



*Acadian and Francophone Affairs*  
*French Language Services Act*  
**ANNUAL REPORT**  
2024-2025





# TABLE OF CONTENTS

Minister's Message .....	4
Overview of the <i>French Language Services Act</i> .....	5
Implementation of the <i>French Language Services Act</i> .....	8
Activities and Capacity .....	15
Moving Forward .....	41
Contact Information .....	42

## Minister's Message

The province's Acadian and Francophone population is integral to Prince Edward Island's identity. In addition to its significant historic role, this vibrant community continues to have a profound and positive impact on the Island's dynamism and prosperity. It is with the intention of highlighting this rich heritage that the government approached key stakeholders in 2025 to explore the prospect of proclaiming August as Acadian Heritage Month. As Minister Responsible for Acadian and Francophone Affairs, it is my hope that such a yearly provincial observance will build on traditional Acadian Day celebrations to provide extended possibilities to raise awareness and to deepen understanding among all Islanders of the Acadian and Francophone community's presence and contributions on Prince Edward Island. I look forward to a continued engagement in 2025-2026 regarding this exciting opportunity.



The Acadian and Francophone community is at the heart of the government's initiatives to offer French-language services. In this context, I would like to commend the Acadian and Francophone Community Advisory Committee for its work in this area in 2024-2025. The committee organized discussion groups with community stakeholders as part of the planning process for the upcoming public consultations on the service priorities of the Acadian and Francophone community scheduled for the fall of 2025. This preparatory work, the consultations themselves as well as follow-up analysis will be key to guide government efforts in enhancing its French-language services.

In February 2025, I was thrilled to participate in the inaugural Bonjour Day hosted for bilingual provincial public service employees. I was pleased to have the occasion to thank attendees for all that they do to enable the government to offer French-language services. Their work is what brings the *French Language Services Act* to life. The event was held to develop a community of practice for these employees to support and empower them in their roles. It provided opportunities to improve language skills and build confidence to speak French; to meet and network with other bilingual employees; to take part in professional development and learn about resources to offer services in French; and to explore various facets of French language culture. The event was immensely successful, and feedback was enthusiastic. Bonjour Day will be held again in 2025-2026, and work to develop an empowering community of practice for bilingual public service employees will continue in the future.

I invite you to read the 2024-2025 Report on the *French Language Services Act*. It highlights numerous other actions the government has undertaken to provide French-language services and to support the Acadian and Francophone community with the goal of maintaining the French language on PEI for future generations.

A handwritten signature in black ink, which appears to read "G. Arsenault". The signature is stylized with a large, sweeping initial "G" and a long, horizontal stroke extending to the right.

Hon. Gilles Arsenault  
*Minister Responsible for Acadian and Francophone Affairs*



# FRENCH LANGUAGE SERVICES ACT

## Overview of the *French Language Services Act*

The *French Language Services Act* came into effect in December 2013. It is a tangible embodiment of the government's commitment to supporting the Acadian and Francophone community and to maintaining the French language on PEI for future generations.

The *General Regulations* identify the 22 government institutions that are subject to the Act, describe the services that are designated, and also define the active offer of designated services. As of March 31, 2025, the designated services are as follows.

Government Department or Agency	Designated Service
Department of Education and Early Years	Services offered in person at the Abram-Village Public Library, the Dr. J.-Edmond-Arsenault Public Library (Charlottetown), and the J.-Henri-Blanchard Public Library (Summerside)
	Online process to do any of the following: (a) request an interlibrary loan to a public library; (b) suggest a purchase for a public library; (c) apply for a public library card; (d) register for accessible public library services; (e) request a referral to a student well-being team; (f) submit compliments or complaints respecting student well-being teams; (g) apply for confirmation of completion of the PEI School Administrator's Leadership Program or equivalent; (h) apply for a teacher's licence (academic); (i) apply for verification of eligibility as a substitute teacher; (j) apply for regular educational assistant authorization; (k) apply for certification under the Early Learning and Child Care Act; (l) submit feedback or a complaint about early learning and child care services; (m) register for the DELF French language proficiency examination.
	Coaching support services for early childhood educators
Department of Health and Wellness	Telehealth Information Service – 811
	Online process to do any of the following: (a) apply for the nursing student summer employment program; (b) register as an organ or tissue donor.
Department of Social Development and Seniors	211 PEI

# FRENCH LANGUAGE SERVICES ACT

Department of Transportation and Infrastructure	Traveller Information Service – 511
	Traffic signs (excluding stop signs, variable message signs, those with proper names, the words “Trans-Canada Highway”)
	In-person services at Access PEI Wellington
	Online process to apply for a personalized licence plate
	Process to report a road or traffic problem by email or text (SMS) message
Executive Council Office	Online application process for Engage PEI
Health PEI	General orientation services at Summerset Manor
	Financial assessment services for the purpose of the Long-Term Care Subsidization Program at Summerset Manor
	Reception services at Summerset Manor
	Long-term care dental care at Summerset Manor
	Online process to do any of the following: (a) register to obtain a family doctor or nurse practitioner; (b) submit compliments or complaints; (c) request a cervical screening appointment; (d) request a colorectal home screening kit; (e) request the correction of personal health information; (f) apply for a health card; (g) renew a health card; (h) apply for the generic drug program; (i) apply for subsidized bus tickets for out-of-province travel for medical services; (j) apply to volunteer in long-term care.
Innovation PEI	Community Cultural Partnership Program Acadian and Francophone Culture Fund
Prince Edward Island Museum and Heritage Foundation	All information, both for permanent and temporary exhibits, at the Acadian Museum
	All in-person services at the Acadian Museum

For a detailed description of the designated services, please consult the *General Regulations* at [https://www.princeedwardisland.ca/sites/default/files/legislation/f15-2g-french\\_language\\_services\\_act\\_general\\_regulations\\_1.pdf](https://www.princeedwardisland.ca/sites/default/files/legislation/f15-2g-french_language_services_act_general_regulations_1.pdf)

# FRENCH LANGUAGE SERVICES ACT

**Designated services** must be provided in a person's choice of English or French and be of comparable quality in both languages. An active offer must also be made to inform the public that the service is available in both languages. The designation of services is determined by the government, taking into consideration government capacity and community priorities, and is done via modifications to the General Regulations of the Act.

With respect to **written correspondence** and **public consultations**, the Act states that the government must respond in French, in writing, to written correspondence received in French and that the public must be provided with an opportunity to participate in French in public consultations.

The Minister responsible for the administration of the Act and associated regulations is the **Minister Responsible for Acadian and Francophone Affairs**.

The **Acadian and Francophone Community Advisory Committee** advises the Minister Responsible for Acadian and Francophone Affairs on all matters related to the province's Acadian and Francophone community, including its priorities for services in French.

Each government department or agency subject to the Act is required to appoint a French Language Services Coordinator. A **French Language Services Coordinators' Committee** exists for the purposes of information sharing and assisting government institutions to meet their obligations under the Act. The Act also states that government institutions must prepare annual French-language services plans and reports. This process enables government institutions to plan, on an annual basis, actions aimed at improving services in French and to review the implementation of that plan.

The **Acadian and Francophone Affairs Secretariat** is tasked with the administration of the Act and associated regulations. It also provides operational support to the Acadian and Francophone Community Advisory Committee and chairs then Coordinators' Committee established by the Act.

The Act requires the **Minister Responsible for Acadian and Francophone Affairs** to **table an annual report** regarding the activities of the Acadian and Francophone Affairs Secretariat and government institutions subject to the Act before the Legislative Assembly (this report).

A **Complaints Officer**, appointed by the Minister Responsible for Acadian and Francophone Affairs, handles complaints filed under the Act when required.



# FRENCH LANGUAGE SERVICES ACT

## Implementation of the *French Language Services Act*

### MINISTER RESPONSIBLE FOR ACADIAN AND FRANCOPHONE AFFAIRS

The Act requires the Minister Responsible for Acadian and Francophone Affairs to table an annual report regarding the activities of the government institutions subject to the Act and the Acadian and Francophone Affairs Secretariat before the Legislative Assembly. The Minister also appoints a Complaints Officer to handle complaints filed under the Act when required.

The Minister plays an important horizontal role in the advancement of the Francophone Immigration Strategic Action Plan as well as in the enhancement of the government's overall French-language service offerings.

### ACADIAN AND FRANCOPHONE AFFAIRS SECRETARIAT

The Acadian and Francophone Affairs Secretariat advises the government on the provision of programs and services in French. It ensures that these programs and services are aligned with the priority needs of the Acadian and Francophone community. The Secretariat also supports provincial government institutions in addressing any other matters related to the Acadian and Francophone community of Prince Edward Island.

The Secretariat is responsible for the administration of the *French Language Services Act* and its regulations, including supporting the work of the Complaints Officer as identified in the Act. It provides administrative support to the Acadian and Francophone Community Advisory Committee and chairs the French Language Services Coordinators' Committee. The Secretariat also sits on the Intergovernmental Network on the Canadian Francophonie and supports the Minister's participation in the Ministers' Council on the Canadian Francophonie.

In order to enhance French-language services and contribute to the vitality of PEI's Acadian and Francophone community, the Secretariat also manages two financial agreements: the Canada-PEI Agreement on Services in the Minority Language and the Quebec-PEI Cooperation and Exchange Agreement.





## ACADIAN AND FRANCOPHONE COMMUNITY ADVISORY COMMITTEE

The Acadian and Francophone Community Advisory Committee, created in 1977, plays an essential role in the implementation of the Act. The Committee advises the Minister on the priorities of the Acadian and Francophone community, including the designation of services, the provision of services in French and any other issue related to the Acadian and Francophone community in the province.

The Committee is made up of ten members: one member for each of the six Acadian and Francophone regions (West Prince, Évangéline, Summerside-Miscouche, Rustico, Charlottetown and Eastern Kings) and four members at large, including the chairperson.

The members for 2024-2025 were as follows:

- Jacinthe Lemire, chairperson (as of August 2024)
- Denis Morais, West Prince region
- Imelda Arsenault, Évangéline region
- Maïté Mézierre, Summerside-Miscouche region
- Michelle Pineau, Rustico region
- Zain Esseghaier, Charlottetown region
- Tara McNally MacPhee, Eastern Kings region
- Alexia Riche, member at large
- Simon Frizzell, member at large (as of August 2024)
- Jennifer Cannell, member at large

A member sits on the board of directors of the French Health Network (Réseau santé en français Î.-P.-É.).

## Priorities of the Acadian and Francophone Community

In order to properly advise the Minister on the priorities of the Acadian and Francophone community, the Committee identified the priorities for the 2023-2026 fiscal years by consulting the Acadian and Francophone community via a survey in the fall of 2022. The following priorities were in place in the 2024-2025 fiscal year:

- Education
- Early childhood
- Health
- Seniors
- Heritage and culture
- Immigration
- Justice

# FRENCH LANGUAGE SERVICES ACT

The Committee also noted that equal priority should be given to in-person, online, and telephone services. These priorities will continue to be in place for fiscal year 2025-2026. Government institutions use these priorities when preparing their annual plans and the annual reports as required under the Act.

During the 2024-2025 fiscal year, the Committee held a total of four meetings:

- 2 virtual meetings
- 2 in-person meetings, including one with the Minister responsible for Acadian and Francophone Affairs and a joint meeting with the Société acadienne et francophone de l'Île.

