



Acadian and Francophone Affairs
French Language Services Act

ANNUAL REPORT

2016-2017



French Language Services Act
Annual Report
2016-2017

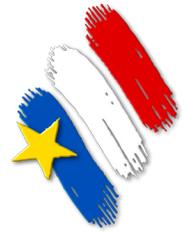
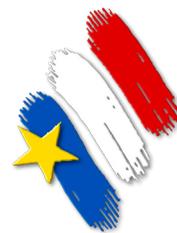


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Message from the Premier

Since the adoption and proclamation of the *French Language Services Act* in 2013, the provincial government has continued to implement the Act in close cooperation with the Acadian and Francophone community. Also, the government ensures that its capacities are aligned with the priorities of the community by offering services that meet those priorities.

This report places emphasis on the government's new website and its important role in the provision of services in French. The quantity of information and communications in French keeps growing. The report also presents an update on the activities of the Acadian and Francophone Affairs Secretariat, the contributions of government institutions subject to the Act, and the work of the Acadian and Francophone Community Advisory Committee.

The year 2016-2017 saw the expansion of the joint working group of the Acadian and Francophone Affairs Secretariat and the Société Saint-Thomas-d'Aquin, and the strengthening of ties between government and the Acadian and Francophone community. The year was characterized by the consolidation of our shared vision, the ultimate goal of which continues to be the development and success of the Acadian and Francophone community of Prince Edward Island.

May our collaborative work enable us to make a significant contribution to the future of our community.

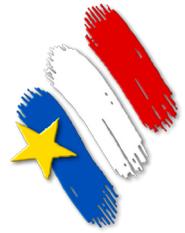
Sincerely,

H. Wade MacLauchlan
Premier of Prince Edward Island
Minister Responsible for Acadian and Francophone Affairs



French Language Services Act

The *French Language Services Act* has been in effect since December 14, 2013 – the 2016-2017 fiscal year is the third complete year of its implementation. The *French Language Services Act* and its *General Regulations* establish clear obligations regarding the provision of services in French. The Act is based on the principle of aligning the service priorities of the Acadian and Francophone community with the service capacity of the government.



The Act provides for the designation of services and establishes obligations for the delivery of designated services – they must be provided in a person’s choice of English or French and be of comparable quality in both languages. The designation of services is determined by government institutions, taking into consideration community priorities, and is done via regulations.

With respect to written correspondence and public consultations, the Act states that government institutions 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 Act establishes various mechanisms to ensure its implementation:

- 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 institution is required to appoint a French language services co-ordinator who is tasked with advising it on the implementation of the Act.
- A complaints officer, appointed by the Minister Responsible for Acadian and Francophone Affairs, handles complaints filed under the Act.
- The Acadian and Francophone Affairs Secretariat ensures the administration of the Act and its regulations. It also provides operational and administrative support to the Acadian and Francophone Community Advisory Committee and chairs the French Services Co-ordinators’ Committee established by the Act.

In addition, the Act includes an accountability framework, which ensures, on an annual basis, that the government undertakes planning regarding French language programs and services, reports on complaints, and tables a report before the Legislative Assembly.

The *General Regulations* identify the 21 government institutions that are subject to the Act, define the active offer of designated services, and describe the designated services.



The three designated services are:

Designated Service	Government Institution
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)	Department of Education, Early Learning and Culture
Provision by telephone and online of the Traveller Information Service (511)	Department of Transportation, Infrastructure and Energy
Traffic signs, with the exception of stop signs and electronic variable message signs	

Acadian and Francophone Community Advisory Committee

The Acadian and Francophone Community Advisory Committee, established in 1977, plays a critical role in the implementation of the Act. The Committee ensures that the government is informed of the service priorities of the Acadian and Francophone community. It also provides the government with direction on the designation of services, the provision of designated services in French, and any other matter related to the province's Acadian and Francophone community.

