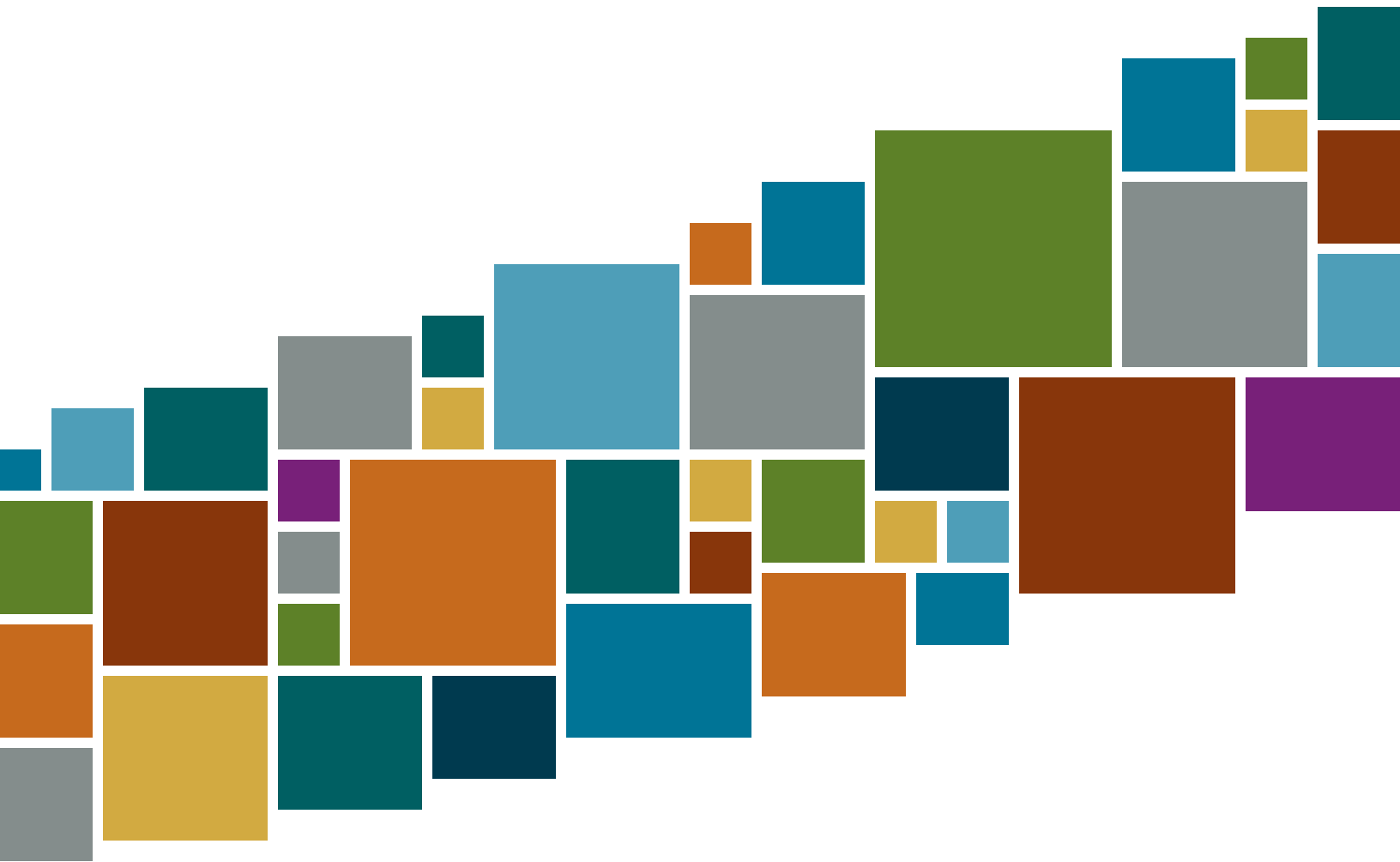


Bonjour Hello

2016-2017  
REPORT  
ON FRENCH  
LANGUAGE SERVICES



Available in alternate formats, upon request.