The Complaints Officer as well as the Supervisor of Translation Services were also invited to meetings to allow the Committee to learn more about the complaints mechanism and the government's Translation Services. The committee also held discussion groups with stakeholders as part of the planning process for the public consultation to be held in the spring of 2026. Key objectives of the discussion group sessions were to enable the Committee to develop a survey that will maximize the community's opportunity to provide feedback.

The Committee received a letter from the Department of Education and Early Childhood in response to its report about the Early Childhood sector in French. (This report was submitted to the Minister responsible for Acadian and Francophone Affairs in 2023-2024.) The Committee reacted positively to the progress and concrete support which was described in the letter.

The Committee continued its work on thematic reports reflecting the needs and challenges of the Acadian and Francophone community in certain key sectors, including health services offered in French to seniors. The Committee also explored the idea of an Acadian Heritage Month for the province of PEI and conveyed its thoughts to the Minister.



# FRENCH LANGUAGE SERVICES ACT

## FRENCH LANGUAGE SERVICES COORDINATORS AND THE COORDINATORS' COMMITTEE

The coordinators are responsible for advising and supporting their institutions regarding French-language programs and services. They also handle any complaints made against their institutions under the Act. They play a key role in ensuring that government institutions deliver the annual plans and reports that must be prepared pursuant to the Act.

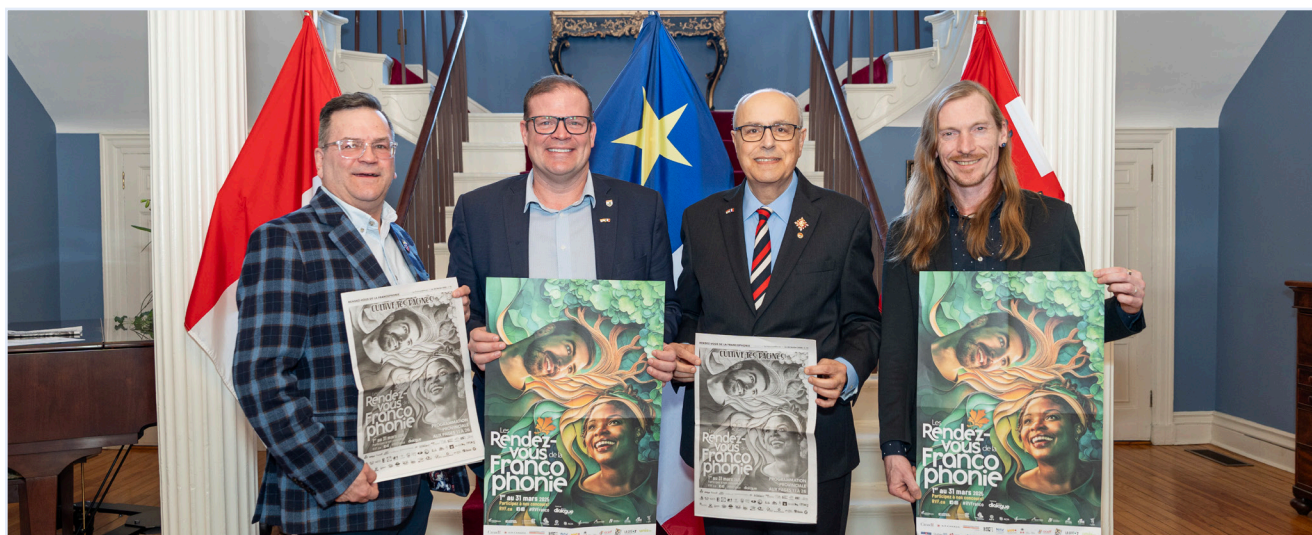
Each government institution subject to the Act is required to appoint a French language services coordinator. In 2024-2025, all government institutions had a coordinator.

The Act provides for the establishment of the Coordinators' Committee, which is chaired by the Acadian and Francophone Affairs Secretariat. The Coordinators' Committee met twice in 2024-2025. Two other meetings took place just outside the fiscal year. One a few days before the start of the fiscal year in late March 2024 and one shortly after the end of the fiscal year on April 23, 2025. Meetings were held virtually.

During the year, committee members benefitted from detailed briefings and updates on the evolution of several national, regional, and provincial initiatives and programs influencing the current and future development and delivery of French-language services in the province. These files included the implementation of the federal Official Languages Act, the revised policy and procedures of the provincial Translation Services, and best practices for leveraging online forms and Translation Services to increase French-language services.

In 2024-2025, the Secretariat collaborated with coordinators to develop a toolkit to guide and support institutions when addressing complaints made under the Act. A key objective of the toolkit was to ensure that complaints were addressed in an efficient and consistent fashion in line with the requirements of the Act.

The Secretariat also worked with coordinators to update the terms of reference of the Coordinators' Committee. The revised terms of reference provide a more complete articulation of the role and responsibilities of coordinators as part of their participation in the Committee. Finally, a toolkit was prepared by the Secretariat with participation from coordinators to encourage institutions to submit projects to enhance French-language services under the Canada-PEI Agreement on Services in the Minority Language.





# FRENCH LANGUAGE SERVICES ACT

## COMPLAINTS MECHANISM AND COMPLAINTS OFFICER

The complaints mechanism included in the Act enables the public to file a complaint when:

- A designated service is not provided to them in French;
- The quality of a designated service provided to them in French is not comparable to the quality of that service in English;
- A government institution subject to the Act did not take the measures set out in the *French Language Services Act General Regulations* to make it known to the public that a designated service was available in a person's choice of English or French;
- A government institution subject to the Act did not respond to French written correspondence in French;
- A government institution subject to the Act did not provide the public with an opportunity to participate in a public consultation in French.

The complaints mechanism consists of two levels. At the first level, complaints are handled by the French Language Services Coordinator of the institution in question and, at the second level, if necessary, by the Complaints Officer. Julie Gilman was named as the Complaints Officer under the Act in 2023-2024 and continued in that role in 2024-2025.

In 2024-2025, one new complaint was received under the Act.

Government Institution	Complaint Subject	Result
Department of Transportation and Infrastructure	A new sign for a traffic speed reduction in a school zone was installed in April 2024 in the city of Charlottetown. The sign is equipped with a speed radar. All components of the sign (speed limit, school zone, and speed radar) are in English only. (Complaint submitted April 26, 2024)	The complaint was dismissed at the institutional level based on the fact that the sign was installed by the city of Charlottetown and not "erected or maintained by the Department of Transportation and Infrastructure."  A letter was sent from the Department to respond to the complaint.

A public awareness document about the complaints process is available online and is included as part of the paper version of the complaint form. Complaints can be made online, via email or by lettermail.



# FRENCH LANGUAGE SERVICES ACT

## ANNUAL PLANS AND REPORTS BY GOVERNMENT INSTITUTIONS

The Act states that government institutions must prepare annual plans and reports. This process enables government institutions to plan, on an annual basis, actions aimed at expanding or improving services in French, and then report on the implementation of the plan.

The Act requires that government institutions provide information on the following in their annual plans:

- The service priorities of the Acadian and Francophone community in relation to the services they provide;
- Their capacity to provide services in French;
- The provision of their designated services in French if applicable.

In their annual reports, institutions must also provide information about complaints they have received regarding their compliance with the Act.

Highlights from the annual plans and annual reports are presented in the Activities and Capacity section of this report. For 2024-2025, all government institutions subject to the Act presented an annual plan and all government institutions, with the exception of the Workers Compensation Board, submitted an annual report.

## FUNDING AGREEMENTS

As previously mentioned, the Acadian and Francophone Affairs Secretariat manages two intergovernmental agreements.

The **Quebec-PEI Cooperation and Exchange Agreement** is a mechanism that allows both provinces to jointly fund projects that benefit the Acadian and Francophone community. In February 2025, the governments of PEI and Quebec held negotiations and consulted with community organizations to prepare for the renewal of the current Agreement. During the consultations, the governments promoted the funding opportunity the agreement offers and participants provided feedback on how the agreement has been used since 2017. In 2025-2026, the Government of PEI plans to renew this agreement with Quebec.

In contrast, the **Canada-PEI Agreement on Services in the Minority Language** provides funding supporting the Secretariat, the Acadian and Francophone Community Advisory Committee, as well as government institutions in the development and implementation of projects designed to enhance French-language services.

The 2023-2028 Strategic Plan for the Canada-PEI Agreement on Services in the Minority Language has three objectives:

- Internal support for administrative structures and strengthening of frameworks
- Support for the development, planning, and delivery of public services and programs
- Communications and consultations with the Acadian and Francophone community

# FRENCH LANGUAGE SERVICES ACT

Through this agreement, the Government of Canada and the Government of PEI each invest \$1,703,700 annually. During the 2024-2025 fiscal year, 13 projects were funded. This funding supported French-language programs and services in:

- access to information
- culture and heritage
- health
- human resources
- justice
- seniors

Initiatives included:

- the development of a website featuring bilingual content on human rights
- support for French language training for public servants
- support for the development of a new training program on active offer
- continued development of a day program for French-speaking seniors in Prince County
- continued development of home care services for seniors

The Agreement also provided funding for 27 designated bilingual positions in:

- access to information (1)
- arts and culture (1)
- environment (1)
- health and wellness (4)
- justice (2)
- human resources (3)
- social services (1)

The remaining 14 positions funded by the Agreement provide care in bilingual neighbourhoods at Beach Grove and Summerset long-term care facilities.

# FRENCH LANGUAGE SERVICES ACT

## Activities and Capacity

### NEW DESIGNATED SERVICES

The table of designated services presented on pages five to six of this report includes the three new French-language services that were designated in 2024-2025. The combined list of existing and new designated services now totalling 43 is included in the *General Regulations*. The modified *General Regulations* of the Act that include the new services were enacted in January 2025.

The breakdown of the three new French-language services designated in 2024-2025 is as follows:

#### Department of Education and Early Years – Two services

Online process to do any of the following:

- submit feedback or a complaint about early learning and child care services;
- register for the DELF French language proficiency examination.

#### Innovation PEI – One service

- Acadian and Francophone Culture Fund





# FRENCH LANGUAGE SERVICES ACT

## HIGHLIGHTS OF INITIATIVES AND ACTIVITIES BY GOVERNMENT INSTITUTIONS

The table below highlights some of the activities and initiatives undertaken by institutions subject to the *French Language Services Act* to implement the Act and provide services and programs in French.

