

French-language Services Policy



Annual Report for 2016-2017

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Message from the Provincial Secretary



*Nadine Wilson,
Provincial Secretary*

It is my pleasure to present this report on the Government of Saskatchewan's French language Services Policy highlighting the achievements of our ministries, Crown Corporations and agencies for the fiscal year ending March 31, 2017.

As this report shows, ministries and agencies continue to find innovative ways to deliver French-language services, be it online or in person. The Government of Saskatchewan is committed to enhancing French-language services in support of the development and vitality of the Francophone community.

As Provincial Secretary, I thank all partners and stakeholders who have contributed to the achievements presented in this report.

A handwritten signature in black ink, appearing to read 'Nadine Wilson', written in a cursive style.

Nadine Wilson
Provincial Secretary

Introduction

This annual report presents the Government of Saskatchewan's results for the fiscal year ending March 31, 2017. It reports on the goals, key actions and performance measures outlined in the Canada-Saskatchewan Agreement on French-language Services.


The annual report demonstrates the Government of Saskatchewan's commitment to effective public performance reporting, transparency and accountability to the people of Saskatchewan, specifically Francophone citizens.

Alignment with Government's Direction


French-language services activities undertaken in 2016-2017 align with Government's vision and goals outlined in the Saskatchewan Plan for Growth – Vision 2020 and Beyond:

Saskatchewan's Vision


"... to be the best place in Canada – to live, to work, to start a business, to get an education, to raise a family and to build a life."



Sustaining growth
and opportunities for
Saskatchewan people



Meeting the challenges
of growth



Securing a better quality
of life for all
Saskatchewan people



Delivering responsive
and responsible
government

Francophone Affairs Branch Overview

The Francophone Affairs Branch (FAB) assists provincial government ministries, Crown corporations and agencies in providing additional services in French to the Francophone community. Its main responsibilities include:

- ⇒ acting as liaison between the government and the Francophone community;
- ⇒ managing the French-language Services Centre, a single window to access government services available in French;
- ⇒ providing translation services to provincial ministries, Crown corporations and agencies;
- ⇒ supporting the Provincial Secretary.

In addition to meeting its constitutional and statutory obligations, the Government of Saskatchewan pursues targeted initiatives to respond to needs identified by the Francophone community. The French-language Services Policy is intended to be a guide for provincial ministries, Crown corporations and agencies to support the Francophone community's development and vitality.

The Government of Saskatchewan can better meet the needs of Fransaskois citizens by offering services in French, promoting the use of the French language and recognizing the important contributions of the Fransaskois community.

Government of Saskatchewan's French-language Services Centre

The French-language Services Centre serves as a single window for the public to access Government of Saskatchewan services and programs in French. Information can be accessed online, by phone and through social media.

In 2016-2017, the French-language Services Centre website saw a 106 per cent increase in the number of online sessions and page views in comparison with 2015-2016. This increase can be partially explained by the development of additional French-language pages on Saskatchewan.ca/bonjour. The number of pages went from 140 pages to 204 pages. The majority of these new pages contained information on programs and services delivered by the Ministry of Education. The French-language Services Centre team continues to develop new content and web pages to increase access to information in other areas of importance to the Francophone community.

The French-language Services Centre also experienced a 27 per cent increase in the number of inquiries received by email or by phone in 2016-2017. Requests for information on immigration and employment remained number one, accounting for about half of all requests, followed by social services, services provided by the Francophone Affairs Branch and health.

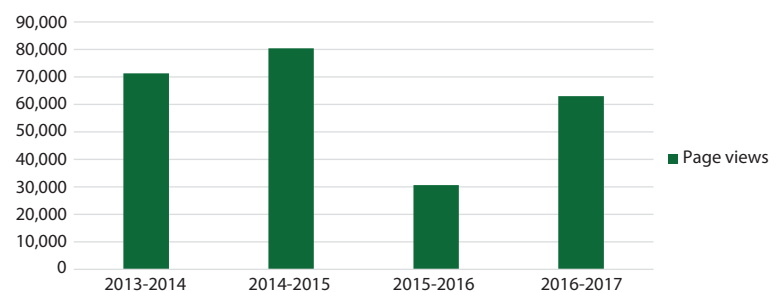
The French-language Services Centre continued to use social media to promote French-language services and programs in 2016-2017. The *Services en français en Saskatchewan* Facebook page saw an increase of 22 per cent in subscribers. Various government services and programs available in French were promoted. Our most popular post, which reached 3,200 people, was the proclamation of the *Rendez-vous de la Francophonie 2017* by Provincial Secretary Nadine Wilson.

