



French-language Services Plan

2025–2026

*Department of Growth
and Development*

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Department of Growth and Development
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Ce document est également disponible en français sous le titre : « Plan de services en français 2025-2026 »

Message from the deputy minister or CEO

I am pleased to present the French-language Services Plan for 2025-2026 for the Department of Growth and Development. The Department of Growth and Development drives economic growth and productivity by creating the conditions for communities, businesses and households to thrive. The Department works with key partners to foster a dynamic environment that supports housing innovation and sector development, providing the necessary solutions to grow our population and economy. Together with our partners, we are working to create a strong foundation for business growth, sector development, and community economic development across the province.

Our department is committed to providing access to government information, programs, and services to Nova Scotians in French. We understand the importance of delivering French-language services and we will continue to partner with the Acadian and Francophone community, the Office of Acadian Affairs and Francophonie, and other government departments and agencies to improve French-language services in the province.

Kelliann Dean
A/Deputy Minister

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

We recognize the importance of French-language services, and we endeavour to fulfil our responsibilities under the *French-language Services Act* (FLS Act) and Regulations. To achieve this, 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.

French-language services coordinator:

Sandra Hamilton (Sandra.Hamilton@novascotia.ca; 902-943-1275)

Services we offer in French

Our department encourages the integration of French-language into our policies, programs and services.

We are committed to meeting our obligations under the FLS Act and Regulations and to improving our capacity to offer FLS. We incorporate French-language options into our core business areas and leverage our working relationship with government translation services for our documents. Some of the services our department currently offers are:

- Bilingual housing staff meet with Francophone clients as needed to assess specific client concerns.
- Nova Scotia’s 2022-25 National Housing Strategy Action Plan was made available in French (<https://beta.novascotia.ca/documents/national-housing-strategy-action-plan-2022-2025>). We will be ensuring the upcoming 2025-28 National Housing Strategy Action Plan is made available in French as well.
- Community Housing Growth Fund resources and forms are available in French (<https://centre.support/grants/community-housing-growth-fund/>).
- Provincial Housing Needs Assessment Key Findings is available in French ([provincial-housing-needs-assessment-report-key-findings-fr.pdf](#)).
- Our Nova Scotia Loyal program’s website is available in French. Currently, about 20% of our print materials are available in French and we are working towards 100%. Nova Scotia Loyal has bi-lingual brand ambassadors attending all NSL events. All online social media posts for the Nova Scotia Loyal program are in both English and French.

How we communicate with the public in French

The Department responds to verbal and written requests from the public in a timely manner in French. Phone or in-person service enquiries received in French are handled by French-speaking staff when possible and interpretation or translation services are used as required.

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

- Continue to work to strengthen the Bonjour! Program.
- Shared information with staff about cultural and French-learning opportunities available to them.
- Reviewed department forms and documents to identify further translation opportunities.

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

- Encourage options for members of the Acadian and francophone community to participate in French in any public consultation processes, in accordance with the FLS Act and Regulations.
- Maintain an ongoing dialogue with Acadian and francophone community organization to determine and prioritize the needs for French-language government services.
- Increase the number of Departmental forms and documents available in French.