Department / Institution	Highlights
<b>Agriculture</b>	<ul style="list-style-type: none"> <li>A survey on food waste was conducted in both English and French.</li> <li>The PEI Analytical Laboratory's satisfaction survey is provided to clients in both English and French.</li> <li>Any request made in French, or using a French sample submission form will prompt the PEI Analytical Laboratory's reporting system to generate French reports and correspondence. Similarly, if a client calls or emails in French, the laboratory responds in French with the help of bilingual staff who have been assessed by the Public Service Commission.</li> </ul>
<b>Economic Development, Innovation and Trade</b>	<ul style="list-style-type: none"> <li>The Department reviewed online services, webpages, and applications available to the public. A number of websites have been identified to be made available in French throughout the 2025-2026 fiscal year.</li> <li>NOTE: Other department highlights are described in this section under Innovation PEI which represents a large component of the Department's portfolio.</li> </ul>





# FRENCH LANGUAGE SERVICES ACT

## Education and Early Years

- The Department made education grants available to individuals working in licensed childcare to complete post-secondary courses in early childhood care and education, including courses in French.
- Two new bilingual positions were added to the Department's Early Years Division, increasing the capacity for providing services and support in French:
  - Bilingual Family Home Centre Coach
  - Bilingual Compliance Officer
- The Department continued to offer the Programme de perfectionnement linguistique – a program offered and funded by the French Education, Programs and Services Division for any teacher interested in increasing their level of French language proficiency.
- Several cultural programming opportunities were provided to Island schools – both Public School Branch (PSB) and Commission scolaire de langue française (CSLF) schools – in order to promote the French language and Acadian and Francophone culture.
- Early childhood coaches, including the Bilingual Coach who works with PEI's licensed Francophone childcare centres, received training in the Assessment for Quality Improvement, an empirically based quality rating improvement system.
- The Early Years Diversity and Inclusion team organized a two-day workshop to learn about Practical Functional Assessment and Skill Based Treatment for children with challenging behaviours. The workshop was attended by early childhood educators and professionals from the education and health sectors. Live French interpretation was available for Dr. Hanley's presentations, and workshop materials were provided in French.
- Plain language version of PEI's *Early Learning and Child Care Act* and its Regulations are currently in development and are intended to be made available in both French and English.
- Communication to Francophone early years centres is provided in French. New grant application forms are provided in French.
- All correspondence and communications to the CSLF, the PSB (for French Immersion and Core French teachers), and other French-speaking partners in education goes out in French.
- The Early Years website is now available in English and in French: <https://earlyyearspei.princeedwardisland.ca> and <https://earlyyearspei.princeedwardisland.ca/accueil>
- Information pages about applying for early childhood certification, PEI's Early Development Instrument results, autism services, and several grant programs were made available in French.
  - Apply for Early Childhood Certification: <https://www.princeedwardisland.ca/fr/service/faire-demande-certification-education-petite-enfance>
  - Apply for Internationally Educated Early Childhood Certification: <https://www.princeedwardisland.ca/fr/service/faire-demande-certification-education-petite-enfance-formation-a-letranger>
  - Early Development Instrument: <https://www.princeedwardisland.ca/fr/information/education-et-petite-enfance/instrument-de-mesure-du-developpement-de-la-petite-enfance>
  - Autism Services: <https://www.princeedwardisland.ca/fr/information/education-et-petite-enfance/services-autisme-enfants-et-jeunes>
- All of the Department's news releases and feature stories (37) were issued in both English and French

# FRENCH LANGUAGE SERVICES ACT

<b>Environment, Energy and Climate Action</b>	<ul style="list-style-type: none"> <li>• The Forestry Commission conducted public consultations in 2024-2025. The meeting in Abram-Village included simultaneous translation.</li> <li>• A survey was sent to clients of the PEI Analytical Laboratory to determine their level of satisfaction with the lab's services. The survey was conducted in both English and French.</li> <li>• The public was invited to attend discussion group sessions to assist in the planning of the Acadian and Francophone Community Advisory Committee's upcoming public consultation. A total of three sessions were held entirely in French. The sessions were advertised in the Voix acadienne. Other communications included a bilingual email invitation, an interview with Radio-Canada and an interview with La Voix Acadienne to promote the discussion groups.</li> <li>• The Acadian and Francophone Affairs Secretariat held a public consultation about the renewal of the Quebec-PEI Agreement for collaboration. French-language invitations were sent to key stakeholders of the Acadian and Francophone community. The consultation session, visual supports, and all related materials were entirely in French.</li> <li>• The Forests, Fish and Wildlife Division has prioritized web content about burning permits, burning restrictions, and wildfires for translation into French.</li> <li>• The Acadian and Francophone Affairs Secretariat continued to work on the implementation of the 2023-2028 PEI Francophone Immigration Strategic Action Plan.</li> <li>• In partnership with the PSC, the Acadian and Francophone Affairs Secretariat planned and held a half-day professional development session (Bonjour Day) on February 11, 2025, for French-speaking staff working in designated bilingual positions as well as those working in positions which are not designated.</li> <li>• The position of Data Management and Quality Control Officer was recently designated as bilingual.</li> </ul>
<b>Executive Council Office</b>	<ul style="list-style-type: none"> <li>• Web content updates were, and continue to be, made in both English and French, to the Engage PEI webpages with the goal of ensuring that information available to the public is both current and accurate.</li> <li>• In 2024-2025, The Anti-Racism Office conducted a grant writing workshop. This initiative was created to support potential applicants to both the Micro and Large Grants. It also ensured the public had an opportunity to provide feedback on the granting process. The workshop was delivered in person in Summerside and Charlottetown, and virtually with the option for French and ASL translation.</li> </ul>

# FRENCH LANGUAGE SERVICES ACT

<b>Finance</b>	<ul style="list-style-type: none"> <li>• A bilingual presentation template has been developed for use by the Minister and Deputy Minister during next year's virtual pre-budget consultation sessions.</li> <li>• Pre-operating budget consultations continue to be offered in French through an online survey as well as a virtual pre-budget consultation with simultaneous translation. The Department also continued to accept written submissions in both English and French. All emails in French received responses in French.</li> <li>• Letters coming into the Department through the Minister's Office and through Taxation and Property Records, and their associated email accounts, represent the largest volume of correspondence. Responses are translated into French when the incoming correspondence is in French.</li> <li>• The Minister's operating and capital budget speeches are translated into French and are published on the government website.</li> <li>• Any emails from ITSS to the CSLF are sent in French.</li> </ul>
<b>Fisheries, Tourism, Sports and Culture</b>	<ul style="list-style-type: none"> <li>• The Division of Rural and Regional Development's bilingual Community Officer shared the Web Translation Program, a pilot project funded by the Atlantic Canada Opportunities Agency designed to support PEI business, cooperatives, and organizations wishing to have their website or web material translated, primarily from English to French.</li> <li>• Tourism PEI maintains a full French website as well as French social media channels and brings in French-language media, tour operators, and social influencers.</li> <li>• Tourism PEI utilized summer and seasonal hiring programs to hire additional seasonal support staff which contributes to Tourism PEI's bilingual capacity.</li> <li>• The annual Provincial Heritage Fair Program (for students grade 4-12) continues to encourage participation of French first language students, as well as immersion students. Prizes and awards are available for top projects presented in French, some specifically for Acadian history themes. Improved data management practices were put in place to allow the Department to track and eventually increase the number of French-speaking students participating in the Heritage Fair.</li> <li>• Outgoing correspondence to schools promoting the Provincial Heritage Fair Program is sent in English and French. Registration forms for schools and student participation are available in English and French.</li> <li>• Under the 2023-2028 Canada-PEI Agreement on Services in the Minority Language, funding was approved to the Sport, Recreation and Physical Activity Division for the Jeux de la Francophonie 2025. Additionally, funding was approved to Tourism PEI for an Executive Director position with the Association Touristique Acadie Î.-P.-É.</li> <li>• Efforts to translate statements of significance relating to heritage properties located in Acadian communities or with a connection to the Acadian and Francophone community have also continued. These listings are sent to Translation Services and then updated on the provincial heritage places' website.</li> <li>• The Rural and Regional Development Division continues to ensure that all program applications, forms and guidelines for all programming is available in both English and French; ensures that all positioning statements from the Rural Communities Council are translated and posted in both English and French; and ensures that the Youth on Board Program is translated and services are actively offered in both English and French.</li> </ul>

# FRENCH LANGUAGE SERVICES ACT

<b>Health and Wellness</b>	<ul style="list-style-type: none"> <li>• The Emergency Health Services Division sought options to upgrade the delivery of 811 telehealth services. The Division is working to improve the availability of bilingual staff so that French-language service requests are answered by a bilingual Registered Nurse rather than through the use of a translation service.</li> <li>• The Department held public consultations regarding the Chronic Disease Framework for PEI. French-language translation services were available for anyone who registered.</li> <li>• A PreVenture pilot program for in-school group-based intervention is being developed to prevent youth substance use. The program will be implemented in both CSLF and PSB schools. The program manual and other materials will be translated into French.</li> <li>• Social media posts were translated into French to inform the public about issues impacting women and gender diverse people. Those messages are being posted to the Department's social media accounts.</li> <li>• The Department continued to distribute Take Home Naloxone Program brochures in French to pharmacies along with naloxone kits.</li> <li>• Environmental Health is working with the Early Childhood Development Association of PEI to offer live French translation during a volunteer food safety course for French-speaking childcare employees.</li> <li>• The Department plans to develop a new volunteer food safety training program which will include a French-language option.</li> <li>• The École-la-Belle-Cloche received project funding through a Wellness Grant.</li> <li>• The PEI French Health Network (Réseau santé en français Î.-P.-É.) received project funding through the Health Innovation Fund.</li> </ul>
<b>Health PEI</b>	<ul style="list-style-type: none"> <li>• Islanders were invited to participate in Health PEI's 2025-2028 strategic planning process. An online survey was offered in both English and French. A virtual French focus group was also held. A total of 10 participants attended the session.</li> <li>• Health PEI staff made a presentation to Francophone newcomers at the end of May 2024. This session was organized by the Réseau d'Immigration Francophone and included information on navigating the PEI health care system.</li> <li>• French-language virtual Home Care services were launched in Prince County. The service was offered to clients who were cognitively able to participate and often replaced phone calls. In this fiscal year, a total of 23 French-language virtual visits were completed.</li> <li>• Health PEI expanded training on active offer from Prince County to include Kings County Home Care staff. Long-Term Care staff also began active offer training.</li> <li>• Health PEI has begun working on Foundational Level 2 of the HSO Language Standard in Home Care Services. It includes a surveyor evaluation which is planned for the fall of 2026.</li> <li>• Health PEI is planning to launch a new day program in French in Abram-Village this fall. Two staff have been hired and work is ongoing to identify participants for the day program.</li> <li>• The pilot project to address linguistic insecurity continued to be carried out at Summerset and Maplewood Manors. Examples of activities to increase staff comfort levels in speaking French included events to celebrate the Rendez-vous de la Francophonie as well as National Acadian Day.</li> </ul>



# FRENCH LANGUAGE SERVICES ACT

<b>Housing, Land and Communities</b>	<ul style="list-style-type: none"> <li>• Municipal Affairs began a review of the <i>Municipal Government Act</i>. Written submissions were accepted in both English and French via email. There was also a public engagement session that took place in Summerside with simultaneous translation.</li> <li>• The Department plans to translate the brochure and application for the Family Housing Program into French.</li> <li>• Work is underway to translate the Seniors Housing brochure and application into French.</li> </ul>
<b>Human Rights Commission</b>	<ul style="list-style-type: none"> <li>• The Human Rights Commission (HRC) has begun offering education / workshops on Human Rights in French. The HRC has contracted and trained two French-speaking presenters to add to the existing bilingual educator and has solicited opportunities to present to the Francophone and Acadian community. The HRC translated its general presentation and will be translating other presentations as necessary.</li> <li>• The HRC has also engaged one of the French educators on a case-by-case basis to assist French-speaking complainants during the complaint process.</li> <li>• The HRC's bilingual educator is also assisting with inquiries in French.</li> <li>• The HRC has begun a 2.5-year agreement under the Canada PEI Agreement on Services in the Minority Language to enhance human rights resources and supports in French.</li> <li>• This involves education for HRC staff, education for the Francophone and Acadian community, and complaint supports. The project includes activities in the following areas: <ul style="list-style-type: none"> <li>• Increasing content in French on the HRC website</li> <li>• Developing and offering education and awareness presentations in French.</li> <li>• Increasing supports offered in French during the complaints process</li> <li>• Strengthening linkages with the Acadian and Francophone community</li> </ul> </li> </ul>