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## Glossary

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AMBM	Association of Manitoba Bilingual Municipalities
BSC	Bilingual Service Centre
CCFM	[Franco-Manitoban Cultural Centre]
CDEM	[Economic Development Council for Manitoba Bilingual Municipalities]
CMAFLS	Canada-Manitoba Agreement on French-Language Services
DSFM	[Franco-Manitoban School Division]
FAAC	Francophone Affairs Advisory Council
FLS	French Language Services
INCF	Intergovernmental Network of the Canadian Francophonie
MCCF	Ministerial Conference on the Canadian Francophonie
RHA	Regional Health Authority
SFM	[Franco-Manitoban Society]
USB	[University of St. Boniface]
WTCW	World Trade Centre Winnipeg



Honourable Rochelle Squires  
Minister responsible for Francophone Affairs

## Message from the Minister

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I am honoured to present the report on the Manitoba government's achievements in the area of French language services for 2016/17. This year was marked by considerable progress in our ongoing efforts to better meet the needs of Manitoba's Francophone community.

The year was a breakthrough one for Manitoba's Francophone community. In June 2016, the Manitoba government adopted The Francophone Community Enhancement and Support Act, which establishes the legislative requirement for public bodies to take the needs of Manitoba's Francophone community into consideration in their delivery of programs and services. With all members of the Legislative Assembly voting to support the Act, it was noted as one of the most significant provincial commitments to the Francophone community since the French Language Services Policy was introduced in 1989 and the Chartier Report was tabled in 1998.

As Minister responsible for Francophone Affairs, I am very pleased that The Francophone Community Enhancement and Support Act was enacted. It provides the framework for enhancing the vitality of our Francophone community, and for supporting and assisting its development. The Act also redefined the term "Francophone" for all Manitobans. The new definition now includes not only those persons in Manitoba whose mother tongue is French but also those persons in Manitoba whose mother tongue is not French but who have a special affinity for the French language and who use it on a regular basis in their daily life. This Act demonstrates not only that our government is committed to Manitoba's Francophonie, but that it also supports its ongoing development.

I am also particularly proud to have established, through the legislation, the Francophone Affairs Advisory Council (FAAC), comprised of senior government officials and community members. The FAAC is co-chaired by the Clerk of the Executive Council and the Chair of the Board of the Société franco-manitobaine (SFM). The FAAC had a very productive inaugural meeting on November 29, 2016, and I look forward to continued dialogue, input and government-community collaboration as members embark on essential work regarding the priority issues for Manitoba's Francophone community.

I look forward to ongoing support from the community and government partners as we continue the advancement of the Francophone community in Manitoba.

# Evolution of French Language Services Implementation

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## Evolution of French Language Services Implementation

### 1989 - 1991

- Introduction of French Language Services (FLS) policy in November 1989
- Implementation of FLS based on official policy and as a continuation of some pre-policy initiatives
- Study regarding ways and means of ensuring French language health services (the Gauthier Report)
- Signing of the Canada-Manitoba General Agreement on the Promotion of Official Languages (CMGAPOL)

### 1991 - 1993

- Development of comprehensive guidelines for the implementation of policy and geared to an active offer of French Language Services
- Establishment of the Advisory Committee on Health Services in French and initial follow-up on the Gauthier Report recommendations
- Publication of the *French Language Services Guide*, an information and promotion document
- Posting of bilingual highway signs in designated areas
- Support for the provision of translation services for bilingual municipalities

### 1993 - 1995

- Development of FLS implementation plans based on the guidelines, by departments, Crown corporations concerned and the designated health facilities identified in the Gauthier Report
- Establishment of a second-stage facility for Francophone women and their children (victims of family violence)
- Establishment of special Resource Unit, *Santé en français*, to assist designated health facilities with their planning and delivery of services in French
- Creation of Franco-Manitoban School Division (DSFM)
- Strengthening of Part III of the City of Winnipeg Act regarding the provision of French language services
- Renewal of Canada-Manitoba General Agreement on the Promotion of Official Languages