In addition, a video describing the services offered by the French-language Services Centre was produced and promoted on Facebook. The video can be accessed here: <https://www.youtube.com/watch?v=n0WYeYvg0Y8>

Other publications that reached a large audience included an anti-bullying video prepared by the Ministry of Education with students from École Monseigneur de Laval, publications on immigration programs and French-language employment opportunities, and reports of the Advisory Committee on Francophone Affairs.

The French-language Services Centre can be accessed online through saskatchewan.ca/bonjour. Citizens can also contact the Services Centre toll-free at 1-888-345-0850 or by email at bonjour@gov.sk.ca.

Page Views

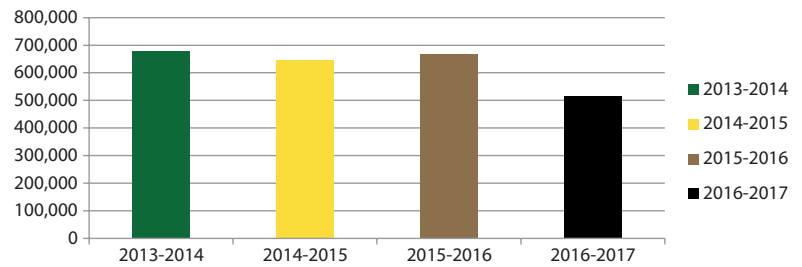


Translation Services

In 2016-2017, a total of 516,217 words were translated and revised. The decrease can partially be explained by a drop in translation requests from the Ministry of Education as they have relied on alternate resources for the translation of curriculum based information and teaching resources. The remaining difference between the two years can be explained by normal fluctuations from year to year.

The Government of Saskatchewan continues to give priority to translating documents and web pages that facilitate more active and direct communication with French-speaking citizens. Among the larger documents translated for the general public are the Hunters' and Trappers' Guide, the Anglers' Guide, the Saskatchewan Driver's Handbook, the Registrar's Handbook for School Administrators and resources for the Fire Smart program.

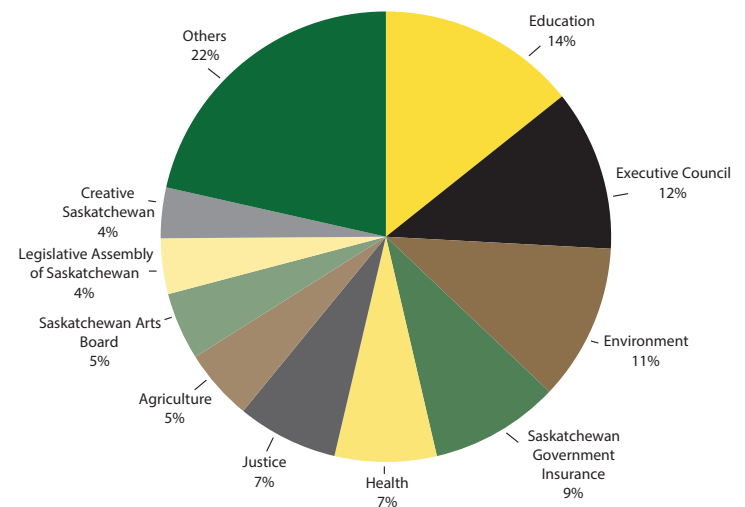
Translation Volume (2013-2017) Words Translated



Translation Requests by Client 2016-2017

Ministry, Crown or Agency	Word Count
Education	72,900
Executive Council (Francophone Affairs and Protocol Office)	58,949
Environment	57,242
Saskatchewan Government Insurance	47,391
Health	37,287
Justice	36,974
Agriculture	26,139
Saskatchewan Arts Board	24,740
Legislative Assembly of Saskatchewan	20,363
Creative Saskatchewan	18,526
Others	109,550

Clients (2016-2017)



Progress in 2016-2017

Government Goal:

Saskatchewan's Vision

"... to be the best place in Canada – to live, to work, to start a business, to get an education, to raise a family and to build a life."

