

**BRITISH COLUMBIA STRATEGIC PLAN – 2018-2023**  
**CANADA-BRITISH COLUMBIA AGREEMENT ON FRENCH LANGUAGE SERVICES**  
**2018-2019 to 2022-2023**

## INTRODUCTION

The British Columbia government recognizes the linguistic duality of our country and the historical and current contributions of Francophones and Francophiles to the economic growth and cultural vitality of the province. In the context of the Francophone minority in British Columbia, the provincial government wishes to continue working in partnership with the Government of Canada in order to strengthen the French-language services offered at provincial and municipal levels.

British Columbia continues to celebrate its cultural and linguistic diversity that sets it apart from other Canadian jurisdictions. The province is home to the fourth largest Francophone community in Canada outside of Québec. Despite this, French is the sixth most spoken mother tongue in British Columbia. According to data from Statistics Canada's 2016 census, the number of native French speakers has slightly increased from 70,755 in 2011 to 71,705 in 2016. The percentage of the French-language minority has remained the same from 2011 to 2016 at 1.4%. Interestingly, there are 16,975 French speakers that are 65 years and over in the province, representing 2% of the total population of people of the same age range in British Columbia. Another interesting point is that the number of people who speak French at home has increased from 69,535 in 2011 to 72,800 in 2016. This increase may be attributed to the large number of exogamous families and the popularity of French immersion programs in British Columbia.

From 2013 to 2018, the government of British Columbia continued to support the development and delivery of French-language services to the Francophone community as well as support initiatives to increase vitality.

A combination of both renewed projects and new projects has allowed the province to expand its reach. In fact, new partnerships often start with small projects, which often form the basis of larger projects and future partnerships. The continuously increasing visibility of the *Canada-British Columbia Agreement on French-language services 2018-2023* explains the interest of new partners, as well as the return of a large number of partnerships with new or renewed projects.

Our continued collaboration with Francophone community groups has allowed us to identify projects that are important and in demand within the community. For example, discussions with RésoSanté led us to support projects with Fraser Valley Health to adapt and translate resources aimed at reducing seniors' falls. Another example is our partnership with municipalities such as Vancouver, Ucluelet, and Tofino, where we have supported programs that give preschool-age children the opportunity to develop their skills in French through play.

Considering the context of British Columbia and its province-wide Francophone population, online French-language services are essential to ensuring access to services for the whole Francophone population. For this reason, the government of British Columbia believes it is important to support programs that bring citizens together in their homes. For example, the government of British Columbia has a tool on its website for new parents called "Baby's Best Chance." The maintenance and growth of this kind of information is an asset in the health field. Additionally, Francophones and Francophiles living in British Columbia now have access to a service map in French that is both user-friendly and community-centred thanks to our 2013-2018 Agreement. It is the first provincial map available on the internet. It was designed to help find specific locations of French-language services offered in the fields of education, childcare, health, business, and tourism. The service map can be accessed from a smartphone, tablet, or computer. With the support of the 2018-2023 Agreement, we plan to continue working with our community partners and provincial ministers to update the map every year.

The general objective of British Columbia's strategic plan for French-language services 2018-2023 is to progressively offer more information and governmental services in French to the general public. The 2018-2023 strategic plan will play a crucial role in creating partnerships that will support the main trends and objectives of the government of British Columbia. We aim to increase and diversify our partners to better respond to the needs of Francophones and Francophiles across the province. While the goal of our 2018-2023 strategic plan is to create new partnerships, the results demonstrated at present will be based on existing partnerships and can be more diverse depending on the case.

The fulfillment of this general objective depends on the fulfillment of the following strategic objectives:

1. Internal support to administrative structures (reinforcement of policy and administrative framework)

Since 2015-2016, as part of the continued improvement initiative, *Lean*, the province has made enormous gains in the efficiency of administrative processes of the Francophone Affairs Program (FAP). For example, the FAP has improved the application for funding process, the wording of the memorandum of understanding and the procedure for submitting a project evaluation report. The FAP now has a new website where you can find an Application for Funding Partnership that is easier and quicker to fill out, accompanied by instructions and an example of a completed form to help applicants. In order to ensure that the funds available to us are used appropriately, all projects submitted for approval are subject to strict criteria and when these projects are approved, all partners must present an evaluation report explaining how they achieved the expected measurable results specified in a memorandum of understanding. We are normally very satisfied with the results obtained, and in general, our partners are very enthusiastic about the idea of working with the FAP on other projects. In 2018-2023, the FAP will continue to maintain and improve efficient processes to ensure that our clients continue to get the best possible value when receiving services from the FAP.

