



French-language Services Plan

2024–2025

*Department of Labour,
Skills and Immigration*

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French-language Services Plan
Department of Labour, Skills and Immigration
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Message from the Deputy Minister, Ava Czapalay

I'm delighted to introduce the 2024-25 French-language Services plan for the Department of Labour, Skills, and Immigration.

Our goal is to work as a trusted partner to ensure that all residents of Nova Scotia can thrive in their lives, education, and careers to the fullest extent possible. We are deeply committed to cultivating a workforce that mirrors the diversity of our communities and supports the innovation and economic prosperity for everyone.

As a department, we are unwavering in our dedication to deliver a range of services in French to our clients and the community. We understand the significance of providing French-language services to the people of Nova Scotia and are dedicated to preserving and celebrating the province's Acadian and Francophone culture and heritage.

I take great pride in highlighting the accomplishments of department over the past year in enhancing French-language services, as well as outlining our objectives for the upcoming year.

Skills and Learning

Youth Initiatives

Identify services your branch/agency offers in French

All program guidelines and downloadable forms are available in French. (GTO, CEI, SKILL) LaMPSS translation will be added in 2024-2025.

Identify if and how your branch/agency communicates with the public in French

Student and Graduate Employment (Youth Initiatives) does not have current capacity to respond to verbal requests in French. Written requests would be completed with the assistance of translation services at CNS.

Identify what your branch/agency did to maintain/improve French-language services in 2023-2024

FLS improvement was not an operational goal in 2023-2024.

Detail how your branch/agency plans to maintain/improve your French-language services in 2024-2025

Objective 1: Develop and deliver quality French-language services and programmes to the public:

Goal: Complete the implementation of written access to programs in French.

Planned Measure: Translate LaMPSS forms and content to the extent possible.

Objective 2: Maintain ongoing dialogue and consultation with the Acadian and francophone community:

Goal: Continue to maintain good relationships with program clients in Acadian communities, encouraging the employment of French-speaking youth throughout the province.

Adult Education (AED)

Identify services your branch/agency offers in French

- AED works with Université Sainte-Anne (US-A) and Société Réseau Santé Nouvelle-Écosse (SRSN-E), on RPL and IQR projects, which are currently underway.
- As part of the Nova Scotia School for Adult Learning (NSSAL), AED provides funding to US-A and L'Équipe d'alphabetisation Nouvelle-Écosse to deliver our adult learning programs each year. At US-A, Francophone adult learners can achieve their Diplôme de fin d'études secondaires pour adultes de la Nouvelle-Écosse (Nova Scotia High School Graduation Diploma for Adults).
- AED helps the Halifax Youth Foundation administer the Family Learning Initiative Endowment Fund (FLIEF) and each year, we receive and fund applications from French organizations.
- The following documents and resources are provided translated into French:
 - Adult education curriculum documents
 - Adult education curriculum resources
 - Funding guidelines (NSSAL, RPL, IQR) CFTA Legitimate Objective Exceptions
 - LaMPSS templates/forms (funding agreement application forms, report forms), maintenance release notes
 - Surveys for learners

Identify if and how your branch/agency communicates with the public in French

- When AED receives French correspondence or sends French correspondence to funded organizations, we often use DeepL to translate, if they are simple messages. This tool was suggested by our service providers. However, most of our communications remain in English for more complex responses.
- Curriculum documents, funding guidelines, templates, forms, application resources, and learner surveys are provided in French (translated by CNS).

Identify what your branch/agency did to maintain/improve French-language services in 2023-2024

- In 2023-2024, AED continued to provide high quality French language services to Nova Scotians. AED continued to work with French language service providers to ensure that Nova Scotians had access to the following services in French:
 - RPL and IQR initiatives;
 - Family literacy programs;
 - Adult learning programs; and
 - Diplôme de fin d'études secondaires pour adultes, the French language high school credential for adults.

AED continues to engage and collaborate with French language service providers to ensure that we are meeting the needs of our service providers and learners.