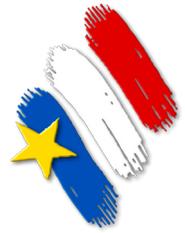
The Committee is made up of ten members: one member for each of the six Acadian and Francophone regions (West Prince, Évangéline, Summerside-Miscouche, Rustico, Charlottetown, and Eastern Kings) and four other members, including the Chair. The members for 2016-2017 were as follows:

- Jacinthe Lemire, Chair
- Yvonne Deagle, West Prince region
- Josée Arsenault, Évangéline region
- Béatrice Caillié, Summerside-Miscouche region
- Stéphane Blanchard, Rustico region
- Fatiha Enniri, Charlottetown region
- Rolland Dionne, Eastern Kings region
- Andy Gallant, member at large
- Maurice Poirier, member at large
- Selina Pellerin, member at large



In 2016-2017, the new Chair, Jacinthe Lemire, started her second three-year term. Also, the terms of Selina Pellerin (member at large) and Rolland Dionne (representative of the Eastern Kings region) were renewed. Two new members, Stéphane Blanchard (representative of the Rustico region) and Fatiha Enniri (representative of the Charlottetown region), started their first three-year terms.

During the reporting period, the Committee met four times in person and once via teleconferencing. The members also met with a number of community stakeholders. In May, the Committee members met with representatives of the Fédération des parents, who provided them with information about early childhood. In October, the Committee members attended a presentation on the Congrès mondial acadien 2019 (2019 World Acadian Congress). The Committee also had the opportunity to meet with several government representatives.



In accordance with its mandate under the Act, the Committee identified the priorities of the Acadian and Francophone community for the 2017-2018 fiscal year. Government institutions use these priorities to prepare their annual plans and reports required under the Act.

During the reporting period, the Committee closely monitored the joint Global Development Plan (2017-2027) of the Société Saint-Thomas-d'Aquin and the Commission scolaire de langue française (French Language School Board). In addition, the Committee contributed to the provincial government's response to the federal government's next Action Plan for Official Languages (2018-2023). The Committee also continued its collaboration with the Société Saint-Thomas-d'Aquin: they met once during the year and decided to meet twice a year in the future.

French Language Services Co-ordinators

Each government institution subject to the Act is required to appoint a French language services co-ordinator. In 2016-2017, all government institutions had a co-ordinator. During the same year, a 21st co-ordinator was appointed following the establishment of the Department of Rural and Regional Development.

The co-ordinators play a key role in ensuring that government institutions deliver the annual plans and reports that must be prepared pursuant to the Act. They advise and support their institution on Acadian and Francophone matters and handle any complaints made against their institution under the Act.

The Act also establishes the French Services Co-ordinators' Committee, chaired by the Acadian and Francophone Affairs Secretariat. In 2016-2017, the Committee met four times in person. It focused its efforts on continuing the implementation of the *French Language Services Act*.

During the reporting period, Aubrey Cormier, executive director of the Société Saint-Thomas-d'Aquin (spokesgroup for the Acadian and Francophone community), gave a presentation to the co-ordinators on the activities taking place in the Acadian and Francophone community. The provincial government's Translation Services gave a presentation to promote their services. The Committee also held one of its meetings at the Carrefour de l'Isle-Saint-Jean. The Carrefour's director, Nathalie Arsenault, gave a presentation on the services offered by the school and community centre.



Priorities of the Acadian and Francophone Community

As indicated previously, the Acadian and Francophone Community Advisory Committee is responsible for informing the government of the priorities of the Acadian and Francophone community.

All of the priorities identified since the Act was proclaimed in 2013 are still priorities. The objective adopted by the Committee was to propose actions of an increasingly structuring nature, while continuing to build on what has been done in previous years.

During the reporting period, for the purpose of identifying priorities for 2017-2018, the Committee prepared a list of priority actions rather than adding other specific services and programs to the existing list of priorities. This approach was validated by the Société Saint-Thomas-d'Aquin, represented by the Chair and Executive Director.

