



# **French-language Services Plan**

**2024–2025**

*Department of  
Agriculture*

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French-language Services Plan  
Department of Agriculture  
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# **French-language Services Plan 2024-25**

## *Department of Agriculture*

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

### **Message from Deputy Minister Loretta Robichaud**

I am pleased to present the 2024-25 French-language Services Plan for the Department of Agriculture.

The Acadian and francophone communities have been an integral part of the culture and history of Nova Scotia, and with on-going immigration from the global francophonie, Nova Scotia anticipates continued contributions from a vibrant francophone community in the province.

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.

The mandate of the Department of Agriculture includes the creation and implementation of initiatives to increase local food consumption and we look forward to finding ways to include and promote the production, processing, and consumption of Nova Scotia's agricultural products by and for the Acadian and francophone community.

As always, I encourage all Nova Scotians and industry stakeholders to share their feedback, ideas, and suggestions on our current French offerings and how the Department can work together with the Acadian and francophone communities of Nova Scotia.



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Loretta Robichaud  
Deputy Minister

February 20, 2024

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Date

## **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 2023-24, as well as those that will be taken in 2024-25 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 request services from government in French. We also encourage Acadians and francophones to have their voices heard by taking part 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 we 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.

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

Dawn Miller                      email: Dawn.Miller2@novascotia.ca                      Tel: 902-890-8530

Senior Policy Analyst / French Language Services Coordinator / Agriculture

Analyste principale des politiques / Coordonnateur des services en français / Agriculture

## **Services we offer in French**

- Offer of services 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.
- 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 Cornwallis, Halifax, Antigonish, and Truro 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 Communications Nova Scotia 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 2023-24

- 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.
- Consultation survey for a proposed food and beverage initiative was made available to the public in French.
- Five resource packages for the Ag in the Classroom program were made available for French-speaking classes in both science and geography at the elementary and secondary levels.
- 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 and obligations of the *French- Language Services Act* and Regulations.
- 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 2024-25

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

- Integrate French-language services into the corporate planning process as appropriate.
- Support French-language training for staff.
- The Deputy Minister will continue to champion French-language services and 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: Develop and deliver quality French-language services and programs to the public**

- 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.

**Objective 3: Maintain ongoing dialogue and consultation with 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 regulatory changes requiring consultations, consider consultations with Francophone industry members as appropriate 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.

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.