



French-language Services Plan

2025–2026

*Department of
Agriculture*

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Department of Agriculture

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

Message from Deputy Minister Jason Hollett

I am pleased to present the 2025-26 French-language Services Plan for the Department of Agriculture.

The Department of Agriculture is committed to the implementation of the *French-language Services Act* and Regulations by continuing to monitor requests for services in French, increasing the awareness of French-language services through our commitment to the *Hello/Bonjour!* Program and by engaging with the Acadian and francophone communities of Nova Scotia.

The work of the Department includes the creation and implementation of strategies to increase local food production and consumption, and we look forward to continuing to identify and develop initiatives that involve Nova Scotia's Acadian and francophone community in the promotion, production, processing and consumption of our province's agricultural products.

I encourage all Nova Scotians and our industry partners to share their feedback, ideas, and suggestions on current French-language services offered by the Department of Agriculture and how we can work together with the Acadian and francophone community of Nova Scotia.



Jason Hollett
Deputy Minister

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

The Department of Agriculture's French-language Service Plan outlines the steps that were taken during 2024-25, as well as those that will be taken in 2025-26 to support the offer of French-language services by our staff.

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 shows 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 access services from government in French. We also 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:

Dawn Miller email: Dawn.Miller2@novascotia.ca Tel: 902-890-8530
Program Officer / French Language Services Coordinator / Agriculture
Agente de programmes / Coordonnateur des services en français / Agriculture

Services we offer in French

- Services are available in French through the *Hello/Bonjour!* program throughout various regions of the province.
- A variety of class projects and classroom learning activities that promote agriculture are available in French. These materials, activities, and projects are available for a variety of grades and in subjects including math, science, and social studies.
- Some funding program materials for new entrants to agriculture have been translated.
- Inspection Services maintain some French information documents.
- Programs and materials originating from the federal government are made available to clients in both official languages.
- Yearly French-language services plan.

How we communicate with the public in French

The Department of Agriculture responds to verbal and written communication, including invoicing and project administration documents, from Acadian and francophone communities, institutions, and businesses in their language of choice.

Departmental French-speaking staff members are available at the Halifax, Antigonish, and Bible Hill offices to offer initial services in French through the *Hello/Bonjour!* program and to also help francophone clients with their requests. As required, the Department engages translation services.

New employees are advised of the process to follow when offering services to French-speaking clients through orientation sessions. The Department also supports staff enrolment in French-language courses sponsored by the Office of Acadian Affairs and Francophonie with the goal of increasing French-language capacity.

What we did to maintain or improve our French-language services in 2024–25

- Calls, inquiries, and requests for assistance received in French were responded to in French.
- Information is available to new staff on French-language services via the French Language Services Coordinator.
- The Agriculture in the Classroom program continues to provide materials for French-speaking classes and with resources for both the elementary and secondary levels. There are currently 17 lesson plans and 3 books available for our French-language classes to promote and incorporate the concepts of agriculture in Nova Scotia classrooms.

- The Farm Animal Welfare Inspectors in the Agriculture Inspection Services section were provided with French copies of National Farm Animal Care Codes of Practice to provide to French-speaking producers.
- Staff were provided updates about French-language services across government, including *Acadie at a Glance* training, the *Hello/Bonjour!* program and French-language courses supported by the Office of Acadian Affairs and Francophonie.
- Increased employee and senior management awareness of the *French- Language Services Act* and Regulations.
- Three staff members took advantage of French language training opportunities during the 2024-2025 fiscal year.
- The departmental French-language Services Coordinator represented the Department during regular monthly meetings of the French-language Services Coordinating Committee.
- The French-language Services Plan was posted to the Department website.

How we plan to maintain or improve our French-language services in 2025–26

Objective 1: Strengthen frameworks for French Language Services

- Integrate French-language services into the corporate planning process as appropriate.
- Support French-language training for staff.
- The Deputy Minister will champion French-language services and work to raise awareness among staff about government initiatives that improve service delivery to the Acadian and francophone community.
- Build awareness into the orientation session for new staff.

Objective 2: Engage the Acadian and francophone community

- Strive to meet the service needs of the Acadian and francophone community.
- Display the “Bonjour!” sign which lets the public know our organization will make an effort to offer French-language services.
- For Department consultations, consider Francophone industry members and provide materials in French and interpretation where necessary.
- Work closely with the Office of Acadian Affairs and Francophonie regarding the implementation of the *French Language Services Act* and Regulations, including seeking advice and guidance on public consultations and translation of documents.

Objective 3: Develop and deliver programs and services in French

- Promote Agriculture in the Classroom with materials in both official languages.
- Increase employee awareness of and obligation to the *French- Language Services Act* and Regulations.
- Increase active offers of French-language services to clients by encouraging staff training and increasing the visibility and promotion of the *Hello/Bonjour!* program.
- Continue to translate pertinent documents and increase French content on departmental websites.
- Continue to give consideration to the translation of new promotional and industry outreach programming materials.

The Department of Agriculture continues to acknowledge and recognize the importance of the Acadian and francophone community and are committed to working together to advance the agriculture industry within these communities. The Department will continue to consult and seek input from the Office of Acadian Affairs and Francophonie to develop ways to further our efforts to improve our support through French-language capacity and to making our resources and services available in French.