### 1995 - 1997

- Special efforts to ensure an adequate implementation of policy:
  - Active offer video and orientation sessions for employees in designated positions and designated offices
  - French language training for employees in designated positions
- Studies regarding ways and means of ensuring French language social services (seniors, disabled individuals, etc.)
- Approval and planning of a *Centre du patrimoine* (Francophone heritage centre)
- Designation of Regional Health Authorities (RHAs) to ensure FLS in the consolidated and regionalized health services
- Creation of Working Group on the Enhancement of French Language Services in Manitoba's Justice System
- Support of economic development initiatives in the Francophone community

## 1997 - 1999

- Assessment of the offer and delivery of services as per policy (Dubé Study)
- Review of the FLS policy (Chartier Report)
- Modification of FLS policy and guidelines (based on the Chartier Recommendations)
- Enactment of a regulation re: the obligations of RHAs with respect to FLS
- Promotion of FLS using the Internet and other means
- Provision for FLS in designated areas using new technologies and approaches such as Better Systems Initiative, etc.
- Creation of Advisory Committee on French Language Social Services
- Designation of some social services agencies/ organizations which receive provincial government funding, as ones which must ensure that their services are available in French
- Construction of the Centre du patrimoine (Francophone heritage centre) as an annex to the Franco-Manitoban Cultural Centre (CCFM)
- Cabinet decision to establish bilingual government service centres in the designated areas

## 1999 - 2002

- Creation of a FLS Facilitator team attached to the FLS Secretariat
- Treasury Board approval and detailed planning to establish three bilingual government service centres in Notre Dame de Lourdes, St. Boniface and St-Pierre-Jolys
- Renewal of the Canada-Manitoba General Agreement on the Promotion of Official Languages (CMGAPOL) for the period of 2000-2004
- Establishment of a completely bilingual primary health centre in St. Boniface
- Creation of a Bilingual Health Recruitment Coordinator position
- Establishment of the *Communauté en santé* Board to replace the Advisory Committee on Health Services in French
- Development, with various stakeholders, of a practical model for the delivery of RCMP services in French
- Strengthened funding and support to the DSFM through the Canada-Manitoba General Agreement on the Promotion of Official Languages in Education
- Construction of École Christine-Lespérance, a K-8 Français school in South St. Vital
- Tri-Level Agreement to establish a *comité paritaire* (joint committee) to foster economic development cooperation
- Grant of \$300,000 to Francofonds, to highlight the National Year of the Canadian Francophonie
- Development, finalization and approval of FLS Plans of various designated RHAs, social service agencies, departments and Crown corporations
- Annual publication of a Report on FLS



## 2002 - 2008

- Official opening of the first three Bilingual Service Centres (BSCs) in Notre Dame de Lourdes, St. Boniface and St-Pierre-Jolys
- Establishment of a provincial circuit court and justice generalist position at the BSC in St-Pierre-Jolys
- Designation of the *Conseil communauté en santé* (CCS) as the Official Representative of the Francophone Community in the Areas of Health and Social Services
- Establishment of *FLS Regulation 199/2005* under The Child and Family Services Authorities Act
- Greater emphasis on intergovernmental cooperation through the signing of:
  - cooperation agreements with New Brunswick, the Bas-Rhin (Alsace) and Quebec
  - the Canada-MB Auxiliary Cooperative Agreement on the Promotion of Official Languages – Intergovernmental Cooperation on Francophone Affairs
  - the Canada-Manitoba Agreement on French Language Services 2005/06 to 2008/09
- New funding model for the DSFM, which acknowledges additional and differential costs
- Construction of the Centre scolaire Léo-Rémillard, a Grade 9-12 Français school in South St. Vital
- Opening of École Jours de Plaine, a K-12 Français school in Laurier
- Establishment of six Early Childhood and Family Centres
- Opening of Francophone and bilingual health centres in various rural and urban communities
- Launch of the Health Links – Info Santé call centre, the French-language component of which is provided by the Centre de santé Saint-Boniface
- *Accueil francophone* immigration initiative (Federal-Provincial-SFM)
- Approval of a set of measures to promote the appointment of a greater number of bilingual individuals to quasi-judicial tribunals
- Launch of the *Prix Ronald-Duhamel – Ronald Duhamel Award* (Federal-Provincial-SFM)
- 25<sup>th</sup> Anniversary of the Secretariat highlighted with name change to *Francophone Affairs Secretariat*

