



French-language Services Plan

2025–2026

*Department of Emergency
Management*

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French-language Services Plan
Department of Emergency Management
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*Ce document est également disponible en français sous le titre :
« Plan de services en français 2025-2026 »*

March 2025

Department of Emergency Management

Bonjour!

We're proud to share the Department of Emergency Management's 2025–2026 French-language Services Plan.

This plan reflects our progress from April 2024 to March 2025 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 are committed to delivering inclusive, accessible, and high-quality services in French. We have several exciting new initiatives planned for this fiscal which will significantly increase our reach and ability to deliver important information and alerts to our Acadian and francophone communities.

Sandra McKenzie
Deputy Minister
Department of Emergency Management

What we are planning 2025-26

During 2025–2026, we will continue to explore new ways to enhance French-language services being offered across the province. We will focus on:

- Bilingual emergency communications
 - We will roll out the new NS Alert App this year which enables simultaneous emergency alerts and public information in both French and English, and many other languages as well.
 - We will ensure that all social media, website updates and press releases related to emergencies and safety are available in French.
 - We are developing a bilingual Critical Incident Website, to provide up-to-date information on emergency preparedness and response. It will be ready this spring.
 - We will develop and maintain new French-language emergency preparedness materials.
- Workforce development and recruitment
 - Bilingualism is considered an asset in the recruitment of personnel, especially for key roles at the Provincial Coordination Centre 24/7 Watch Desk.
- Public engagement/Nova Scotia Guard
 - We will continue to engage with Francophones through committees and consultations in partnership with FANE and will seek new opportunities to engage directly with community members through the Nova Scotia Guard.
 - We are working with the Red Cross on revising the Nova Scotia Guard Orientation course and anticipate the latest version in French to be available in June.
- Regional/Municipal feedback surveys
 - We will use after-action reports and community feedback to improve bilingual service delivery in our emergency response and recovery efforts.

What we achieved in 2024-25

Inform about Services and Emergency Situations in French

- At the recent meeting of the Canadian Francophonie delegates at the FPT Ministers' Council it was recommended that, "the Ministers cooperate with their colleagues responsible for emergency services to explore measures that could be taken in order to simultaneously broadcast information in English and French across Canada."
- We are making significant progress on this target in Nova Scotia through the purchase of the Alertable App to be called NS Alert. This will automatically translate alerts in real time and will significantly increase the reach of alerts and will be rolled out in 2025-26.

2024-25 Key Efforts

- The Department is taking steps to provide Acadian and francophone communities with access to all elements of our Emergency Management Program. These currently include:
 - A bilingual portal for registration with the Nova Scotia Guard, a volunteer corps that will be called on for help during emergencies.
 - NS211 provides bilingual services to anyone with questions about the NS Guard.
 - Bilingual social media and advertising materials to promote registration and engagement with the Nova Scotia Guard.
 - Bilingual training materials for new members of the Nova Scotia Guard.
 - A bilingual Critical Incident Website, to provide up-to-date information on emergency preparedness and response is being developed and will be ready in spring 2025-26.
- We improved online services and information. Key updates included:
 - Displayed *Bonjour! Services en Français* signs in offices offering French services.
 - Maintained the level of French services offered by phone, in person, online, and through public inquiries.
 - Published program and service information in French on NovaScotia.ca.
 - Number of translated words in 2024-25 (NS Guard/DEM): 13,589 words
- We sent the following Press Releases in French <https://news.novascotia.ca>
 - [Importante tempête de neige prévue](#)
 - [On encourage les gens de la Nouvelle-Écosse à se préparer pour des ouragans et des conditions météo extrêmes](#)
 - [Les détecteurs de fumée en bon état de marche sauvent des vies et des maisons](#)
- Alert Ready system
 - Yearly tests of the National Alert Ready system – using a bilingual message
 - Social Media Alert Ready – Your phone has the power to save a life
 - DEM held one session of the Emergency Alert System training for Municipalities in French

- DEM activated the Provincial Coordination Centre to monitor storms and emergency situations along with other partners
- Social media announcements
 - Wildfire LiveStream
 - Provincewide State of Emergency Declared
 - Storm Planning / Préparatifs en vue d'une tempête
 - Be prepared
 - Home Emergency Kit
 - Storm watch / Nous surveillons la tempête
 - We've activated our provincial coordination centre. // Nous avons activé notre centre de coordination provincial.
 - Extreme heat and cold. Know the risks / Chaleur extreme Froid extreme Connaissez les risques
 - Stay Safe During Power Outages
 - Food Safety
 - Safety Tips: Flooding
 - Using Well Water after a flood
 - Propane tank Safety / Sécurité des réservoirs de propane
 - Check Propane Equipment / Vérifiez les appareils au propane
 - Clear all exit doors / Dégagez toutes les sorties
 - Flood Safety / Sécurité Inondations

We also promoted and shared information from other government departments and our community partners in French:

- Environment Canada - Weather Alerts and tips. Demeurez en santé dans la chaleur
- Supported Emergency Preparedness Week – get prepared.ca / Semaine de la sécurité civile – Preparez-vous.ca
 - #SemaineSC2024 -les inondations
 - #SoyezPrêtÀTouteÉventualité – La prevention des feux de forêt
 - #SoyezPrêtÀTouteÉventualité – Faites attention aux tiques
 - #SoyezPrêtÀTouteÉventualité – Les températures extrêmes sont difficiles.
 - #EnAlerte – Essai du système d'alerte publique d'urgence enalerte.ca
 - #SoyezPrêtÀTouteÉventualité – La saison des ouragans – Préparatifs en vue d'une tempête

Public Engagement

Attended the Fall FANE AGM with Executive Deputy Minister Lafleche to present on the NS Guard and new Department of Emergency Management as well as hosting an information table on the NS Guard. Continued to provide advice, assistance, and support to include options for members of the Acadian and francophone community to participate in French in public consultations and engagements.



Emergency and disaster preparedness

Emergencies can happen anytime, anywhere. Learn what to do before, during and after an emergency. Resources are available to use in your community, business or home.



Extreme heat and cold.

Know the risks



NOVA SCOTIA

Storm Planning



NOVA SCOTIA

Flood Safety



NOVA SCOTIA

Safety Tips FLOODING



NOVA SCOTIA

Plan ahead:

- ✓ Seal basement windows and doors
- ✓ Install a sump pump and check your insurance coverage
- ✓ Don't store important items in your basement

During a flood:

- ✓ Monitor weather and news reports
- ✓ Have your emergency kit ready to take with you
- ✓ Never cross flooded areas and avoid rivers/streams

After a flood:

- ✓ Do not return home until you know it's safe
- ✓ Have a qualified electrician check power
- ✓ Avoid contact with flood waters

Home Emergency Kit

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A list of important contacts and numbers



Canned and dry foods



Pet care



Manual can opener



First-aid supplies and a list of your prescription medicines



6 litres of water per person (2 litres per day)



Wind-up or battery-powered flashlight



Wind-up or battery-powered radio and extra batteries



Charge bank for your cell phone

Flood waters may contain sewage and other contamination

NOVA SCOTIA



Using Well Water after a Flood

After a flood, your well water may be contaminated with bacteria and chemicals that can make your water unsafe to drink.

NOVA SCOTIA



Préparation en cas d'urgence et de catastrophe

Une urgence peut survenir n'importe où, n'importe quand. Apprenez ce qu'il faut faire avant, pendant et après une urgence. Il y a des ressources à votre disposition dans votre localité, votre entreprise et à la maison.



Chaleur extrême Froid extrême Connaissez les risques

Préparatifs en vue d'une tempête

Sécurité Inondations

Mesures de précaution INONDATION

Prévoyez

- Assurez-vous que les portes et les fenêtres du sous-sol sont étanches.
- Installez une pompe de puisard et vérifiez votre assurance.
- N'entreposez pas d'articles importants au sous-sol.

Pendant une inondation

- Surveillez les bulletins météorologiques et les nouvelles.
- Assurez-vous que votre trousse d'urgence soit prête à apporter avec vous.
- Ne traversez jamais une zone inondée et évitez les rivières ou les cours d'eau.

Après une inondation

- Ne retournez pas à la maison avant de confirmer qu'il est sécuritaire de le faire.
- Faites vérifier votre système électrique par un électricien qualifié.
- Évitez d'entrer en contact avec les eaux de crue.

Trousse d'urgence pour la maison

 Liste de coordonnées importantes	 Aliments secs et en conserve	 Renseignements sur la garde des animaux de compagnie
 Ouvre-boîte manuel	 Trousse de premiers soins et liste de vos médicaments sur ordonnance	 6 litres d'eau par personne (2 litres par jour)
 Lampe de poche à manivelles ou à piles	 Radio à manivelle ou à piles (et piles de rechange)	 Chargeur pour votre téléphone cellulaire

Les eaux de crue peuvent contenir de l'eau d'égout et d'autres contaminants.

Utilisation de l'eau d'un puits après une inondation

À la suite d'une inondation, l'eau de votre puits pourrait être contaminée par des bactéries et des produits chimiques qui peuvent vous rendre malade.

APPENDIX A: How we decide when to translate

How we decide what information to translate and when to publish it:

What kind of information: Any printed or digital information intended for use by Nova Scotians.

When do we publish simultaneously in French and English we give priority to information material to which one or more of the following apply:

We translate information and materials in French that meets one or more of the following requirements:

- a) failure to provide the information in French may compromise the health, safety, or security of members of the public
- b) the information is of particular relevance to the Acadian and francophone community
- c) Pertains to French-language services we deliver

We also translate when:

- a) Information has broad applications (justice, health, immigration, education, community interests, etc.)
- b) It is educational material (e.g. fun fact sheets intended for young children or students, general facts about Nova Scotia, etc.)
- c) It pertains to a service we currently provide, or updates information that was previously available in English and French

* There are instances when simultaneous publication is not possible, for example when critical information is changing rapidly and needs to get out quickly. French will always follow as soon as possible.