2. Support for the development, planning and delivery of services to the public

In British Columbia, our intergovernmental collaboration is essential to improving access to programs and services in French in priority sectors (health and social services, community services, justice, economic development, and arts and culture). The Francophone Affairs Program plays a fundamental role in

encouraging ministries, organizations and municipalities to invest efforts and resources to ensure French-language services for our Francophone community. This 2018-2023 strategic plan aims to continue to better serve Franco-Columbians, and to improve and highlight the development of the Francophone community in British Columbia. In British Columbia, federal-provincial collaboration is an essential part of maintaining this dynamism and level of services offered to the province's Francophiles and Francophone community.

### 3. Communications and Consultations with the Community

In the process of developing the 2018-2023 strategic plan, a consultation project was conducted. Francophone and Francophile organizations were invited to share their needs and priorities in order to help us develop new approaches to improve French-language services in British Columbia. The results of this consultation are key to the identification of the main priorities on which the government should focus to build and enrich the delivery of French-language services in British Columbia. Additionally, the Fédération des francophones de la Colombie-Britannique (FFCB) shared the results of their survey on French-language services with the province. The FFCB survey was targeted at all Francophones and Francophiles in the province, with over 600 participants.

The themes that were identified in the two consultations allowed us to identify strategic priorities for the next five years, the period of the *Canada-British Columbia Agreement on French-Language Services 2018-2023*. The priority sectors are the following:

#### 1. Health and social services

The Francophone Affairs Program (FAP) will continue its partnership with the Provincial Health Services Authority (PHSA) to retain a French-language services coordinator. This position is the central link between health authorities and health services in British Columbia. Among other initiatives, the FAP will also support the Ministry of Children and Family Development to support the Francophone initiatives of the *BC Early Years Strategy* and will examine the options for learning and childcare available to Francophone families and children.

Another government priority is to fight homelessness. Due to the high representation of homeless Francophones in Greater Vancouver, the FAP will continue to maintain and increase services offered in this area.

#### 2. Community services

This new sector includes initiatives to address to the needs of the community in sectors such as early childhood, isolated Francophone women, and public libraries.

#### 3. Justice

The FAP will continue to support ministries and quasi-government bodies to increase access to information and resources related to justice (e.g. translating documents that explain the legal system in different legal areas). The FAP will also continue to support the Ministry of Justice and Attorney General to facilitate linguistic training of its staff. A group of 10 bilingual prosecutors are available at any time to serve Francophones who wish to proceed in Court in their native language. The Ministry of Justice and Attorney General have taken steps to identify other bilingual support staff in the province in order to enrich the pool of qualified candidates. However, a support staff of 3 bilingual people is sufficient to respond to current needs.

### 4. Economic development

The FAP will continue to update the map of French-language services offered in British Columbia, published on the web, and will continue to support signage projects to stimulate Francophone tourism in the province. Other projects in sectors such as employment, small businesses, and immigration may be supported. In fact, the FAP will continue to work in collaboration with the Ministry of Social Development and Poverty Reduction to improve employment services offered to Francophones through WorkBC employment services centres. Examples of recent accomplishments in this sector are: (1) the launch of a social media campaign in Spring 2017 aimed at French-speaking British Columbians to inform them of employment services available in French, and (2) the survey currently available online that allows Francophone clients to share their experience with the Employment Program of British Columbia.

### 5. Arts and culture

The participants in the provincial consultation mentioned the importance of increasing visibility of the British Columbian Francophonie throughout the province. In the domain of arts and culture, the FAP will continue to support initiatives that aim to increase the visibility of Francophone cultural, artistic, and linguistic heritage such as projections of films in French as well as supporting productions of Francophone artists in events open to all in the province.

Throughout the course of the 2013-2018 agreement, the FAP established multiple partnerships with the Heritage Branch of the Ministry of Forests, Lands, Natural Resource Operations and Rural Development. A recent partnership project included the creation of a Francophone component to add to an existing cultural heritage repertoire. Carried out in two phases, this project gathers sites and stories that have heritage significance for the Francophone community of the province or that include an aspect related to cultural tourism for this community. The first phase of this project involved making a list of sites of interest for cultural tourism from an existing inventory of tourism services. The second phase, which is currently in progress, includes a province-wide community consultation. The recognition of historical places in all geographic regions reflects the diverse heritage values of the province and reinforces the idea of British Columbia as a multicultural province.

