

French-language Services Plan

French-language Services Plan 2026–27

Department of Agriculture

Ce document est également disponible en français sous le titre : « Plan de services en français 2025-2026 »

Message from Deputy Minister Jason Hollett

I am pleased to present the 2026–27 French-language Services Plan for the Department of Agriculture. The Department of Agriculture remains committed to fulfilling the requirements of the French-language Services Act and Regulations by continuing to monitor requests for services in French, expanding awareness of available French-language services through our ongoing support of the Hello/Bonjour! Program and strengthening our engagement with Acadian and francophone communities across Nova Scotia.

Our work includes advancing strategies that support increased local food production and consumption. In 2026–27, we look forward to identifying and developing new initiatives that involve Nova Scotia’s Acadian and francophone community in promoting, producing, processing, and enjoying agricultural products grown and made in our province.

I encourage all Nova Scotians and our industry partners to share their feedback, ideas, and suggestions on the French-language services currently offered by the Department of Agriculture. Together, we can continue to enhance our support for and collaboration with the Acadian and francophone community of Nova Scotia.



Jason Hollett
Deputy Minister

February 25, 2026

Date

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

The Department of Agriculture’s French-language Service Plan outlines the steps that were taken during 2025-26, as well as those that will be taken in 2026-27 to support the offer of French-language services by our staff.

We recognize the importance of French-language services and 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, policies and services address the priorities expressed by the Acadian and francophone community. To achieve this aim, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province’s Acadian and francophone community.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards and commissions, which are regularly advertised by the Executive Council Office. 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. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

Julie Lacourciere email: Julie.Lacourciere@novascotia.ca Tel: 782-370-2226
Employee Engagement and Internal Communications Lead / French Language Services Coordinator /
Agriculture

Services we offer in French

- French-language services are available through the Hello/Bonjour! Program across various regions of the province.
- A range of classroom projects and learning activities that promote agriculture are available in French. These resources support multiple grade levels and subjects, including math, science, and social studies.
- Selected funding program materials for new entrants to agriculture have been translated and continue to be made available in French.
- Inspection Services maintain a selection of French-language information documents for clients.
- Programs, guidance, and materials originating from the federal government are provided to clients in both official languages.
- The Department prepares and publishes an annual French-language services plan.

How we communicate with the public in French

The Department of Agriculture responds to verbal and written communication, including invoicing, project administration documents, and other correspondence from Acadian and francophone communities, institutions, and businesses in the language of their choice.

French-speaking departmental staff are available at our Halifax, Antigonish, and Bible Hill offices to offer initial services in French through the Hello/Bonjour! Program and to support francophone clients with their inquiries. When additional support is required, the Department engages professional translation services to ensure accuracy and responsiveness.

New employees receive guidance on the processes for serving French-speaking clients as part of their orientation. The Department also continues to support staff participation in French-language courses offered through the Office of Acadian Affairs and Francophonie to help strengthen our overall French-language capacity.

What we did to maintain or improve our French-language services in 2025–26

- Calls, inquiries, and requests for assistance received in French were responded to in French.
- Information is available to new staff on French-language services via the French Language Services Coordinator.
- The Agriculture in the Classroom program continues to provide materials for French-speaking classes and with resources for both the elementary and secondary levels. There are currently 22 learning resources and

3 books available for our French-language classes to promote and incorporate the concepts of agriculture in Nova Scotia classrooms.

- Staff were provided updates about French-language services across government, including *Acadie at a Glance* training, the *Hello/Bonjour!* program and French-language courses supported by the Office of Acadian Affairs and Francophonie.
- Increased employee and senior management awareness of the *French- Language Services Act* and Regulations.
- The departmental French-language Services Coordinator represented the Department during regular monthly meetings of the French-language Services Coordinating Committee.
- The French-language Services Plan was posted to the Department website.

How we plan to maintain or improve our French-language services in 2026–27

Objective 1: Strengthen frameworks for French-language services

- Integrate French-language services into the corporate planning process as appropriate.
- Support French-language training opportunities for staff.
- Increase employee awareness of available French-language resources by sharing information through internal communication channels, including the internal employee intranet site.
- Incorporate French-language services awareness into orientation sessions for all new staff.

Objective 2: Engage the Acadian and francophone community

- Display the “Bonjour!” sign which lets the public know our organization will make an effort to offer French-language services.
- For Department consultations, consider Francophone industry members and provide materials in French and interpretation where necessary.
- Work closely with the Office of Acadian Affairs and Francophonie regarding the implementation of the *French Language Services Act* and Regulations, including seeking advice and guidance on public consultations and translation of documents.

Objective 3: Develop and deliver programs and services in French

- Promote Agriculture in the Classroom with materials in both official languages.
- Increase employee awareness of and obligation to the *French- Language Services Act* and Regulations.
- Increase active offers of French-language services to clients by encouraging staff training and increasing the visibility and promotion of the *Hello/Bonjour!* program.
- Continue to translate pertinent documents and increase French content on departmental websites.
- Continue to give consideration to the translation of new promotional and industry outreach programming materials.

The Department of Agriculture continues to acknowledge and recognize the importance of the Acadian and francophone community and are committed to working together to advance the agriculture industry within these communities. The Department will continue to consult and seek input from the Office of Acadian Affairs and Francophonie to develop ways to further our efforts to improve our support through French-language capacity and to making our resources and services available in French.