

French-language Services Plan

French-language services plan 2026–27

Department of Seniors and Long-Term Care

Ce document est également disponible en français sous le Plan de services en français 2026-2027-Ministère des Aînés et des Soins de longue durée

Message from the Deputy Minister

Bonjour!

The Department of Seniors and Long-Term Care (SLTC) is dedicated to promoting the inclusion and well-being of older adults in Nova Scotia. SLTC works closely with service delivery partners to provide continuing care services, oversee the building of 5,700 new long-term care beds, and lead policy coordination across government to enhance services for seniors.

We are committed to continuously improving care for seniors and those in need of home care and long-term care. SLTC provides information in French to older adults and their families through the Seniors Information Line and the Seniors Abuse Referral Service. These services are available 24/7 by calling 211, visiting ns.211.ca, or following @211NS on X.

An example of this, is the replacement of the Foyer Père Fiset long-term care facility in Chéticamp. Working closely with key partners, SLTC will ensure that the new facility will reflect the identity, culture, and language of the local francophone community.

In accordance with the French-language Services Act and Regulations, I am pleased to present the Department of Seniors and Long-Term Care's French-language Services Plan for 2026-27.

Lora McEachern, K.C.

Deputy Minister, Seniors and Long-Term Care

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

SLTC recognizes the importance of French-language services in our communities and is committed to fulfilling our responsibilities under the *French-language Services Act* and Regulations. We believe that all Nova Scotians should have access to high-quality government services in French, and this plan reflects our dedication to addressing the priorities expressed by the Acadian and francophone community.

We are proud to continue offering the French edition of the Positive Aging Directory, a free resource for all Nova Scotians, available in hard copy as well as online. The directory offers senior-specific information about agencies, organizations, and service providers.

To further support the growth and well-being of the Acadian and francophone population, SLTC collaborates with designated public institutions across government- including the Office of Acadian Affairs and Francophonie - through the French-language Services Coordinating Committee. We actively engage with Acadian and francophone communities to understand

their priorities and work closely with public health and French-language Services Coordinators (FLSCs), including those at Nova Scotia Health Authority (NSHA), to ensure equitable access to information and services related to seniors' care in French.

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:

Samantha Baker, Corporate Policy Coordinator

Email address: Samantha.Baker@novascotia.ca

Phone: 902-943-4627

Services we offer in French

Where possible, SLTC continues to be committed to providing high-quality resources in French to support Nova Scotia's Acadian and Francophone communities. To achieve this, we use external translation services when necessary, ensuring that our materials maintain the same level of clarity, accuracy, and accessibility in French as they do in English. Our goal is to continuously improve access to French resources, making it easier for seniors and their families to access the information they need in their preferred language. New services this year include:

- Documents on Long Term Care (LTC) and Home Care programs and services such as the "[Programme de financement direct pour le soutien à domicile](#)" which supports eligible Nova Scotians with care needs by providing them with funding to purchase Home Support Services in Nova Scotia, as well as "[Barème des frais pour les soins de longue durée](#)" which provides information on long-term care rates to the French-speaking community.
- Community learning sessions during our 2025 Seniors Week celebration offered entirely in French including *Contes acadiens – Une vie aventureuse*, along with French resources for organizations to advertise events in their area.

How we communicate with the public in French

SLTC responds to verbal and written requests to communicate in French with the public in a timely manner. We continue to provide the same quality of handling inquiries and information requests in French as in English, using external translation where necessary. The Department's correspondence team, program areas and FLSC work together to ensure that:

- Correspondence that is received in French is responded to in French,
- Information lines such as the **Seniors Information Line** and **Seniors Abuse Referral Services** are offered in French through 211 phone service and ns.211.ca.
- The translation of web content, forms, brochures and other publications as opportunities become available. For example,

- French ads have run on radio (province-wide), French-language newspapers, Facebook, and Access Nova Scotia digital screens regarding the Seniors Care Grant.
 - Any information that is developed respecting the Seniors Care Grant and Age Friendly Grants are translated. This includes, “[*Demandez de l'aide pour des dépenses liées aux services à domicile, aux services de soins de santé et au chauffage : Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\)*](#)” and fact sheet: “[*Fiche d'information au sujet de l'Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\)*](#).”
 - Including an entirely French section in the English 2025-26 Positive Aging Directory, as well distributing an entirely French version.
- Where possible, agencies identify French-speaking providers to support French-speaking clients for Home Care services. To continue to build this service offering, SLTC, along with Advanced Education, is working with Université Sainte-Anne who is hoping to offer a CCA training program this September.

How we plan to maintain and enhance our French-language services in 2026-27

Objective 1: Support the development, planning, and delivery of French-language services to the public:

SLTC continues to make progress in advancing French-language services to better support Nova Scotia’s Acadian and francophone communities, including:

- Ongoing active representation on the French-language Services Coordinating Committee, ensuring that information and best practices from the committee are effectively shared with department staff.
- Publishing the 2025-26 French-language Services Plan. This plan highlights our achievements and outlines continued efforts to enhance French-language services for Nova Scotians.
- Supporting staff to participate in French language courses through Université Sainte-Anne.

Objective 2: Communications and consultations with the francophone community

SLTC continues to provide communications and consultations with the francophone community, such as:

- Developing and distributing communication materials in French to move towards a bilingual format, as opportunities become available.
- Continuing to translate the entirety of the annual Positive Aging Directory, as well as including a French section in the 2026-27 edition.
- Continuing collaboration and engagement with Acadian and Francophone community organizations such as the Réseau Santé Nouvelle-Écosse and with Regroupement des Aînés de la Nouvelle-Écosse through the Seniors Advisory Council to ensure French language services are provided with respect to programs and services.
- Continuing our annual initiative, Seniors Week, which this year celebrated aging well. In 2025, we hosted an entirely French learning session, *Contes acadiens – Une vie aventureuse* and continue to collaborate with community partners to offer future events

in French. In addition, SLTC continues to focus on making Seniors Week accessible to French communities in their preferred language by providing French resources, and all information accessible in French on the [Seniors Week website](#).

Objective 3: Strengthen internal operational structures including policy, legislative and administration frameworks

SLTC strengthened internal operational structures including policy, legislative and administration frameworks by:

- Continuing to adhere to our *Space and Design Guidelines* with respect to building new long-term care Nursing Homes, which promote inclusion that incorporates culture and community needs. These spaces provide community connections and meaningful interactions with other residents, staff, family and community. An example of this is the replacement of the *Foyer Père Fiset* long-term care facility in Chéticamp, which will reflect the identity, culture, and language of the local francophone community.
- SLTC continues to translate requests and provide services in French, ensuring that Acadian and francophone seniors have equitable access to information and supports.
- Increased awareness of our French-language services requirements to achieve a better understanding of the Department's obligations under the *French-language Services Act* such as, fulfilling obligations under the *French-Language services act* and regulations and ensuring staff awareness of French-language service initiatives, cultural learning opportunities and encouraging voluntary participation in French-language training.