# FRENCH LANGUAGE SERVICES ACT

<b>Innovation PEI</b>	<ul style="list-style-type: none"> <li>• Innovation PEI collaborated with the Réseau de développement économique et d'employabilité (RDÉE) on a trade mission /business attraction mission in Montréal in June 2025.</li> <li>• The Cultural Development team supported and collaborated with la Fédération culturelle on the Mois de la francophonie.</li> <li>• The Cultural Development team is involved in the planning of National Acadian Day on August 15<sup>th</sup>, which will be hosted in Charlottetown in 2025.</li> <li>• Cultural grants were awarded through various culture programs to several Francophone organizations – including Mont-Carmel, Le Village musical acadien, le Musée acadien –, and historian Georges Arsenault.</li> <li>• Special projects, such as a mural in Summerside depicting Claude Picard's The Irony of History, received support from Innovation PEI.</li> <li>• Innovation PEI has begun displaying artwork by Francophone artists such as Karen Gallant. The panels describing the artwork are always made available in both French and English.</li> <li>• Online information sessions for the Art Grants/Art Bank programs were held in both English and French.</li> <li>• Innovation PEI gave a presentation of its services in French to the RDÉE.</li> <li>• Innovation PEI continues to progressively translate web content into French. The current focus is on strategic sectors such as start-up supports in the community, the bioscience industry and global trade services.</li> <li>• A template for final reports was made available in French to help clients with reporting for their grants.</li> </ul>
<b>Island Regulatory and Appeals Commission</b>	<ul style="list-style-type: none"> <li>• The Island Regulatory and Appeals Commission (IRAC) advertised opportunities for the public to provide written comments related to the maximum allowable rent increase, the Energy Cost Adjustment Mechanism application, the general electrical rate application and the petroleum margin review. Comments could be provided in both English and French. IRAC ran advertisements in local media to encourage participation, including <i>La Voix Acadienne</i>.</li> <li>• For the first time under the new legislation, a backgrounder and news release on the 2024 Annual Allowable Rental Increase were published in both English and French. These were uploaded to the rental section of IRAC's website. The landing page for this information was also translated and provided in French for the first time. The Commission will continue this practice going forward.</li> <li>• Where there is information/content available in French, IRAC provides a link at the top of the webpage, in prominent view, to the French-language page. Often, there are several links to French content throughout a webpage to ensure that the audience knows that, where available, there are documents provided in both English and French.</li> </ul>

# FRENCH LANGUAGE SERVICES ACT

<b>Island Waste Management Corporation</b>	<ul style="list-style-type: none"> <li>• In 2024-2025, several digital resources available on the Island Waste Management Corporation (IWMC) website were translated to French for the first time. This includes the IWMC's Spring Cleanup Guidelines document and a French version of the IWMC's Attention, Rejection, and Road Access Issue tags.</li> <li>• In March 2025, the IWMC began a contract with the local app "Nuwelcom." It offers general information about the IWMC, the Waste Watch Program, and weekly residential collection. The Nuwelcom app allows users to select French as one of 15 language options.</li> </ul>
<b>Justice and Public Safety</b>	<ul style="list-style-type: none"> <li>• Six staff from Family Law and Court Services took part in French legal terminology training between November 2024 and March 2025. The training was arranged with le Centre canadien de français juridique inc., based in Winnipeg. The training was centred around French legal terminology. The training was funded under the official languages agreement with the Canadian Family Justice Fund.</li> <li>• Public consultations for the following legislation were listed on the Department's consultation page in 2024-2025.             <ul style="list-style-type: none"> <li>• <i>Survivorship Act</i></li> <li>• <i>Trustee Act</i></li> <li>• <i>An Act to Amend the Prearranged Funeral Services Act</i></li> <li>• <i>Fortified Building Act.</i></li> <li>• <i>An Act to Amend the Judicature Act</i></li> <li>• <i>An Act to Amend the Coroners Act</i></li> <li>• <i>Fire Safety Act</i></li> </ul> </li> <li>• These consultations were held online and consultation papers were provided in French and English. Feedback to consultation papers is welcomed in French and English.</li> <li>• The following websites are available in French:             <ul style="list-style-type: none"> <li>• <a href="https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/mediation-dun-plan-parental">https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/mediation-dun-plan-parental</a></li> <li>• <a href="https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/programme-visites-et-dechanges-surveilles">https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/programme-visites-et-dechanges-surveilles</a></li> <li>• <a href="https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/pension-alimentaire-enfants-lorsquune-deux-parties-reside-a">https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/pension-alimentaire-enfants-lorsquune-deux-parties-reside-a</a></li> <li>• <a href="https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/programme-dexecution-ordonnances-alimentaires">https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/programme-dexecution-ordonnances-alimentaires</a></li> <li>• <a href="https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/intervenant-pivot-droit-familial">https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/intervenant-pivot-droit-familial</a></li> <li>• <a href="https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/lart-detre-parent-vivant-toits-distincts">https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/lart-detre-parent-vivant-toits-distincts</a></li> <li>• <a href="https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/programme-new-ways-for-families-r-familles-lile">https://www.princeedwardisland.ca/fr/information/justice-et-securite-publique/programme-new-ways-for-families-r-familles-lile</a></li> </ul> </li> <li>• Victim Services commissioned Actions Femmes Î.-P.-É. – a non-profit organization that represents Acadian and Francophone women in Prince Edward Island – to develop a report titled "The Experiences of French-speaking Women Who Have Experienced Gender-Based Violence on Prince Edward Island", a qualitative study conducted by a team of researchers at the Université de Moncton's School of Social Work.             <ul style="list-style-type: none"> <li>• The report contains research and recommendations to help women who have experienced violence receive the services they need to live a violence-free life and thrive in society.</li> </ul> </li> </ul>



## FRENCH LANGUAGE SERVICES ACT

### Liquor Control Commission

- The Liquor Control Commission (LCC) is working on a Frequently Asked Questions (FAQ) page to be added to its website. Once complete, the FAQ will be translated into French.
- The LCC sponsored the MADD school presentation program which presented their new video regarding social responsibility and the awareness needed when consuming alcohol or cannabis. MADD conducted 31 presentations across PEI, five of which were in French.
- The LCC collaborated with the Community Foundation of PEI which awarded a grant to the Centre Goéland with the purpose of developing healing camps for young Francophones.
- The LCC and the Cannabis Management Corporation continue to publish the Executive Summary of their annual reports in English and French.





# FRENCH LANGUAGE SERVICES ACT

## Museum and Heritage Foundation

- The Museum and Heritage Foundation (MHF) 2024-2028 Strategic Plan was translated into French and made available to the public in both printed and pdf formats.
- Work is underway to create bilingual brochures that will be available for the 2025 season. The brochures will be distributed through the Visitor Information Centres across the Island as well as the MHF's seven sites. There are also plans to distribute them through various partners in the tourism and heritage sectors.
- The French Language Services Coordinator did presentations about French-language services at both of the MHF's orientation sessions for all staff (both regular and summer employees) to encourage the active offer of services in French.
- The French Education Programmer visited classrooms in both French-language schools and French immersion schools to deliver artifact-based presentations that align with Grade 6 and Grade 8 curriculum outcomes.
- The Orwell Corner site offered various programs such as:
  - A partnership with the Pendergast family to host day long experiences for grade 12 students where they spend a full day immersed in Acadian culture and activities, including cooking traditional meals and taking part in a kitchen party;
  - An Acadian garden which Grade 5 students from École François-Buote researched and designed to resemble early French colonial gardens;
- The Yeo and Beaconsfield house tours were translated and made available to French-speaking visitors.
- In preparation for the upcoming season, Beaconsfield's Bog Walking Tour was also translated into French.
- The travelling exhibit *Black Islanders: Four Centuries and Counting* was created in English and French. The exhibit was placed on the Beaconsfield grounds for its first public presentation.
- Work is underway to create a new video for visitors arriving at the Acadian Museum. This work involves three phases, including an update to the scenario.
- The staff of the Acadian Museum continued to work regularly with the Acadian and Francophone community on a variety of new projects. For example:
  - Plans are underway to offer handcraft workshops in partnership with the Association Touristique Acadie Î.-P.-É.
  - The first PEI Francophone Living Library (Bibliothèque vivante) was created in partnership with Bienvenue Évangéline during the Rendez-vous de la francophonie
- A mural of a Claude Picard painting was unveiled in Summerside. The Acadian Museum staff assisted the City of Summerside and other partners with logistics as well as the text for the panels and speeches to commemorate the event.
- The Acadian Museum offered training to volunteers who assisted in reorganizing its artifacts collection storage area. This activity was held with the help of the Community Museums Association of PEI and the provincial Collections Manager.

# FRENCH LANGUAGE SERVICES ACT

## Public Service Commission

- The Public Service Commission (PSC) launched an Applicant Tracking System (ATS) for applying to provincial government job opportunities in March 2025. The ATS allows users to toggle their language preference between English and French. Using this feature, candidates are able to view headings and controls on the job board in French and apply to a job in French for the first time.
- In the fall of 2024, the PSC created a new rack card showcasing the benefits of working with the provincial government. The card is reversible with English and French content on opposite sides. These are distributed to job seekers at recruitment events.
- The PSC promotes external bilingual job vacancies online (ex. job boards) and in-person (ex. job fairs) in a variety of ways including but not limited to:
  - Social media (Facebook, Franco ÎPÉ, Instagram)
  - WorkPEI (resume database, job board and social media)
  - University of PEI (job board and job fair)
  - Université de Moncton (job board and job fairs)
  - Coopérative d'intégration francophone (CIF) – email job posters and attend annual Forum Opportunités
  - Collège de l'Île (presentation, contact with professors to communicate opportunities to students, OJT placement communication to departments)
  - Skills PEI job fairs
  - PEI Connectors, Immigrant & Refugee Services Association, Study & Stay (events, presentations)
  - Réseau Santé en français Î.-P.-É (student database)
  - Ilebranchee.ca
  - *La Voix Acadienne*
- The PSC collaborated with the CIF including communication regarding available jobs and attending annual forum and job fair.
- The PSC collaborated with the Réseau Santé en français Î.-P.-É to contact members of the student database and share jobs. The PSC's Bilingual Recruitment Coordinator sits on the Réseau's committee and attends meetings.
- For the second year, seasonal and recall employees were now eligible to take French language training.
- The PSC collaborated with Acadian and Francophone Affairs to continue the work in the creation of the Bonjour Program Training, active offer training for employees of the civil service. These modules and program guides were translated in 2024-2025. They will be finalized for distribution via Moodle in 2025-2026.
- The Employee Assistance Program had the following translated for employees across the government and Health PEI:
  - EAP poster detailing services offered and contact information
  - spring, summer, fall, and holiday newsletters
- The 2025 Annual Premier's Leadership Award for Diversity and Inclusion in the Public Service was updated and made available in English and French. [2025 Annual Premier's Leadership Award for Diversity and Inclusion in the Public Service \(French\)](#)
- Many elements and resources of the You Matter Campaign are now available in French <https://youmatter.princeedwardisland.ca/FR> and <https://youmatter.princeedwardisland.ca/programme-aide-aux-employes>
- New and updated information was added in French to websites pertaining to the Government of PEI Internship Program:
  - <https://www.princeedwardisland.ca/fr/information/programme-stages-du-gouvernement-li-p-e>

