

FINAL REPORT ON RESULTS AND ACTUAL EXPENDITURES

Canada – British Columbia Agreement on French Language Services 2018-2019 to 2022-2023

Fiscal year 2020-2021

Throughout the 2020-2021 fiscal year, the Canada-B.C. Agreement on French Language Services has contributed to improved access to programs and services for francophone British Columbians. Every year, collaboration between the government of British Columbia and the federal government helps ministries, Crown corporations, and provincial municipalities in their efforts to ensure access to, and provision of, services in French for British Columbia's francophone community.

Innovative Projects in 2020-2021

The following four new projects demonstrate the success of provincial-federal collaboration in 2020-2021 with regard to French-language services:

Tell Us Your Covid-19 Story

The Royal B.C. Museum (RBCM) collaborated with the Société historique francophone de la C.-B. to gather francophone experiences of the Covid-19 pandemic to help tell the stories of this time to future generations. The testimonies were gathered in a [virtual mosaic gallery](#) titled "Humans of B.C." Here are some examples of the testimonies presented in the virtual gallery:



The pandemic brought back my love of painting and allowed me to express my feelings in this period of unusual isolation.

I was working at the supermarket and I encountered a five-year-old child.

He noticed the plexiglass pane on the counter in front of the cash register, and then asked me:
"What is that?"

I answered that it was plexiglass.
"Plexiglass? Is there magic in it?"

And his mother said,
"Yes, there is, it protects us all."

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Tire-Lire educational resource lending service for Educational Resources in French for Children and their Parents

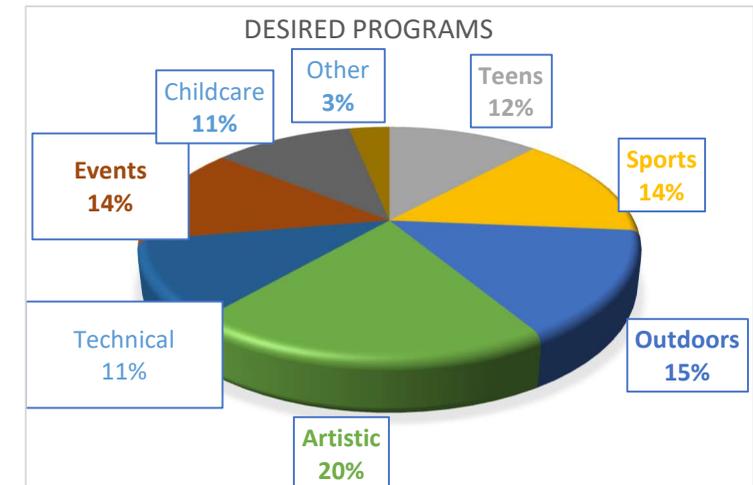


The Ministry of Children and Family Development supported the *Tire-Lire* project, a French-language educational resource lending service for children and their parents. The project is part of a continuum of community programs for supporting parents and their families in the personal, cultural, and linguistic development of children.

Early Childhood Programs in Westshore

Westshore Parks and Recreation, in collaboration with the Victoria Francophone Society, assessed the interest in early childhood and other leisure activities for young people for francophones living in the west of Greater Victoria, such as the municipal communities of Colwood, Langford, Metchosin, Highlands, and View Royal.

The majority of poll respondents had children between the ages of 0 and 12 and was interested in having a program of French-language sports and artistic activities once a week.



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Help Without Burning Out - Informal and Family Caregivers supported by their community

A partnership between B.C. Gaming and the Réseau-Femmes Colombie-Britannique enabled the creation of an accompaniment project to support francophone informal and family caregivers (IFC). IFCs are individuals, mostly women, who provide material, continuous, or occasional support privately to someone close to them with particular needs. IFCs have been severely impacted by COVID-19 which has forced them to self-isolate and has reduced access to professional relief services considerably. Four virtual conferences on the topics of anxiety, work-family balance, mistreatment of IFCs, and young IFCs were offered in urban and rural areas.