Sustaining growth
and opportunities for
Saskatchewan people

Meeting the challenges
of growth

Securing a better quality
of life for all
Saskatchewan people

Delivering responsive
and responsible
government

Our Goal:

French-language content is easy to access. Translation efforts target key sectors for the Fransaskois community and key client groups within the community.

Translating web pages for the Ministry of Education

In 2016-2017, the Francophone Affairs Branch worked with several ministries to translate web pages on Saskatchewan.ca. Since education is a priority sector for the Francophone community, more than 50 web pages were identified for translation. The content of these web pages included the K-12 schooling system in Saskatchewan, early learning and child care and education administration.

The Ministry of Education, in collaboration with the Francophone Affairs Branch, is committed to continue to develop French-language content on Saskatchewan.ca/bonjour.

Health – Immunizations factsheets and infographic campaign

In Saskatchewan, infants and preschool children are eligible to receive free vaccines against many bacteria and viruses that cause serious diseases. In addition, immunization programs for school-age students are delivered by public health nurses in school settings. Every year, the Ministry of Health translates updated information on immunization including factsheets and consent forms.

French-language immunization information is made available to parents of students in Francophone and French immersion schools ensuring they have all the information necessary to keep their children safe against vaccine-preventable diseases and keep Saskatchewan's population healthy, safe and protected.

In addition, the Ministry of Health worked with the Francophone Affairs Branch to translate many of its infographics used as part of public awareness campaigns. Examples of the infographics published on the *Services en français en Saskatchewan* Facebook page include information on HealthLine811, mental health services, the flu vaccine and HIV testing and support.

Government Goal:



Our Goal:

Improve delivery of services in French.

Ministry of Social Services committed to serve clients in the language of their choice

The Ministry of Social Services interacts with citizens from many ethnic and cultural backgrounds in the delivery of services for income support, child and family services, affordable and social housing, and supports for persons with disabilities. Often the situations they are dealing with are sensitive in nature, and it is important to ensure the client is being understood and also understands the information they are being given. In order to facilitate communication with clients, the Ministry uses bilingual staff as well as over-the-phone interpretation services. The Ministry informs its employees on the language capacity available at various offices, including French-language capacity. The Ministry currently has 11 staff members from nine different offices that are able to deliver services in French.

In addition, income assistance service delivery employees are provided with guidelines for the use of interpretation services, an orientation to French-language information available on the Saskatchewan.ca/bonjour website as well as a guide for providing services in French. In doing this, the Ministry of Social Services shows its commitment to serve and accommodate citizens in the language of their choice, including Francophone citizens.

Government Goal:



Our Goal:

Consult with Francophones with respect to provincial government programs that impact the community.

Provincial consultations

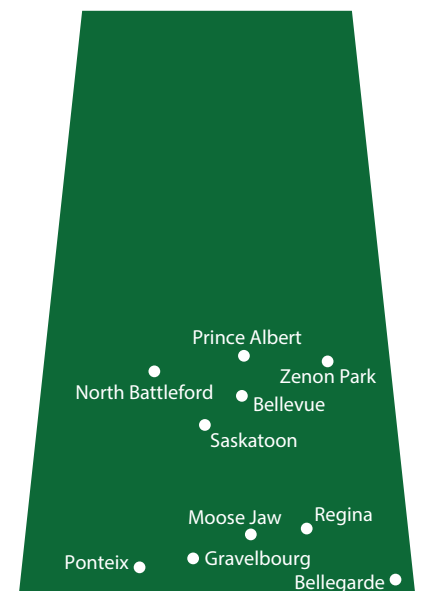
The French-language Services Centre team visited Francophone communities across the province to discuss French-language services offered and how they can be improved. The meetings were organized through regional Francophone community associations. Sectorial Francophone associations (i.e. organizations dealing with culture, economic development, health, etc.) were invited to the local meeting in the municipality where their head office is located.

