

French-language Services Plan

French-language Services Plan 2026–2027

Department of Growth and Development

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

Message from the Deputy Minister

I am pleased to present the French-language Services Plan 2026-2027 for the Department of Growth and Development. The Department drives economic growth and productivity by creating the conditions for communities, businesses and households to thrive. The Department works with key partners to foster a dynamic environment that supports housing innovation and sector development, providing the necessary solutions to grow our population and economy.

We strive to create access to departmental information, programs, and services in French where there is demonstrated demand and need. We will continue to work with the Acadian and Francophone community, the Office of Acadian Affairs and Francophonie, and other partners to strengthen support for French-language service delivery accordingly.

Chris Morrissey
Deputy Minister

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

We recognize the importance of French-language services and endeavour to fulfil our responsibilities under the *French-language Services Act* (FLS Act) and Regulations¹. We believe Nova Scotians should have access to quality government services in French, and this plan shows how we work to reflect the priorities expressed by the Acadian and Francophone community in our programs, policies and services.

To achieve this, 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 value this partnership, which ensures a continued understanding of the unique needs of our province's Acadian and Francophone community.

French-language services coordinator:

Tim Sotubo (Tim.Sotubo@novascotia.ca; 902-943-2324)

¹ Responsibilities under the FLS Act include: preparing a French-Language Service Plan, responding with a response in French to written correspondence received in French; strengthening ability to serve the public in French through staff language training, using translation services and identifying bilingual staff who can deliver services; addressing priorities of the Acadian and Francophone community that have been expressed to us; and informing members of the Acadian and Francophone community of services available in French.

Services we offer in French

We are committed to meeting our obligations under the FLS Act and Regulations, and to improving our capacity to offer services and programs in French. We leverage our working relationship with government translation services to make department documents that are of strategic importance and relevant at a provincial level available in French, for example:

- Nova Scotia's 2025-28 National Housing Strategy Action Plan was made available in French ([Plan d'action 2025-2028 de la Nouvelle-Écosse Stratégie nationale sur le logement](#)).
- Community Housing Growth Fund resources and forms are available in French (<https://centre.support/grants/community-housing-growth-fund/>).
- Provincial Housing Needs Assessment Key Findings is available in French ([provincial-housing-needs-assessment-report-key-findings-fr.pdf](#)).
- The Nova Scotia Loyal website is available in French, social media posts are in both English and French and print materials are available in French (<https://nsloyal.ca/fr>). Nova Scotia Loyal bilingual brand ambassadors attend all NSL events.

In addition, staff who speak French are made available as requested and as capacity allows, to speak with Francophone clients.

How we communicate with the public in French

The Department responds to verbal and written requests in French, with the support of resources within government. Phone or in-person service enquiries in French are responded to by French-speaking Department staff when possible, and interpretation or translation services are used as required.

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

- Shared information with staff about cultural and French-learning opportunities available to them, including:
 - National Acadian day (August 15);
 - Acadie at a Glance and French-language training;
 - Eight French-language training spaces offered by Université Sainte-Anne were filled by employees from the Department, and an additional six from the Nova Scotia Provincial Housing Agency.
- Encouraged staff to participate in a study conducted by Université Sainte-Anne, in partnership with Fédération acadienne de la Nouvelle-Écosse, to better understand perceptions and use of government services by members of the Acadian and Francophone community.
- Supported Minister engagements with the Acadian and Francophone community to discuss economic development initiatives within the Acadian regions of the province.

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

- Work with the Office of Acadian Affairs and Francophonie to support members of the Acadian and Francophone community to participate in French in consultations conducted by the Department.
- Identify opportunities to engage the Acadian and Francophone communities within department program development and review processes.
- Assess the need to provide program material in French and work with the Office of Acadian Affairs and Francophonie to identify solutions as required.
- Continue to share information about French cultural and language learning opportunities with staff to increase French-language service delivery capabilities.