympic and Paralympic Winter Games initiatives) initiated by Ministries, Agencies, Crown Corporations or municipalities aiming to enhance Francophone community's economic development in rural and urban areas.</p>			<ul style="list-style-type: none"> • Brussels Internationals Days • Studyrama <p>In addition, a collaboration with the city of Courtenay for the translation of the Vancouver Island Visitor Centre Exhibit Gallery and Displays</p> <p>FAP also started negotiation for the Économusée project which will take place next fiscal year.</p>
<p>Support British Columbia Tourism in initiatives that will encourage tourists from Francophone markets to explore areas of British Columbia, during and after the 2010 Winter Games.</p>	<p>Increased access to Francophone information for Francophone tourists.</p>	<p>Number of French tourism initiatives initiated or enhanced in British Columbia.</p>	<p>A total of 11 French tourism initiatives were initiated or enhanced in British Columbia in 2010-2011, including: the Bonjour! Program in Nanaimo, 3 ski marketing initiatives, the Vancouver Island Visitor Centre Exhibit gallery and displays in Courtenay, the Économusée initiative, and translation of five tourism documents</p>
<p>Example of planned measures for 2009-2011:</p>			
<p>Collaboration with the Ministry of Community Development and/or the city of Nanaimo for the bilingual tourism initiative of the Nanaimo region.</p>	<p>French tourism initiatives are initiated or enhanced in British Columbia.</p>	<p>Number of French tourism initiatives initiated or enhanced in British Columbia.</p>	<p>A total of 11 French tourism initiatives were initiated or enhanced in British Columbia in 2010-2011 (same examples as previously mentioned).</p>

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Collaboration with city of Coquitlam for its Francophone revitalization project.	Francophone related economic development initiatives are identified or enhanced.	Number of Francophone related economic development initiatives that have been identified or enhanced.	A total of 13 Francophone economic development initiatives were identified or enhanced in 2010-2011 (same examples as previously mentioned).
2.1 Immigration			
Support the Ministry of Advanced Education and Labour Market Development and the Ministry of Small Business, Technology and Economic Development, both sharing immigration responsibilities in their efforts to recruit, integrate and retain French-speaking newcomers.	Francophone newcomers are recruited, integrated and retained in British Columbia.	Number of recruitment, integration and retention initiatives for Francophone newcomers.	<p>A total of 22 recruitment, integration and retention initiatives for Francophone newcomers, including: participation in the Canadian Citizenship Ceremony at l'École Brodeur in Victoria, information sessions for francophone temporary residents and individual follow-ups, one day workshop looking at opportunities for collaboration, information sessions for employers in the education and agricultural sectors, participation in Destination Canada, participation in Brussels Internationals Days and Studyrama and Destination Canada in Tunis, distribution of promotional materials, purchase of Delegation Canada uniforms, negotiation of a promotional piece and full page ad in L'Express magazine, purchase of Google Ads, development of promotional materials and hosting of Francophone journalists.</p> <p>In addition, funding for 11.5 French speaking settlement workers was provided. This is a major increase from last's year 4.5 workers. The shift was instigated by the decision to treat each municipality in Greater Vancouver as an individual project. Also funded were two French-speaking SWIS Program</p>

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
			<p>workers and funding of Francophone reception /referral centre at the Connection Centre for Francophone.</p> <p>Also, participation of British Columbia in the Metropolis Pre-Conference on Francophone Immigration and a working and networking session organized by the National Network on Canadian Francophonie.</p>

Discussion:

FAP continues to have strong ties with the Ministry of Jobs, Tourism and Innovation. Some of the partnerships, especially in the Tourism sector, were initiated when British Columbia was getting ready to host the 2010 Winter Games in Vancouver. FAP is delighted to see these partnerships continue as a legacy from the 2010 Game.

FAP continues to be an active member of the BC Francophone Steering Committee (BCFISC). Members of the BCFISC include: the Ministry of Jobs, Tourism and Innovation, Citizenship and Immigration Canada, Western Economic Diversification Canada, Société de développement économique de la Colombie-Britannique, Collège Éducentre, and

Fédération Francophone de la C.-B. The mandate of the BCFISC is to promote Francophone immigration and settlement in British Columbia.