Communities visited:

Feedback included suggestions to:

- ⇒ Increase the French-language Services Centre's consultation efforts and presence in community events;
- ⇒ Increase awareness of the needs of the Francophone community within government;
- ⇒ Develop a system to track how many people are using the List of Points of Service;
- ⇒ Translate more information for newcomers;
- ⇒ Translate materials related to early learning and childcare, and rental housing;
- ⇒ Highlight services offered by Francophone organizations;
- ⇒ Incorporate a Francophone focus in the content of French-language web pages.

This feedback will guide the Francophone Affairs Branch as it continues to work with ministries to develop additional services available in French.



Promoting French-language services to Francophone youth

As part of our provincial tour of communities, the Francophone Affairs Branch also wanted to meet with Francophone and French Immersion high school students to promote government services important for them. During these school presentations the branch talked about French-language post-secondary programs and bursaries, employment standards and security in the workplace, as well as leisure programs including provincial parks, hunting and fishing. Staff presented these subjects in an interactive way by asking students to search information online using their cellphones or tablets. These presentations were given in 18 schools in front of more than 900 students. Branch staff were also present at *Francofièvre 2017*, a day of activities celebrating French music and culture where more than 1,000 students participated.

When touring the province, one constant reminder from citizens and organizations was that the Services Centre needed to be more visible. In order to increase our reach, a mail-out of posters and information cards to various stakeholders, including municipalities, libraries, newcomer welcome centres and Francophone community organizations was completed. In total, more than 1,000 points of services throughout the province received information regarding the French-language Services Centre. They were asked to display and promote these services in their organizations and communities.

Government Goal:



Our Goal:

Increasing awareness of Francophone community needs within Saskatchewan public administration.

Annual meetings with ministries

Every year, the Francophone Affairs Branch consults with ministries as well as some Crown corporations to review services being delivered, assess whether new services could be developed and increase awareness of the French-language Services Policy. This year, we also presented ministries with new translation guidelines prioritizing the translation of materials which directly contribute to the offer of services in French (i.e., forms, guides, factsheets, specific information on government programs and services).

Advisory Committee on Francophone Affairs

In 2016-2017, the Advisory Committee on Francophone Affairs met on two occasions and presented two reports to the Provincial Secretary.

The first report released in July 2016 explored the challenges faced by Francophone seniors in getting the care they need to stay in their communities. As language can be a critical barrier to accessing quality health care, developing French-language services that support Francophone seniors in the province is an important step in maintaining their well-being, mental health, and ultimately their quality of life. The Advisory Committee presented six recommendations, including that Regional Health Authorities put a process in place to identify employees who speak and are willing to offer services in French.

The second report released in October 2016 studied access to justice in French in Saskatchewan. The province's *Language Act 1988* guarantees Francophones the right to use French in court. The Advisory Committee made eight recommendations including that the Ministry of Justice incorporate an active offer approach in the delivery of French-language services in the court system.

Both reports can be viewed at: www.saskatchewan.ca/government/government-structure/executive-council-and-office-of-the-premier/francophone-affairs-branch.

Recognition of the contributions of Francophone citizens to the province

The Government of Saskatchewan continues to acknowledge the heritage of Saskatchewan's Francophones and their significant contributions to the province. In September 2016, Bellevue and Debden area Francophones were presented with a Fransaskois flag and monument to recognize their past and ongoing contributions in their community. Since 2009, 14 communities have been recognized.

On March 15, 2017, Provincial Secretary Nadine Wilson celebrated the *Rendez-vous de la francophonie* with members of the Francophone community. As part of the program, the Fransaskois Flag was raised in front of the Legislative Building and the *Rendez-vous de la Francophonie 2017* was officially proclaimed during legislative proceedings.

Table of Accomplishments (2016-2017)

French-language Services Policy

Goal 1: Strategically use existing resources to ensure that French-language content is easy to access and ensure translation efforts target key sectors of the Fransaskois community and key client groups within the community.

