



# French-language Services Plan

2025–2026

*Office of Equity and  
Anti-Racism*

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French-language Services Plan  
Office of Equity and Anti-Racism  
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# French-language services plan 2025–26

## Office of Equity and Anti-Racism

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

### Message from the Deputy Minister

Hello, Bonjour,

On behalf of the Office of Equity and Anti-Racism (OEA), I am pleased to present our 2025 – 2026 French-language Services plan and progress report. At OEA, we recognize that the whole province benefits when everyone has meaningful and equal access to opportunities and resources. Language is a vital aspect of cultural identity, access to opportunities, and social belonging.

As we work to strengthen our French-language services, we are committed to ensuring that our approach is inclusive and responsive to the needs of underserved and underrepresented communities including Acadians, Francophones, and the francophone newcomer community. Intersectionality is at the centre of our commitment to service delivery.

Through ongoing engagement, policy and guideline development, training and consultation, we aim to improve our ability to provide French-language services and promote the province's Acadian and francophone culture and heritage.

Tracey Thomas, Deputy Minister  
Office of Equity and Anti-Racism

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

We are committed to fulfilling our responsibilities under the French-language Services Act and regulations, which in turn will help preserve and promote the province's Acadian and francophone culture and heritage. To achieve this, we collaborate with community and other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services (FLS) Coordinating Committee.

We commit to fostering meaningful engagement with Acadian and Francophone communities to ensure their perspectives, needs, and priorities are reflected in our work.

We encourage Nova Scotians to access services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards and commissions. As we continue to maintain and increase our French-language services, we welcome feedback on our progress and we invite you to share with us your comments or questions by contacting our French-language services coordinator. The Office of the Ombudsman can follow-up on complaints with respect to access to French-language services.

#### French-language services coordinator:

Zoé Kavanagh, Email: [zoe.kavanagh@novascotia.ca](mailto:zoe.kavanagh@novascotia.ca) Telephone: (902) 221-0400

## Services we offer in French

- Engagement with communities
- Tools, resources, and guidelines for Equity, Diversity, Inclusion & Accessibility

## How we communicate with the public in French

- OEA adheres to the *French-language Services Act and Regulations* by ensuring any written or verbal communications received from the public in French are responded to in French. OEA achieves this standard using translators provided by Communications Nova Scotia. Where applicable, French-speaking staff can communicate in French.

## What we did to maintain or improve our French-language services in 2024–25

- One staff participated in French-language training
- Two French-speaking staff available to support engagement with communities
- 2SLGBTQIA+ Action Plan engagement
  - Survey was made available in French, and offered French-language engagement sessions
- Translated versions of guidance material including:
  - Support documents for Municipalities and Villages in developed Equity and Anti-Racism plans
  - Internal resources including Diversity and Inclusion New Employee Orientation, and Understanding Pronouns and Putting Them in Practice

## How we plan to maintain or improve our French-language services in 2025–26

### Objective 1 - Strengthen frameworks for French-language services

**Goal 1.1:** OEA staff participate in French-language training courses and/or Acadie at a Glance.

**Planned Measure:** # of staff participating in French-related training courses

**Goal 1.2:** Contribute to the French Language Services Coordinating Committee to increase our knowledge of the *French Language Services Act and Regulations* and to improve our understanding of our obligations and how to comply with the Act and Regulations in the administration of programs and services.

**Planned Measure:** Appointment of French-Language Service Coordinator for OEA

### Objective 2 – Seek to provide engagement opportunities for the Acadian and francophone communities

**Goal 2.1:** Provide French-language community engagement opportunities

**Planned Measure:** % of engagement activities where French-language participation was available

**Goal 2.2:** Where possible, present perspective of French-language speakers in What We Heard reports

**Planned measure:** Qualitative assessment

**Goal 2.3:** Promote the use of the Bonjour! active offer, French email signatures, and French pronouns

**Planned Measure:** Qualitative assessment

**Goal 2.4:** Ensure community contact list and community network are up to date with accurate contact information for key Acadian and Francophone community partners

**Planned measure:** Qualitative assessment

### Objective 3 – Seek to develop and deliver programs and services in French

**Goal 3:** Ensure resources that are created are made available in French

**Planned Measure:** Implement a tracking system to monitor the availability of French-language materials