Again this year, British Columbia supported the Ministerial Conference on the Canadian Francophonie's immigration initiative in partnership with Metropolis. Specifically, representatives of the Ministry of Jobs, Tourism and Innovation and FAP attended the Metropolis Pre-Conference on Francophone Immigration and participated in the working and networking session organized by the National Network on Canadian Francophonie, which discussed (1) the roles of the different governments, especially in the integration initiatives in schools (2) Labour market integration of immigrants: Overcoming barriers through partnership (3) The multiple dimensions of community resilience.

Priority 3: Arts and Culture

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Support the Ministry of Tourism, Culture and the Arts in its mandate to develop programs that enable the arts and cultural sector to realize its social and economic potential.	Francophone artists, arts and cultural organizations reach existing and new markets and develop new products and services.	Number of initiatives celebrating the presence and contributions of the British Columbia Francophone community.	Over 15 initiatives took place last year to celebrate the presence and contributions of the British Columbia Francophone community that, including the Vancouver Francophone Summer Festival, les Rendez-vous du Cinéma Québécois in Victoria and Vancouver, Journée de la Francophonie 2011, BC Arts Council's funding for Théâtre de la Seizième, Le Centre culturel francophone de Vancouver, Le Conseil culturel et artistique francophone de la C-B, La Société francophone de Victoria, Les productions Figlio, La compagnie vision/Selective Arts Society, Le Conseil scolaire francophone de la C-B under the Program Artists in Education and the following artists: André Thibault, Samuel Roy-Bois, Tony Giroux et François Houle,

Discussion:

Under the British Columbia-Quebec Agreement for Cooperation and Exchange on Francophone Affairs, FAP facilitated the following two events: (1) the *Rendez-vous du Cinéma Québécois* in Victoria and (2) *Le rayonnement de la langue française au niveau postsecondaire en Colombie-Britannique* a Simon Fraser University.

Again this year, FAP coordinated the British Columbia Francophonie Day. This year's theme was *Francophone heritage, culture and community*. FAP collaborated with the Ministry of Community, Sport and Cultural Development, the Communications and Public Engagement Bureau and the Legislative Assembly. For the occasion, the Province recognized a francophone family, "the Côté family", for their contribution to a rich and vibrant francophonie in British Columbia. Mr. John Les, Parliamentary Secretary to the Premier, and the Honourable Ida Chong, Minister of Community, Sport and Cultural Development, presented the Côté family with a commemorative plaque. A short video outlining their family's legacy in

Victoria was also presented. A significant event took place at this year's celebration. For the first time in the Province's history, the Franco-Columbian flag was raised in front of the BC Parliament Buildings.

Other new initiatives under this sector were:

- Collaboration with various municipalities to increase French material in the Coquitlam, Nanaimo, Nelson, Vancouver, and Victoria libraries
- Collaboration with the Royal BC Museum for the translation of the Emily Carr exhibit
- Collaboration with the Ministry of Community, Sport and Cultural Development and the Conseil culturel et artistique francophone de la Colombie-Britannique to send a British Columbia delegation of artists to the "Being an artist in the Canadian Francophone Community- Forum on Artistic Practices"

Priority 4: Social Services

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
<p>Assist British Columbia ministries and agencies in their efforts to improving access to services for Francophone families, children/youth, women, seniors and newcomers.</p>	<p>Access to French services for Francophone families, children/youth, women, senior and newcomers is maintained or increased.</p>	<p>Number of initiatives that provide access to French services for Francophone families, children/youth, women, seniors and newcomers.</p>	<p>There were a total of 7 initiatives that provided access to French services for Francophone families, children/youth, women, seniors and newcomers in 2009-2010. These include: (1) the funding of two bilingual social worker positions at La Boussole, (2) funding provided to Société Inform'Elles to continue to prevent violence against women and girls and offer counseling services in French, (3) contribution toward the salary of a designated bilingual position within the Provincial Autism Initiatives Program of the Ministry of Children and Family Development, (4) funding of Francophone reception /referral centre at the Connection Centre for Francophone, (5) funding of 11.5 French speaking settlement workers in Greater Vancouver and Victoria, (6) funding of two French-speaking SWIS Program workers, linking of francophone newcomers with French-speaking volunteer (7) joint public booth display from the Francophone Affairs Program, the Public Languages Services and Réso Santé at <i>Les Rendez-vous de la francophonie</i> in Vancouver.</p>