**VIVRE SAVIE,
PLEINEMENT**
pour vous aider à vous sentir bien

**12 heures qui
peuvent changer
votre vie**

8 modules pour soutenir les
personnes faisant face à des
épreuves ou ayant des
symptômes de stress,
d'anxiété

**À Prince George du 22 janvier au 11 mars
les mercredis de 19h à 20h30**

Animée par Sonia Thibeault,
conseillère certifiée par l'ACCP.



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Communication in Times of Crisis

The unique circumstances of the spread of the Coronavirus demonstrated the need to ensure good circulation of information in French in times of crisis. Faced with this new reality, the government of British Columbia implemented several measures to bring francophone communities together. The significant increase in the amount of information translated helped bring together and protect the francophone population.

Here are some examples of new initiatives and practices:



Vaccination des personnes extrêmement vulnérables sur le plan clinique

COVID-19 IN BC

Les personnes de 16 à 74 ans qui sont extrêmement vulnérables sur le plan clinique et qui ont reçu leur lettre d'invitation peuvent se faire vacciner. Vous pouvez prendre un rendez-vous pour vous faire vacciner ou demander à un membre de votre famille ou à un ami de le prendre pour vous.

- French-language web pages containing news including COVID-19 restrictions and information on support programs are updated regularly.
- All joint declarations by Dr. Bonnie Henry, Director of Public Health, and of the Honourable Adrian Dix, Minister of Health, were translated into French and published on the B.C. Government News website.
- Minister Dix gave updates on COVID-19 case data in French during press conferences and responded in French to questions from the media.
- Service BC offers interpretation services for non-medical questions such as travel, physical distancing, mask-wearing, and public health decrees.

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Francophonie Day

Since 2002, the provincial government has declared March 20 Francophonie Day in British Columbia in order to recognize the social, economic, and cultural contributions of francophones and Francophiles in the province.

Theme for the 2021 Francophonie Day Going Beyond in time of Pandemic

Minister Dix, Minister of Health and Minister responsible for Francophone Affairs, presented a commemorative plaque to La Boussole francophone community centre during a virtual ceremony. La Boussole is located in the heart of the Downtown Eastside, an underprivileged area of downtown Vancouver. The organization works with individuals with complex social needs such as addictions, homelessness, or mental illness. La Boussole has been recognized for its flexibility and adaptability, which continue to eliminate obstacles and offer help to the most disadvantaged francophones while complying with public health decrees.



2021 Francophonie Day
Thursday, March 18, 2021
Legislative Assembly Building

“While we grappled with a global outbreak, our francophone community was resilient and agile in coming up with innovative solutions to deliver services and programs in French.”

The Honourable Adrian Dix
Minister of Health and
Minister responsible for Francophone Affairs in
British Columbia



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Strategic Objective 1: Internal support to administrative structures (reinforcement of policy and administrative framework)							
Measure(s)	Expected result(s)	Performance indicator(s)	Target(s)	Results	Funding		
					For the Year	Federal	Provincial
The Francophone Affairs Program (FAP) 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.)	33 memoranda of understanding were signed in 2020-2021, four more than last year. Number of memoranda of understanding by priority area: 1 Health and Social Services: 8 2. Community Services: 7 3. Economic Development: 3 4. Arts and Culture: 9 5. Justice: 5 6. Communications: 1	2018-2019	\$237,573	\$130,000
					2019-2020	\$258,497	\$130,000
					2020-2021	\$246,765	\$130,000
					2021-2022		
					2022-2023		
					TOTAL	\$742,835	\$390,000