The 2018-2023 Strategic Plan is focused on the needs and priorities determined by the Francophone community while proposing objectives consistent with the government of British Columbia and the federal government. The intent of the plan is to maximize the efficiency of initiatives aimed at maintaining and increasing the delivery of French-language services and stimulating the vitality of the Francophonie.

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The provincial government's initiatives and strategies support programs that address the needs of Franco-Columbians. The goals of the 2018-2023 plan about French-language services encourage us to offer services in French that are consistent with government initiatives and priorities. One of the proposed initiatives is to increase the offering of French courses to help employees in the province better communicate with Francophones.

Strategic Objective 1: Internal support to administrative structures (reinforcement of policy and administrative framework)							
Proposed measure(s)	Expected result(s)	Performance indicator(s)	Target(s)	Benchmark	Funding		
					By fiscal year	Federal	Provincial
The Francophone Affairs Program actively seeks partnerships with provincial ministries, municipalities, and related government bodies to develop and support French-language service delivery to the British Columbia Francophone community.	The government of British Columbia maintains and/or increases its capacity to deliver services to its Francophone community.	Number of memoranda of understanding signed by priority sector to support and develop Francophone projects.	25 memoranda of understanding  (Each year, memoranda of understanding are signed in each priority sector of the Agreement.)	Benchmark to be established in 2018-2019  2016-2017 British Columbia Ministries: 14 Municipalities: 12 Quasi-government bodies: 3 Total: 29 memoranda of understanding.	2018-2019	\$228,500	\$114,000
					2019-2020	\$228,500	\$114,000
					2020-2021	\$228,500	\$114,000
					2021-2022	\$228,500	\$114,000
					2022-2023	\$228,500	\$114,000
					TOTAL	\$1,142,500	\$570,000
Through the Francophone Affairs Program, the provincial government offers linguistic training to its staff.	The province's staff has a maintained and increased linguistic capacity to serve British Columbia Francophones.	Number of employees registered in linguistic training.  Number of sessions offered.  Participants' level of satisfaction with the	45 participants annually  450 15-minute sessions annually	Benchmark 2016-2017 48 participants  507 sessions  Benchmark to be established in 2018-2019 for the level of	2018-2019	\$11,500	\$16,500
					2019-2020	\$11,500	\$16,500
					2020-2021	\$11,500	\$16,500

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		training.  Assessment of participants' achievements by trainers every two years.	Target for the assessment of achievements to be developed in 2018-2019	satisfaction and assessment of achievements by trainers.	2021-2022	\$11,500	\$16,500
					2022-2023	\$11,500	\$16,500
					TOTAL	\$57,500	\$82,500
The FAP supports the Ministry of Justice and Attorney General to facilitate linguistic training of its staff.	The 4 regions of the province are able to serve the Francophone community in their language.	Number of Crown staff who have the capacity to serve the Francophone community.	Nine prosecutors and three support staff annually	Benchmark 2016-2017 Nine prosecutors and three legal support staff able to serve the Francophone community.	2018-2019	\$22,000	\$90,000
					2019-2020	\$22,000	\$90,000
					2020-2021	\$22,000	\$90,000
					2021-2022	\$22,000	\$90,000
					2022-2023	\$22,000	\$90,000
					TOTAL	\$110,000	\$450,000
		Number of Crown staff who take training in legal terminology in French.	12 members of Crown staff annually	16 members of Crown staff have taken legal terminology training in French.			
		Number of bilingual criminal trials		14 proceedings			

Strategic Objective 2: Support for the development, planning and delivery of services to the public							
Proposed measure(s)	Expected result(s)	Performance indicator(s)	Target(s)	Benchmark	Funding		
					By fiscal year	Federal	Provincial
Health and social services							
Support provincial ministries, municipalities and quasi-government bodies to maintain and improve health services in the Francophone community .	The Francophone community has access to more health services in French.	Number of individuals and families receiving direct aid in French from the provincial health services administration.	300 requests responded to in French annually.	Annual Report of the PHSA (Provincial Health Services Authority) 2016 – 2017 300 requests responded to in French	2018-2019	\$98,500	\$35,000
		Number of requests for interpretation services in French.		PHSA Annual Report 2016 – 2017 Number of requests 745 Number of hours: 604 Number and percentage of unsatisfied requests: 21 requests (3%)	2019-2020	\$98,500	\$35,000
		Number of hours of interpretation services.	Less than 5% of requests not satisfied annually.		2020-2021	\$98,500	\$35,000
		Number and percentage of unsatisfied requests.					
		Number of documents related to the health field translated by Provincial Language Services (PLS).	80 documents translated by the PLS annually.				
		Number of projects with Public Health Agencies.					