Detail how your branch/agency plans to maintain/improve your French-language services in 2024-2025

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

Goal: Improve our collaboration with U-SA by formalizing our curriculum change communication process.

Planned Measure: We have established and are implementing a Curriculum Change Process to provide a framework for the collaboration between U-SA and AED on changes to the FGA III and IV curriculum. This work included establishing a joint working group and includes clearly articulating key process steps, decision points, and approval requirements for curriculum changes. This will allow us to collaborate more effectively with a key French language service provider and help us improve services for French-speaking learners.

Objective 2: Develop and deliver quality French-language services and programmes to the public:

Goal: We will continue to provide high quality programming to ensure that French-speaking Nova Scotians have access to IQR, RPL, and adult education programs.

Planned Measure: We will continue to partner with and fund organizations that provide programming in French. We will work to continuously improve our programs to ensure they are responsive to the needs of French-speaking Nova Scotians.

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

Goal: We will continue to partner, collaborate, and consult with our French language service providers to ensure that we are meeting the needs of Acadian and francophone communities.

Planned Measure: We will continue to work with our French language service providers to provide programming to French-speaking Nova Scotians. We will actively engage and collaborate with our service providers to ensure that we are meeting the needs of the Acadian and francophone communities.

Did your branch encounter any challenges surrounding French Language Services we could work to address in the coming year?

- We have not encountered any challenges other than the fact that we do not have any French speaking staff, so our capacity to provide services in French is limited. However, we do not have the same level of need to communicate in French as other divisions/branches as we do not provide services directly to the public.

Employment Nova Scotia (ENS)

Workplace Initiatives

Identify services your branch/agency offers in French

These include any programs/services/documents/forms offered in French.

- All services are required to be delivered at the same quality in French and English through the Federal Job Bank delivered through Workplace Initiatives.
- The One Journey Initiative can provide bilingual program support.
- In-demand skills training in French is available via the SkillsonlineNS platform. Learning available includes:
 - Compétences en service à la clientèle
 - Compétences pour réussir en communication
 - Essentiels du service client
 - Gestion de projet
 - Gestion des talents

Identify if and how your branch/agency communicates with the public in French

- Respond to French correspondence in French, collaborating as needed with Acadian Affairs & Francophonie for assistance in relation to Job Bank and the One Journey Initiative.
- A bilingual Employer Services Representative is available to respond to phone or email inquiries and match them to the appropriate programming/services.
- French translation could be pursued if project participants request program delivery and supporting documents in French.

Identify what your branch/agency did to maintain/improve French-language services in 2023-2024

Workplace Initiatives has maintained its French-language services during 2023-2024 throughout its labour market programming and services:

- Current staff are encouraged and supported to participate in French language training through Université Sainte Anne.
- A bilingual Program Officer and three other bilingual staff were available to assist in navigating services and appropriate program supports, and to correspond in French.
- Employment and Social Development Canada tests and regularly provides feedback on the quality of bilingual services of the Job Bank via a 'secret shopper' exercise.
- Continue to provide and support bilingual service for The Job Bank Employers Service.

Detail how your branch/agency plans to maintain/improve your French-language services in 2024-2025

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

Goal: Develop new and innovative ways to improve and deliver services for French language clients.

This can include:

Planned Measure:

- For 2024/25, the One Journey Initiative will be updating program guidelines and will also be translating these guidelines and associated documents into French.

- A template will be developed for staff to handle requests and inquiries in French to efficiently direct them to Francophone staff members and/or obtain translation services.
- A Divisional e-mail address will be provided on the 'Grow Your Business' website for anyone requesting service in French.

Objective 2: Develop and deliver quality French-language services and programmes to the public:

Goal: Workplace Initiatives' work is about supporting employers to attract, develop and retain employees through training employers and developing tools and supports for them develop their workforce. An essential component of this is to support training in Inclusion, Diversity, Equity and Accessibility (IDEA) in the workplace context. Included in this work is reducing barriers, improving cross cultural understanding, and supporting language diversity.