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	<p>CONTEXT: COVID-19 has had a negative impact mainly on the “arts and culture” and “economic development” areas due to restrictions imposed by safety measures necessitated by the pandemic. Nonetheless, the Point d’accueil francophone (PAF) has maintained or increased the number of partnerships in all areas except in the domain of economic development, where there is one less partnership.</p> <p>New partnerships have been made possible by reallocating funds within strategic goal #2 and reducing the amounts requested for recurring projects. For example, through BC Gaming, Festival Nanaimo received \$5,000 less than last year as artists participated in the festivities virtually. This \$5,000 was allocated to a project in the community service area.</p>						
<p>Through the Francophone Affairs Program (FAP), the provincial government offers language training to its staff.</p>	<p>The province's staff has maintained and/or increased language capacity to serve British Columbia Francophones.</p>	<p>Number of employees registered in language training.</p>	<p>45 participants annually</p>	<p>69 participants received training</p>	<p>2018-2019</p>	<p>\$9,450</p>	<p>\$9,450</p>
		<p>Number of sessions offered.</p>	<p>450 15-minute sessions annually</p>	<p>512 sessions of 15 minutes were held in total</p>	<p>2019-2020</p>	<p>\$6,870</p>	<p>\$6,990</p>
					<p>2020-2021</p>	<p>\$19,380</p>	<p>\$19,380</p>
					<p>2021-2022</p>		
					<p>2022-2023</p>		
	<p>CONTEXT: Savings under objective three were allocated to language training. This transfer of funds has allowed us to successfully explore language training in small groups for those with similar linguistic ability by offering two group sessions. These sessions have the advantage of showing people that others have challenges similar to theirs and normalize the challenges of learning French. Additionally, the participants learn from one another, which allows learners to diversify their vocabulary.</p>			<p>TOTAL</p>	<p>\$35,700</p>	<p>\$35,820</p>	

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		Participants' level of satisfaction with the training.		97% of survey respondents reported being very satisfied or satisfied with the training.	
<p>CONTEXT: For the first time, we offered group sessions to the strongest learners, who had already completed at least 10 individual sessions. In total, 35 participants responded to the survey from all sessions combined. Participants in group sessions were surveyed separately and responded to an additional question to determine whether they preferred the group session. It is interesting to note that the satisfaction levels of the participants in individual sessions were similar to those of group learners. Additionally, 22% of participants reported a preference for group sessions, while 78% gave a “neutral” response. Since the group sessions were a success and provide an alternative to individual sessions, the Programme des affaires francophones will keep this format and offer it to learners who are stronger in French and open to participating in it.</p>					
		Assessment of participants' achievements by trainers every two years.	Target for the assessment of achievements to be developed in 2018-2019	The target for prior learning assessment was defined in 2020	

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	<p>CONTEXT:</p> <p>A new contract was signed for 2020-2023 and includes an obligation on the part of the provider to conduct an evaluation of participants' French skills in the sessions offered in 2020-2021, 2021-2022, and 2022-2023. The target for prior learning assessment was defined in 2020 and was based on a European assessment model centred on "listening," "the ability to take part in a conversation," and "continuous oral self-expression." It is important to note that the linguistic coaches gave written feedback after each session, and a final grade for the three elements mentioned above at the end of the sessions, as well as observations to help learners on their learning path.</p>						
<p>The FAP supports the Ministry of Justice and Attorney General to facilitate linguistic training of its staff.</p>	<p>The 4 regions of the province are able to serve the Francophone community in their language.</p>	<p>Number of Crown staff who have the capacity to serve the Francophone community</p>	<p>9 prosecutors and 3 support staff annually</p>	<p>The province has 12 prosecutors and three support personnel to serve four regions.</p> <p>In addition, 10 to 12 prosecutors and five legal aides and paralegals were identified as having the qualifications and interest for furthering their training in French legal terminology.</p>	<p>2018-2019</p>	<p>\$22,000</p>	<p>\$22,000</p>
					<p>2019-2020</p>	<p>\$25,000</p>	<p>\$43,000</p>
					<p>2020-2021</p>	<p>\$25,000</p>	<p>\$43,000</p>
					<p>2021-2022</p>		
					<p>2022-2023</p>		
					<p>TOTAL</p>	<p>\$72,000</p>	<p>\$108,000</p>

