

French-language Services Plan

French-language Services Plan 2026 - 2027

Department of Public Works (DPW)

Ce document est également disponible en français sous le titre : « Plan de services en français 2026-2027 »

Message de la députéé - Message from the Deputy

Bonjour!

I present the Department of Public Works French-language Services Plan for 2026-2027.

The Department of Public Works is committed in its responsibility to provide services and resources in the French language to meet the needs of our Acadian and francophone communities. Key media releases and road safety materials are delivered in French, and we will continue to deliver these services to ensure that those who speak French and are part of Nova Scotia's Acadian and francophone communities are provided with information on road safety, road conditions, and other services that the department is responsible for.

We will continue to support and encourage our staff to attend courses in French for their personal and professional development.

We look forward to maintaining our partnership with the Acadian and francophone communities, the Office of Acadian Affairs and Francophonie, and other government departments and agencies as we strive to improve our service delivery to Acadians and francophones across the province.

Cordialement,
Paul LaFleche, Ph.D., P.Geo., FGC
Executive Deputy Minister & Deputy Minister
Department of Public Works

Our contribution to the growth of the Acadian and francophone community

Recognising the importance of French-language services to Nova Scotia and to Canada, we work to fulfil our responsibilities under the *French-language Services Act* and Regulations. Nova Scotians should have access to quality government services in French, and this plan demonstrates our continuing commitment to ensuring our programmes, policies and services address the priorities expressed by the Acadian and francophone community. 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 departments in French. We encourage Acadians and francophones to have their voices heard by participating on agencies, boards, and commissions, that are regularly advertised by the Executive Council Office. We continue to provide and are always seeking ways to improve our French-language services. We welcome feedback on our progress, and we invite you to share your comments or questions by contacting our French-language services coordinator.

Should a formal complaint regarding French-language services need to be made, please contact the Office of the Ombudsman.

French-language Services Coordinator:

Nicole Donohue, Highway Design Technician is the French-language Services Coordinator for the Department of Public Works.

Nicole Donohue can be reached via email at Nicole.Donohue@novascotia.ca.

Services we offer in French

- DPW continues to promote French language training for its staff at all levels. DPW strives to assist staff in professional French language training to serve Acadian and francophone Nova Scotians in their first language, as well as for personal and professional development.
- DPW offers a wide variety of French language services on our website, including but not limited to: a Road Conditions (511) service that is offered in French and English and includes a French online system with highway cameras, French through telephone, website, and for mobile devices; Plow Tracker – French version of online system.
- Sammy Snowplow safety activity book.
- Numerous safety documents have been translated to French and are posted on our website.
- Awareness and hiring campaigns, including online and radio media spots in French, together with information brochures.
- Some public consultations have been offered entirely in French.

How we communicate with the public in French

Most French-language inquiries received by the Department occur at locations where French-speaking staff are available. DPW maintains an up-to-date list of employees who are willing and able to respond to phone and in-person inquiries in French. DPW's website has a link "Bonjour! Services en français" that lists numerous French electronic documents for information purposes. This work is ongoing as we continue to provide additional documentation in French through our web portal.

DPW's Highway Engineering and Construction division provides bilingual services when dealing with the public and private.

What we did to maintain or improve our French-language services in 2025-2026

- Continued staff awareness of the *French-language Services Act* and Regulations.
 - Made staff aware of our obligations under the French-language Services Act and Regulations.
- Continued staff awareness of the Acadian and francophone culture, and opportunities to participate in French-language training.
 - Publicised opportunities to gain experience about the Acadian and francophone culture and participate in French-language training.
- Provided print and electronic information materials, as well as communications materials, such as news releases, in French.
 - DPW provided print and electronic information materials and continues to add to the variety of French language services materials on its website.
 - Provincial Sign Shop will continue to produce French signage products as required that includes bilingual stop signs in Acadian communities across Nova Scotia.
 - DPW issued a bilingual media release for Operation Christmas targeted to encourage the reduction in impaired driving and encourage motorists to practice safe winter driving.

- DPW requested that the former Communications Nova Scotia division issue advertising for the Argyle Interchange project public information session in French. This was done using a French radio station and French newspaper.
- DPW erected signage for federally cost-shared infrastructure projects with project related information in English and French in areas of the province where French is the predominant second language. This is a requirement of the federal funding programs.
- The Partnerships and Funding Programs Division collaborates closely with federal funding recipients within the province to ensure that bilingualism requirements are upheld when communicating project information to the public, in compliance with federal guidelines.
- Continued to make services available in French, such as 511, our highway webcams, Sammy Snowplow, and French or bilingual community road signs.
 - DPW continued to partner with some French and Acadian communities to have a more personal style of community boundary sign. Currently the Department has a French/Gaelic Affairs sign policy which allows for bilingual community boundary signs and road name signs within the community or region.
 - Bilingual stop signs are installed in the following areas: Clare, Argyle, Pomquet, Isle Madame, Chéticamp, Richmond County, Victoria, and Northern Inverness.
- Continued to maintain a list of employees willing and able to respond to phone and in-person inquiries in French.
- Continued to deliver services in French.
 - DPW promotes French language training for staff at all levels.
 - DPW's Highway Engineering and Construction division provides bilingual services when dealing with the public and private.
- Continued to provide opportunities for Acadian and francophone communities to participate in French during province-wide consultations.
 - DPW is committed to promoting the French language by working with Acadian and francophone Nova Scotians and stakeholders in their first language.

How we plan to maintain or improve our French-language services in 2026–2027

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

- Continue to promote the French-language Services Act and Regulations to staff.
- Continue to increase staff awareness of the opportunity to participate in French-language training.
- Continue to promote of Acadian and francophone culture, and cultural events taking place across the province.

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

- Provide print and electronic information as well as communications materials, such as news releases, in French.
- Continuing to explore the feasibility of updating our website to be fully bilingual.
- Link to Bonjour! Services en Français with numerous French electronic documents for information purposes. DPW will continue to upload electronic French documentation for the public's safety.

- Continue to make services available in French, such as 511, our highway webcams, Sammy Snowplow.
- Continue to review the road signage in Acadian communities to further the implementation of more French/bilingual road name signs in Acadian communities across the province.
- Keep an up-to-date list of Department employees willing and able to respond to phone and in-person inquiries in French.

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

- DPW is continuing its engagement with stakeholders in the Acadian community to promote bilingual stop signs and other community boundary sign. The Department has a French/Gaelic Affairs sign policy which allows for bilingual community boundary signs and road name signs within the community or region.
- The province will continue to consult with Acadian and francophone communities that have landmark or historical sites with significant social, linguistic, and cultural interest to those communities to enable the placement of bilingual signs by DPW in those areas.