



French-language Services Plan

2025–2026

*Department of Seniors
and Long Term Care*

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French-language Services Plan
Department of Seniors and Long Term Care
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Seniors and Long-Term Care

Ce document est également disponible en français sous le titre : « Plan de services en français 2025-2026 »

Message from the Deputy Minister

Bonjour!

The Department of Seniors and Long-Term Care (SLTC) is dedicated to promoting the inclusion and well-being of older adults in Nova Scotia. SLTC works closely with service delivery partners to provide continuing care services, oversees the development of 5,700 new long-term care beds, and leads policy coordination across government to enhance services for seniors.

We are committed to continuously improving care for seniors and those in need of home care and long-term care. SLTC provides information in French to older adults and their families through the Seniors Information Line and the Seniors Abuse Referral Service. These services are available 24/7 by calling 211, visiting ns.211.ca, or following @211NS on X.

This year, we are proud to launch the first French edition of the Positive Aging Directory, a free resource for all Nova Scotians. The directory offers senior-specific information about agencies, organizations, and service providers.

In accordance with the *French-language Services Act* and Regulations, I am pleased to present the Department of Seniors and Long-Term Care's French-language Services Plan for 2025-26.

Kathleen Trott
Deputy Minister, Seniors and Long-Term Care

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

SLTC recognizes the importance of French-language services in our communities and is committed to fulfilling our responsibilities under the *French-language Services Act* and Regulations. We believe that all Nova Scotians should have access to high-quality government services in French, and this plan reflects our dedication to addressing the priorities expressed by the Acadian and francophone community.

An example of this, is the replacement of the *Foyer Père Fiset* long-term care facility in Chéticamp. Working closely with key partners, SLTC will ensure that the new facility will reflect the identity, culture, and language of the local francophone community.

To further support the growth and well-being of the Acadian and francophone population, SLTC collaborates with designated public institutions across government— including the Office of Acadian Affairs and Francophonie— through the French-language Services Coordinating Committee. We actively engage with Acadian and francophone communities to understand their priorities and work closely with public health and French-language Services Coordinators (FLSCs), including those at Nova Scotia Health Authority (NSHA), to ensure equitable access to information and services related to seniors' care in French.

This year, the Province virtually joined an immigration forum set in Paris, France, in search of hiring French-speaking Continuing Care Assistants and Registered Nurses for the sector.

Our working relationship with Réseau Santé Nouvelle-Écosse (RSNE) also plays a vital role in improving access to French-language health services for Acadians and francophones in Nova Scotia. Much of this work is aligned with the Health Equity Framework, led by the Department of Health and Wellness, ensuring that linguistic and cultural considerations are integrated into healthcare planning.

Through these initiatives, we remain committed to strengthening French-language services and ensuring that Acadian and francophone voices continue to shape the programs and policies that impact their communities.

We encourage Nova Scotians to access services from government in French, and encourage Acadians and francophones to have their voices heard by participating on agencies, boards and commissions. As we continue to maintain and increase 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. The Office of the Ombudsman can follow-up on complaints with respect to access to French-language services.

French-language services coordinator:

Samantha Baker, Corporate Policy Coordinator

Email address: Samantha.Baker@novascotia.ca

Phone: 902-943-4627

Services we offer in French

Where possible, SLTC continues to be committed to providing high-quality resources in French to support Nova Scotia's Acadian and francophone communities. To achieve this, we use external translation services when necessary, ensuring that our materials maintain the same level of clarity, accuracy, and accessibility in French as they do in English. Our goal is to continuously improve access to French resources, making it easier for seniors and their families to access the information they need in their preferred language. New services this year include:

- Documents on Long Term Care (LTC) and Home Care programs and services such as the "[Programme de financement direct pour le soutien à domicile](#)" which supports eligible Nova Scotians with care needs by providing them with funding to purchase Home Support Services in Nova Scotia, as well as "[Barème des frais pour les soins de longue durée](#)" which provides information on long-term care rates to the French-speaking community.
- Community learning sessions during our 2024 Seniors Week celebration offered entirely in French including *Pickleball- Rester actif et engagé en s'amusant*, along with French resources for organizations to advertise events in their area.