# FRENCH LANGUAGE SERVICES ACT

<b>Social Development and Seniors</b>	<ul style="list-style-type: none"> <li>• The Department held public consultations about the Seniors' Action Plan. Public engagement activities included a bilingual survey and town hall meetings. The session in the Évangeline region was held in French.</li> <li>• The Department held public consultations about the Poverty Elimination Strategy. Public engagement was in the form of targeted stakeholder meetings. Participants were provided with the opportunity of participating in French.</li> <li>• Public consultations were also a part of the process to review the AccessAbility Supports and Residential Services programs. A virtual session was offered for clients who required French-language translation.</li> <li>• The Child and Family Services Division is working on a new Complaints Policy. Any documentation about this policy will be available in both English and French.</li> <li>• The Social Programs Division is working on a Social Programs Appeal Frequently Asked Questions (FAQ) document, which will be translated into French.</li> <li>• Other documents which are being translated into French include: <ul style="list-style-type: none"> <li>• At Home Caregiver Benefit Handbook</li> <li>• AccessAbility Supports Handbook</li> <li>• Social Assistance Handbook</li> <li>• Social Programs Social Story</li> <li>• Accessibility Supports Five Areas of Support posters</li> </ul> </li> <li>• In 2024-2025, several program-related webpages were translated into French such as: <ul style="list-style-type: none"> <li>• Seniors Independence Initiative</li> <li>• Seniors Hearing Aid Rebate Program</li> <li>• Seniors Community Meal Grant Pilot Program</li> <li>• Children's Summer Food Program</li> <li>• Age Friendly PEI</li> <li>• TechNTalk</li> </ul> </li> <li>• The Seniors' Secretariat continues to have a dedicated position on its board for a representative of the Francophone community.</li> <li>• Eligibility screening for social programs continues to be offered in French through bilingual staff.</li> </ul>
<b>Transportation and Infrastructure</b>	<ul style="list-style-type: none"> <li>• There are plans to designate three customer service representatives (one for the two Access PEI locations in Charlottetown and one for the new Access PEI location in Cornwall). Work also continues towards designating a bilingual Customer Service Representative position for the Contact PEI call centre.</li> <li>• In 2024-2025, public consultations were held as part of the process to review Access PEI sites so as to determine whether the sites are welcoming, accessible, and met the public's needs. A public survey was used to gather feedback in both French and English. Also, the staff of the Acadian and Francophone Affairs Secretariat gave feedback during one of the stakeholder focus groups.</li> <li>• Service PEI has been working with the Acadian and Francophone Affairs Secretariat to assist with the development of the Secretariat's French Language Services Officer position.</li> </ul>
<b>Workers Compensation Board</b>	<ul style="list-style-type: none"> <li>• The Workers Compensation Board did not submit an annual report for the 2024-2025 fiscal year.</li> </ul>

# FRENCH LANGUAGE SERVICES ACT

## Workforce, Advanced Learning and Population

- The PEI Office of Immigration continues to translate webpages when updates occur and have created a French-language immigration brochure to promote PEI internationally.
- In October 2024, the Office of Immigration attended the Liaison Tour along with Immigration, Refugees and Citizenship Canada (IRCC) and Acadian and Francophone community organizations to promote international French-speaking talents to PEI employers.
- In February 2025, the Office of Immigration attended Destination Canada hosted by IRCC in Paris, along with the CIF, the RDÉE, the Association des centres de la petite enfance francophones de l'Î.-P.-É. (ACPEFÎPÉ), and the CSLF, to attract Francophone talents to the PEI workforce. Regular discussions were held with the CSLF, the ACPEFÎPÉ, and the CIF regarding skill shortages and recruitment strategies.
- The Office of Immigration also joined the Atlantic Francophone Immigration subcommittee to support the international recruitment effort for educational professionals.
- A partnership agreement was established in 2024-2025 with NuWelcom to ensure the newsfeed for government is translated in 15 languages, including French.
- The Office of Immigration is in the process of translating nomination certificates and work permit support letters to ensure French-speaking applicants receive confirmations in French.
- In 2024, SkillsPEI developed a new consent to disclose information form for all external service providers. This form was translated and is available to all providers in French.
- The Gender Equity Diversity Inclusion and Community Enhancement (GEDI) Program guidelines and application form are available in French. Applicants are invited to complete the application form in French.
- Multi-year operational settlement funding agreements were signed with two Francophone organizations (the CIF and the RDÉE). Agreements are in French and written reports are submitted/accepted in French.
- The GEDI Program funded Actions Femmes Î.-P.-É. to equip young (Grade 10 and 11) Francophone leaders with knowledge to help prevent gender-based violence in their relationships.
- The Population and Settlement Division funded Island employers to attend the Destination Canada missions in February/March 2025 to recruit a skilled French-speaking workforce.
- All Post-Secondary and Continuing Education and Student Financial Services-related webpages that were previously available in French were reviewed and updated, and five webpages previously only available in English were made available in French in early 2025. This is an ongoing process.
- The Department continues to provide funding to the Collège de l'Île, which offers Island students the ability to pursue post-secondary education in French on PEI in programs in demand in the workforce such as Early Childhood Educator, Resident Care Work, Licensed Practical Nurse, and Youth Worker.
- The Department continues to provide funding for the University of PEI's (UPEI) Bachelor of Education – Français Langue Seconde Program. The program allows students to continue their post-secondary studies in French and trains future French-language teachers.
- A 2024 Request for Proposals for employment assistance services (EAS) included a requirement that EAS service providers must have the capacity to provide services in French at locations across PEI when significant demand for French-language services exists in accordance with the provisions of the Labour Market Development Agreement.



# FRENCH LANGUAGE SERVICES ACT

## FRANCOPHONE IMMIGRATION STRATEGIC ACTION PLAN

The Francophone Immigration Strategic Action Plan (the Strategy) was announced on June 8, 2023. It focuses on helping employers meet their labour needs, supporting the settlement of French-speaking newcomers, and strengthening the capacity to grow French-speaking immigration to PEI.

The Strategy is being implemented by a governance committee made up of key government institutions with mandates related to Francophone immigration. The Acadian and Francophone Affairs Secretariat is the coordinating body responsible for ensuring the establishment and effective operations of the cross-government governance committee. The governance committee met a total of two times during the 2024-2025 fiscal year, while one-on-one as well as subject specific ad hoc meetings were prioritized. Government institutions involved in the governance committee include:

- Acadian and Francophone Affairs Secretariat
- Population and Settlement Division, Workforce and Advanced Learning and Population
- Office of Immigration
- Health Recruitment and Retention, Health and Wellness
- Staffing, Classification and Organizational Development, Public Service Commission
- French Education, Programs, and Services, Education and Early Years

The following are the highlights of the actions undertaken by the government to meet the goals of the Strategy in 2024-2025:

Goals and objectives	Specific Actions in 2024-2025
<b>Goal 1: Attract French-speaking people who want to immigrate to PEI</b>	
Objective 1.1: Leverage and promote immigration pathways to benefit the French-speaking community	<ul style="list-style-type: none"><li>• The Office of Immigration's bilingual employer outreach Officer continues to actively engage with employers and talents to promote the PEI Provincial Nominee Program and the Atlantic Immigration Program.</li><li>• The Office of Immigration also actively promotes the Francophone Mobility Program to foreign nationals and employers as one of the best pathways to recruit and retain French-speaking talent. This program has been especially effective recently given that all training, education, experience, and responsibilities (TEERs) are currently accepted.</li></ul>

# FRENCH LANGUAGE SERVICES ACT

<p>Objective 1.2: Promote and support targeted French-speaking recruitment</p>	<ul style="list-style-type: none"> <li>• The Public Service Commission launched an Applicant Tracking System (ATS) for applying to provincial government job opportunities, including those of the CSLF and the PSB, in early 2025. The ATS allows users to toggle their language preference between English and French. Using this new feature, candidates can now apply to a job in French.</li> <li>• The Population and Settlement Division gave funding to the CIF and the ACPEFÎPÉ to attend the most recent Destination Canada mission in February 2025. The PEI delegation at the Paris, France, event included the Office of Immigration, the ACPEFÎPÉ, the CSLF, Bulk Carriers, the RDÉE, and the CIF, who also represented and collected applications on behalf of the PSB and the Construction Association of PEI.</li> <li>• The CIF and the RDÉE then represented PEI at the event in Douala, Cameroon. At both events, the CIF informed candidates about labour market needs and employment opportunities in PEI, promoted job opportunities in the province, and represented employers unable to attend the forum. The CIF also fielded candidates' questions about settlement and their plans to move to the Island and hosted many information sessions on behalf of the province during the two events.</li> <li>• The Department of Workforce, Advanced Learning and Population holds regular conversations with organizations such as the Fédération culturelle de l'Î.-P.-É. and the RDÉE. These conversations help to increase government understanding of the unique workforce needs of the Francophone community and identify opportunities for collaboration. These discussions inform the government's broader workforce strategies and help to identify potential areas requiring enhanced support.</li> <li>• The Office of Immigration continues to provide support to employers who are attending Francophone recruitment events by providing information and marketing material, virtual information sessions, and one-on-one follow-up meetings with employers or talents when needed.</li> <li>• The Office of Immigration also continues to engage with employers to explore in-demand occupations. For 2024-2025, occupations in the education, health care, and construction trades sectors were prioritized.</li> </ul>
<p>Objective 1.3: Improve access to priority services and community infrastructure</p>	<ul style="list-style-type: none"> <li>• Both education authorities have developed specific initiatives to support recruitment and retention efforts in order to continue offering quality French-language education. While, for the time being, the PSB has decided to focus its recruitment efforts at the regional and national levels (with hopes of returning to international recruitment in the near future), the CSLF continues to actively recruit regionally, nationally, and internationally. During Destination Canada in Paris, the CSLF engaged with more than 70 candidates at their career booth over two days. The CSLF came back to PEI with over 30 resumes and has so far offered positions to two French educators from abroad. The other candidates will be considered throughout the CSLF's hiring process for the 2025-2026 school year.</li> </ul>

# FRENCH LANGUAGE SERVICES ACT

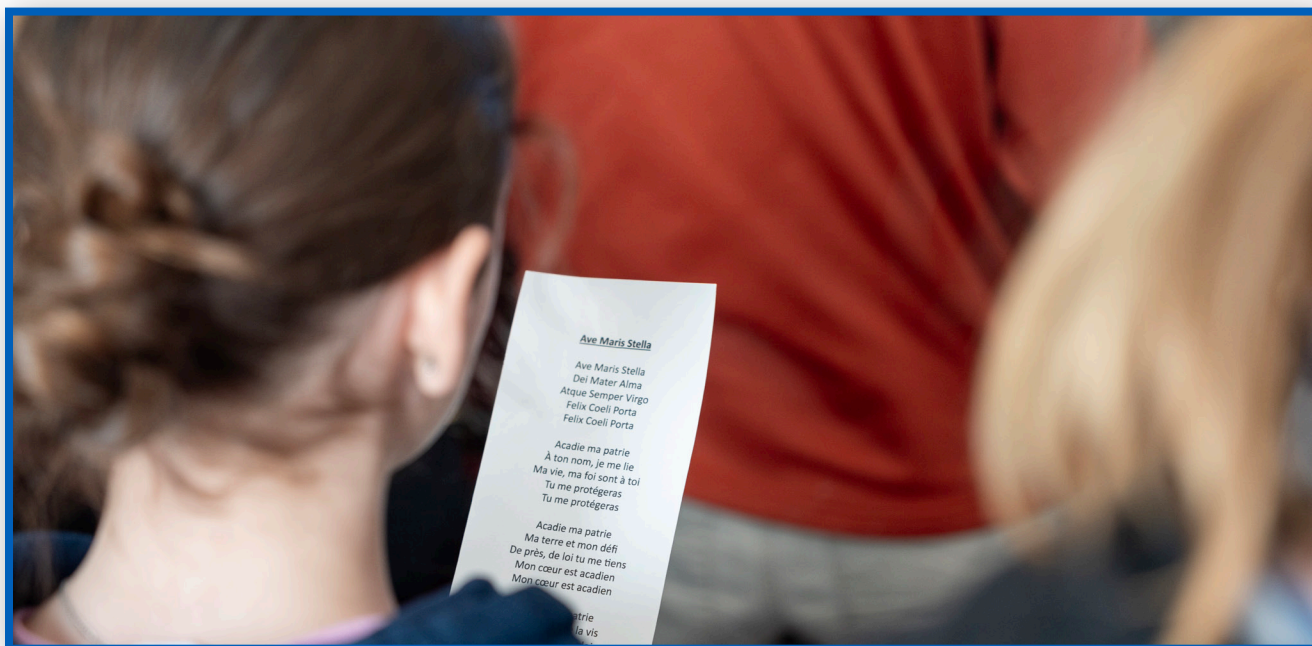
## Goal 2: Help French-speaking newcomers settle and stay in PEI