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	<p>CONTEXT: Crown staff took part in the Annual Conference for Bilingual Attorneys in the French language, held online due to the pandemic, as well as four other training courses, one more training course than last year. Access to interactive French-language training has always been a challenge. The pandemic brought an additional level of complexity.</p> <p>Additionally, the purchase of the French manual, “Preuve pénale” (criminal evidence), and the translation of three documents, namely 1. Commitment to non-disruption of public order, 2 The trial period; and 3. Order of conditional sentencing, have enabled better service to the francophone community.</p>			
		<p>Number of Crown staff who take training in legal terminology in French</p>	<p>12 Crown staff members per year.</p>	<p>In total, 26 staff members took part in the training, an increase of six people. Funds were also used to acquire French-language reference materials.</p>
		<p>Number of bilingual criminal trials.</p>	<p>No target defined</p>	<p>40 trials were held in French, compared to 19 last year.</p>
	<p>CONTEXT: In total, 40 trials were held in French over the last 12 months. Proceedings included 33 criminal proceedings and seven requests were filed for a trial in French following infractions of the Motor Vehicles Act, two more than last year.</p>			

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Strategic objective 2: Support for the development, planning and delivery of services to the public							
Measure(s)	Expected result(s)	Performance indicator(s)	Target(s)	Results	Funding		
					For the 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	334 individuals or families received French-language services by telephone and via social media, emails, or following in-person meetings. This represents 52 more individuals or families than last year.	2018-2019	\$101,000	\$114,500
					2019-2020	\$110,997	\$134,000
					2020-2021	\$96,700	\$104,349
					2021-2022		
					2022-2023		
					TOTAL	\$308,697	\$352,849
CONTEXT: Throughout the 2020-2021 fiscal year, there was a 15% increase in individuals and families who received help from Services francophones. In the context of COVID-19, the practice of virtual meetings and webinars has allowed increased interactions everywhere in the province.							

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		Number of requests for interpretation services in French	No target specified	1,088 requests for French interpretation services were received. This number is similar to 2019-2020 with 1,087 requests.	
		Number of hours of interpretation services.	No target specified	509 hours of interpretation service in French were requested, a decrease of 166 hours compared to last year.	
		<p>CONTEXT: In the context of COVID-19, patients avoided going to medical centres as much as possible for fear of infection and only essential appointments were held.</p> <p>In addition, the decrease in the number of hours of French interpretation service is explained by the fact that the services were offered virtually. As the interpreters did not have to travel, billable hours were reduced.</p>			
		Number and percentage of unsatisfied requests.	Less than 5% of requests not satisfied annually.	1.4% of the total requests, or 15 requests, could not be satisfied. The non-satisfied requests were mainly linked to last-minute requests, often due to an emergency situation, and the unavailability of interpreters at those times.	

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		Number of documents related to the health field translated by Provincial Language Services (PLS).	80 documents translated by the PLS annually.	101 health-related documents were translated into French, an increase of 13 documents compared to last year.	
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		Number of projects with Public Health Agencies.	12 projects with the Public Health Service Authority (PHSA) annually.	In total, eight projects, two fewer than last year, were completed and/or undertaken in collaboration with PHSA agencies and B.C. health authorities: 1. BC Cancer Program 2. BC Mental Health 3. BC Centre for Disease 4. Fraser Health region 5. Health Insurance BC 6. BC Injury Research & Prevention 7. BC Mental Health 8. BC Centre for Disease Control	
	<p>CONTEXT: Although fewer projects were completed in direct partnership with public health agencies, the francophone community still benefited from:</p> <ul style="list-style-type: none"> • a new resource for mental health and well-being intended for the general public • a mindfulness session for parents and support workers • information webinars on COVID-19 and health resources • French-language PHSA services in active collaboration with 12 community organizations on questions related to setting up active offers and promotion of culturally-adapted services. • The lower number of projects is primarily related to the context of COVID-19. The pandemic has required a redirection of resources to handle needs. 				

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		Number of people who borrowed books on health in French from the Provincial Health Services Authority (PHSA) and the number of books borrowed.	Approximately 30 people borrowing 200 books annually	Due to the pandemic, book lending services were temporarily suspended. In total, six people borrowed 49 works in French on healthcare, half of last year's number.	
		<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>	6 promotional activities annually.	In total, 22 promotional activities were organized to promote book lending services.	
	<p>CONTEXT: This promotion was done in connection with existing services and the promotion of topics on national and international health. (publications in social media or partner registries and directories, press releases, events).</p> <p>Reading protocols are still clearly in development and far more reading is done with content accessible on mobile devices (tablets, phones, etc.). The PHSA is not equipped with a digital platform that allows for book lending. The PAF is leading exploratory discussions with the Greater Vancouver Public Library and the PHSA to identify solutions for achieving this goal.</p>				

