



# **French-language Services Plan**

**2024–2025**

*Public Service  
Commission*

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French-language Services Plan  
Public Service Commission  
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# French-language Services Plan 2024–25

## *Public Service Commission*

*Ce document est également disponible en français sous le titre : « Plan de services en français 2024-2025 »*

### **Message from the Commissioner**

Our 2024 – 2025 French-language Services plan and progress report is now available.

At the Public Service Commission (PSC), our mandate is to ensure the Nova Scotia government has the human resources required to create and deliver high-quality programs and services to Nova Scotians. Within this mandate, we continually strive to improve our ability to provide French-language services to our clients and we are committed to helping preserve and promote the province’s Acadian and francophone culture and heritage.

As part of our French-Language Services Human Resource Guidelines, the PSC continues to work with hiring managers across government to identify which positions would benefit from having French as a requirement or an asset, and in turn, help to build French-language capacity within the Nova Scotia public service.

As always, we will continue to support the work of the Office of Acadian Affairs and Francophonie, explore opportunities to provide more services in French, and encourage employees in their efforts to increase French-language capacity through training.

Sincerely,  
Laura Lee Langley

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

The PSC recognizes the importance of providing quality government services in French to Nova Scotians. 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 other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services (FLS) Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province’s Acadian and francophone community.

The PSC will continue to provide opportunities for French-language training to employees with the aim of increasing their capacity to provide quality programs and services in French. The FLS Human Resource Guidelines and the French-language Hiring Panel Pool lay the foundation for departments to consider FLS in their human resource planning. The guidelines help support managers and human resource professionals to build and sustain the French-language capacity of current employees and assess positions that may require French-language skills. By following a consistent approach, departments are better equipped to deliver and provide high-quality, and culturally responsive client services that support the priorities of our Acadian and francophone community.

As demonstrated in this plan, the PSC will continue to strive for and follow through on opportunities to increase our internal capacity and provide services in French. We encourage Nova Scotians to request services

from government in French. As we continue to maintain and improve our FLS, we welcome feedback on our progress and we invite you to share with us your comments or questions by contacting our FLS coordinator.

**French-language services coordinator:**

Andrea LeBlanc ([andrea.leblanc@novascotia.ca](mailto:andrea.leblanc@novascotia.ca), 902-476-9829)

## Offerings in French

- Strategy
  - All Together: An Action Plan for Diversity and Inclusion in the Public Service- 2019-2024
- Programmes
  - The Short-Term Illness (STI) support program
  - The Employee and Family Assistance Program offers French resources
  - The LifeSpeak digital education well-being platform offers French resources
  - Third-party employee benefit plan administrators provide access to service in French
  - The Long-Term Disability (LTD) plan will make French-language services available
  - Workers Compensation Board of NS
  - Coup d'oeil sur l'Acadie (Acadie at a Glance) course is advertised through the PSC's Learning & Development Calendar and Learning Management System.
- Services
  - Bilingual job postings for positions that require French capacity and work with francophone communities
  - French-language Hiring Panel Pool
- Documents
  - Government's Values, Ethics, and Code of Conduct for employees
  - Moving Toward Equity: Employment Equity and Diversity in the Nova Scotia Public Service
  - French-Language Services Human Resource Guidelines
  - How to support trans and gender variant government employees
  - Understanding Pronouns and Putting them into Practice
  - Diversity and Inclusion New Employee Orientation (French)
  - Employment Systems Review Executive Summary (French)
- Forms
  - How's Work Going? Survey

## How we communicate with the public in French

The PSC participates in the Bonjour! Program, as offered by the Office of Acadian Affairs and Francophonie (OAAF). As outlined in the *French-language Services Act* all communication (both written and oral) received by the PSC in French will be responded to in French, to the extent possible, by bilingual PSC employees. Correspondence that cannot be completed by our employees is submitted to Translation Services at Communications Nova Scotia for further guidance and support.

## What we did to maintain or improve our French-language services in 2023–24

In support of the NS Strategic Plan for FLS 2018-2023, the PSC established the following FLS goals and actions for 2022–2023.

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

Goal: Ensure French-language services are considered in human resource programming and incorporated consistently and effectively into corporate government hiring practices.

The following demonstrates progress on the planned measures identified in 2023–2024.