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		<p>Number of people who borrowed books on health in French from the Provincial Health Services Authority (PHSA) and the number of books borrowed.</p>	<p>12 projects with the PHSA annually.</p>	<p>PHSA Annual Report 2016 – 2017 14 projects</p>	<b>2022-2023</b>	<b>\$98,500</b>	<b>\$35,000</b>
		<p>Number of promotional activities for the book borrowing service.</p> <p>Examples of promotional activities: Participation in events centred on the public such as forums, open houses and International Francophonie Day.</p>		<p>Benchmark to be established in 2018 – 2019</p> <p>Benchmark to be established in 2018-2019</p>	<b>TOTAL:</b>	<b>\$492,500</b>	<b>\$175,000</b>
<p>Support provincial ministries, municipalities and quasi-government bodies to maintain and improve social services to homeless Francophones.</p>	<p>British Columbia maintains or increases social services available to the community to help homeless Francophones find housing and get necessary aid to ensure their independence.</p>	<p>Total number of interventions with homeless Francophones and Francophiles by sector.</p>	<p>The number of interventions per sector, per year are maintained or increased: 2720</p> <p>Housing: 748 Government services: 856 Health: 354 Mental health: 438 Addiction: 324</p>	<p>Annual Report 2016-2017 2,720 interventions</p>	<b>2018-2019</b>	<b>\$70,000</b>	<b>\$75,000</b>
				<p>Annual Report 2016-2017 Total number of interventions: 2720</p> <p>Number of interventions by sector:</p> <p>Housing: 748</p>	<b>2019-2020</b>	<b>\$70,000</b>	<b>\$75,000</b>
					<b>2020-2021</b>	<b>\$70,000</b>	<b>\$75,000</b>
					<b>2021-2022</b>	<b>\$70,000</b>	<b>\$75,000</b>
					<b>2022-2021</b>	<b>\$70,000</b>	<b>\$75,000</b>



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				interventions Government services: 856 Health: 354 Mental health: 438 Addiction: 324	TOTAL	\$350,000	\$375,000
Collaborate with ministries and health authorities to translate government documents on health and social services into French.	Government information on health and social services that has been identified as a priority in French by a government body or a B.C. Francophone organization is translated or is in the process of being translated. Examples: Baby's Best Chance, elder abuse and violence prevention, and educational posters on early childhood.	Number of documents translated and updated.	Two documents annually	Benchmark 2016-2017	2018-2019	\$25,500	\$52,000
				Four documents	2019-2020	\$25,500	\$52,000
					2020-2021	\$25,500	\$52,000
					2021-2022	\$25,500	\$52,000
					2022-2021	\$25,500	\$52,000
					TOTAL	\$127,500	\$260,000

Strategic Objective 2: Support for the development, planning and delivery of services to the public							
Proposed measure(s)	Expected result(s)	Performance indicator(s)	Target(s)	Benchmark	Funding		
					By fiscal year	Federal	Provincial
Community services							
Support municipalities to offer programs and activities in French in nursery schools.	Parents of young children have access to programs that allow their children to discover the culture and the French language through educational activities such as teaching stories, songs	Number of municipal partners offering Francophone programs for early childhood.	Maintain the number of municipal partners and the number of supported	Benchmark 2016-2017	2018-2019	\$15,000	\$13,000
				Three municipalities the City of Vancouver and districts of Tofino	2019-2020	\$15,000	\$13,000
					2020-2021	\$15,000	\$13,000
					2021-2022	\$15,000	\$13,000