## 2008 -2012

- Official opening of the BSC in St. Vital and Ste. Anne and of a temporary BSC in St. Laurent
- Enactment of The Université de Saint-Boniface Act, which grants greater autonomy to the institution
- Signing of the:
  - Canada-Manitoba Agreement on French Language Services 2009-2013
  - Canada-Manitoba Agreement Regarding the Construction Project of Cercle Molière's New Theatre, the inauguration of which was in June 2010
  - Five-year partnership agreement between the Bilingual Service Centres and the SFM's 233-ALLÔ Information Centre
- Construction of the École Aurèle-Lemoine (K-12) in St. Laurent
- Carriage by most of Manitoba's cable operators of Ontario's French educational channel (TFO)
- Grant of \$300,000 over three years to La Maison Gabrielle-Roy and the Circuit littéraire de Gabrielle-Roy, cost-shared equally by Manitoba and Canada
- Expansion of *Accueil francophone* services, with the assistance of increased funding
- Renewal of funding provided to the CDEM and Entreprises Riel to support their economic and tourism development activities
- International business forum, *Centrallia 2010*, organized by the ANIM and the Winnipeg Chamber of Commerce, with financial support from the governments of Manitoba and Canada
- Launch of a pilot project for the creation of bilingual FLS Coordinator positions shared by a cluster of departments
- Launch of the new set of *Bonjour-Hello* promotional tools on Manitoba's active offer of services in French

## 2012 - 2016

- Enactment, in June 2012, of The Bilingual Service Centres Act, designed to guarantee a permanent role for the BSCs
- 10<sup>th</sup> Anniversary, in 2012/13, of the establishment of the first BSCs
- Signing, in October 2012, of the memorandum of understanding between Manitoba and the Lower Normandy Region of France
- International business forum, *Centrallia 2012*, organized by the ANIM and the Winnipeg Chamber of Commerce, with financial support from the governments of Manitoba and Canada
- Creation, in 2013, of the Advisory Committee on the Improvement of FLS, chaired by the Clerk of the Executive Council and comprised of deputy ministers and representatives from the community
- Signing of the Canada-Manitoba Agreement on French Language Services 2013-2014 – 2017-2018
- First reading of Bill 6, The Francophone Community Enhancement and Support Act, in November 2015

## 2016 - 2017

- Enactment, in June 2016, of the Francophone Community Enhancement and Support Act, which established in law existing administrative structures and tools used to serve the Francophone community
- Establishment of the Francophone Affairs Advisory Council comprised of senior government officials and community members

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**Ongoing FLS initiatives:** bilingual forms and documents; bilingual signage in designated areas and centres; services in both official languages in person or via telecommunications through bilingual employees in designated offices and facilities; support for the provision of translation services for bilingual municipalities; contributions to various Francophone cultural, educational, youth, economic, etc. initiatives and projects.

# Highlights 2016-2017

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## Francophone Affairs Secretariat

Created in 1981, the Francophone Affairs Secretariat has the mandate to guide and monitor the implementation of Manitoba's French-Language Services (FLS) Policy in a manner consistent with the concept of Active Offer.