Planned Measure:

- Support training which combines HR functions with IDEA strategies that could facilitate language diversity.
- Facilitate customized training for industry leaders and employers in the 'Certificate of Inclusive Leadership', where they learn about cultural competence concepts and practical tools to apply in the workplace.
- Continue to support and develop the availability of training in French of in-demand skills via the SkillsonlineNS platform.

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

Goal: Increase efforts to make multiple points of French language communication available in our engagement with employers and industry partners.

Planned Measure:

- Improve and seek to incorporate French language translation for program guidelines and associated documents, tools, and resources to support.
- Provide French language communications with employers and industry, where appropriate.
- Respond to enquiries and requests in French if identified as the preferred language.

Labour Services

Identify services your branch/agency offers in French

- The services of CMS are not offered in French, however, we have responded to requests for French services by working with our colleagues in New Brunswick who have facilitated these requests.
- The Branch maintains and posts online a comprehensive guide to the *Labour Standards Code* in French: Guide du code des normes de travail de la Nouvelle-Écosse.
- The Branch currently has two Workers' Advisers who can speak with workers in French as required. However, these Advisers are not at a level of fluency to have comfort conducting hearings in French. If a worker needs to have a hearing conducted in French, WAP would arrange and pay for a translator to be present at the hearing.
- If requested, the NSLB would arrange for a Board hearing (or other proceeding) to be conducted in French either by a Chair, Vice-Chair or panel fluent in French, and/or with the assistance of French Translation Services.

Identify if and how your branch/agency communicates with the public in French

- For CMS services, the Branch has responded to requests for communication in French by requesting the services of NB dual language staff to act on our behalf.
- Labour Standards has one officer who is fluent in French. This officer responds to email inquiries submitted in French and provides support when individuals ask to speak with an officer in French.
- As noted above, WAP would translate documents informally where required and, if necessary, arrange and pay for an official translation of important documents (e.g., a medical-legal report in French required for an appeal).
- The Board has various staff, Chair, Vice-Chairs and members with various levels of French proficiency who can communicate with the public and parties appearing before the Board, if required. Online and other Board material is available in English only (unless requested).

Identify what your branch/agency did to maintain/improve French-language services in 2023-2024:

- The Branch supported the work of the Arbitration Advisory Committee, which resulted in the recruitment of two arbitrators who are able to conduct hearings in French - both of whom were appointed by the Minister to the Minister's List of Arbitrators.
- The Branch regularly updates the Guide du code des normes de travail de la Nouvelle-Écosse.
- The Branch continues to encourage and support staff requesting French-language training.

Detail how your branch/agency plans to maintain/improve your French-language services in 2024-25

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

- Offer and encourage current staff to participate in French Language training.

Objective 2: Develop and deliver quality French-language services and programmes to the public:

- Encourage and support current staff to participate in French-language training.
- Seek out potential new staff with French speaking ability.
- Continue to utilize French speaking staff from New Brunswick as required.
- Continue to update the Guide du code des normes de travail de la Nouvelle-Écosse, as well as publish other documents in French.

Did your branch encounter any challenges surrounding French Language Services we could work to address in the coming year?

The Branch has been successful in accommodating requests from the public for services in French. A challenge is that there have not been a lot of opportunities for Board staff to work in French, which makes it difficult to maintain high proficiency.

Corporate Policy and Services

Identify if and how your branch/agency communicates with the public in French

- By utilizing the distribution list to identify French speaking staff.
- Having French speaking staff display the Bonjour! Sign.
- Advertisements for Boards, Agencies, and Commissions are published in the Le Courier, Nova Scotia's only French language newspaper.
- Respond to French correspondence in French, collaborating as needed with Acadian Affairs & Francophonie for guidance.

Identify what your branch/agency did to maintain/improve French-language services in 2023-2024

- Supported staff to participate in French-language training through Université Sainte Anne.