The Committee then informed the Minister of these priorities. As prescribed in the Act, this information was also shared with government institutions to support them in preparing their 2017-2018 annual plans.

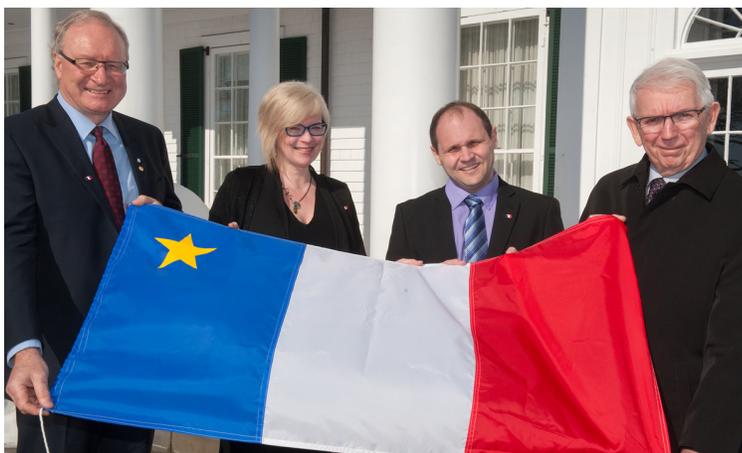
The priorities of the Acadian and Francophone community for 2017-2018 are as follows:

Actions Considered Priorities

1. Develop policies and/or guidelines on the following: active offer, communications in French, and signage in government public spaces (e.g., hospitals).
2. Identify timelines for previous priorities (2015-2016 and 2016-2017).
3. Develop a strategy for the promotion of government services available in French, including any service delivery mechanism.
4. Perform an analysis of the services offered by bilingual employees in designated bilingual positions to identify services and programs that could be designated in the future.
5. Increase information available in French on the government's website.
6. Increase information available in French via the government's social media accounts.
7. Increase the number of online government services available in French.
8. Designate other services identified as priorities (in 2015-2016 and 2016-2017).

Government Capacity

Government institutions offer services in French partly depending on their bilingual workforce. The Public Service Commission is responsible for preparing a list of designated bilingual positions and bilingual employees who are not in designated positions for the public service and Health PEI. The following comparative table presents the figures as of March 31, 2014, 2015, 2016, and 2017:

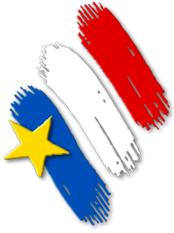


Bilingual employees of the Government of PEI	2014	2015	2016	2017
Designated bilingual positions	119	120	116	143
Bilingual employees not in a designated position ¹	102	110	120	131
Total	221	230	236	274

The Public Service Commission saw an increase in the number of employees wanting to undergo an assessment of their oral French skills. During the reporting period, the Commission carried out the first phase of a campaign to raise awareness of the oral French skills assessment process targeted at government institutions subject to the Act. In 2016-2017, 51 assessments were done, compared to 26 in 2015-2016. The awareness campaign also had a positive impact on the number of employees taking French language training courses. In 2016-2017, the number of registrations was 141, compared to 126 in 2015-2016. Also, through meetings with the human resources managers and the French language services co-ordinators, the Commission was able to draw attention to the importance of hiring policies for designated bilingual positions and supports offered to employees and institutions wanting to improve their delivery of services in French.

Since 2014-2015, the Commission has been guiding the work of a committee seeking to establish short and long term strategies to facilitate recruitment for difficult-to-fill bilingual positions and retain bilingual employees within the provincial government. The committee is made up of representatives of the public service and Health PEI in order to address the needs of both sectors. In 2016-2017, several focus groups were set up, both internally and externally, to collect information upon which to base the strategies. A document outlining the strategies will be released in 2017-2018.

