



# **French-language Services Plan**

**2025–2026**

*Office of the Ombudsman*

© Crown copyright, Province of Nova Scotia, 2025  
French-language Services Plan  
Office of the Ombudsman  
April 2025

ISBN: 978-1-77448-781-5

# **French-language services plan 2025–26**

## *Office of the Ombudsman*

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

### **Message from the Ombudsman**

“The Office of the Ombudsman considers and investigates complaints from people who believe they have not been treated fairly when accessing government services, or when they believe legislation or policy has not been followed correctly. We are non-partisan and operate as an independent oversight agency.

I am pleased to present the Office of the Ombudsman’s French Language Services Plan for 2025-2026. This plan outlines our progress and priorities for improving our capacity to provide French language services to members of the Acadian and Francophone community.”

– Christine Brennan, March 2025

### **What we’re doing to contribute to the growth of the 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:**

Kyle Jackson (Kyle.Jackson@novascotia.ca, 902-424-1296)

### **Services we offer in French**

- Complaint resolution services if active offer is accepted
- Website (<https://ombudsman.novascotia.ca/fr>)
- Online complaint form
- Annual report
- The French Language Services Plan
- Information brochures and promotional banners

### **How we communicate with the public in French**

The Nova Scotia Office of the Ombudsman employs the use of the active offer, which shows the public that our services are available in both English and French. Staff providing intake services for the Nova Scotia Office of the Ombudsman have been instructed to use the verbal active offer by saying “Hello, Bonjour” while greeting the public in person or on the telephone. There is also a *bonjour* sign visible from the office entrance and a complaint can be submitted online in French. If the member of the public continues the conversation in French, then staff who are not fluent in French, are instructed to say “Un moment, s’il vous plait” and to seek assistance from an Ombudsman Representative who can speak French. Further, staff are encouraged to communicate their out of

office email greeting in English and French. We currently have two Ombudsman Representatives who are proficient in French.

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

- Fulfill our obligations under the French-Language Services Act
  - Published the 2024-2025 French-Language Services plan.
  - The French-Language Services Coordinator participated in all French Language Services Committee Meetings.
  - The French-Language Services Coordinator participated in the Human Resources and French-language Training subcommittee meetings.
  - Emphasis on the importance of the active offer was provided to staff.
  - All publications, such as the annual report and information materials, continue to also be provided in French.
- Actively aim to improve the French-language capabilities of the office
  - Spread awareness of and encouraged staff to take French-Language training.
  - One staff member completed a French-Language training course.
  - Ability to communicate in French were included as a consideration in recruiting and hiring new staff.
  - All print materials are available in English and French.
- Promote the awareness of the historical and cultural significance of offering French-language services.
  - Promoted Awareness Training on French language services and the Acadian and francophone community, such as Acadie at a Glance offered by the Public Service Commission.
  - Two staff members participated in the Acadie at a Glance course offered by the Public Service Commission.
- Integrate outreach priorities for the Acadian and francophone communities as a part of our outreach initiatives.
  - Contacted the Fédération acadienne de la Nouvelle-Écosse to provide them with details of the office.

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

### **Strengthen internal operational structures including policy, legislative and administrative frameworks**

- Fulfill obligations under the French-language Services Act
  - Actively attend and participate in French-language Services Committee meetings.
  - Support the government's French Language Services initiatives.
  - Publish a French-language Services report.
  - Participate in active French-language Services sub committees.

### **Engage the Acadian and francophone community**

- Integrate outreach priorities for the Acadian and francophone communities as a part of our outreach initiatives.
  - Circulate information concerning the Ombudsman Youth Council to Conseil scolaire acadien provincial (CSAP) junior high and high schools.
  - Continue to submit material or provide information concerning our office to the Fédération acadienne de la Nouvelle-Écosse and / or also establish communication with other Francophone or Acadian community organisations.
  - Identify community organisations serving Acadian and francophone communities and develop a plan to reach out to these communities to increase their awareness of our services.

**Develop and deliver programs and services in French**

- Maintain or improve our current level of service delivery in French
  - Continue to include French language proficiency as an asset in job postings.
  - Continue to circulate and promote French Language Services courses.
  - Continue to provide informative pamphlets, posters, annual reports in French and English.