The Secretariat advises and makes recommendations to the government of Manitoba, and the Minister responsible for Francophone Affairs in particular, on the development of government services in French. It serves as a liaison between the government and Francophone organizations in the province.

The significant achievement for the year was indeed the enactment, in June 2016, of The Francophone Community Enhancement and Support Act, which provides a framework for enhancing the vitality of Manitoba's Francophone community and for supporting and assisting its development. Among other things, the legislation established the Francophone Affairs Advisory Council (FAAC), which has the mandate to advise and make recommendations to the Minister responsible for Francophone Affairs. The FAAC must meet at the call of the Co-Chairs at least twice a year.

The Secretariat coordinated the first meeting of the FAAC, which was held on November 29, 2016 and was co-chaired by the Clerk of the Executive Council and the president of the Société franco-manitobaine (SFM). The FAAC is comprised of five Deputy Ministers and five individuals from the Francophone community. The FAAC's inaugural meeting was a very productive

one, with agenda items including an overview of the Francophone community, a discussion regarding priorities, and a review of the draft Terms of Reference for the FAAC. The Honourable Rochelle Squires, Minister responsible for Francophone Affairs, took the opportunity to welcome the members of the FAAC and express her appreciation for their commitment and work to be accomplished.

In December 2016, Teresa Collins was hired as the new Executive Director of the Francophone Affairs Secretariat. She continued with the role as a resource person on the board of Santé en français and also participated in various working groups. Over the course of the fiscal year, the Secretariat's staff provided guidance and assistance, under the newly-elected government, to 17 public bodies, including 13 departments and three Crown corporations. Under the new legislation, every public body identified in the Act must prepare and submit to the Minister a multi-year strategic plan relating to the provision of FLS. The public bodies are working closely with the Secretariat's Policy Unit to create these plans, and seven public bodies developed draft plans by the end of the fiscal year.

The Secretariat's team continued to raise awareness about and promote the use of the *Bonjour-Hello* Active Offer concept. Eight Active Offer orientation sessions were offered to a total of 123 civil servants.

In 2016/17, the Secretariat coordinated 118 registrations for French language training. Training included evening and weekend programs for government employees as well as tutoring of four senior officials. Six employees primarily from the Department of Families participated in a session of *Maintien-perfectionnement* offered during the workday.

With ongoing demand from civil servants, the Secretariat continued its partnership with Organization and Staff Development (OSD) and offered four French DVD ("breakfast, video, discussion") series to a total of 22 civil servants. This series provides an increasingly popular means to promote and encourage bilingual government employees to participate in various French-speaking activities.

The Francophone Affairs Secretariat dealt with 31 complaints in 2016/17 (31 in 2015/16), as well as various issues raised by the public regarding FLS.





**Inaugural meeting of the Francophone Affairs Advisory Council – November 29, 2016**

Back row from left to right: Ms. Donna Miller, Co-Chair; Ms. Jacqueline Blay, Co-Chair; Ms. Aileen Clark; Ms. H el ene Fisette; Mr. Jay Rodgers; Mr. Louis T etrault; Ms. Teresa Collins; Mr. Alexandre Brassard; Mr. Daniel Boucher.

Front row from left to right: Ms. Julie Frederickson; Ms. Mich ele Lagimodiere-Gagnon; the Honourable Rochelle Squires, Minister responsible for Francophone Affairs; Mr. Jacob Atangana-Ab e; Ms. Karen Herd; Mr. Frederick D. (Rick) Mantey.

Fifteen of the complaints were lodged subsequent to the announcement of the closure of the QuickCare Clinic in St. Boniface. The other complaints pertained to issues of lack of active offer in person and on the phone; unavailability of bilingual staff to assist members of the public; errors in signage; and the lack of availability of documents in French, in electronic or print formats. In summary, there were eighteen complaints

related to health services, six to various government departments, one to municipal services, and five to Crown corporations and other public bodies. One complaint was deemed inadmissible. During the year, the Secretariat implemented an online system for the public to file FLS-related complaints. The electronic submission form is easily accessible on the Secretariat’s website at [www.manitoba.ca/fls-slf](http://www.manitoba.ca/fls-slf).



