

# **French-language Services Plan**

# **French-language services plan 2026–27**

## *Department of Emergency Management*

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

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

Bonjour!

We're proud to share the Department of Emergency Management's 2026–2027 French-language Services Plan. This plan reflects our progress from April 2025 to March 2026 and outlines key priorities for the year ahead.

The Department of Emergency Management is responsible for leading disaster and emergency planning, preparedness, response and recovery activities on behalf of the Province of Nova Scotia. The objective of the Department is to ensure that Nova Scotians are safe, prepared and resilient in the face of disasters and emergencies. The Department leads the coordination and co-operation of partners and resources during provincial level critical incidents, supports municipal and other partners in regional level and local events, administers the province's 911 service, maintains critical communications infrastructure and supports operations of our regional emergency management centres. The Department also works to ensure critical government services continue to function during and after critical events.

We welcome feedback on our progress and invite questions and comments through our French-language services coordinator.

Sandra McKenzie  
Deputy Minister  
Department of Emergency Management

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

We recognize the importance of French-language services and strive 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 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. 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.

This plan contributes to the preservation and growth of the Acadian and francophone community by: (1) expanding access to information and services in French; (2) engaging directly with Acadian and francophone community organizations to inform our priorities; and (3) aligning our recruitment, training and service-delivery practices to better reflect the linguistic reality of Nova Scotia. Priorities in this plan reflect input we receive through consultations, correspondence and partnerships, including with the Office of Acadian Affairs and Francophonie (OAAF).

### **French-language services coordinator:**

Nancy Rondeaux ([nancy.rondeaux@novascotia.ca](mailto:nancy.rondeaux@novascotia.ca), 902-220-3556)

## **Services we offer in French**

- Key public-facing documents and guides available in French, including bilingual advertising materials to promote registration and engagement with the Nova Scotia Guard.
- Website pages including our Emergency Info site is available in French and when needed, will provide event specific information on emergency events like hurricanes, wildfires etc [Homepage | All Hazards](#)
- Social media and public safety/service notices in French when relevant.
- Bilingual signage and reception services with “Bonjour! Services en français” where available.

## **How we communicate with the public in French**

Staff have been instructed to:

- Respond in French to written correspondence received in French and route verbal requests to French-speaking staff where available.
- Publish priority public information simultaneously in English and French when feasible, with bilingual branding.
- Ensure phone, email, social media and in-person inquiries are acknowledged in French.
- Make reasonable efforts to promote availability of French-language services (web, social, print).

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

- Goal: Bilingual emergency communications
  - We rolled out the new NS Alert App which enables simultaneous emergency alerts and public information in both French and English, and many other languages as well. We recognize that the application did not meet the service requirements as requested and are actively working with the vendor to ensure delivery of the necessary services.
  - We ensured that social media, website updates and press releases related to emergencies and safety were available in French.
  - We developed a bilingual Emergency Info website, to provide up-to-date information on emergency preparedness and response.
  - We developed and maintained new French-language emergency preparedness materials.

- We conducted yearly tests of the National Alert Ready system – using a bilingual message.
- Goal: Workforce development and recruitment
  - We identified bilingualism as an asset in the recruitment of personnel for key roles at the Provincial Coordination Centre 24/7 Watch Desk.
- Goal: Public engagement/Nova Scotia Guard
  - We engaged with Francophones through our participation in Acadian community festivals and events where we sought new members to join the Nova Scotia Guard. NS211 provides bilingual services to anyone with questions about the NS Guard.
  - The Guard application is bilingual.
  - We created a French version of the Nova Scotia Guard Orientation course.
- Goal: Regional/Municipal feedback
  - We incorporated community feedback to improve bilingual service delivery in our emergency response and recovery efforts.

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

### **Strengthen frameworks for French-language services**

- Goal: Use of bilingual logos on all French materials
  - Completion by Winter 2027; Communications Director will lead implementation as part of branding roll out
- Goal: Identify positions where French is required or an asset and add language to job postings and assess oral/written proficiency at hiring
  - Completion by Fall 2026: HRPB will lead implementation through confirmation of HR Plan development with Executive Directors

### **Engage with the Acadian and francophone community**

- Goal: Establish an annual fall engagement forum with the Fédération acadienne de la Nouvelle-Écosse (FANE) and community partners
  - Completion by Fall 2026; provide bilingual summary of meeting outcomes to participants

### **Develop and deliver programs and services in French**

- Goal: Ensure critical public information and safety/service notices are issued in English and French

- Completion by Fall 2026; ensure that NS Alert App delivers all critical public information and safety/service notices simultaneously in English and French as intended.
- Goal: Launch or refresh priority web content in French
  - Completion by Winter 2027; Audit and translate top 5 pages by traffic
- Goal: Include French in after-action reviews and publish bilingual summaries
  - For each major after-action review

**Workforce development and recruitment (supporting French capacity)**

- Goal: Offer access to French language training and recognize time for learning.
  - Immediately send notice to staff when the opportunity to enroll in French language training is made available.
- Goal: Maintain a registry of bilingual staff and availability for client-facing support.
  - Completion by Summer 2026; Publish this list on our Departmental SharePoint site and send an email from the Deputy with the link to this list.