Detail how your branch/agency plans to maintain/improve your French-language services in 2024-2025

- We do not have any specific plans that involve French language for 2024-2025.

Safety

Identify services your branch/agency offers in French

The Safety Branch has published new publications in English and French

Publications

Folded brochures:

- Rights and responsibilities
- Policy and planning
- When an Officer is visiting a workplace
- Internal responsibility system

Technical Safety Division has produced new rack cards in English and French:

Guide: Accessing violence in the workplace guide

Other publication: Fact sheet for public school to offer presentations to students

Safety Notifications

The Safety Branch also published a few Safety notifications.

Occupational Health and Safety Division:

Safety Bulletins:

Patient and Resident Lifting Equipment

Hoists that are not-commercially manufactured

Heat Stress –

Wildfire Recovery Work – OHS

Safety Alert:

Wildfires – OHS

Technical Safety also published Safety bulletins, alerts and directives. All Safety notifications are accompanied with a bilingual email message.

Safety Bulletins:

E&L Replacement of Hydraulic Control Valves

Infatable Amusement Devices -

Pumpjack Scaffolds

Fuel Safety- REVISED - Carbon Monoxide Hazard

General- Carbon Monoxide Hazard

ELA - Escalator Safety

Electrical Safety - Acceptible Certification

Safety Notices:

MCP-CSA B355-Annex B

MCP CSA B44

Electrical Safety

FS Permit Increases

E&L-steel and elastomeric suspension notice

Safety Alerts:

Preparing for Severe Weather
Fuel-Boiler Recall
Wildfires – TS

Safety Directives:

E&L-FEO - Directive
E&L-Unlocking Device – Directive
Fuel Safety - Propane Cylinders directive
Single Bottom Cylinder Order - Directive-UPDATED
Single Bottom Cylinder Order - 2nd Notice - Directive-UPDATED

Communication with Nova Scotia employers

- The Safety Branch writes a bilingual message when they are reaching Nova Scotian employers about health and safety related subjects.
- We send a bilingual message to invite any employer to join our Safety Branch Contact list.
 - We created a bilingual Microsoft Form for the Safety Branch contact list.
- We also created new French templates for our new contact list software Envoke.
- We translated material for our 1-800 campaign such as the poster in French and the banner.

Engagements and consultations

- Harassment in the workplace: The web site, survey and email messages were translated into French. The consultations were in English but the Acadians and francophones could participate in French by completing the online survey.
- We delivered a safety presentation to the francophone Halifax Chamber of commerce.

New tool this year

- New web application NOVASAFE includes all content in French.
- An announcement was sent to Acadians and francophones about the new Nova Safe.
- The Nova Safe wallet card is available in French.

Other tools

- New content in French for Technical Safety Advisory Council/Le Conseil consultatif sur la sécurité technique (TSAB)
- We produced a new video about Internal Responsibility System which includes closed captions in French.

Identify if and how your branch/agency communicates with the public in French

The Safety Branch received a few inquiries in French on the 1-800 information line. The Information Specialists sent these requests to a bilingual staff. This person contacted the client to discuss their question and worked with the Information Specialists to find the proper answer. This person wrote the answer in French and the Information specialists sent the response to the client.

Interpretation Services

The Safety Branch has partnered with Access Language Services (ALS) to provide language interpretation services to assist the staff out in the field, or while communicating with clients that may otherwise have

difficulty speaking and/or understanding English. This service includes interpretation in French when required. The services offered through this partnership include:
In-Person, Virtual, or Phone Interpreter, On-Demand Phone Interpretation and Translation Services.

Identify what your branch/agency did to maintain/improve French-language services in 2023-24.

- Continue to produce all publications, engagements and any other awareness tools in French.
- The Safety Branch continued to translate their promotional material in French. They also included a French component to any engagements or public consultations.

