

French-language Services Plan

2020–2021

Nova Scotia Gaming Corporation



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April 2020
ISBN: 978-1-77448-014-4

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Ce document est également disponible en français sous le titre : « Plan de services en français 2020-2021 »

Message from the President & CEO

The Nova Scotia Gaming Corporation (NSGC) is accountable for the management of regulated gaming in the province. Our mission is to offer trusted and entertaining responsible gaming experiences, optimizing the benefits for Nova Scotians.

NSGC is a public institution designated in the French-language Services Regulations made under Section 10 of the *French-language Services Act* and as such, is required to develop and publish an annual French-language Services Plan. I am pleased to provide this Plan for the 2020-21 fiscal year.



Robert MacKinnon
President & CEO

What we're doing to contribute to the growth of the Acadian and francophone community

NSGC recognizes the importance of French-language services and we endeavour to fulfil our responsibilities under the *French-language Services Act* and Regulations. We believe Nova Scotians should have access to quality government services in French, and this plan demonstrates our commitment to ensuring our programmes and services address the priorities expressed by the Acadian and francophone community.

We encourage Nova Scotians to request services from government in French. As we continue to maintain and improve our French-language services, we welcome feedback on our progress and invite you to share with us your comments or questions by contacting our French-language services coordinator.

French-language services coordinator:

Martine Marleau Manager (mmarleau@gamingns.ca; 902-424-6402)

Services we offer in French

The day-to-day operations of NSGC's businesses are carried out by our operators. Atlantic Lottery operates the ticket and video lottery businesses, and Great Canadian Gaming Corporation owns and operates Casino Nova Scotia in Halifax and Sydney.

All ticket lottery and video lottery programs and services are offered in both official languages, including information in the following areas available on alc.ca:

- ▶ Playing online, games and products
- ▶ Winners and winning numbers
- ▶ Tips and tools to make informed decisions when playing
- ▶ Contact information.

In addition, advertising, promotions and other public communications are produced in French.

The Casino business line has identified gaming floor staff who are able to speak French and could assist patrons when necessary.

How we communicate with the public in French

Although the Nova Scotia Gaming Corporation has not received any requests for service in French to date, we recognize the importance of being prepared to provide such service. Therefore, if a verbal or written request to communicate in French were to be received, it would be forwarded to an employee or resource able to address the matter and respond in French.

No NSGC positions have been designated as requiring proficiency in French; however, there are staff members who have various levels of ability in reading, writing and / or speaking French.

In the event a technical question were to be received, NSGC would retain translation services in order to respond to the enquiry with proper phrasing in French.

What we did to maintain or improve our French-language services in 2019–20

- Ensure requirements of the French-language Services Regulations that apply to NSGC are met
 - Reviewed requirements; prepared and reported on NSGC’s annual French-Language Services Plan by designated timelines.
 - Employed services of Communications Nova Scotia for the translation of the 2019-20 French-language Services Plan and information regarding website links.
- Translate and make available information in French when it is requested. Post any relevant materials to the NSGC website under the “français” tab.
 - Posted links to the French version of NSGC’s suite of six responsible gambling information brochures.
 - Offered online responsible gambling training modules for ticket lottery and video lottery retailers in French.
 - Translated the updated Voluntary Self-exclusion Program brochures and related collateral from English to French and posted links to yourbestbet.ca.
- Encourage the development of our employees’ French-language skills.
 - Made employees aware of opportunities that are available to all staff, including Université Sainte Anne courses and sessions.

How we plan to maintain or improve our French-language services in 2020–21

Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks

- Continue to promote internal French-language training
 - Encourage employees to broaden their French-language reading, writing, and conversational skills.

Objective 2: Develop and deliver quality French-language services and programmes to the public

- Support the delivery of French-language services
 - Employ Communications Nova Scotia’s translation services for the annual French-language Services Plan and other items.
 - Translate and make available information in French when it is requested. Post any relevant materials to the NSGC website under the “français” tab.
 - Maintain a list of French-speaking employees and procedures for responding to an inquiry in French.

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community

- Support the community through consultation, collaboration and partnerships.
 - Liaise with Acadian Affairs and Francophonie and consult with members of the Acadian and Francophone community as required.