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

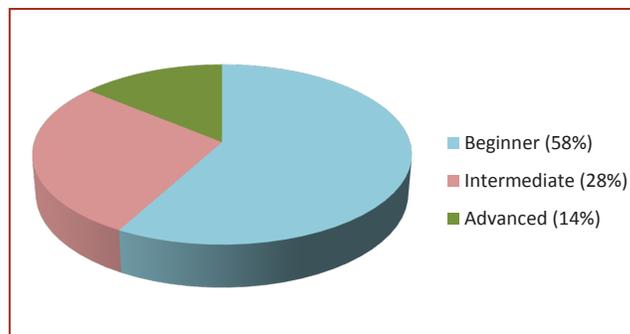


Here are a few examples of designated bilingual positions:

- Administrative assistant
- Safety standards officer
- Social assistance case worker
- Pension and benefits officer
- Information technology systems support team lead
- Judicial clerk
- Staffing officer
- Customer service representative – Access PEI
- Branch library technician
- Museum site director
- Autism consultant
- Translator
- Speech language pathologist
- Child mental health therapist
- Occupational therapist

In 2016-2017, the Commission offered 141 French language training spots (beginner, intermediate, and advanced levels) in an effort to increase the government's bilingual workforce. The training was provided by the Collège de l'Île.

French Language Training Registrations by Level (%)



Accountability Framework

Among the accountability measures set forth in the Act are the complaints mechanism, annual plans and reports by government institutions, and the annual report of the Minister Responsible for Acadian and Francophone Affairs.

a) Complaints Mechanism

The complaints mechanism enables members of the general public to file a complaint when a government institution does not meet its obligations with respect to designated services, written correspondence, or public consultations as established by the Act. The complaints mechanism consists of two levels. At the first level, complaints are handled by the French Language Services Co-ordinator of the Government institution in question and, at the second level, by the Complaints Officer.

For part of the reporting period, the Complaints Officer was Jean-Paul Arsenault, who was appointed on December 14, 2013. Mr. Arsenault stepped down in December 2016, two years before the end of his five-year term. The process to nominate a new complaints officer was initiated.



In 2016-2017, no complaints were made through the complaints mechanism. However, the Acadian and Francophone Affairs Secretariat looked into various issues involving non designated services in French. Information and resources concerning the complaints mechanism continued to be available online on the provincial government's website (this can now be viewed at www.princeedwardisland.ca/en/information/executive-council-office/complaints-mechanism-french-language-services-act). This information and these resources include a list of services about which a complaint may be filed, an overview of the complaints handling process, the complaint form, and information about the complaints mechanism.

b) Annual Plans and Reports

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 their services in French and then reporting 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 in French of their designated services, if applicable.

In their annual reports, institutions must also provide information about complaints they have received concerning their compliance with the Act. For the 2016-2017 period, all government institutions subject to the Act presented an annual plan and an annual report.

c) Minister's Annual Report

This report is the fourth to be tabled before the Legislative Assembly since the Act was proclaimed in December 2013. With the exception of the first report, which covered the period from December 14, 2013, to March 31, 2014, the Minister's report covers the period from April 1 to March 31.



Activities of the Acadian and Francophone Affairs Secretariat

The role of the Acadian and Francophone Affairs Secretariat is to advise and support the government on all matters related to the Acadian and Francophone community. The Secretariat is also responsible for the administration of the Act and its regulations. During the 2016-2017 fiscal year, the Secretariat provided support for government institutions, the Acadian and Francophone Community Advisory Committee, the French Services Co-ordinators' Committee, and the Complaints Officer with respect to the implementation of the Act.

The Secretariat co-ordinated the planning process for the annual plans and reports with the co-ordinators and assisted government institutions with the development of those documents by providing them with templates and acting as a resource team.

The Secretariat also continued the development of tools needed to implement the Act. In 2016-2017, it improved tools to support the Acadian and Francophone Community Advisory Committee in identifying the community's priorities.