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Support provincial ministries, municipalities and quasi-government bodies to maintain and improve social services to homeless Francophones.	British Columbia maintains or increases social services available to the community to help homeless Francophones to find housing and get necessary aid to ensure their independence.	Total number of interventions with homeless Francophones and Francophiles by sector.	The number of interventions per sector, per year are maintained or increased: 2,720 Housing: 748 Government services: 856 Health: 354 Mental health: 438 Addiction: 324	1,621 social interventions, a decrease of 989, were conducted in 2020-2021. (See the "context" box for more details.) Housing: 205 Government Services: 1,011 Health: 266 Mental Health and Addiction: 129	2018-2019	\$70,000	\$70,000
					2019-2020	\$70,000	\$70,000
					2020-2021	\$79,000	\$79,000
					2021-2022		
					2022-2023		
					TOTAL	\$219,000	\$219,000
	CONTEXT: The decrease in interventions can be partly explained by the approach to providing global services where clients are invited to speak about their entire situation and to address all aspects related to it. The advantage of this approach is that the staff can offer better support. The approach requires interventions of a longer duration, but reduces the number of repeated interventions and duplication in the count.						

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	<p>This year, due to the pandemic, the premises of La Boussole were closed from March 18, 2020 to June 1, 2020. All interventions were done by phone and were not recorded since the intervenors did not have access to the La Boussole database from their homes. In addition, service by phone represented a considerable challenge since the most vulnerable beneficiaries do not have cellular devices.</p> <p>To adapt to the public health restrictions, services were offered through to the new “La Boussole Mobile” approach. This initiative made it possible to go out and meet beneficiaries to provide them basic necessities (food, hygiene products, masks, and gloves) and break through social isolation.</p> <p>La Boussole also had to move its food bank, an essential weekly service. On average, the food bank welcomed 70 people per week, with a growing trend, reaching 90 to 100 people since January 2021.</p>			
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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 to be available 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.	2 documents annually	Three documents were translated: 1. Baby's Best Chance (Donnez toutes les chances à son bébé). Corrections and Publication. 2. Vancouver Food Bank Map (Services alimentaires gratuits ou à bas prix) 3. Resources on cancer and three flyers on sexual violence awareness.	2018-2019	\$15,324	\$16,615
					2019-2020	\$24,329	\$42,329
					2020-2021	\$15,343	\$15,000
					2021-2022		
					2022-2023		
					TOTAL	\$54,996	\$73,944

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	<p>CONTEXT:</p> <p>1 “Baby’s Best Chance” is a reference guide for parents. Printed copies of the French version of this guide are available through the Fédération des parents francophones de la Colombie-Britannique.</p> <p>2. As part of the numerous operational adaptations caused by the COVID-19 health crisis, various food distribution centres closed or changed their distribution schedules. The City of Vancouver created a map and calendar designating distribution points and their schedules. The map is updated regularly. The La Boussole, an organization that supports Francophones in at-risk situations, is included in the document. Additionally, the organization distributes the map to their clients.</p> <p>3. The translation of resources on cancer facilitates comprehension of subjects such as supportive care, managing symptoms and side effects, as well as medications. This information is distributed to the francophone community as well as to doctors and other health professionals.</p> <p>To mark sexual violence awareness and prevention month, information flyers on the following themes were translated:</p> <ul style="list-style-type: none"> • Services to help victims of sexual violence • A list of health clinics for young adults and others • How to support a person who has been a victim of sexual violence 			
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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 French language through educational activities such as teaching stories, songs and using electronic games in French.	Number of municipal partners offering Francophone programs for early childhood.	Maintain the number of municipal partners and the number of supported programs:	In 2020-2021, three municipal partnerships were maintained, and a new municipal partnership was created with Westshore, in the south of Vancouver Island, for a total of four early childhood programs: 1. Powell River 2. Maillardville 3. Richmond 4. Westshore (cities of Langford, Colwood, Metchosin, View Royal)	2018-2019	\$15,035	\$16,701
					2019-2020	\$17,185	\$18,851
					2020-2021	\$54,982	\$57,000
					2021-2022		
					2022-2023		
					TOTAL	\$87,220	\$92,552