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Support ministries and agencies to provide access to resources materials in French for family, children, youth, adults and tutors.	Maintained or increased access to resource materials in French for family, children, youth, adults and tutors.	Number of updated or new British Columbia Government publications for family, children, youth, adults and tutors translated into French.	A total of 15 British Columbia Government documents for family, children, youth, adults and tutors were either translated or updated in 2010-2011, including: BC Senior's Guide, Parent Guide for Child Care, Friends for Life: Children's and Youth Leaders' Manual and Activity Workbooks, If your Child is taken, Your right as a parent, Managing Allergies, Allergy Safe in Child Care Facilities, Severe Food Allergies in Children Lead Paint, Bed Bugs, Your Child's Feelings.
Example of planned measures for 2009-2011:			
Collaborate with British Columbia ministries to promote and support French-speaking women in need.	Maintained or increased access to services that support French speaking women in need.	Number of hours of services available in French to a crisis line for women in need.	A total of 35 hours per week of services by phone, email and/or skype were available in French to a crisis line for women in need.
Collaborate with British Columbia ministries to provide support to French speaking individual in need (e.g. homeless).	The number of social support workers positions in the city of Vancouver is maintained.	Number of support worker positions in the city of Vancouver.	The Ministry of Social Development in partnership with the Francophone Affairs Program and La Boussole maintains two bilingual social worker positions in the city of Vancouver.

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Work with Ministries and agencies to support initiatives that allow youth to make a greater use of their French language skills in activities outside the classroom.	Initiatives aimed at British Columbian youth that foster pride and greater use of French as a second language.	Number of initiatives involving, or aimed at, youth that promote community activities among youth, and/or contribute to building the capacity of Francophone community.	More than 12 initiatives involving, or aimed at, youth that promote community activities among youth, and/or contributed to building the capacity of Francophone community. These include: the Youth Parliament 2011, the many francophone festivals (e.g. Festival du Bois, Maple Sugar Festival in Nanaimo, and the francophone festival in Kitimat, Prince George and Victoria).

Discussion:

In this sector, FAP continues to play an important bridging role between Francophone organisations and the BC Government. The funding under the Agreement ensures that services are available in French for women in need across the Province and Francophone homeless and francophone at risk in the Vancouver region. The two organisations providing these services are Inform’Elles Society and La Boussole.

To strengthen the relationship between Inform’Elles Society and the Ministry of Public Safety and Solicitor General, FAP coordinated a meeting between the executive director of Inform’Elles Society and a manager at the ministry. This meeting gave the opportunity to the executive director of Inform’Elles Society to discuss the services they provide and discuss opportunities for increase collaboration between them and the BC Government. For example, the Ministry of Public Safety and Solicitor General offered to provide free training to Inform’Elles Society staff and volunteers.

This year, the partnership between La Boussole and the Ministry of Social Development was strengthened by connecting the ministry’s Integration Team in Vancouver with La Boussole. The Integration Team helped francophone homeless clients, identified by La Boussole social support workers, to get priority access to housing, wraparound supports (e.g. health, mental health and addictions services) and income assistance as needed.

FAP collaborated with the Ministry of Children and Family Development to maintain a position for a designated bilingual person to provide services to families participating in the Provincial Autism Initiatives Program. Each year, for the last three years, the ministry assumed a larger portion of the position’s salary. The goal is for the ministry to assume the full portion of the salary next fiscal year.

Finally, FAP collaborated with the Ministry of Social Development and the Ministry of Children and Family for a Katimavik Partnership Pilot project. The Pilot project’s objective was to connect a group of youth, including Francophone and Francophile youths, to a stimulating learning process that focuses on developing competencies related to civic engagement, work experience, interpersonal relations, healthy lifestyle, cultural discovery, official languages and environmental stewardship.