Objective 2.1: Strengthen French-speaking settlement services	<ul style="list-style-type: none"> <li>Beginning April 2024, the Population and Settlement Division entered a four-year operational agreement with the CIF, the French settlement organization. This funding supports the CIF to continue growth in their areas of focus, including providing settlement services, job and employment opportunities, and community participation, and increasing inclusion and sense of belonging of French-speaking newcomers.</li> <li>The Population and Settlement Division delivers the Gender, Equity, Diversity, Inclusion &amp; Community Enhancement Program with the mission of fostering a more inclusive and equitable PEI. Individuals, including non-permanent residents, are eligible to receive project funding.</li> </ul>
Objective 2.2: Support French-speaking immigrants and families in building connections with employers and industry	<ul style="list-style-type: none"> <li>The Public Service Commission and the Office of Immigration participated in both Opportunités Î.-P.-É. forums organized by the CIF in 2024-2025.</li> <li>In 2024, Department of Workforce, Advanced Learning and Population continued to support the Study and Stay Program, helping international students to build and foster a sense of community with the goal of integration into Island communities. The Study and Stay Program is open to international students at UPEI, Holland College, and Collège de l'Île.</li> </ul>
Objective 2.3: Increase access to information for employers and French-speaking workers	<ul style="list-style-type: none"> <li>The Acadian and Francophone Affairs Secretariat, in collaboration with the CIF and the Office of the Commissioner of Official Languages of Canada held information sessions for newcomers on the <i>French Language Services Act</i> and the <i>Official Languages Act</i>. These presentations gave newcomers information about the linguistic landscape of PEI.</li> <li>The Department of Education and Early Year's Registrar continues to support both the PSB and the CSLF's international recruitment efforts by providing them with information on the requirements to become a certified teacher in PEI. This information assists both education authorities in their recruitment efforts to ensure a stable, qualified, and culturally competent teaching workforce capable of delivering high-quality instruction in French.</li> </ul>

# FRENCH LANGUAGE SERVICES ACT

## Goal 3: Strengthen the capacity to grow PEI's French-speaking immigration

Objective 3.1: Align French-speaking immigration priorities with government's broader immigration, population and workforce development priorities	<ul style="list-style-type: none"> <li>The Office of Immigration prioritizes the health and education sectors as critical needs for the Acadian and Francophone community, while continuing to support workforce priorities across other key sectors.</li> </ul>
Objective 3.2: Foster partnerships and strengthen coordination	<ul style="list-style-type: none"> <li>The governance committee continued fostering partnerships with stakeholders involved in Francophone immigration and attended the Réseau d'immigration francophone's annual meeting in the spring of 2024 to present the Strategy.</li> <li>The Office of Immigration as well as the Acadian and Francophone Affairs Secretariat also attended the liaison tour organized by the CIF and IRCC in late September 2024 to connect with and hear from employers and stakeholders.</li> <li>Best practices and lessons learned respecting international qualification recognition were gathered from Island regulatory bodies via survey in August 2024. The results were shared with regulators in attendance at the Regulator Day Conference in October 2024 hosted by the Population and Settlement Division.</li> </ul>
Objective 3.3: Use research and information to inform decisions	<ul style="list-style-type: none"> <li>The Population and Settlement Division continues to receive regular reporting from the CIF as part of their four-year agreement. These reports contain client metrics, including the number of French-speaking temporary residents accessing services. This valuable data is used in the broader context of government population planning.</li> </ul>





# FRENCH LANGUAGE SERVICES ACT

## GOVERNMENT HUMAN RESOURCE CAPACITY

Government institutions offer services in French partly based on the availability of bilingual employees. The Public Service Commission is responsible for preparing a list of designated bilingual positions and bilingual employees not in designated positions for the public service and Health PEI.

The total number of bilingual employees (the sum of employees in designated bilingual positions and bilingual employees not in designated positions) has been increasing steadily since reporting on the Act began more than a decade ago.

The number of designated bilingual positions has also generally progressed, although that number has fluctuated from year to year based on operational requirements.

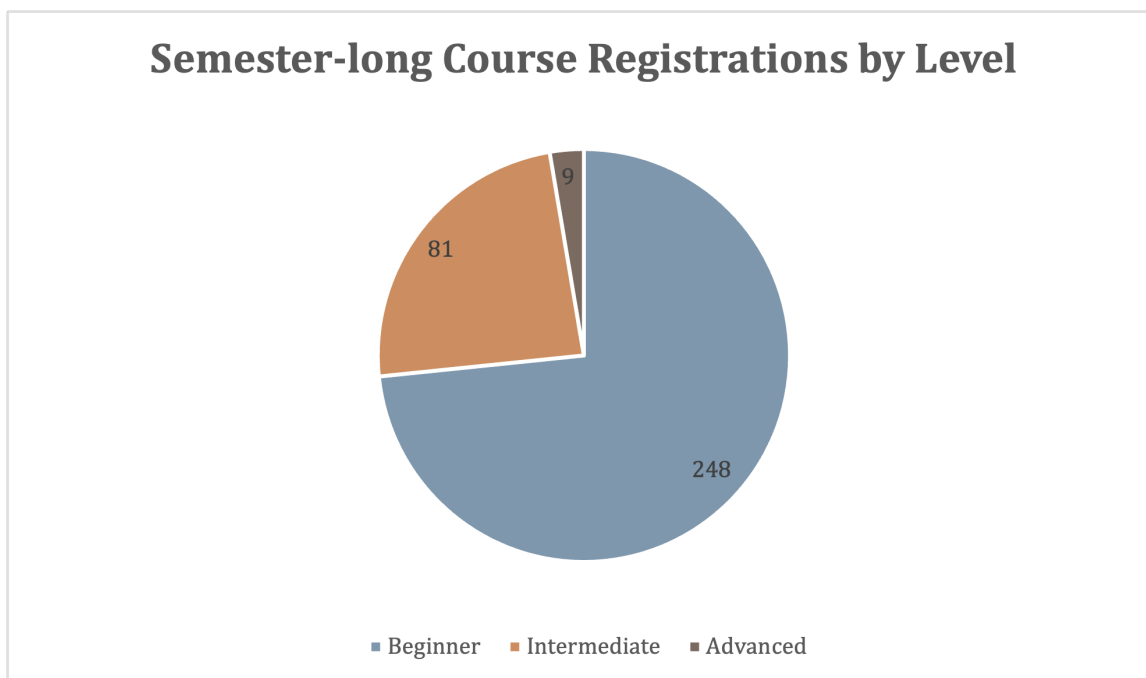
Similarly, the number of bilingual employees not in designated bilingual positions has also trended upwards with some occasional variations. In some instances, variations are due to the fact that previously undesignated positions occupied by bilingual employees are designated or that bilingual employees in undesignated positions move to designated positions via competition, secondments or other human resources processes. In such occurrences, these employees would now be tabulated under “Designated bilingual positions” and no longer under “bilingual employees not in designated bilingual positions”.

Bilingual employees of the Government of PEI	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
Designated bilingual positions	138	141	159	161	162
Bilingual employees <sup>1</sup> not in designated bilingual positions	226	233	212	226	263
Total	<b>364</b>	<b>374</b>	<b>371</b>	<b>387</b>	<b>425</b>

<sup>1</sup> Bilingual employees are employees whose French oral skills have been assessed by the Public Service Commission and who have achieved an “Intermediate Plus” level or higher.

In 2024-2025, 112 oral proficiency assessments were conducted, more than double the 2023-2024 number. Eighty-seven of these assessments were done for staffing purposes, while twenty-five were done on a voluntary basis. These increases came about as a result of enhanced human resource capacity within the Public Service Commission in the coordination and support of French language training and recruitment.

During the 2024-2025 period, government employees were provided with the opportunity to participate in a variety of French language training courses. These courses were offered by UPEI and were categorized into four six-week courses and thirteen 10-week courses. The courses were available at the beginner, intermediate, and advanced levels. For this type of training, 338 registrations were accepted in 2024-2025, compared to 189 in 2023-2024.



Half-day thematic workshops were also offered. Employees could choose workshops to dovetail with the nature of their work or to target specific learning objectives. The workshops offered in 2024-2025 were:

- The Art of Communication: Making the Difference in Client\Customer Service in French
- Mastering French Pronunciation through the Vowel Triangle
- Writing Workshop: Improving sentences and avoiding common mistakes

A total of 101 registrations were accepted for those workshops.

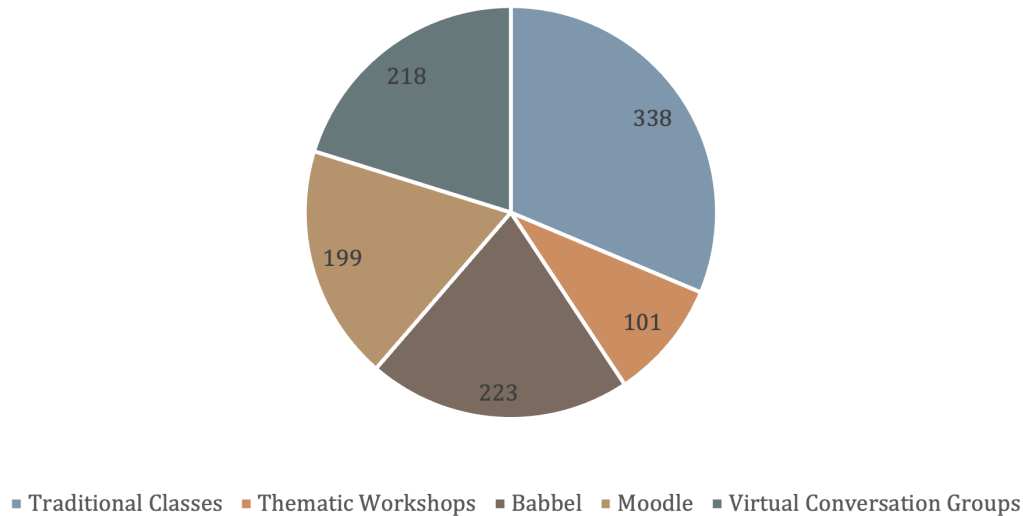
In addition to traditional French language training and thematic workshops, the Commission provided Babbel self-directed learning subscriptions to both civil service and Health PEI employees who regularly interact with the public in their positions. A total of 223 employees took advantage of this opportunity.