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	<p>CONTEXT: Partnerships for early childhood are centred on the purchase of a great variety of educational resources supporting learning and speaking French. The resources selected constitute essential support for developing emotional communication, phonological awareness, vocabulary, and narrative skills.</p> <p>For the first time, a partnership was formed with the City of Powell River.</p> <p>In addition, a project exploring early childhood programs by the municipalities of Colwood, Langford, Metchosin, Highlands, and View Royal (Westshore) has demonstrated a strong interest in French-language programs.</p> <p>Also for the first time, a partnership between the Ministry of Children and Family Development and the Fédération des parents francophones de la Colombie-Britannique was formed, an educational resource lending project which had the advantage of connecting 41 preschool centres across the province.</p>	
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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	In 2020-2021, a regional library system, Vancouver Island Regional Library, comprising 30 libraries, received financing to acquire documents in French.	2018-2019	\$21,500	\$20,540
		Number of paper and online resources acquired.	2019-2020		\$12,600	\$12,600	
			2020-2021		\$34,000	\$38,000	
			2021-2022				
			2022-2023				
			TOTAL		\$68,100	\$71,140	
<p>CONTEXT: As a regional system, the Vancouver Island Regional Library (VIRL) covers a large geographic area, encompassing over 42,000 square kilometres, including a mix of 30 urban and rural libraries.</p> <p>In 2019-2020, the Ministry of Municipal Affairs carried out an operational analysis project that included an assessment of the context in which the French-language collection was purchased and disseminated, and received comments from interested parties. The results of this analysis identified the community's needs and the most effective approach to acquiring and distributing material in the French language. The data helped with the acquisition of more targeted material in French this year, based on the community's needs and reading habits.</p>							

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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 Legal Aid for Your Criminal Trial.	Five documents translated or updated yearly.	In total, 13 documents were translated or updated. (See the list in the "context" section)	2018-2019	\$11,778	\$31,719
					2019-2020	\$20,000	\$48,740
					2020-2021	\$10,539	\$38,962
					2021-2022		
					2022-2023		
					TOTAL	\$42,317	\$119,421
<p>CONTEXT: The Programme des affaires francophones maintains a constant relationship with Legal Aid BC. Every year numerous documents are translated or updated to provide timely information.</p> <ol style="list-style-type: none"> 1) Defending Yourself: Breach of a Court Order 2) Defending Yourself: Theft Under \$5,000 3) If You're Charged with a Crime 4) If You Can't Get Legal Aid for Your Criminal Trial 5) Representing Yourself in a Criminal Trial 6) Speaking to the Judge Before You're Sentenced 7) Traffic Court Guide 8 to 13) Six documents on the subject of the Civil Resolution Tribunal <p>To respond to growing demand, the Traffic Court Guide was translated, as well as documents to help navigate the Civil Resolution Tribunal legal system.</p>							

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Economic Development							
Provincial ministries, municipalities and quasi-government bodies responsible for economic development are able to create or translate resources into French.	Resources and initiatives aimed at Francophone economic development in British Columbia are created, maintained and increased. Examples: maps of French-language services offered in British Columbia published on the web, mapping of Francophone heritage sites in British Columbia, translation of resources for Francophone entrepreneurs, bilingual tourism infrastructure projects, translation of brochures and signage for historic sites.	Number of economic development projects is maintained or increased.	Five projects annually	Due in large part to the pandemic, three economic development projects received aid, namely: 1. Online map of French-language services in British Columbia 2. Canadian Francophonie Games 3. Economic impact of the Économusée in Nelson	2018-2019	\$61,700	\$72,950
					2019-2020	\$58,290	\$72,290
					2020-2021	\$50,000	\$67,000
					2021-2022		
					2022-2023		
					TOTAL	\$169,990	\$212,240