The Secretariat continued its collaboration with the Société Saint-Thomas-d'Aquin by being part of a working group set up to maintain and improve communications between the government and the spokesperson of the Acadian and Francophone community regarding implementation of the Act. During the reporting period, this working group grew, with the addition of the Chair of the Acadian and Francophone Community Advisory Committee, the Complaints Officer, a French language services co-ordinator, a representative of the Public Service Commission of Prince Edward Island, and a representative of the PEI French Health Network. The addition of these new members made it possible to broaden and enrich the dialogue concerning implementation of the Act and to improve relations and cooperation between the government and the community. In 2016-2017, the working group met once. It discussed the implementation of the Act, including annual plans and reports, the complaints mechanism, and identification of the community's priorities with respect to services in French, as well as many issues that are important for the community, such as the new 2017-2027 Global Development Plan.

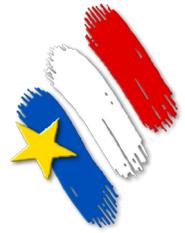
In 2016-2017, the Secretariat continued to develop its relations with a number of organizations: the PEI French Health Network, the Société Saint-Thomas-d'Aquin, the Coopérative d'intégration francophone, the Congrès mondial acadien 2019, the Voix acadienne, the RDÉE Î.-P.-É., and the Collège de l'Île.

During the reporting period, the Secretariat also managed the administration of the 2013-2018 Canada-PEI Agreement on French Language Services. This Agreement supports the efforts of the Government of Prince Edward Island to increase its capacity to provide services in French in accordance with the priorities of the Acadian and Francophone community.

In 2016-2017, the contribution of Canadian Heritage was \$1,237,500. The Government of Prince Edward Island matched this contribution in order to fund projects for improving the delivery of services in French.

The Agreement's strategic plan sets out three objectives:

- Strengthen the policy and planning frameworks in support of government institutions;
- Maintain formal communication and consultation with the community;
- Support the development, planning, and delivery of quality services and programs in French.



The Agreement's strategic plan identifies six priority sectors: health and wellness, public safety, culture, social services, tourism, and access to information in French. A total of nine government institutions received project funding, and 13 designated bilingual positions were funded under the Agreement.

The Secretariat also managed the Quebec-Prince Edward Island Agreement. In 2016-2017, about \$65,000 invested by the two provinces under the Agreement were used to carry out 11 promising initiatives. On January 23, 2017, a new version of the Agreement was signed for 2017-2018 to 2021-2022. The governments of the two provinces made a commitment to invest an annual minimum of \$35,000, starting in 2017-2018. This figure will rise to \$55,000 in 2021-2022. Also, under the Agreement, the government prepared a five-year action plan, taking into consideration the following five action priorities:

1. early childhood
2. Francophone immigration
3. tourism
4. youth
5. education and culture

These priorities were identified in order to provide possible avenues of intervention based on the community's needs, expectations, and priorities. These priorities were proposed at the conference between the Acadian and Francophone Affairs Secretariat, the Secrétariat aux affaires intergouvernementales canadiennes, and the Société Saint-Thomas-d'Aquin.

In 2016-2017, the Government of Prince Edward Island, supported by the Secretariat, participated in the Ministerial Conference on the Canadian Francophonie, held on June 22 and 23, 2016, in St. John's, Newfoundland and Labrador. At the conference, which brought together federal, provincial, and territorial ministers responsible for the Francophonie, the following topics were discussed: Francophone immigration, tourism, and early childhood. Like all Conference members, the Government of Prince Edward Island tries to increase the delivery of services in French in each of these sectors. The initiatives discussed during the conference were very relevant to Prince Edward Island, particularly the improvement of services in French and the development of a pan-Canadian tourism circuit. In addition, the Government of Prince Edward Island, represented by the Director of the Secretariat, participated actively in the Intergovernmental Network on the Canadian Francophonie and in a number of its sub-committees. The Network brings together government officials who support the work of the Conference members.