Priority 5: Justice

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Support the Ministry of Attorney General in the implementation of its service plan relating to French-language services.	Maintained or increased access to justice in both official languages as provided for under Part XVII of the Criminal Code.	Number of bilingual employees capable of providing services to the public in French.	A total of 13 employees within the Court Services Branch and the Criminal Justice Branch are bilingual.
Example of planned measures for 2009-2011:			

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Support Court and Criminal Service Branch to facilitate linguistic training of staff.	The quality of Court and Criminal Service Branch staff's French skills is maintained or increased.	Number of linguistic training courses provided to Court and Criminal Service Branch.	A total of 2 linguistic training courses were provided to Court and Criminal Service Branch, including a training session in New Westminster in November 2010 and a 5 day conference in February 2011.
Translate justice related material.	Increased access to French justice related material.	Number of updated or new British Columbia Government justice related publications translated into French.	A total of 6 British Columbia Government justice related publications were either translated or updated in 2010-2011. Some examples of the documents translated are: What is a Small Claims Court, If You Can't Pay Your Court Fine on Time. If Your Child is Taken. Your Right as a Parent, and How to Serve Documents for a Supreme Court of British Columbia Family Law Process.

Discussion:

B.C. has a Bilingual Prosecution Group which is currently composed of 8 prosecutors who conduct bilingual criminal trials in the Provincial and Supreme Court of B.C. as required by s. 530 of the Criminal Code. In addition to the core members of the group, there are a number of other prosecutors who participate in French legal terminology training each year, with a view toward attaining a level of fluency sufficient to conduct French trials. The bilingual prosecution group handles approximately 10-15 requests for bilingual trials per year. Bilingual Crown counsel are also responsible for reviewing criminal files in French which are transferred from Quebec for plea and sentencing in British Columbia.

Ongoing training in French legal terminology is key to providing quality prosecution services. Oral and written trial advocacy skills in French are essential to handle the variety of complex legal issues that arise. French legal terminology training for prosecutors has been obtained in recent years from a number of sources and initiatives. Since 2008, the Bilingual

Prosecution Group has received funds from the Canada-BC Cooperation Agreement on Official Languages that have permitted members of the group to attend the continuing legal education programme for prosecutors in the prosecution service of the Province of Quebec, the École des Poursuivants. This is a 5-day session for both junior and senior Crown counsels on selected topics in criminal law and procedure conducted entirely in French. There is no similar programme available elsewhere and it is the most advanced and intensive French language criminal justice training available in Canada. Funding through the Agreement has also permitted the Bilingual Prosecution Group to obtain specialized French legal terminology materials and to organize ongoing French legal terminology seminars for prosecutors.

Another initiative under this Sector is the work with the Fédération des francophones de la Colombie-Britannique and the Ministry of Attorney General to increase the number of bilingual jurors in the Lower Mainland.

Priority 6: Communication, Information and Consultation

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Assist ministries to ensure that information about government programs and services is accessible to the Francophone community.	Increased availability of documents and information available in French.	Number of updated or new British Columbia Government publications translated into French.	A total of 139 British Columbia Government publications were either translated or updated in 2010-2011 (same examples as previously mentioned in Objective 1).)

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Assist ministries to ensure the visibility of the French language in British Columbia Government signage.	Maintained or increased visibility of French in British Columbia Government French language signage.	Number of British Columbia Government French language signage.	Multilingual signage – Over 600 public-facing government offices around the province now display external multilingual signage. Each sign says “welcome” in ten different languages, including French, and displays the WelcomeBC and Government of British Columbia website information. Additionally, all 60 Service BC Centres across the province are now utilizing flat-panel digital signage to offer multilingual greetings to customers. The 2010 Winter Games have also triggered the creation of welcome signs across the Province. Bilingual welcoming signs were created for the cities of Vancouver and Whistler's main entry points. The city of Coquitlam has also committed to creating more French signage in Maillardville.
Collaborate with the Climate Action secretariat to ensure information on Climate Action is available to the British Columbia Francophone Community.	Increased access to French information about Climate Action.	Number of Climate Action information documents/initiatives available in French.	<p>A total of 5 British Columbia Government Climat Action related publications were either translated or updated in 2010-2011 including:</p> <ul style="list-style-type: none"> • Climate Protection brochure for the City of Vancouver • Act on Water Press Release • Water Action Press Release • Energy and Open Skies Press Release • Green building Premier's biography

Planned Actions/Measures 2009-11	Expected Results	Performance Indicators	Results
Ensure that British Columbia Government publications in French are updated and new publications are translated.	Increased availability of documents and information available in French.	Number of updated or new British Columbia Government publications translated into French.	A total of 139 British Columbia Government publications were either translated or updated in 2010-2011 (same examples as previously mentioned in Objective 1).
6.2 Consultation			
Encourage and monitor consultation between the British Columbia Government and the British Columbia Francophone community.	The British Columbia Government continues open dialogue with the British Columbia Francophone community.	Number of meetings with main British Columbia Francophone stakeholders.	A total of 74 (scheduled) meetings with main British Columbia Francophone community stakeholders, i.e. almost double last's year number. This doesn't include all phone calls made and received throughout the year with B.C. francophone community stakeholders. Also, many other meetings took place with governmental stakeholders from all levels of governments.