Detail how your branch/agency plans to maintain/improve your French-language services in 2024-25

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

Planned measure: A representative from the Safety Branch will continue work closely with the French language Services Coordinator for LSI.

Objective 2: Develop and deliver quality French-language services and programs to the public:

Planned measure: The Safety Branch will continue to translate their promotional material in French including as guides, brochures, safety notifications and others.

The Safety Branch will continue to communicate with a bilingual message to all employers across Nova Scotia on health and safety related subjects. They will also offer French presentations upon request.

The Information Specialists will continue to consult a bilingual staff for assistance when they receive inquiries in French either by email or by phone. The inquiries will be responded in French.

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

Planned measure: The Safety Branch will continue to include a French component in engagements and public consultations. The French component will depend on the nature of the consultation. If the consultation involves all Nova Scotians, there will be at least one session offered in French. Other consultations might only have a French component such as a web page including the engagement document and the online survey. The invitation will also be sent in both English and French.

Did your branch encounter any challenges surrounding French Language Services we could work to address in the coming year?

We are committed to address challenges surrounding French Language Services as they arise.

Immigration and Population Growth

Identify services your branch/agency offers in French.

Immigration and Population Growth (IPG) is committed to offering French-language services (FLS) and to ensuring information and services are provided in French.

- Promotion, information and resources about immigration, live and settlement in Nova Scotia to prospective French-speaking newcomers is available in French through our website (immigrationnouvelleeccosse.com)
- Applications to the Nova Scotia Nominee Program (NSNP) and the Atlantic Immigration Program (AIP) are available in French through the Nova Scotia's Online Service (*Service en ligne de la Nouvelle-Écosse*)
- IPG provides funding to three Acadian and Francophone organization to deliver settlement services in French in Nova Scotia and information on call for proposal/settlement funding is provided in French.
- The [2022-2025 Francophone Population Growth Action Plan](#), published in November 2022, outlines how government plans to increase the number of French-speaking newcomers who come to Nova Scotia and how to retain them.
- Francophone specific recruitment events are hosted in international jurisdictions to attract francophone newcomers.

Identify if and how your branch/agency communicates with the public in French.

IPG provided consistent communication obligations under the *FLS Act and Regulations* as well as compliance with the French Language Guidelines where services in French are evident, accessible, readily available, and demonstrated in the form of a bilingual greeting, signage, or other means.

- The following staff members at IPG can offer services in French:
 - Retention & Attraction unit has five bilingual staff: One Senior Engagement Specialist, two Navigators, two Marketing advisors.
 - Programs unit has five bilingual staff: four Immigration Program Officers and one Director of Programs
 - Investigation & Compliance unit has two bilingual staff. One compliance officer and one investigator.
 - Policy unit has one bilingual staff: Director
- The immigration@novascotia.ca email account receives and responds to correspondence in French.
- Engagement, outreach, presentations, webinars, and information sessions are delivered in French where feasible and appropriate for the audience (Employers, applicants, partners, etc.)
- Publications such as promotional brochures, banners and advertisements are translated to French or are bilingual where possible and appropriate for the audience.
- The "Bonjour!" sign is prominently displayed in the reception area and bilingual staff wear the "Bonjour!" pin to indicate their ability to offer FLS when attending engagement events.

Identify what your branch/agency did to maintain/improve French-language services in 2023-2024

- IPG continues to provide services in French as all promotional material, applications and assessments are available to French-speaking individuals. IPG also provided official French correspondence via Communications Nova Scotia's translation services.
- Staff have the opportunity to access and pursue French-language training to increase their proficiency to be able to offer services in French. In 2023-24, one staff registered the training offered by the Office of Acadian Affairs and Francophonie in partnership with Université Sainte-Anne.
- In 2023, IPG moved into a new office space and Bonjour! signs are available for staff to display their ability to offer French-language services.
- As outlined in the [2022-2025 Francophone Population Growth Action Plan](#), IPG continued working in partnership with OAAF and the Acadian and Francophone partners in the implementation of the Action Plan. A senior advisory group as well as a working group were created to support initiatives related to increasing the Francophone population in Nova Scotia.
In 2023-24 IPG attended two international recruitment events in Francophone countries (France, Belgium, Morocco) to connect with highly skilled bilingual talents and help employers fill their labour needs, particularly in Healthcare and Construction.