**Raising, for the first time, of the Francophone flag at Memorial Park – March 1, 2017**

From left to right: Mr. Daniel Boucher, Chief Executive Officer of the Soci et e franco-manitobaine (SFM); Mr. Andrew Smith, MLA for Southdale; Mr. Emmet Collins, Vice-President of the Board of Directors of the SFM; Ms Sarah Guillemard, MLA for Fort Richmond, representing the Honourable Rochelle Squires, Minister responsible for Francophone Affairs.

Photo credit: Mr. Geoff Banjavich.



**Meeting of the Honourable Rochelle Squires, Minister responsible for Francophones Affairs, with the Soci et e franco-manitobaine (SFM) – January 10, 2017**

From left to right: Ms. Teresa Collins, Francophone Affairs Secretariat; Honourable Rochelle Squires; Mr. Emmet Collins, SFM; Mr. Nicolas Audette, SFM; Ms. Jacqueline Blay, President of the SFM; Ms. Diane Bazin, R eseau communautaire; Mr. Daniel Boucher, CEO of the SFM.

Photo credit: Ms. Ren e Beaudry, SFM.

The Secretariat organized a number of meetings with representatives of government departments and Manitoba's Francophone community to share

information and ideas on specific issues and to prepare recommendations or develop solutions and strategies.

## Bilingual Service Centres

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2016/17 marked the 15<sup>th</sup> Anniversary of the establishment of the first of six Bilingual Service Centres (BSCs) in Manitoba. The BSCs continued to serve the public in the following regions: Interlake; Mountain; Red River; Seine River; St. Boniface; and St. Vital–St. Norbert.

During the fiscal year, the BSCs received a total of 201,528 requests for services. The Information Specialists promoted the programs and services of the BSCs and the Manitoba government by participating in outreach activities and hosting kiosks in various communities. They also visited several areas of the province that they had not previously visited.

Training sessions were organized in collaboration with various government departments to ensure continuous development and education of the Information Specialists working in the BSCs. The training helped them access the necessary tools to deliver new and better quality services in their respective communities.

Due to the full-time presence of the Information Specialist in the BSC – Red River Region, 5,105 additional service requests were handled over the previous year in the region. The Navigator in the BSC – Interlake Region reached out directly and served over 2,300 member/clients in the Métis community. The Circuit Court continued to serve the Red River Region on a four-week rotation and with special sittings in the client's official language of choice. There was a total of 27 sessions during 2016/17. BSC website visits totalled 38,200, an average of 104 visits per day. This represents a 5% increase over the previous year.

In April 2016, the BSC – St. Boniface Region completed the final stages of its relocation from 614 Des Meurons Street to 170 Goulet Street. Manitoba Families and the Winnipeg Regional Health Authority, previously housed with the BSC, are now operating within the amalgamated service structure of the Access Centre, physically located on separate floors from the BSC. The BSC continues to offer services from all three levels of government on the main floor of the building. Community residents continue to benefit from the overall complete offer of health and social services in both official languages. However this change had a significant impact on the number of clients accessing services through the BSC (31,806 compared to 86,049 in the previous year).

The BSCs Coordinator's head office relocated to the BSC – St. Boniface Region in April 2016. The BSCs Coordinator maintained regular visits to the BSCs in all other regions for staff meetings, training and general meetings with members of the Francophone community and regional government personnel.

In early 2017, the BSCs Coordinator completed an evaluation of the methods used to track service requests in all BSCs. A new database was established in order to generate a more streamlined and accurate reporting structure.

The partnership continued between the BSCs and the Société franco-manitobaine's 233-ALLÔ Information Centre, ensuring seamless information and services between the community and government bodies.