Translations beyond the minimum requirements of the regulations

On occasion, we may choose to translate beyond the minimum requirements. Translating content that is not within the regulations is a decision made on a case-by-case basis, in consultation with our department's French-language services coordinator, program owner(s) and the department's Executive Leadership. Consideration is given to whether a program or service, for example, is delivered in French from start to finish or by using a planned iterative approach.

We ensure that when communicating with the public:

- a) all written correspondence in French that is received by our department is replied to in French;
- b) all information material issued to the public simultaneously in French and English displays a bilingual provincial logo. In some instances when simultaneous publication is not possible, for example when critical information is changing very rapidly and needs to get out quickly, French will always follow as soon as possible.
- c) we take reasonable and appropriate steps to make members of the public aware of the services available in French and English through various means including social media, print advertising, online, etc.

Translation Services

Translation Services manages our translation requests and ensures that our news releases are translated when they meet any of the requirements listed above or upon request.

Advertising

Making sure Nova Scotians are aware that our services are available in French.

Our department promotes services offered in French in the same manner as they are promoted in English, to encourage usage/uptake in French. Our Advertising, whether traditional print or digital, is translated and issued in French when it meets any of the requirements listed above. The bilingual (English-French) Government of Nova Scotia logo is used in our French-language advertising and any web addresses (URLs) point to French content.

Web Content and Digital Channels

Our department decides which aspects of our web content will be provided in French. We are guided by the priority list in this document. These decisions are made in consultation with our FLS coordinator, program owner(s) and the department's Executive Leadership.

Consultations

We plan and coordinate our public consultations according to the French-language Services Regulations, and include options for members of the Acadian and francophone community to participate in French.

Agencies, Boards and Commissions

Acadians and francophones are encouraged to become active participants of our agencies, boards, and commissions which impact their business, their community or way of life. As we all have a part to play to help preserve and grow awareness of the Acadian and Francophone culture in Nova Scotia.

Human Resources

Public servants shall not be required or expected to provide translation services – even if the position they occupy is a French-English bilingual required position – unless they are a certified translator.

During recruitment activities, directors and hiring managers in consultation with our FLS Coordinator should identify positions where oral and/or written proficiency in French would be required or an asset.

Where applicable, identifying when a position is deemed a bilingual (French-English) required position, should be considered if it will allow for more effective provision of French-language services.

Our vacant positions are advertised with French-language capacity as an asset.

APPENDIX B: Inventory of Services

Services we offer in French - Website, Online and In-person:

Communications, Publications, Signage and Translated Material

Department Emergency Management website:

As of March 2025, 100% of the online information about our programs and services was available in French.

Communications with the Public and Information Materials: Printed or Electronic

Continued to promote the availability of French-language services to the public through radio, print, social media, and by word of mouth.

Examples of services included:

- Prepared a bilingual version of the National Disaster Mitigation Program information pamphlet.
- Displayed the Bonjour! Services en Français signage in offices where French Services are available to the public, such as Incident Command and 911 offices in Dartmouth.
- Maintained the level of French-language Services currently offered by phone, in-person, through our website and through “Ask Us” public enquiries.
- Issued French-language advertisements, marketing campaigns and infographics whenever possible.

Incident Management and 911 Office

All 911 services are available in French, as are the 911 brochures. Social Media tweets about helping citizens prepare for emergencies, include information in French. Information relating to emergency preparedness and what to do in an emergency was made available in French.

Print brochures available to the public in French:

- Are you ready for an emergency?
- Facts About 911
- Emergency and disaster preparedness

Public Engagement

We consulted municipalities on a variety of topics and held NS Guard Community presentations

Social Media

Examples of bilingual Department of Emergency Management social media tweets were as follows:

- Issued tweets and news releases in French – before, during and after a storm, wildfire or emergency situation
- Stock your Emergency kit

- Hurricane Season Preparation
- Get Prepared
- Remove loose objects
- Batten down the hatches and put away that lawn furniture, Nova Scotia – there’s a storm coming.
- Home emergency kit
- Car emergency kit
- Power outage safety tips
- Blizzards, extreme cold and severe storm warnings and updates
- Freezing rain and ice safety tips
- Flooding safety tips
- Reminders about the public emergency alert system
- Knowing when to call 911
- Provincewide State of Emergency Declared
- Food Safety
- Using Well Water after a flood

We also promoted and shared information from other government departments and our community partners in French

- Be prepared to check on your neighbours.
- Emergency Preparedness Week – [get prepared.ca](http://getprepared.ca)