Discussion:

An important role of the Francophone Affairs Program is to assist ministries to ensure that information about government programs and services is accessible in French. FAP continues to promote the Canada-British Columbia Agreement on Official Languages to develop partnership and encourage its government partners to provide information in French.

Some important translation projects this year were: The BC Senior's Guide, the Healthy Eating for Senior's Guide, and the Parents' Guide to Selecting and Monitoring Child Care in BC. In addition, FAP continued to cooperate with the Legislative Assembly of British Columbia to ensure that, as needed, documents intended for the general public are available and distributed in French. The Legislative Assembly continues to be proactive and maintain its ability to provide guided visits and services in French. This year, the Legislative Assembly translated and published the French version of their Outdoor Walking Tour publication.

Since 2008, the Communications and Public Engagement Bureau (CPEB) has continued to improve its collaboration with FAP, especially for the yearly BC Francophonie Day Event. For this year's event, the CPEB supported FAP by doing the following actions:

- assigned an event coordinator to the BC Francophonie event;
- assigned one of its video producers to produce a video (posted on YouTube) to tell the story of the Côté family¹;
- filmed the ceremony and produced a short event overview video also posted on YouTube;
- provided FAP with the services of a photographer during the event, which were posted on the BC Government flicker website;
- produced a large poster board highlighting the event theme ; and
- printed some give away posters for the event guests.

FAP worked in collaboration with the Fédération des francophones de la Colombie-Britannique (FFCB) to link FAP's 2009-2011 Strategic Plan to the FFCB's 2009-2014 Global Development Plan and FFCB's 2010 – 2011 summary of assessment of the diversification of funds.

Another important initiative undertaken in 2010-2011 was the update of the content of the Francophone Affairs Program website.

¹ The Côté family was recognized and giving a Plaque at the event.

In addition, the Francophone Affairs Program produced two promotional FAP Banner and small bookmarks to promote the FAP website as the hub to BC Government French resources and services.

6.2 Consultation

- On September 15, 2010, British Columbia initiated a consultation process with the BC Francophone Community to gather their input on key francophone issues and priorities in British Columbia
- The consultation period was from September 15th to October 15th, 2010.
- A total of 14 organisations responded with 53 recommendations under 6 priority sectors as shown in the table below.

Priorities	Number of recommendations
Arts et Culture	16
Développement économique	10
Santé	9
Communication, information et consultation	8
Services Sociaux	7
Justice	3

As part of the consultation, the Minister responsible for Francophone Affairs met with BC Francophone organizations' presidents to discuss their priorities for the next five years. The Francophone Affairs Program performed a theme-base analysis of the responses and used those themes to create the 2009-2011 Strategic Plan.

Ongoing consultation between the BC Government and the BC Francophone community continues to increase reciprocal awareness and to foster partnership development. Over 70 formal meetings, in person or via conference call between the Francophone Affairs Program and BC Francophone stakeholders took place to exchange information on needs, priorities and operational procedures.

Every year, FAP conducts an evaluation of the program. In 2010-2011 the participation rate was at its highest. Overall, the BC francophone organisations are pleased with the service they received from the Francophone Affairs Program.

Conclusion

Building on the efforts and collaboration of previous years, the Francophone Affairs Program, under the Canada-British Columbia Cooperation Agreement, continued to have a positive impact on the visibility and the vitality of the BC francophone community. The Agreement is essential to ensure the BC Government continues to show progress in the accessibility and delivery of French services in British Columbia. Every year, more ministries, agencies and municipalities are learning how to work and collaborate with FAP to maximize outcomes for the BC Francophone community and the Province as a whole.

By ensuring collaboration between all orders of government and the francophone community, significant advancement will continue to be seen in British Columbia and Francophones and Francophiles will benefit from better access to services available in French across the Province.