## Intergovernmental Cooperation

### Intergovernmental Network of the Canadian Francophonie

Over the course of the year, the Executive Director of the Francophone Affairs Secretariat actively participated in meetings of the Intergovernmental Network of the Canadian Francophonie (INCF). This group of government officials is charged with carrying out follow-up activities to implement priorities of the Ministerial Conference on the Canadian Francophonie and preparing for the next edition of the conference.

### Ministerial Conference on the Canadian Francophonie

The Executive Director of the Francophone Affairs Secretariat attended the 21<sup>st</sup> Ministerial Conference on the Canadian Francophonie (MCCF) June 22-23, 2016 on behalf of the Honourable Rochelle Squires, Minister responsible for Francophone Affairs. The meeting was held in St. John's, Newfoundland and Labrador under the theme *The Wind in Our Sails*.

The Ministers responsible for the Canadian Francophonie discussed important issues, including the goals and parameters for the Forum on Francophone Immigration, to be coordinated by New Brunswick and bringing together the federal, provincial and

territorial ministers of the Canadian Francophonie and immigration ministers. With regard to Francophone tourism, governments reaffirmed their desire to work together to put forward a tourism circuit project, taking into account the specific tourism characteristics of each jurisdiction. The Ministers discussed ways to enhance the quality of French language services and also best practices that support the implementation of active offer. Another topic of discussion was the possible creation of a forum for federal-provincial-territorial dialogue on early childhood development.

The MCCF, created in 1994, is the only intergovernmental forum that brings together the ministers responsible of the Canadian Francophonie. The next MCCF will be held on June 22-23, 2017 in Ottawa, Ontario, on the occasion of the 150<sup>th</sup> Anniversary of Confederation.

### Forum on Francophone Immigration

In March 2017, the federal, provincial and territorial Ministers responsible for Immigration and their colleagues responsible for the Canadian Francophonie participated in a historic meeting in Moncton, New Brunswick, focusing specifically on Francophone immigration. New Brunswick Ministers responsible



Ministerial Conference on the Canadian Francophonie – June 22-23, 2016, St. John's, Newfoundland and Labrador

for Immigration and Francophonie, Honourable Donald Arseneault and Honourable Francine Landry, co-chaired the meeting.

The first pan-Canadian Forum on Francophone Immigration, organized jointly by the Ministerial Conference on the Canadian Francophonie and the Forum of Ministers Responsible for Immigration, allowed for a fruitful dialogue between the Ministers present.

Discussions during the Forum brought forth the desire for the Ministers in attendance to agree to work together to enhance promotion efforts aimed at French-speaking immigrants and foster their recruitment, selection and integration. They also discussed various measures that could be adopted. Such efforts could include working with interested provinces and territories to add a Francophone

dimension as part of any renewed immigration bilateral agreements, mobilizing a greater number of partners in efforts to promote Francophone immigration to Canada abroad, supporting the enhancement of pre-arrival services in French for French-speaking immigrants, increasing the selection of French-speaking immigrants through federal programs and continuing to nominate French-speaking immigrants through provincial and territorial nominee programs.

The Ministers also discussed the importance of continuing to support capacity building in local Francophone communities across Canada by strengthening the provision of French language services in these communities, promoting French-speaking and bilingual newcomers' social and civic participation, and encouraging employers to recruit them as part of their workforce.



**Forum on Francophone Immigration – Group photo of Ministers responsible for Immigration and Ministers responsible for the Canadian Francophonie – March 31, 2017, Moncton, New Brunswick**



## Cooperation Agreements

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### Canada–Manitoba Agreement on French-Language Services 2013–2018

The Francophone Affairs Secretariat coordinated, for Manitoba, the inclusion of projects to be funded in 2016/17 under the Canada-Manitoba Agreement on French-Language Services 2013–2018.