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	<p>CONTEXT: The pandemic has had a severe negative impact on most economic sectors, particularly the tourism industry. As a consequence, the pandemic has affected the Programme des affaires francophones' ability to reach the targets for this area.</p> <p>The Nelson Économusée Economic Impact Analysis project was not completed due to public health restrictions related to the COVID-19 pandemic. Since the artisans had to close their doors to the public, the criteria proposed for analyzing the economic impact were not available (number of visitors, number of jobs created, artisans' sales revenue, etc.), which made it impossible or ineffective to carry out an economic impact analysis.</p> <p>As a consequence, the funds allocated for 2020-2021 were redirected to hiring an external expert to conduct fieldwork aimed at adopting an administrative structure to strengthen the Économusée model in the West Kootenays region - the goal being to support Économusée in getting back on its feet post-pandemic.</p> <p>The Francophone Affairs Program supported the francophone community in an unusual manner. A small, high-profile initiative was carried out in the Sunshine Coast region. A new road sign was installed to indicate the "Sans Souci" road. There was a spelling mistake and one resident's disappointment resulted in a complaint to the Francophone Affairs Program. After discussions across various levels of government, the sign was corrected.</p>			
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Arts and Culture							
Support provincial ministries, municipalities and quasi-government bodies to engage in initiatives such as projection 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.	5 activities annually	In total, nine cultural, artistic, or linguistic events received aid this year, one more than last year. (See “context” for details)	2018-2019	\$87,642	\$119,000
					2019-2020	\$56,200	\$82,200
					2020-2021	\$51,008	\$68,000
					2021-2022		
					2022-2023		
					TOTAL	\$194,850	\$269,200

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	<p>CONTEXT: The francophone community of British Columbia has demonstrated resilience and adaptability by converting their in-person community events to virtual events. The funds from BC Gaming or the BC Arts Council were supplemented with funds from the Canada-British Columbia Agreement related to French-language services, thus allowing community organizations to develop the virtual tools needed to carry out their programs. The leap between on-field and virtual programming brought unusual challenges that the groups skillfully overcame, offering programming equal in quantity and quality.</p> <p>Additionally, with a vision for the future, a project directly related to the pandemic was created. The project “Mémoire de la traversée” (A Memoir of the Journey) collected the experiences of francophone communities to keep a record of the historic moment of the pandemic. This memoir is kept online at the BC Royal Museum and the Société historique francophone de la Colombie-Britannique.</p> <p>Events:</p> <ol style="list-style-type: none"> 1. Film Festival in Victoria 2. Movie Meet-up in Vancouver 3. Francophonie Day in B.C. 4. Maple Festival in Nanaimo 5. Youth Parliament 6. Digitization of publications by francophone organizations 7. Memory of the Journey through COVID-19 8. Mentorship for the development of artistic practice in comedy 9. Francophone Springtime at Simon Fraser University 			
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Strategic objective 3: Communications and consultations with the francophone community							
Measure(s)	Expected result(s)	Performance indicator(s)	Target(s)	Results	Funding		
					For the Year	Federal	Provincial
Helping ministries responsible for media communications take charge of translating and disseminating materials in French that are deemed to be high priority by a government organization or a francophone organization in B.C.	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 website.	Number of documents and news releases translated into French.	100% of identified documents and news releases are translated annually.	More than 462 documents on the pandemic were translated and paid for by the Government Communications and Public Engagement (GCPE) department. Additionally, all documents normally designated as requiring translation into French in 2020-2021 have in fact been translated. (See the “context” box for more details.)	2018-2019	\$27,548	\$46,025
					2019-2020	\$36,554	\$36,000
					2020-2021	\$16,234	\$39,259
					2021-2022		
					2022-2023		
					TOTAL	\$80,336	\$121,284