- The PSC’s FLS Coordinator continued to participate in the FLS Coordinating Committee. The coordinator provided advice and recommendations on policies and programs related to FLS, while also partnering with other coordinators to accomplish the goals set out for the committee.
- The translation of relevant PSC publications is an ongoing commitment as defined by the French-language Services Regulations. During fiscal 2023-2024, the PSC translated multiple documents which were made available to employees via email, on MyHR, or the Public Service Commission website. Examples include: Moving Toward Equity: Employment Equity and Diversity in the Nova Scotia Public Service, and the 2023-2024 FLS plan. We continue to translate bilingual job postings.
- The PSC’s FLS Coordinator continued to co-chair the Human Resource and French-Language Training subcommittee. This is an ongoing commitment to support FLS within the public service. Work accomplished by the subcommittee in 2023–2024 included reviewing the FLS Human Resource Guidelines and supporting the French-language Hiring Panel Pool program as well as updating French-language related resources for hiring managers to support talent acquisition.
- As per the FLS Human Resources Guidelines, PSC collaborated with departments in determining if French is added as a requirement or an asset to job descriptions and postings to increase the number postings with French language capacity.
- A bilingual message with bilingual job postings was drafted to send up to twice a week to French Community Stakeholders to increase applications to positions with French as a requirement.
- A bilingual category page is being created on the Nova Scotia jobs website to quickly identify bilingual postings.

## **Objective 2: Support the delivery of quality French-language services and programmes**

Goal: Increase awareness of our French-language service requirements to achieve more clarity and a better understanding of the PSC’s obligations under the *French-language Services Act*, with special attention paid to translation/communication protocols and practices for actively offering services in French to our clients.

The following demonstrates progress on the planned measures identified in 2023–2024.

- The PSC’s FLS Coordinator is committed to ensuring staff are kept informed of pertinent information related to FLS in the public service and the Acadian and francophone community. During fiscal 2023-2024, key messages regarding French-language training opportunities, Acadian and francophone events, and other services were delivered to PSC staff through broadcast emails and the internal French Language Services SharePoint site.
- Several beginner, intermediate and advanced French language courses were offered by St. Anne’s University in spring, summer, fall and winter. This fiscal year one PSC staff attended French-language training sessions and 2 staff attended Acadie at a glance training.
- The learning center continues to advertise French-language training in their corporate learning calendar.
- Several staff attended an information session about FLS requirements including translation and actively offering French services.

### **Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community**

Goal: Demonstrate support and commitment to the Acadian and francophone community by ensuring protocols are in place that create opportunities for members of the community to have first-voice participation in the development of policies that improve French-language services.

- The PSC did not conduct any public consultation in 2023–2024.

### **How we plan to maintain or improve our French-language services in 2024–25**

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

Goal: Ensure French-language services are considered in human resource programming and incorporated consistently and effectively into corporate government hiring practices.

Planned actions to accomplish this goal in 2024-2025:

- Continue to represent the PSC and participate on the FLS Coordinating Committee, while providing advice and recommendations on corporate OAAF initiatives as necessary.
- Translate publications and provide services in French as per the French-language Service regulations.
- Continue to co-chair the Human Resource and French-Language Training Subcommittee and achieve the priorities set for fiscal year 2024–2025, including the communication and monitoring of the FLS Human Resource Guidelines and the French-language Hiring Panel Pool supporting PSC’s talent acquisition efforts to increase French-language content in their marketing strategies, and promote French-language training.
- Continue to assess and support corporate PSC initiatives, programs, and services, such as internal communications, equity, diversity, inclusion, and accessibility, employee self-identification, employee orientation, workplace health and safety, psychological health in the workplace, and talent acquisition.

#### **Objective 2: Support the delivery of French-language services and programmes**

Goal: Increase awareness of our French-language service requirements to achieve more clarity and a better understanding of the PSC’s obligations under the *French-language Services Act*, with special attention paid to translation/communication protocols and practices for actively offering services in French to our clients.

Planned actions to accomplish this goal in 2024–2025:

- Communicate and promote FLS-related activities to PSC staff, such as cultural learning and training opportunities.
- Ensure that PSC employees have the required information and resources to actively offer and provide available services in French to clients.
- Provide support, advice, and recommendations to PSC program managers in the planning, implementation, or delivery of corporate HR programs and services that incorporate FLS.
- As Talent Acquisition tools and resources are refreshed for job fairs and other outreach activities this will include the development of resources in French.

**Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community**

Goal: Demonstrate support and commitment to the Acadian and francophone community by creating opportunities for members of the community to have first-voice participation in the development of policies that improve French-language services.

Planned action to accomplish this goal in 2024-2025:

- Ensure that engagement planning between the PSC and the Acadian and francophone community occurs if projects are identified related to FLS improvement.