



French-language Services Plan

2025–2026

Public Service Commission

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

Message from the Commissioner

The Public Service Commission's (PSC) 2025 – 2026 French-language Services (FLS) plan is now available. The PSC has a responsibility to ensure the Nova Scotia government has the human resources to deliver high-quality programs and services. We work with hiring managers to identify positions that would benefit from French language skills, building capacity within the public service to provide FLS to preserve and promote Acadian and francophone culture and heritage. We continue to support the Office of Acadian Affairs and Francophonie, explore opportunities to provide more services in French and encourage employees to increase French-language capacity through training.

Sincerely,
Melissa MacKinnon

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 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.

French-language services coordinator:

Andrea LeBlanc (andrea.leblanc@novascotia.ca, 902-476-9829)

Offerings in French

- Programs
 - 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 Nova Scotia
 - 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
 - French-language Hiring Panel Pool
- Documents
 - Government's Values, Ethics, and Code of Conduct for employees
 - 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)
 - Bilingual career fair and recruitment material
 - Standardized job descriptions

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 employees.

What we did to maintain or improve our FLS in 2024–25

In support of the Nova Scotia Strategic Plan for FLS 2023-2028, the PSC established the following FLS goals and actions for 2024–2025.

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

Goal: Ensure FLS 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 2024–2025.

- Developed and translated the 2024-2025 FLS plan.
- Continued to participate in the FLS Coordinating Committee. The PSC's FLS coordinator shared new and revised programs and guidelines including the Understanding Pronouns and Putting them into Practice Guide and HR planning and recruitment outreach updates that impact FLS. Information received at Committee meetings was shared with the PSC.

- Co-chaired 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 2024–2025 included reviewing the FLS Human Resource Guidelines and supporting the French-language Hiring Panel Pool program.

Objective 2: Support the delivery of quality FLS and programs

Goal: Increase awareness of our FLS requirements to achieve more clarity and a better understanding of the PSC's obligations under the *French-language Services Act*.

The following demonstrates progress on the planned measures identified in 2024–2025.

- Informed PSC staff of pertinent information related to FLS in the public service and the Acadian and francophone community including French-language training opportunities, Acadian and francophone events, and other services.
- Translated forty-three standardized job descriptions and continued to translate bilingual job postings in support of recruiting bilingual talent.
- Collaborated with departments in determining if French is added as a requirement or an asset to job descriptions and postings.
- Posted 12 bilingual job opportunities at novascotia.jobs.ca and 9 were filled in 2024.
- Shared bilingual job postings with French Community partners.
- Developed bilingual job fair and recruitment outreach resources.
- Promoted the self-identification tool, launched in 2023, for employees to self-identify which languages they know within their employee profile.
- Continued to advertise French-language training in the corporate learning calendar.
- One PSC staff attended French-language training and three staff attended Acadie at a glance training.
- Staff attended information sessions 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 FLS.

- The PSC did not conduct any public consultation in 2024–2025.

How we plan to maintain or improve our FLS in 2025–26

Objective 1: Strengthen frameworks for FLS

Goal: Ensure FLS are considered in human resource programming and incorporated consistently and effectively into corporate government hiring practices.

Planned actions to accomplish this goal in 2025-2026:

- Continue to represent the PSC and participate on the FLS Coordinating Committee, while providing advice and recommendations on corporate OAAF initiatives as necessary.
- Continue to co-chair the Human Resource and French-Language Training Subcommittee and achieve the priorities set for fiscal year 2025–2026, including the communication and monitoring of the FLS

Human Resource Guidelines supporting PSC's recruitment efforts, and promote French-language training.

- Continue to assess and support corporate PSC initiatives, programs, and services, such as internal communications, employee self-identification, employee orientation, workplace health and safety, psychological health in the workplace, and talent acquisition.

Objective 2: Engage the Acadian and francophone community

Goal: Demonstrate support and commitment to the Acadian and francophone community by recruiting and retaining French-speaking employees to effectively provide FLS and creating opportunities for members of the community to have first-voice participation in the development of policies that improve FLS.

Planned action to accomplish this goal in 2025-2026:

- Participate in career fairs and community outreach for recruiting French speaking candidates.
- Ensure bilingual job opportunities are shared with the community.
- Maintain an open dialogue with community representatives through the FLS Coordinators Committee.
- Ensure that engagement planning between the PSC and the Acadian and francophone community occurs if policies are identified related to FLS improvement.

Objective 3: Develop and deliver programs and services in French

Goal: Ensure FLS and programs continue to be delivered at the PSC, and FLS requirements are considered when PSC programs are developed or revised.

Planned actions to accomplish this goal in 2025–2026:

- Translate PSC publications and provide services in French as per the FLS regulations.
- Increase awareness of our FLS requirements to achieve more clarity and a better understanding of the PSC's obligations under the *French-language Services Act* and regulations.
- Provide support, advice, and recommendations to PSC program managers in the planning, implementation, or delivery of corporate HR programs and services that incorporate FLS.
- Increase French-language content in recruitment marketing strategies.
- Continue managing the French-language Hiring Panel Pool to support hiring managers across government.
- Communicate and promote FLS-related activities to PSC staff, such as cultural learning and training opportunities.