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	<p>CONTEXT To be precise, 750 documents were translated, an increase of 98% compared to the previous year. The significant increase is attributed to bilingual communications about the pandemic and safety and emergency measures.</p> <p>In total, the number of press releases translated for the year 2020-2021 was 587. By comparison, there were 106 documents of the same type in 2019-2020.</p>						
<p>The Francophone Affairs Program (FAP) consults representative organizations of the Francophone community to:</p> <ul style="list-style-type: none"> • evaluate French-language services • determine if the priority sectors identified are still relevant • identify new ideas for projects 	<p>British Columbia offers services in French to Franco-Columbians in the priority sectors identified and continues to improve services in the sectors needed.</p>	<p>Rate of participation in the FAP annual survey.</p> <p>Rate of satisfaction of service offered by the FAP.</p>	<p>At least 15 organizations respond to the survey annually.</p> <p>90% are satisfied or very satisfied annually.</p>	<p>In total, 29 organizations responded in full to the survey, five more than last year (six abandoned it after starting). (See the “context” box for more details.)</p>	2018-2019	\$19,450	\$30,500
					2019-2020	\$3,478	\$3,000
					2020-2021	\$1,049	\$1,050
					2021-2022		
					2022-2023		
					TOTAL	\$23,977	\$34,550
	<p>CONTEXT: <u>Annual Survey of the Francophone Affairs Program</u> The percentage of organizations that reported being satisfied or very satisfied was 79%, a decrease of 4% compared to last year (not statistically significant). It is interesting to note that only two organizations reported being dissatisfied, representing 7%. The others, 14%, responded as “neutral.”</p>						

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	<p>Thanks to the survey, the PAF was able to confirm that the community’s priorities identified in 2018 are still current, with 87% of participants rallying behind them. Finally, the PAF was able to gather information on ways to improve services. The PAF continues to assure performance monitoring.</p> <p><u>Communications in French by the Provincial Government</u></p> <p>Communications in French by the Provincial Government tripled in 2020-2021. PAF has built a strong relationship with the Department of Government Communications and Public Engagement (GCPE), working in tandem with them to maximize the dissemination of press releases and information bulletins in French. This partnership assumed responsibility for most of the translation costs handled by GCPE, with the result that less of the Canada-British Columbia Agreement’s money was used for this purpose. GCPE invested several thousand dollars outside the Agreement to ensure efficient and timely communication with francophones in the province in response to the pandemic in order to ensure that important communications on safety instructions were understood by those who are more comfortable expressing themselves in French.</p> <p>This year marked the first complete year of use of the Cyberimpact tool, which allows communication with stakeholders including community leaders and associations in different sectors. Government communications are sent almost every day to the recipient list; these include press releases, information bulletins, guidelines and public health orders related to the pandemic, and other materials in French. In total, 182 communications were sent, representing 16,333 emails sent to recipients.</p> <p>A survey was conducted to assess satisfaction levels with these communications and this tool. Here is a summary of the 56 responses received:</p> <ul style="list-style-type: none"> • satisfaction with the timeliness of information: 80% • satisfaction with the quality of French translation: 88% • satisfaction with the frequency of dissemination: 66% 			
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Summary of provincial and federal contributions by sector of activity

Sectors of Activity	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		Total	
	Fed.	Prov.	Fed.	Prov.	Fed.	Prov.	Fed.	Prov.	Fed.	Prov.	Fed.	Prov.
Internal Support to Administrative Structures	269 023 \$	161 450 \$	290 367 \$	179 990 \$	291 145 \$	192 380 \$						
Health & Social Services	186 324 \$	201 115 \$	205 326 \$	246 329 \$	191 043 \$	198 349 \$						
Community Services	36 535 \$	37 241 \$	29 785 \$	31 451 \$	88 982 \$	95 000 \$						
Justice	11 778 \$	31 719 \$	20 000 \$	48 740 \$	10 539 \$	38 962 \$						
Economic Development	61 700 \$	72 950 \$	58 290 \$	72 290 \$	50 000 \$	67 000 \$						
Arts & Culture	87 642 \$	119 000 \$	56 200 \$	82 200 \$	51 008 \$	68 000 \$						
Communication and Consultations	46 998 \$	76 525 \$	40 032 \$	39 000 \$	17 283 \$	40 309 \$						
Total	\$700,000	\$700,000	\$700,000	\$700,000	\$700,000	\$700,000						

Attested by: Pierrette Maranda, Associate Deputy Minister



September 30, 2021

Name and title

Signature

Date

Vincent Portal, Director



September 30, 2021

Name and title

Signature

Date