Key Actions	Accomplishments
French-language content on the new Government of Saskatchewan website (Saskatchewan.ca)	<ul style="list-style-type: none"> ⇒ As of April 1, 2017, there were 204 French-language pages on the Saskatchewan.ca website. Most of these pages are mirror pages of those available in English. ⇒ In 2016-2017, web pages pertaining to the following topics were translated, among others: <ul style="list-style-type: none"> ↳ student loans ↳ international education ↳ scholarships and bursaries ↳ child care ↳ K-12 education ↳ teaching in Saskatchewan ↳ Canada Post postal disruption ↳ employment standards ↳ Saskatchewan Immigrant Nominee Program
Translation of news releases dealing with the Government of Saskatchewan's French-language services	<ul style="list-style-type: none"> ⇒ Thirty-two news releases were translated in 2016-2017. News releases covered topics such as Francophone Affairs, honours and awards, education and agriculture.
Translation of material on programs and services (important documents, guides, forms)	<ul style="list-style-type: none"> ⇒ Examples of guides translated in 2016-2017: <ul style="list-style-type: none"> ↳ Provincial Parks Guide ↳ Hunters' and Trappers' Guide ↳ Anglers Guide ↳ FireSmart Homeowner's Manual and related documents ↳ Saskatchewan Driver's Handbook ↳ Saskatchewan Legislative Building Tour Guide ⇒ Examples of forms and guidelines translated in 2016-2017: <ul style="list-style-type: none"> ↳ Community Initiatives Fund forms, guidelines and applications ↳ Canada's Premiers' Council of the Federation Literacy Awards (COFLA) Guidelines and nomination forms ↳ Saskatchewan Community Literacy Fund Guidelines ↳ Immunization forms ↳ Guidelines for the use of Notary Public ↳ Agriculture Student Scholarship Application Form

Translation of material on programs and services (important documents, guides, forms), cont'd	<p>⇒ Other important documents translated include:</p> <ul style="list-style-type: none"> ↳ Rules and Procedures of the Legislative Assembly of Saskatchewan ↳ Ombudsman Saskatchewan brochures and factsheets ↳ Manual for Board of Education 2015-2016 Annual Reports ↳ Early Years Plan 2016-2020 ↳ Provincial Kindergarten Report 2015-2016 ↳ Child care information for parents ↳ Big Game Draw Supplement ↳ Canadian Resident White-Tailed Deer Draw Supplement ↳ Advisory Committee's report on Francophone Seniors ↳ Advisory Committee's report on Access to Justice in French ↳ Service Best Saskatchewan workshop materials ↳ Government House 125 exhibit booklet ↳ Budget print ads, budget highlight cards and budget addresses (June 2016 and March 2017)
Translation of public health documents (public health campaigns, factsheets, general information on public health)	<p>⇒ Various immunization documents including forms and factsheets were translated or updated.</p> <p>⇒ Various health factsheets were translated covering topics such as influenza, child fever, rotavirus, Infant Formula Feeding Resource and head lice, among others.</p> <p>⇒ The recommendations of the Mental Health Action Plan Report were translated.</p> <p>⇒ The health card change of address form was translated.</p> <p>⇒ The Age Friendly brochure was translated.</p>

Goal 2: Work with existing Fransaskois organizations that receive funding from the provincial government in order to provide services in French, to improve delivery of services in this language by making better use of resources already in place and to use the internet and telephone to deliver services to Francophone citizens wherever they may live in Saskatchewan.

Key Actions	Accomplishments
French-language services are available (these services can be delivered directly by government or by third parties)	<p>⇒ All ministries met with the Francophone Affairs Branch to review programs and services available in French and develop new services.</p> <p>⇒ The Ministry of Advanced Education's Student Service Centre had two designated bilingual positions in the call centre to provide services in French when required. The Student Services and Program Development Branch also had one designated bilingual position.</p> <p>⇒ Labour market services in both official languages were available in Moose Jaw, Regina, Saskatoon, and Prince Albert offices. French-language inquiries from other locations were directed to one of these four locations for services when required.</p> <p>⇒ The Ministry of Justice had 13 points of service where French-language services were offered or available.</p> <p>⇒ The Ministry of Justice's Court Services also provided:</p> <ul style="list-style-type: none"> ↳ French interpreters for court appearances as requested; ↳ French-language training for judges and court employees as needed or requested. <p>⇒ The Ministry of Education provided funding to the Conseil des écoles fransaskoises for integrated services during 2015-2016 to support Francophone students assessed with learning challenges.</p> <p>⇒ The Provincial Library and Literacy Office provided funding to the Collège Mathieu to ensure that Francophones in Saskatchewan had access to adult and family literacy programs and services offered in French.</p> <p>⇒ Government House had bilingual tour guides who offered tours in French. Moreover, 75 per cent of Government House programs were available in French.</p> <p>⇒ History vignettes at Government House and at the Legislative Building were performed in French.</p>