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	and using electronic games in French.	Number of programs offered by fiscal year.	programs:	and Ucluelet	2022-2023	\$15,000	\$13,000	
			3 municipal partners per year and 5 programs per year.	5 programs in three municipalities	TOTAL	\$75,000	\$65,000	
Support municipalities to increase the number of French-language resources available online and in public libraries.	An increased number of public libraries carry resources (paper or online) in French.	Number of supported libraries in rural and urban areas across the province.	Two libraries annually, at least one of which is in a rural area	Benchmark 2016-2017	2018-2019	\$19,500	\$30,000	
					2019-2020	\$19,500	\$30,000	
		Number of paper and online resources acquired.		One library and 52 resources	2020-2021	\$19,500	\$30,000	
					2021-2022	\$19,500	\$30,000	
					2022-2023	\$19,500	\$30,000	
					TOTAL	\$97,500	\$150,000	
Justice								
Support provincial ministries and quasi-government bodies to increase access to information related to justice in French.	Access to legal resources in French (paper or online) is maintained or increased.	Number of translations and updates to documents explaining the legal system such as: Mothers Leaving Abusive Partners and If You Can't Get Aid for Your Criminal Trial	Five documents translated or updated yearly.	Benchmark 2016-2017	2018-2019	\$10,000	\$30,000	
					2019-2020	\$10,000	\$30,000	
				Seven documents have been translated or updated.	2020-2021	\$10,000	\$30,000	
					2021-2022	\$10,000	\$30,000	
					2022-2023	\$10,000	\$30,000	
					TOTAL	\$50,000	\$150,000	
Economic development								
Provincial ministries, municipalities and quasi-government bodies responsible for economic development are able to create or translate resources	Resources and initiatives aimed at Francophone economic development in British Columbia are created, maintained and increased.	Number of economic development projects is maintained or increased.	Five projects annually	Benchmark 2016-2017	2018-2019	\$80,000	\$80,000	
					2019-2020	\$80,000	\$80,000	
					Five projects	2020-2021	\$80,000	\$80,000
						2021-2022	\$80,000	\$80,000

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into French.	Examples: maps of French-language services offered in British Columbia, published on the web, mapping of Francophone heritage in British Columbia, translation of resources for Francophone entrepreneurs, bilingual tourism infrastructure projects, translation of brochures and signage for historic sites.				2022-2023	\$80,000	\$80,000
					TOTAL	\$400,000	\$400,000
Arts and culture							
Support provincial ministries, municipalities and quasi-government bodies to engage in initiatives such as projections of films in French, supporting Francophone cultural and education events that contribute to increased visibility of Francophone cultural, artistic, and linguistic heritage.	The visibility of Francophone cultural, artistic and linguistic heritage is maintained or increased.	Number of Francophone cultural, artistic and linguistic events across the province.	Five activities annually	Benchmark 2016-2017	2018-2019	\$76,500	\$152,000
					2019-2020	\$76,500	\$152,000
				Six activities	2020-2021	\$76,500	\$152,000
					2021-2022	\$76,500	\$152,000
					2022-2023	\$70,500	\$148,000
					TOTAL	\$376,500	\$756,000

Strategic Objective 3: Communication and consultation with the Francophone community							
Proposed measure(s)	Expected result(s)	Performance indicator(s)	Target(s)	Benchmark	Funding		
					By fiscal year	Federal	Provincial
Support the ministry responsible for media communications to manage the translation and diffusion of documents and news releases in French identified as a priority by a government organization or a B.C. Francophone organization.	Documents and news releases that have been identified as needing to be translated into French, such as releases announcing a service or program that may be of direct interest to Francophones, are available online on the provincial government's website.	Number of releases translated into French.	100% of identified releases are translated annually.	Benchmark 2016-2017  100% of 20 releases have been translated.	2018-2019	\$41,500	\$12,000
					2019-2020	\$41,500	\$12,000
					2020-2021	\$41,500	\$12,000
					2021-2022	\$41,500	\$12,000
					2022-2023	\$41,500	\$12,000
					TOTAL	\$207,500	\$60,000
The Francophone Affairs Program consults representative organizations of the Francophone community to: <ul style="list-style-type: none"><li>• evaluate French-language services</li><li>• determine if the priority sectors identified are still relevant</li><li>• identify new ideas for projects</li></ul>	British Columbia offers services in French to Franco-Columbians in the priority sectors identified and continues to improve services in the sectors needed.	Rate of participation in the Francophone Affairs Program's annual survey.  Rate of satisfaction of service offered by the Francophone Affairs Program.	At least 15 organizations respond to the survey annually.  90% are satisfied or very satisfied annually.	Benchmark to be established in 2018-2019	2018-2019	\$1,500	\$500
					2019-2020	\$1,500	\$500
					2020-2021	\$1,500	\$500
					2021-2022	\$1,500	\$500
					2022-2023	\$7,500	\$4,500
					TOTAL	\$13,500	\$6,500