Progress Made by Government Institutions

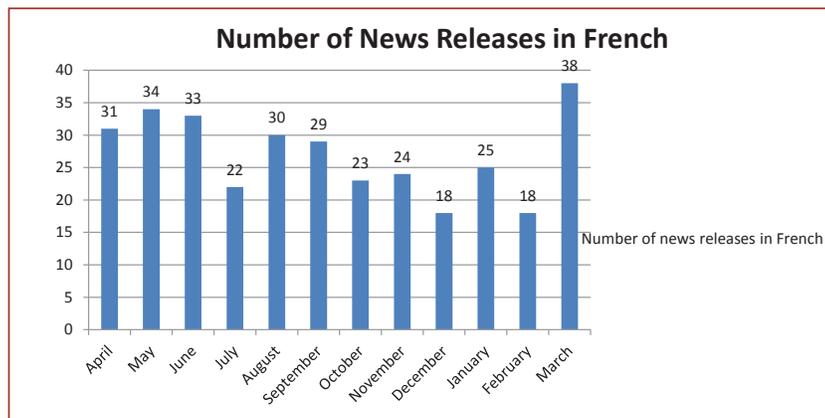
Provincial Government Website

The government's new website has been launched. Since each page of the website can be translated, this will make it possible to significantly increase the amount of information and communications in French. The new website will also make it possible to offer any online services in French. Furthermore, the entire website – that is, the content available in French and the content only available in English – can be accessed through its French interface.

Government News in French

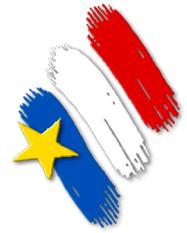
In 2016-2017, the government issued 325 news releases in French out of a total of 565 – 58% of the releases were therefore issued in French. Those news releases dealt with various issues, and a number of them provided information about government services and programs. Here are a few examples of the topics covered:

- a) 2017 Rendez-vous de la Francophonie on Prince Edward Island
- b) Quebec and Prince Edward Island: A new momentum for French
- c) Improvements to mental health services
- d) Tourism Week from May 29 to June 4 on PEI
- e) Innovation PEI grants for new and emerging businesses
- f) Public consultations on the new energy strategy
- g) Wage increases for early childhood educators
- h) Provincial home renovation programs
- i) 2016-2017 budget: sustained prosperity for Islanders
- j) Speech from the Throne: clear plan for growth and pledge for more modern governance

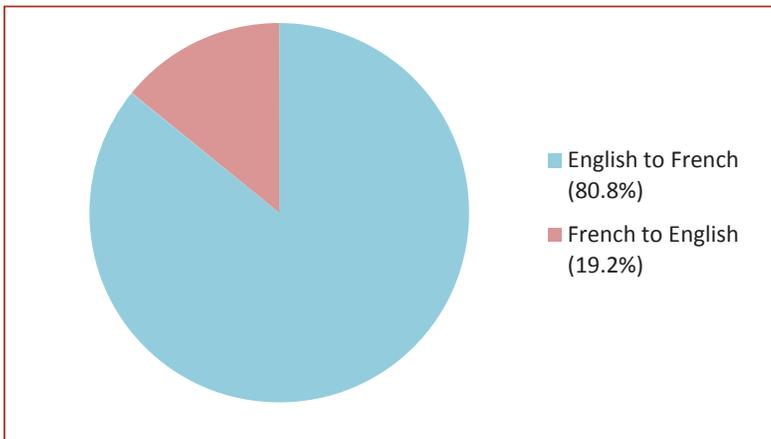


Translation Services

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 2016-2017, Translation Services translated 1.34 million words, of which 80.8% were translated from English to French and 19.2%, from French to English.

