

French-language Services Plan

French-Language Services Plan 2026–27

Department of Intergovernmental Affairs

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

Message from the Executive Deputy Minister

I am pleased to submit the 2026-2027 French-language services plan for the Department of Intergovernmental Affairs (IGA). This plan supports the requirements in the *French Language Services Act*.

Though IGA provides services predominantly to government, national and international stakeholders, we are committed to enhancing and promoting access to French-language services for all Nova Scotians. Business at IGA is conducted primarily in English and where possible, IGA provides French-language services.

The Department recognizes the importance of the Acadian and Francophone communities, and is committed to working with them to advance their interests within Canada and at the international level. IGA works to build and promote a stronger French language public service culture within government by supporting staff with French-language training to help build the organization's capacity to serve its clients and provide meaningful professional growth opportunities.

IGA continues to engage with federal, provincial, territorial (FPT) and international partners with a view to support Nova Scotia's priorities within Canada and internationally. As a department that is responsible for FPT and international relations, we are supportive of, and actively pursuing, French-language connections and partnerships aimed at strengthening economic growth and actions that promote relations with French-speaking entities across Canada and globally.

The plan for 2026-2027 reflects IGA's ongoing commitment to the objectives and spirit of the legislation.

Tracey Taweel
Executive Deputy Minister
Intergovernmental Affairs

What IGA is doing to contribute to the growth of the Acadian and francophone community

We recognize the importance of French-language services, and we 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 programs, policies and services address the priorities expressed by the Acadian and Francophone community. To achieve this goal, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie (OAAF) – through the French-language Services Coordinating Committee (FLSCC). 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 the Department 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 we invite you to share with us your comments or questions by contacting our French-language Services Coordinator. If you wish to make a formal inquiry regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

The French-language Services Coordinator (FLSC) at IGA is Claire Belliveau (Claire.Belliveau@novascotia.ca, 902 266-4765).

Services we offer in French

- Translation from English to French (and vice-versa) for correspondence and documents is available internally.
- Training and support for staff to attend French classes.
- Interpretation services for meetings when required.
- Identification of staff who can offer service in French.

How we communicate with the public in French

- In accordance with the *French-language Services Act and Regulations*, all verbal and written correspondence received in French is responded to in French with the support of the provincial translation services and/or our FLSC.
- The Council of the Federation (COF) is the forum for Canada's 13 premiers representing all provinces and territories. COF maintains a bilingual website <https://www.canadaspremiers.ca> and its news conferences are held in both official languages, which underscores the commitment to Canadian bilingualism among premiers.
- The Council of Atlantic Premiers (CAP) ensures their public documents are in both official languages. Translation services are provided at their news conferences to ensure English and French media outlets can participate in their mother tongue.
- Nova Scotia supports initiatives to communicate with government representatives and officials, the media and the public in French through these premiers' forums.

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

Leadership and Policy Direction

- Implemented measures to ensure a positive environment for the provision of the French-language services plan.
- Supported French-language services within the Department and corporately by committing a staff person to actively engage in the work of the interdepartmental French-language Services Coordinating Committee (FLSCC).
- Promoted relations with French-speaking entities at the national and international levels (government, regions or organisations).
- Engaged regularly with the Consulate General of France in the Atlantic Provinces, and other entities at the national and international levels on matters of strategic interest, including exploring opportunities for a formal twinning partnership with Brittany, France.
- Since 2024, the ocean technology sectors in Nova Scotia and Brittany hosted 6 virtual events, bringing together over one-hundred representatives from both jurisdictions including industry experts working together to explore partnership opportunities, and enhance international collaboration between the two regions. These events have been made possible through the ongoing partnerships between the Brittany Regional Council, Pôle Mer Bretagne Atlantique, the Ocean Technology Council of Nova Scotia, Invest Nova Scotia and IGA.
- Attended the 27th *Commission Mixte de Coopération Régionale* (Joint Committee on Regional Cooperation), which was held from November 30 to December 3, 2025, in St. John's, Newfoundland.

French-Language Service Delivery

- Responded in French to all requests received in the French language.
- Printed French editions of the Military Relations Newsletter.
- Promoted French language training and supported staff who chose to participate in training opportunities. During 2025-2026, 2 employees were enrolled in French-language training courses offered by the Université Sainte-Anne, and 2 employee expressed interest in registering for French 101 when it becomes available (not available in the spring 2026 session, taking place from April to June 2026).

Acadian and Francophone Community Engagement

- Regularly engaged with the Consulate General of France in the Atlantic Provinces.
- Attended and participated in Francophone community events, such as the Bastille Day flag raising in July 2025.

How IGA plans to maintain or improve our French-language services in 2026–27

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

- Promote and encourage the participation of IGA employees in French-language training to build internal capacity and confidence in providing services in French.
- Raise staff awareness of departmental responsibilities and obligations with respect to French-language services through internal communication and onboarding processes.
- Support the French-language Services Coordinator in monitoring compliance and coordinating departmental efforts related to French-language services.
- Maintain active participation in the interdepartmental French-language Services Coordinating Committee (FLSCC) to align IGA practices with government-wide initiatives and best practices.

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

- Continue to respond in French to all requests received in the French language.
- Increase awareness among staff of obligations arising from the *French-Language Services Act* and Regulations to ensure consistent service delivery.
- Providing accurate and up-to-date French-language content on the IGA website and related digital platforms, as appropriate.
- Raise awareness of services available in French and promote the *Bonjour!* Programme through the distribution of promotional materials received by all members of the French-Language Services Coordinating Committee (FLSCC).

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and Francophone Community

- Engage with federal, provincial, territorial and international partners on matters of interest to the Acadian and Francophone Community.
- Promote cultural, economic and trade relations with French-speaking regions across the national and international levels, including initiatives that support Nova Scotia's Acadian and Francophone communities.
- Work closely with other provincial departments to promote dialogue and consultation with the Acadian and Francophone communities of Nova Scotia.
- Continue to engage regularly with the Consulate General of France in the Atlantic Provinces to identify opportunities to strengthen economic, cultural and governmental cooperation between France and the Province of Nova Scotia.
- Continue to engage with Saint-Pierre et Miquelon through the Commission Mixte de Coopération Régionale (Joint Committee on Regional Cooperation)
- Hold meetings with Francophone organisations to explore opportunities for enhanced collaboration and increased engagement with Francophone partners.