<p>French-language services are available (these services can be delivered directly by government or by third parties), cont'd</p>	<ul style="list-style-type: none"> ⇒ The Legislative Assembly had bilingual capacity available in the following areas: Visitor Services (including tours of the building, signage, advertising and brochures), Clerk's Office (reception), Law Clerk and Parliamentary Counsel, Legislative Library and Human Resources. Professional development seminars were available to employees. ⇒ The Ministry of Parks, Culture and Sport worked with Tourism Saskatchewan to provide travel counselling services through a toll-free number. This included French-language services by phone, email and live chat for French-speaking customers. ⇒ HealthLine811 telephone services offered interpretation services in more than 100 languages, including French. ⇒ The Ministry of Labour Relations and Workplace Safety provided French-language services over the phone and in Employment Standards District and Head Offices. In person services were identified by <i>Bonjour!</i> signage. ⇒ Sask911 Emergency Call Centre offered 24-hour, year-round translation services, including in French. ⇒ The Public Service Commission supported recruitment of staff with French-language skills (classifying positions, preparing career ads, conducting assessment processes) across executive government. Six positions were posted and filled where French-language capacity was required or considered an asset.
<p>Implementation of procedures for responding to requests for services in French at service centres where French-language services are available</p>	<ul style="list-style-type: none"> ⇒ Ministries and agencies with French-language capacity included in the List of Points of Service were responsible to implement procedures to respond to French-language requests. ⇒ The List of Points of Service where French-language services were available is published online at Saskatchewan.ca/bonjour. ⇒ Certain offices had designated bilingual employees and provided French-language services as part of their mandate. For these offices, the list mentions that bilingual services are available. ⇒ Other offices were not required to provide French-language services as part of their mandate but did have French-speaking employees. For these offices, the list mentions that French-language services are available upon request.
<p>Translation of Acts and Regulations to French</p>	<ul style="list-style-type: none"> ⇒ Legislative Drafting had one bilingual lawyer who coordinated the translation of Acts, Regulations and Rules of the Court. ⇒ In 2016-2017, Saskatchewan had 51 bilingual Acts in force. Most of the Regulations made pursuant to those acts were bilingual as well. ⇒ The Legislative Assembly of Saskatchewan printed bilingual bills. Fifteen bilingual bills were introduced in 2016-2017.
<p>Funding of spaces in Francophone childcare centres</p>	<ul style="list-style-type: none"> ⇒ In 2016-2017, funding was provided to nine Francophone child care centres in Saskatoon, Regina, Ponteix, Moose Jaw, Gravelbourg, North Battleford, Vonda, Prince Albert and St. Isidore-de-Bellevue, for a total of 296 licensed spaces.
<p>Immigration settlement services in French (delivered directly by government or by third parties)</p>	<ul style="list-style-type: none"> ⇒ An adult literacy program under the Provincial Library and Literacy Office provided adults with access to literacy learning opportunities where they could receive instructional assistance and support to improve their literacy and numeracy skills or to gain access to further education and employment opportunities. ⇒ The Saskjobs.ca site was updated with a link to the Employment Section of the ACF website, allowing employers and job seekers access to French-language content. ⇒ The Assemblée communautaire fransaskoise (ACF) provided translation of job postings and offered a French-language career services website and job bank. ⇒ Labour market services in both official languages were available in Moose Jaw, Regina, Saskatoon and Prince Albert offices. ⇒ A funding partnership with the ACF allowed for the operation of five Action Emploi Saskatchewan offices across the province. Their goals were to enhance the employability of participants served and to increase Francophone participation in the Saskatchewan workforce.