Furthermore, the Commission collaborated with UPEI to offer virtual conversation groups to employees. UPEI students and facilitators led 30 and 45-minute sessions for beginner, intermediate or advanced employees for a total of 17 sessions a week. UPEI also offered a French Placement Test to assist employees in choosing a group based on their proficiency level. There were 218 registrations for conversation groups in 2024-2025.

New in 2024-2025, employees had access to Moodle self-paced French language training courses. Moodle courses provide more than 50 hours of self-paced learning material at intermediate and advanced levels. Moodle courses include topics such as:

- Verb Form and Vocabulary Acquisition Exercises
- Vocabulary Consolidation: Four Professional Communication Topics

## French Language Training by Type



“The French Language Training Program was a great chance to refresh my previous immersion training and engage in conversation with fellow participants. Rebuilding my language skills will help me provide improved service to French-speaking taxpayers, and I highly recommend other employees to take advantage of this valuable opportunity.”

– Ryan Pineau, Provincial Tax Commissioner with the Department of Finance.

The French Language Training Incentive Program (FLTIP) launched in the fall of 2023 continued in 2024-2025. The program has three main objectives: to build bilingual capacity across government, to increase enrollment rates, and to increase completion rates of French language training. Under the FLTIP, civil service employees who pursue French language training are now eligible to receive a monetary incentive upon course completion. This training pathway incentivized employees to further develop their French skills with the monetary value of the incentives increasing at each level.

In addition to encouraging the acquisition of new French language skills, the FLTIP includes a component focused on maintaining existing French-language skills. This Maintenance Program is aimed at bilingual employees, such as those who have graduated from French immersion programs or members of the Acadian and Francophone community that don't have the opportunity to speak French frequently. Employees enrolled in this program had to participate in ten virtual conversation groups and two half-day workshops of their choice in 2024-2025 in order to qualify for an incentive.

# FRENCH LANGUAGE SERVICES ACT

The FLTIP continued to have a significant impact on registration and completion rates for French language training. Total participation in French language training programs reached 1,079 in 2024-2025 up from 554 in 2023-2024 and 257 in 2022-2023. Providing additional training offerings such as Moodle courses in 2024-2025 as well as the continued practice of scheduling UPEI courses during regular working hours (started in 2023-2024) created a synergy to achieve the results described above.

A total of 271 FLTIP payments were issued in 2024-2025.

“The French Language Incentive Program has benefitted me in so many ways. It’s significantly improved my French-speaking skills, allowing me to engage in conversations with other French-speaking employees which then allowed me to gain relationships and meet new people. It’s also helped me gain back my confidence in speaking French with clients all while looking forward to an incentive at the end of it! I thoroughly enjoy this program and hope it continues!”

– Emily Allen, Talent Acquisition Consultant with the Public Service Commission.

## TRANSLATION SERVICES

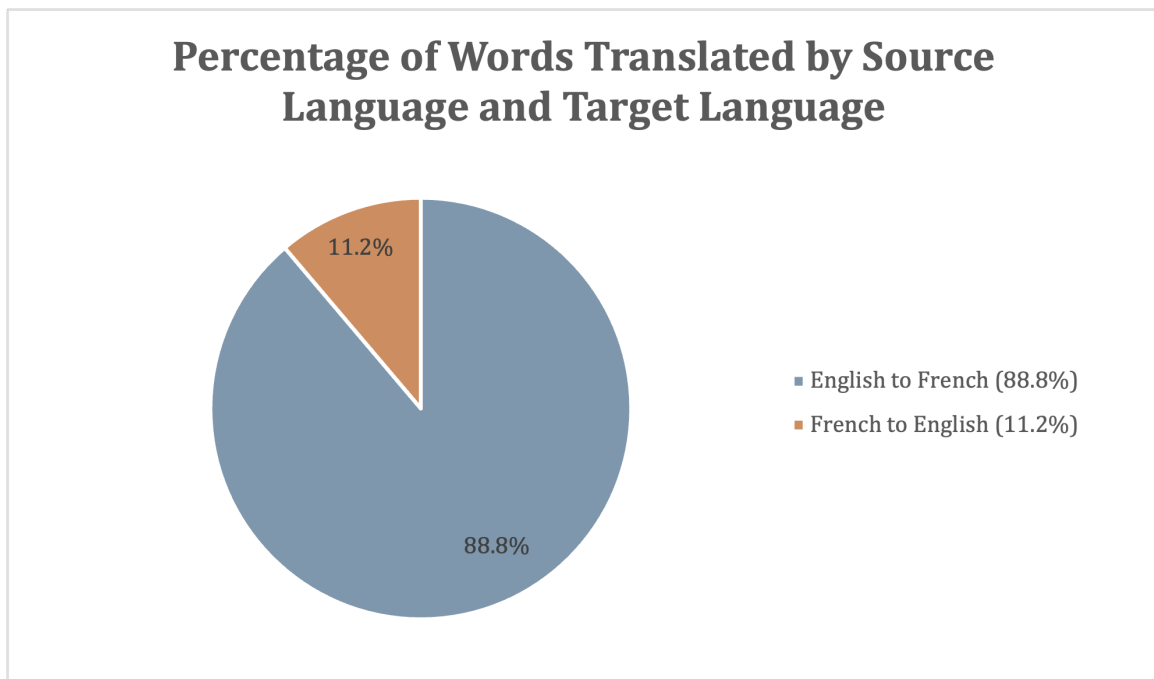
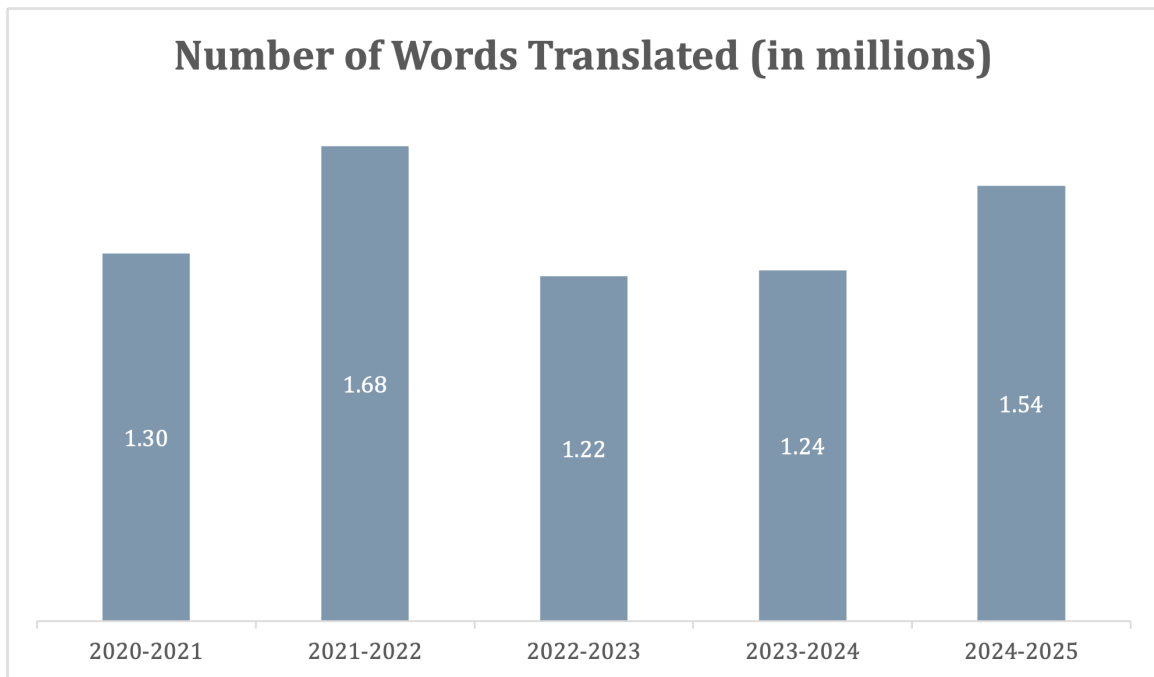
The provincial government’s Translation Services play a key role in the delivery of services in French by government institutions. Translation Services enable government institutions to increase the amount of information available in French. In 2024-2025, Translation Services translated 1,537,134 words, of which 88.8% were translated from English into French and 11.2% from French to English. Translation Services received a total of 2,491 translation requests. The turnaround for more than 40% percent of those requests was less than 48 hours.

Many types of documents are translated each year, from news releases and public advisories to consultation documents and guides on a wide range of topics. A particular emphasis is placed on translating documents and web content related to the service priorities of the Acadian and Francophone community.

Translation from French to English can be required when correspondence, forms or reports are submitted to government by PEI’s French-speaking public and community organizations. The translation of medical records originally created in French outside the province can also be required. Some translation from French to English is also required to support the government’s participation in federal-provincial-territorial tables and working groups.



