

# **2000 CERTIFICATE OF APPRECIATION**

## **Access PEI and the PEI Web Team**

Every year the Minister responsible for Francophone Affairs presents the Certificate of Appreciation during Provincial French Awareness Week to recognize individuals, sections or divisions of the Provincial Government who have actively contributed to the development and enhancement of French services.

This year's recipients, Access PEI and the Province of PEI Web Team, have greatly contributed to the development of the Acadian and Francophone community by being receptive to its needs and concerns. They have shown a great sense of cooperation and willingness to support and deliver French services to the Acadian and Francophone community.

The Access PEI customer-centred service concept built on the basis provided by the regional services centres in place on the Island since the early 1970's now boast 9 Access PEI sites across Prince Edward Island. At these one-stop government service delivery centres, government department representatives and several non-government organisations work together to offer numerous services, from getting a marriage licence to paying your property taxes.

The creation of such centres has allowed government services to be decentralized so that no Islander is more than half an hour away by car from Provincial Government services. According to the 1996 Red Tape Review, the need for delivery of French services was identified by the Acadian and Francophone community as a priority. From this review, a strategy was put into motion to staff Access sites with French speaking front line employees. The provision of services in French and English is now a priority at Access PEI and the Francophone Affairs Division is very pleased to recognize this ongoing effort made by management.

Access PEI has become a role model for the Acadian and Francophone population of Prince Edward Island, especially for the youth of this community. By offering French services in our local government institutions, our children will recognize the benefit and the importance of the delivery of French services. The provision of French services in the Access PEI sites will create a sense of pride for Acadians and Francophones and will help reduce the high assimilation rate in that community.

Moreover, in an effort to continue improving the delivery of French services and further contribute to the development and enhancement of the Acadian and Francophone community, Access PEI has assumed a leadership role in the translation of their brochures, ensuring that the information provided to all Islanders will be in their mother tongue.

During the past year, Access PEI received new bilingual signage which will entice the Acadian and Francophone community to request French services upon their arrival at Access PEI sites.

As more and more departments and divisions introduce their implementation plans, Access PEI will increase its capability of providing French services to the Acadian and Francophone community of PEI. Access PEI has become an excellent model for the delivery of services and as the French Language Services Act comes into effect, the centres will keep increasing their capacity to deliver French services.

Our other recipient, the Province of PEI Web Team, directed by Carol Mayne, played a predominant role in integrating French material in the web site of the Province of Prince Edward Island.

This team provided much needed assistance to the Francophone Affairs Division in the creation of the web site *Île-du-Prince-Édouard, une province ingénieuse* for the division's recent participation in the Technology showcase held during the Francophone Summit in Moncton, New Brunswick. This site was created to inform participating Francophone countries of the numerous technology opportunities that Prince Edward Island has to offer. This site could not have become a reality without the determination and willingness of this team.

Although your team may not be responsible for providing web site content you have certainly been supportive in having as much French material as possible on the Government Web site. Your work exemplifies the true meaning of this certificate as your dedication and commitment are exemplary. While we still have a long way to go before all government sites can be viewed in French, we know that we have excellent collaborators on our side.