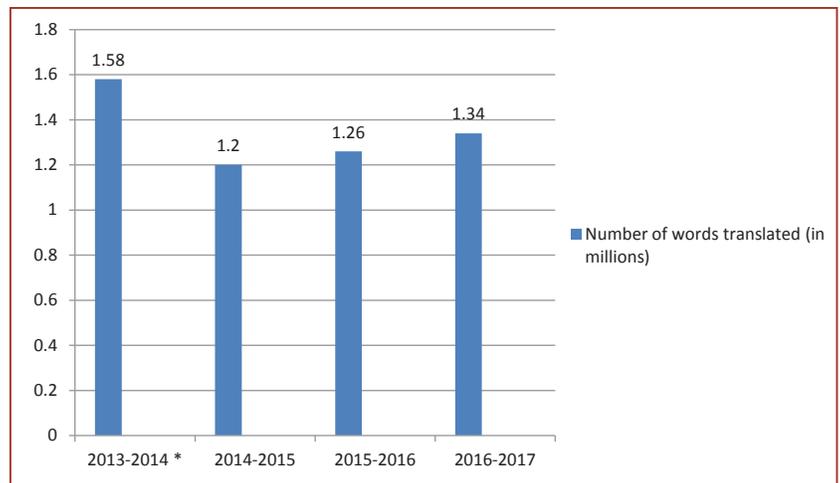


Percentage of Words Translated by Source Language and Target Language



Number of Words Translated by Fiscal Year (in millions)

*The figure for 2013-2014 includes the translation done for PEI 2014 Inc., the organization responsible for the celebrations marking the 150th anniversary of the Charlottetown Conference in 2014.



Highlights

During the reporting period, government institutions implemented their annual plans for the 2016-2017 fiscal year and subsequently submitted an annual report to the Minister Responsible for Acadian and Francophone Affairs. The table below presents highlights from the past year, along with progress made.

Agriculture and Fisheries	<ul style="list-style-type: none">• A summary of the Growing Forward 2 assessment report was made available in French on the provincial government website.• The page providing an overview of the Department on the provincial website was translated into French.
Executive Council Office	<ul style="list-style-type: none">• The new Government of Prince Edward Island website, which can offer its content in English and French, made it possible to improve access to information in French.• The Acadian and Francophone Affairs Secretariat offered financial support to nine government institutions under the Canada-Prince Edward Island Agreement on French Language Services to support the delivery of services in French.• The joint working group of the Société Saint-Thomas-d'Aquin and the Acadian and Francophone Affairs Secretariat was expanded to include new government and community stakeholders.
PEI Public Service Commission	<ul style="list-style-type: none">• The number of requests from employees wanting to have their oral French skills assessed increased.• Registrations for French language training courses increased, going from 126 in 2015-2016 to 141 in 2016-2017.• All competitions for designated bilingual positions were published in French on the Jobs PEI website.
Island Regulatory and Appeals Commission	<ul style="list-style-type: none">• Information about signing rental agreements and the form Application for Enforcement of Statutory or Other Condition of Rental Agreement were made available in French on the Commission's website.• All notices were translated into French.
Workers Compensation Board of PEI	<ul style="list-style-type: none">• To meet immediate needs concerning communications with Francophone clients, the translation software <i>Babylon</i> was installed in the conference rooms.• An inventory was taken of requests for services and information in French to be used in setting priorities.
PEI Human Rights Commission	<ul style="list-style-type: none">• A bilingual human rights legal officer who can communicate in French with complainants and advocates was hired.• Information documents intended for the public were published in French:<ul style="list-style-type: none">- the 40th anniversary publication <i>Celebrating our Journey of Human Rights</i>;- the guide <i>They're Your Rights to Know</i>.