Immigration settlement services in French (delivered directly by government or by third parties), cont'd	<ul style="list-style-type: none"> ⇒ Action Emploi offices, located in Francophone communities, provided single-window access to career and employment services for French-speaking clients. They also offered settlement services for Francophone newcomers to the province, with the goal of integrating them into the Fransaskois community and larger Saskatchewan environment. ⇒ The ACF served 223 immigrant clients between April 1, 2016 and March 31, 2017. Clients were served in seven different communities. Immigrants came from 18 different countries to Saskatchewan as skilled workers, international students, refugee claimants and temporary foreign workers.
French-language Services Centre: Single-window to access Government of Saskatchewan services available in French	<ul style="list-style-type: none"> ⇒ Information in French regarding government programs and services was available online 24 hours a day. Direct services were available five days a week, from 9:00 a.m. to 4:00 p.m. by phone and e-mail. ⇒ Referral and path finding services were provided to clients within 48 hours after a service request was received. Services were offered through an internet portal, a toll-free line and by email. ⇒ Publication of the bi-weekly electronic newsletter <i>Bonjour!</i> was sent out to 265 associations, Francophone and Immersion schools, government employees and individuals throughout the province to promote new French-language content. ⇒ The French-language Services Centre supported executive government through its central agency role with respect to French-language services.

Goal 3: Consult with Francophones in respect to provincial government programs that impact the community and to make the Saskatchewan public administration aware of Francophone community needs.

Key Actions	Accomplishments
Consultation mechanisms that include representatives of the Francophone community	<ul style="list-style-type: none"> ⇒ The Ministry of Advanced Education: <ul style="list-style-type: none"> ↳ Branch support for French-language consultation mechanisms through the Student Services and Program Development Executive Director and Student Initiatives Director. ↳ The Deputy Minister's Working Group on French-language post-secondary education was comprised of representatives of post-secondary institutions, as well as representatives from the Fransaskois community and Canadian Parents for French, with a mandate to explore inter-institutional collaborative initiatives to enhance French-language educational opportunities for Saskatchewan citizens. ⇒ The Ministry of Economy: <ul style="list-style-type: none"> ↳ ACF personnel were integrated in the Ministry's training and consultation opportunities: Settlement Advisor Program. ↳ Ministry consultations routinely invited Francophone representation and participation. ⇒ Officials from the FAB participated in the Réseau santé en français de la Saskatchewan (RSFS), a French-language working group on health. ⇒ Officials from the FAB participated in the Provincial Francophone Network on Immigration. ⇒ The Provincial Secretary attended the 2016 <i>Rendez-vous fransaskois</i>. ⇒ A Ministry of Health representative sat as an observer on the RSFS Executive Committee, and participated in the Sept. 22, 2016 teleconference. ⇒ The Ministry of Health representative attended the annual RSFS Health Forum in May 2016 and provided comments on presentations and information about health system priorities. ⇒ A representative of RSFS was invited to attend the Palliative Care Consultation in September 2016.

List of Points of Service

Advanced Education		
Technical and Trades Branch	306-787-9001	French language services available upon request
Student Services and Program Development Branch	306-787-5620	French language services available upon request
Student Service Centre	800-597-8278	Bilingual services provided
National Student Loan Service Centre	888-815-4514	Bilingual services provided
Agriculture		
Saskatchewan Crop Insurance Corporation	888-935-0000	French language services available upon request
AgriStability	866-270-8450	French language services available upon request
Weyburn Customer Service Office	888-935-0003	French language services available upon request
North Battleford Customer Service Office	888-935-0028	French language services available upon request
Rosetown Customer Service Office	888-935-0019	French language services available upon request
Turtleford Customer Service Office	888-935-0030	French language services available upon request
Prince Albert Customer Service Office	888-935-0018	French language services available upon request
Regional Services		
Prince Albert	306-953-2363	French language services available upon request
Regina	306-787-9773	French language services available upon request
Economy		
Labour Market Services	866-277-3537	Bilingual services provided
Regina	306-787-2160	Bilingual services provided
Saskatoon	306-933-6281	Bilingual services provided
Prince Albert	306-953-2488	Bilingual services provided
Moose Jaw	306-694-3699	Bilingual services provided
Apprenticeship and Workforce Skills		
Regina	306-787-2354	French language services available upon request
International Engagement	306-787-9101	French language services available upon request
Education		
Student Achievement and Supports	306-787-6048	French language services available upon request
Curriculum Unit	306-787-6843	French language services available upon request
Assessment Unit	306-787-2363	French language services available upon request
Instruction Unit	306-787-6040	French language services available upon request
Programs and Instruction Unit	306-787-2712	French language services available upon request
Early Learning and Child Care Service Delivery	306-933-6071	French language services available upon request
Policy and Intergovernmental Relations	306-798-1884	French language services available upon request