Detail how your branch/agency plans to maintain/improve your French-language services in 2024-2025

IPG will continue to provide services, programs and respond to correspondence in French.

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

Goal: Operationalize and measure the Francophone Population Growth Action Plan, in collaboration with Acadian and Francophone partners.

Planned Measure: Key performance indicators are being developed for the Action Plan in 2024 to inform partners and staff.

Objective 2: Develop and deliver quality French-language services and programmes to the public:

Goal: Maintain and/or increase staff capacity to offer services in French.

Planned Measure:

- Review francophone staffing complement and look for opportunities to increase French language service offerings through the hiring process.
- Continue to ensure marketing and communication materials are translated when/where appropriate.
- Provide opportunities for staff to enroll in French-language training.

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

Goal: Increase Francophone immigration and inter-provincial migration through Provincial economic immigration programs.

Planned Measure:

- Engage with Francophone employers and economic development agencies across Nova Scotia to ensure IPG is addressing their labour needs through attraction and recruitment activity.

- Work with the Office of Acadian Affairs and Francophonie (OAAF) to identify attraction events that can continue to increase the number of French speaking newcomers.
- Support Francophone settlement providers to encourage and support French speaking newcomers to stay in Nova Scotia.

Nova Scotia Apprenticeship Agency

Identify services your branch/agency offers in French

- Website is available in French.
- AMS functionality in both official languages.
- Red Seal and level Exams are available so apprentices can write them in French.

Identify if and how your branch/agency communicates with the public in French

- When verbal or written requests come in, we have several staff members who can respond to questions in French.

Identify what your branch/agency did to maintain/improve French-language services in 2023-2024

- Periodic review of staff members' capacity to speak French.
- NSAA summer sector youth apprenticeship programs (Building Fortress for Youth, Test Drive, Serve It Up) received a language Grant from outside of the NSAA to adopt and translate all promotional and marketing materials. This work is currently being discussed. Videos for the serve it up program are complete and available for viewing in classrooms.
- NSAA summer sector apprenticeship programs organized family information sessions specifically for Conseil Scholaire Acadien Provincial students and their parents, whereas in the past, these families were included in regional sessions. The education and early childhood development youth pathways consultant for CSAP has taken the lead and is providing all the relevant information in French while assisting with translations for the program lead and the NSAA youth outreach coordinator (YOC).
- Through Atlantic apprenticeship harmonization, there is an agreement with New Brunswick to translate curriculum standards, log books, and level exams. These are available in French across the region. Additionally, Nova Scotia participates in the Red Seal program and all red seal occupational standards, interprovincial trade certification exams and other Red Seal products that are adapted / translated into French.
- In agreement with New Brunswick allows Nova Scotia to send apprentices who want their apprenticeship technical training delivered in French to that province for training.
- If a francophone client calls or emails, we have several French speaking staff members who can respond to questions and requests from clients and the public.

How we maintained and improved French-language services

The Nova Scotia apprenticeship agency has maintained its French language service says in 2022 to 2023 as in years past. The NSAA youth outreach coordinator regularly represents CSAP classrooms and engages teachers and students. Sessions have been permitted in English with a few assisted translations in French with approval from CSAP.

How we plan to maintain/improve our French-language services

The new Apprenticeship Management System is currently under development in partnership with the Atlantic Provinces will be available to participants in both French and English.

Plans are being discussed to decide on the development of more French NSAA promotional and marketing materials e.g. placards, posters, and promotional items to CSAP schools and classrooms.

NSAA follows the ABC process set out by the Executive Council Office. NSAA promotes Board of Directors positions to our partners and strives to achieve a balance of representation across the province.