Communities, Land and Environment	<ul style="list-style-type: none"> • In connection with public consultations, factsheets on the <i>Municipal Government Act</i> and the <i>Water Act</i> were translated into French. • Staff members were encouraged by Human Resources and the Public Service Commission to have their oral French skills assessed and to register for French language training.
Economic Development and Tourism	<ul style="list-style-type: none"> • The entire Tourism PEI website was translated into French, and the address <i>ipe.ca</i> was created to access the French version. • Bilingual staff at the visitor information centres grew from 50% to 67%.
Education, Early Learning and Culture	<ul style="list-style-type: none"> • Notices were posted in the Abram-Village, Dr. J.-Edmond-Arsenault, and J.-Henri-Blanchard public libraries, stating that services offered in person, which are designated under the <i>French Language Services Act</i>, are available in French. • The Department continued to work on identifying bilingual employees in cooperation with the Public Service Commission.
Finance	<ul style="list-style-type: none"> • Plans for expanding capacities to provide services in French were formalized. Employees will receive one email per year, indicating that the Department supports those who wish to take French language training. This information will also be given to new employees as part of their orientation within the Department. • The message “Je parle français” was added to the Employee Directory on the provincial government’s new website to identify bilingual employees.
Innovation PEI	<ul style="list-style-type: none"> • Presentations in French on Innovation PEI programs were prepared and given upon request by bilingual employees. • Staff offered Innovation PEI services to the public in French whenever possible.
Justice and Public Safety	<ul style="list-style-type: none"> • Information in French about the Bridge program was made available to the public and to service providers. • Under the Family Law Program, information booklets were updated and translated into French.
Workforce and Advanced Learning	<ul style="list-style-type: none"> • A vacant bilingual settlement officer position was filled. This person provides information about programs and services in French. • Following the temporary departure of the bilingual Financial Services Assistant, the position was filled by another bilingual employee.
PEI Museum and Heritage Foundation	<ul style="list-style-type: none"> • The Acadian Museum’s website was translated. • For the other sites of the PEI Museum and Heritage Foundation, certain communications and advertising concerning programming and activities were translated into French.
PEI Liquor Control Commission	<ul style="list-style-type: none"> • All outlets have bilingual outdoor signage. • Three outlets were able to serve their customers in French thanks to their bilingual staff.

Health and Wellness	<ul style="list-style-type: none"> • The Chief Public Health Office provided services in French. • The following publications and reports were made available in French: <i>Mental Health and Addiction Strategy 2016-2026</i>; summary of the 2016 report of the Chief Public Health Officer, <i>Health for All Islanders</i>; 2016-2018 strategic plan of the Chief Public Health Office; wellness grant application form. • On-site translation services and documents in French were available during the Global Forum on Health Promotion.
Health PEI	<ul style="list-style-type: none"> • As part of the redesign of the Health PEI website, most online services and content were made available in French. • As part of a Health Canada project, a survey was sent out to all Health PEI staff members to collect information about their French language skills. • An active offer tool kit was sent to all Health PEI managers.
Family and Human Services	<ul style="list-style-type: none"> • Two Francophone organizations received funding under the Seniors' Secretariat grant program to organize activities and projects aligned with the Secretariat's priorities. • Material in French promoting family violence prevention services was distributed.
Island Waste Management Corporation	<ul style="list-style-type: none"> • Students at French schools participated in the production of a video encouraging use of the Waste Watch program. This video can be used as a tool in Francophone schools. • A new communications policy encouraging bilingual signage at all waste collection locations was developed.
Transportation, Infrastructure and Energy	<ul style="list-style-type: none"> • A new position was designated bilingual in the Access PEI division. • Traffic signs were reviewed to ensure compliance with the Act. • The six bilingual customer service representatives at Access PEI were identified with signs.

Moving Forward

The government continues to implement the Act, while aligning the priorities of the Acadian and Francophone community with the government's capacity to provide services that meet those priorities.

Here are some of the initiatives coming up in 2017-2018:

- On December 30, 2017, the following services will become designated services:
 - Telehealth information service (811);
 - All information related to permanent or temporary exhibits at the Acadian Museum;
 - All services offered in person at the Acadian Museum, including visitor services, interpretation services, research support services, and interpretation and education programs.
- The Public Service Commission will present a new recruitment strategy for difficult-to-fill bilingual positions. It will ensure a stronger bilingual workforce for the public service and Health PEI in the years to come and will provide the various stakeholders who do recruiting for bilingual positions with access to new ways of finding and retaining bilingual staff.