# FRENCH LANGUAGE SERVICES ACT



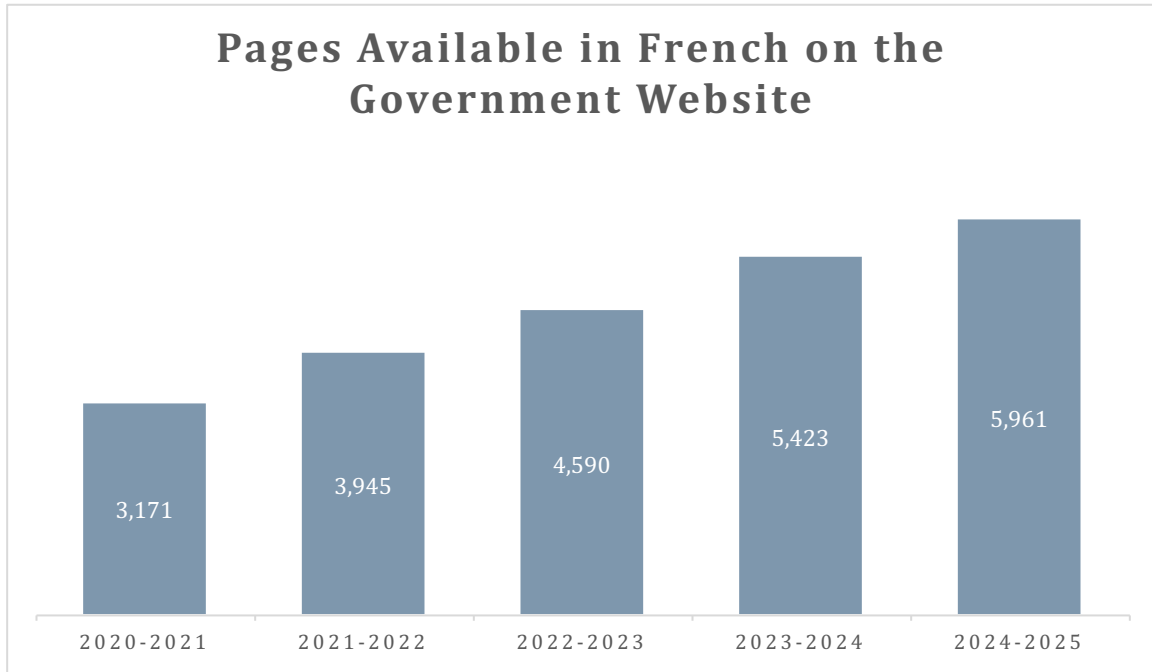
## PROVINCIAL GOVERNMENT WEBSITE

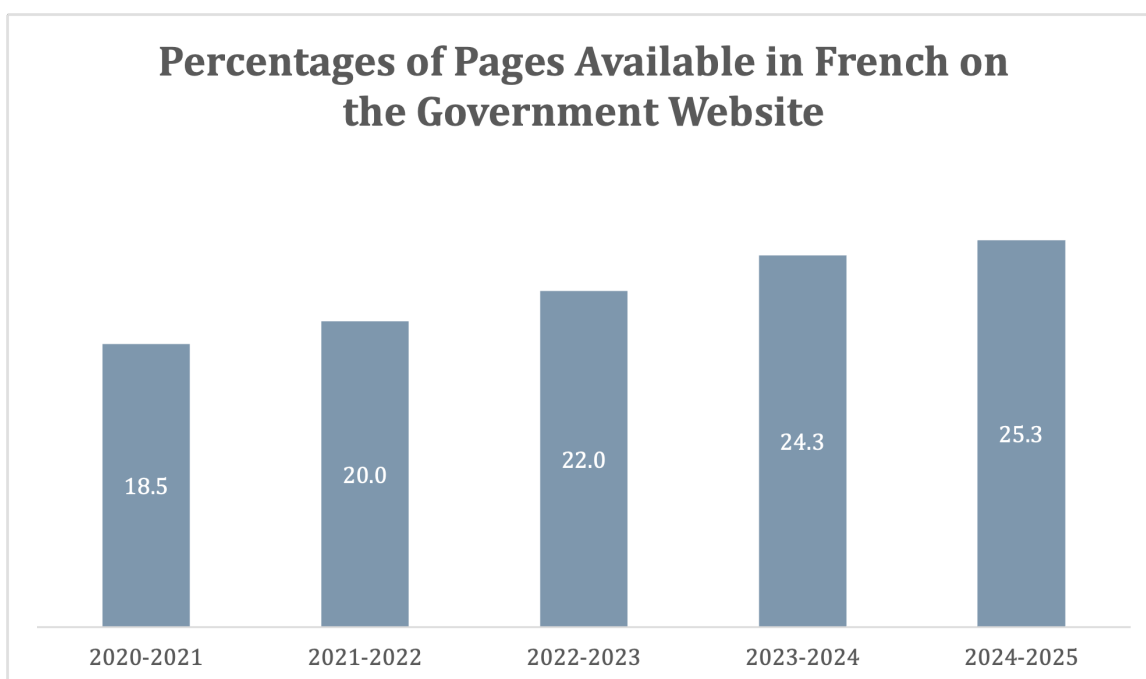
The PEI government website continues to be the main platform for increasing access to information in French, a priority sector for the Acadian and Francophone community. The website is used by the government to publish information about its programs and services, as well as provide access to online services.

# FRENCH LANGUAGE SERVICES ACT

As of March 31, 2025, the site had 5,961 pages in French, up from 5,423 in 2023-2024. There were a total of 23,527 webpages as of March 31, 2025, meaning that 25.3% of the website was available in French as of that date.

French-language pages have been increasing in both absolute numbers and as a percentage of total pages.



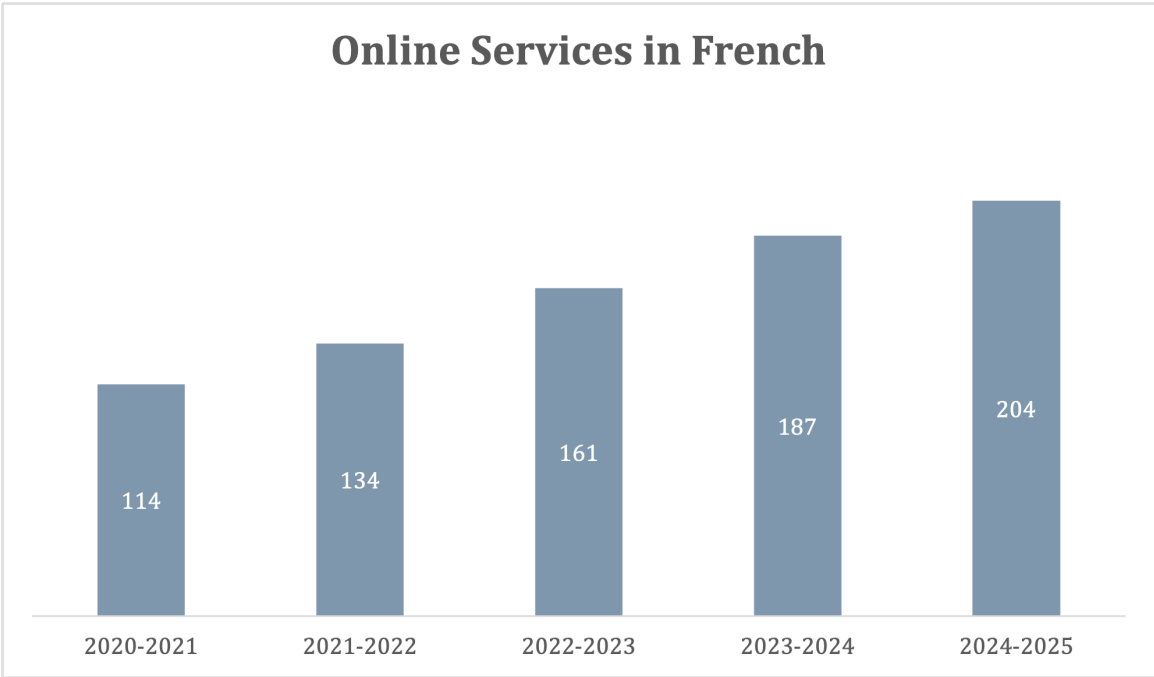


The website also makes it possible to offer online services in French. As of March 31, 2025, the site offered 204 online services in French, up from 187 in 2023-2024. The following institutions added new online services in French during the 2024-2025 fiscal year:

- Department of Education and Early Years
- Department of Health and Wellness
- Health PEI
- Department of Workforce, Advanced Learning and Population
- Executive Council Office

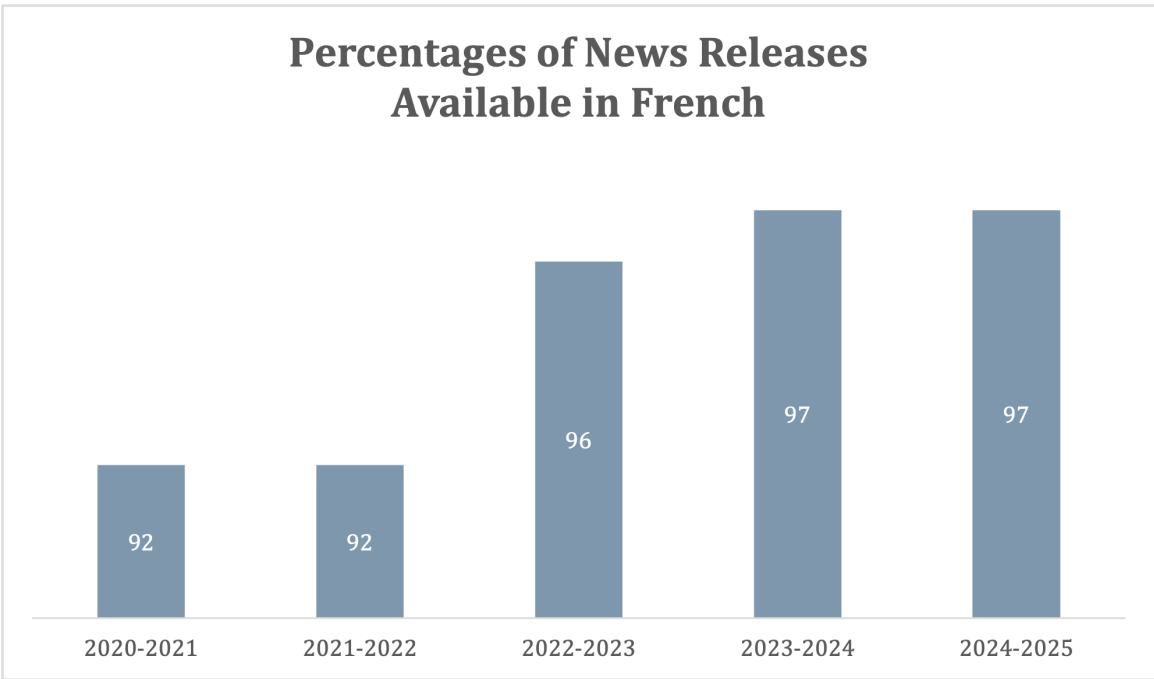
Some of the online services that were made available in French in 2024-2025 include:

- Children with Complex Needs Navigation Program
- Request to Self-Refer for a Colonoscopy
- Canadian Adult Education Credential (CAEC)
- Request for Reconsideration of Materials Policy (Public Library Service)



## GOVERNMENT NEWS IN FRENCH

In 2024-2025, the government issued 344 news releases in French out of a total of 355, or 97%. This is the same as in 2023-2024 and an increase over previous years when the percentages were as follows: 2022-2023, 96%; 2021-2022, 92%; 2020-2021, 92%. These news releases provided important information about government services and programs.





## Moving Forward

Building on the progress made in 2024-2025, the Acadian and Francophone Affairs Secretariat will continue to collaborate with the government institutions subject to the Act to **designate additional services**. As always, these efforts will be driven by the service priorities of the Acadian and Francophone community and the government's capacity.

Furthermore, in order to direct French-speaking Islanders to the wide range of French-language services already provided by the provincial government and promote these services, the Secretariat will create and staff a French Language Services Officer position in the upcoming fiscal year.

Further to the success of the initial Bonjour Day in 2024-2025, the Secretariat will hold a second edition of **Bonjour Day** in 2025-2026 with the aim of continuing to address the theme of linguistic insecurity for bilingual public service employees and encourage the uptake of French language training and French language proficiency assessments. Bonjour Day will also play an important part in the continued drive to build a supportive community of practice for employees offering French-language services and to increase government capacity to provide services to French-speaking Islanders.

In the same vein, the Secretariat will continue its collaboration with the Public Service Commission to make **active offer training** available to provincial public service employees. The Active Offer Training Program aims to equip employees with tools and best practices to make an active offer of services in French. The roll-out is planned for 2025-2026.

In 2025-2026, the Secretariat will support the **Acadian and Francophone Community Advisory Committee** in conducting the next consultation of the Acadian and Francophone community on service priorities.

Further to negotiations undertaken in 2024-2025, a new iteration of the **Quebec-PEI Cooperation and Exchange Agreement** should be finalized and signed in 2025-2026.

Finally, maintaining **open communication channels and productive relationships with the Island's Acadian and Francophone community** as well as with the French-language services coordinators, the program delivery teams and senior management of institutions subject to the Act will remain key to achieving the Secretariat's mandate.

## Contact Information

*French Language Services Act*

P.O. Box 58, Wellington, PE C0B 2E0

**Tel:** 902-854-7446

**Fax:** 902-854-7255

**Email:** [bonjour@gov.pe.ca](mailto:bonjour@gov.pe.ca)

<https://www.princeedwardisland.ca/en/topic/acadian-and-francophone-affairs>

<https://www.princeedwardisland.ca/fr/sujet/affaires-acadiennes-et-francophones>



*Acadian and Francophone Affairs*  
*French Language Services Act*  
**ANNUAL REPORT**  
2024-2025

