

# **French-language Services Plan**

# **French-Language Services plan 2026–27**

## *Office of Equity and Anti-Racism*

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

### **Message from the Deputy Minister**

On behalf of the Office of Equity and Anti-Racism (OEA), I am pleased to present French-Language Services Plan for 2026-27.

Over the past year, we have continued working to improve and expand our French-language services. This work is guided by our commitment to meet the needs of underserved and underrepresented communities, including Acadian and Francophone communities, as well as Francophone newcomers. Language is an essential part of cultural identity and plays a key role in ensuring people can fully participate in their communities.

By strengthening engagement with communities, developing policies and guidance, and providing training and advisory support, we will continue building our capacity to offer high-quality French-language services while recognizing and promoting the rich Acadian and Francophone culture and heritage present across the province.

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

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. 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:**

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

- Office of Equity and Anti-Racism 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. Office of Equity and Anti-Racism achieves this standard through staff members who are fluent or through use of translators if needed.

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

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

- **Goal 1.1:** Office of Equity and Anti-Racism staff participate in French-language training courses and/or Acadie at a Glance.
  - Five staff members participated in French-language training courses or Acadie at a Glance
- **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.
  - Office of Equity and Anti-Racism has had a French-Language Service Coordinator or alternate attend meetings of the French Language Services Coordinating Committee

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

- **Goal 2.1:** Provide French-language community engagement opportunities
  - Not applicable
- **Goal 2.2:** Where possible, present perspective of French-language speakers in What We Heard reports
  - 2SLGBTQIA+ Action Plan translated into French
- **Goal 2.3:** Promote the use of the Bonjour! active offer, French email signatures, and French pronouns
  - Two French-speaking staff utilized language markers in email signatures
- **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
  - Ongoing, work in progress

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

- **Goal 3:** Ensure resources that are created are made available in French
  - Resources that have been translated into French include:
    - Equity Impact Assessment Tool and Guidebook
    - Public Engagement Guidebook and Template

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

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

- **Goal 1.1:** Office of Equity and Anti-Racism staff participate in French-language training courses and/or Acadie at a Glance.
  - **Planned Measure:** Number 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 Office of Equity and Anti-Racism

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

- **Goal 2.1:** Provide French-language community engagement opportunities
  - **Planned Measure:** Percentage 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:** Monitor the availability of French-language materials