

French-language services plan 2026–27

Office of the Ombudsman

Ce document est également disponible en français sous le titre : « [Plan de services en français 2026-2027] »

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 2026-2027. 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, February 2026

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

We recognize the importance of French-language services and 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 demonstrates our commitment to ensuring our programmes, 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 participating 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 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:

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

- Information brochures and promotional banners
- The French Language Services Plan

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. 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 Investigation and Outreach Officer who can speak French. A complaint can also be submitted online in French. Further, staff are encouraged to communicate their out of office email greeting in English and French. We currently have two Investigation and Outreach Officers and one Executive who are proficient in French.

What we did to maintain or improve our French-language services in 2025–26

- Fulfill obligations under the French-language Services Act
 - The French Language Services Coordinator actively attends and participates in French-language Services Committee meetings
 - Published the French-language Services plan
 - The French Language Services Coordinator is a member of the human resources sub committee and is ready to attend and contribute regularly when regular meetings resume
- Integrate outreach priorities for the Acadian and francophone communities as a part of our outreach
 - Circulate information concerning the Ombudsman Youth Council in French and to the Conseil scolaire acadien provincial (CSAP) junior high and high schools and English Regional Centres for Education in French
 - Identified community organisations serving, representing, or advocating for Acadian and francophone communities
- Maintain or improve our current level of service delivery in French
 - Continued to include French language proficiency as an asset in job postings
 - Continued to circulate and promote French Language Services courses
 - Continued to provide informative pamphlets, posters, annual reports in French and English

How we plan to maintain or improve our French-language services in 2026–27

Strengthen frameworks for French-language services

- Fulfill obligations determined in the French-language Services Act and Regulations
 - The French language services coordinator will continue to attend and participate in all French language Services Committee meetings
 - The French language services coordinator will attend and participate in the human resources sub committee
 - Advise the Department of Acadian Affairs, that under the authority of the Ombudsman Act, the Office of the Ombudsman will continue to consider and investigate complaints received under the French-language Services Act if any such complaint is or was lodged

Engage with the Acadian and francophone community

- Integrate outreach priorities for the Acadian and francophone communities as part of our outreach
 - Create an outreach plan for Acadian and Francophone communities, or Acadian and francophone groups
 - Ensure key public information concerning the office continues to be in both languages for outreach purposes and in general
 - Circulate information concerning any office initiatives, such as the Ombudsman Youth Council, to the Conseil scolaire acadien provincial or other relevant French organisation and communities
 - The French language services coordinator will attend French activities, such as the raising of the Acadian flag for Acadian Heritage Month at province house
 - Encourage staff to attend the Acadian history and culture course titled Acadie at a Glance

Develop and deliver programmes and services in French

- Maintain or improve our current level of service delivery in French
 - Continue to educate staff on the use of and importance of the active offer
 - 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
 - Review all current and future virtual courses and videos posted on our website and added to the list of public service commission courses to determine that the French transcription is functioning adequately