Environment		
Wildfire Management Branch - Provincial Fire Centre	306-953-3474	French language services available upon request
Forest Service Branch	306-953-2437	French language services available upon request
Environmental Protection Branch	306-787-6189	French language services available upon request
Compliance and Field Services Branch		
Yorkton	306-728-7480	French language services available upon request
North Battleford	306-446-7416	French language services available upon request
Melville	306-728-7481	French language services available upon request
Preeceville	306-547-5660	French language services available upon request
Executive Council		
Francophone Affairs Branch	306-787-1776	Bilingual services provided
Protocol Office	306-787-3001	French language services available upon request
Finance		
Financial Comptroller's Office	306-787-6353	French language services available upon request
Field Audit Office - Saskatoon	306-933-5660	French language services available upon request
Contractor Clearances Office	800-667-6102	French language services available upon request
Government Relations		
Provincial Disaster Assistance Program Office	866-632-4033	French language services available upon request
Office of the Provincial Interlocutor	306-798-0183	French language services available upon request
Lands and Consultation	306-787-5722	French language services available upon request
Policy and Program Services	306-787-2653	French language services available upon request
Health		
Saskatchewan Disease Control Laboratory	306-787-3131	French language services available upon request
Healthline	811	Interpretation services available in French
Highways and Infrastructure		
Regional Services Division	306-787-4867	French language services available upon request
Justice		
Corrections and Policing		
Custody, Supervision and Rehabilitation Services	306-787-8958	French language services available upon request
Civil Law Division		
Family Law Division - Saskatoon - Court Services	306-933-6341	French language services available upon request
Public Law Division		
Legislative Services for Authentication Services	306-787-8389	French language services available upon request
Public Prosecutions		
Regina Prosecution District, Traffic Safety	306-787-6667	French language services available upon request
Prince Albert Prosecution District	306-953-2204	French language services available upon request
Regina Prosecution District	306-787-5444	French language services available upon request
Battlefords Prosecution District	306-446-7788	French language services available upon request
Meadow Lake Prosecution District	306-236-7580	French language services available upon request
Saskatoon Prosecution District	306-933-5149	French language services available upon request
Courts		
Regina Provincial Court Office	306-787-6802	French language services available upon request
Saskatoon Provincial Court Office	306-933-6635	French language services available upon request
Court of Appeal	306-787-8980	French language services available upon request
Court of Queen's Bench	306-933-6341	French language services available upon request

Labour Relations and Workplace Safety		
Employment Standards	800-667-1783	French language services available upon request
Saskatchewan Legislative Assembly		
Visitor Services	306-787-5358	French language services available upon request
Parks, Culture and Sport		
Government House	306-787-5773	French language services available upon request
Communications Branch	306-787-0346	French language services available upon request
Greenwater Lake Provincial Park	306-278-3518	French language services available upon request
Makwa Lake Provincial Park	306-837-2410	French language services available upon request
Social Services		
Child and Family Services		(Child and Family Service Delivery)
Child and Family Services - Centre Region (Saskatoon)	877-884-7687	French language services available upon request
Child and Family Services - Estevan	306-637-4550	French language services available upon request
Child and Family Services - Prince Albert	866-719-6164	French language services available upon request
Regional Community Services - North Battleford	877-993-9911	French language services available upon request
Children's Services - North Battleford	877-993-9911	French language services available upon request
Regina Service Centre - Child Welfare	306-787-3700	French language services available upon request
SAID Service Centre - Saskatoon	306-933-7117	French language services available upon request
Social Services Client Service Centre - Income Support	866-221-5200	French language services available upon request
Tourism Saskatchewan		
Travel Counsellors	877-237-2273	Bilingual services provided
SaskTel		
Call Centre	800-727-5835	French language services available upon request