How we communicate with the public in French

SLTC responds to verbal and written requests to communicate in French with the public in a timely manner. We continue to provide the same quality of handling inquiries and information requests in French as in English, using external translation where necessary. The Department's correspondence team, program areas and FLSC work together to ensure that:

- Correspondence that is received in French is responded to in French,
- Information lines such as the **Seniors Information Line** and **Seniors Abuse Referral Services** are offered in French through 211 phone service and ns.211.ca.

- The translation of web content, forms, brochures and other publications as opportunities become available. For example,
 - French ads have run on radio (province-wide), French-language newspapers, Facebook, and Access Nova Scotia digital screens regarding the Seniors Care Grant.
 - Any information that is developed respecting the Seniors Care Grant and Age Friendly Grants are translated. This includes, “[Demandez de l'aide pour des dépenses liées aux services à domicile, aux services de soins de santé et au chauffage : Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\)](#)” and fact sheet: “[Fiche d'information au sujet de l'Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\)](#).”
 - Including an entirely French section in the 2025-26 Positive Aging Directory.
- Where possible, agencies identify French-speaking providers to support French-speaking clients for Home Care services. To continue to build this service offering, SLTC, along with Advanced Education, is working with Université Sainte-Anne who is hoping to offer a CCA training program this September.

How we plan to maintain and enhance our French-language services in 2024–25

Objective 1: Support the development, planning, and delivery of French-language services to the public:

SLTC continues to make progress in advancing French-language services to better support Nova Scotia’s Acadian and francophone communities, including:

- Actively contributing to the Health Equity Framework, by continuing to support the work as it addresses issues directly related to French Nova Scotians in its three overarching themes: Patient Experience, Health Human Resources and Health System Policies and Practices,
- Having active representation on the French-language Services Coordinating Committee, ensuring that information and best practices from the committee are effectively shared with department staff.
- Publishing the 2024-25 French-language Services Plan, this plan highlights our achievements and outlines continued efforts to enhance French-language services for Nova Scotians.

Objective 2: Communications and consultations with the francophone community

SLTC continues to provide communications and consultations with the francophone community , such as:

- Developing and distributing communication materials in French to move towards a bilingual format, as opportunities became available, including:
 - [Programme de financement direct pour le soutien à domicile,](#)
 - [Barème des frais pour les soins de longue durée,](#)
 - [Demandez de l'aide pour des dépenses liées aux services à domicile, aux services de soins de santé et au chauffage : Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\) and,](#)
 - [Fiche d'information au sujet de l'Allocation pour services à domicile chez les aînés - Gouvernement de la Nouvelle-Écosse \(novascotia.ca\)](#)
- Including a French section in the 2025-26 Positive Aging Directory, as well as translating and distributing an entirely French version.
- Continuing collaboration and engagement with Acadian and Francophone community organizations such as the Réseau Santé Nouvelle-Écosse and with Regroupement des Aînés de la Nouvelle- Écosse through the Seniors Advisory Council to ensure French language services are provided with respect to programs and services.
- Continuing our annual initiative, Seniors Week, which this year celebrated aging well. In 2024, we hosted an entirely French learning session, *Pickleball – Rester actif et engagé en s'amusant*, and continue to collaborate with community partners to offer future events in French. In addition, SLTC

focused on making Seniors Week accessible to French communities in their preferred language by providing French resources, and all information accessible in French on the [Seniors Week website](#).

Objective 3: Strengthen internal operational structures including policy, legislative and administration frameworks

SLTC strengthened internal operational structures including policy, legislative and administration frameworks by:

- Continuing to adhere to our *Space and Design Guidelines* with respect to building new long-term care Nursing Homes, which promote inclusion that incorporates culture and community needs. These spaces provide community connections and meaningful interactions with other residents, staff, family and community. An example of this is the replacement of the *Foyer Père Fiset* long-term care facility in Chéticamp, which will reflect the identity, culture, and language of the local francophone community.
- SLTC continues to translate requests and provide services in French, ensuring that Acadian and francophone seniors have equitable access to information and supports.
- Increased awareness of our French-language services requirements to achieve a better understanding of the Department's obligations under the *French-language Services Act* such as, fulfilling obligations under the French-Language services act and regulations and ensuring staff awareness of French-language service initiatives, cultural learning opportunities and encouraging voluntary participation in French-language training.