Under this cost-sharing mechanism, Manitoba's annual \$1.4 million contribution (for a total of \$7 million over five years) is matched by Canada to support the development, delivery and expansion of quality government services in French for Manitoba's Francophone community and support initiatives with structuring effects intended to enhance its vitality. See: [www.manitoba.ca/fls-slf/pdf/cmafls\\_2013-2018.en.pdf](http://www.manitoba.ca/fls-slf/pdf/cmafls_2013-2018.en.pdf).

A wide variety of initiatives were cost-shared equally by Manitoba and Canada in various sectors of activity. Some examples include:

- Early Childhood and Family Centres (\$550,000 per year since 2013/14);
- Bilingual Municipal Activities and Programs (\$400,000 per year);
- Santé en français (\$593,400 per year).

The provincial partnership between Sport, Culture and Heritage, the Francophone Affairs Secretariat and the Manitoba Arts Council continued in 2016/17. This enabled Manitoba to access matching funds from the federal Department of Canadian Heritage to implement the final year of the three-year program *Appartenances et rapprochements culturels par les arts – ARCA* (Cultural belonging and connection through the arts). The funding agreement provided for a contribution of \$150,000 from Manitoba and Canada respectively, for a total of \$300,000 over three fiscal years (2014/15 to 2016/17).

The ARCA program gave communities and organizations the opportunity to reflect on their strengths, needs and aspirations and to draw on the required expertise to evolve through the arts in their own sense of cultural belonging or their own capacity to create cultural connections that showcase the community. These projects had to be in the arts, involve professional, emerging or recognized artists in the

community, and had to provide significant opportunity for learning, creation, performance and outreach.

A total of 21 initiatives supported over the three fiscal years, 10 in 2016/17, eight major ones in 2015/16, in addition to three multi-year projects supported in 2014/15. For the period of 2014 to 2016, 10,153 people participated in various training initiatives and 28,454 people attended performances and presentations, for a total of 38,607 participants benefitting from the ARCA program.

### Manitoba–New Brunswick and Manitoba–Québec

The Francophone Affairs Secretariat negotiated, for Manitoba, the projects to be funded in 2016/17 under the Agreement for Cooperation and Exchange Between the Government of Manitoba and the Government of Québec With Respect to the Francophonie and the Memorandum of Understanding on Interprovincial Co-Operation Between the Governments of Manitoba and New Brunswick.

Manitoba contributed a total of \$25,000 toward seven Manitoba–Québec projects and \$20,000 toward five Manitoba–New Brunswick projects, with matched funding from its counterparts. This funding allowed the following organizations to benefit from exchanges, mentoring, training, and sharing of expertise: Association culturelle franco-manitobaine; Association sénégalaise du Manitoba; Centre culturel franco-manitobain; Conseil jeunesse provincial; Fédération des communautés francophones et acadienne du Canada; Festival des Vidéastes du Manitoba; Fondation Québec Cinéma (in partnership with Cinémental); Réseau des grands espaces; and Union nationale métisse Saint-Joseph du Manitoba.

### Manitoba–Lower Normandy (France)

In cooperation with Federal-Provincial Relations, the Francophone Affairs Secretariat participates in the implementation of the *Memorandum of Understanding (MOU) Between the Government of Manitoba, Canada and Région Basse-Normandie, France* signed in October 2012. The MOU supports trade and economic partnerships between both jurisdictions, as well as partnerships in other areas such as education, culture, and human rights.

## Prix Ronald-Duhamel – Ronald Duhamel Award

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The *Prix Ronald-Duhamel – Ronald Duhamel Award* is a joint initiative of the Société franco-manitobaine (SFM), Manitoba's Federal Network of Official Languages, the Francophone Affairs Secretariat, and the Association of Manitoba Bilingual Municipalities (AMBM). The Award is presented every two years.



### ***Prix Ronald-Duhamel – Ronald Duhamel Award*** **Ceremony – March 20, 2017, Ste. Anne, Manitoba**

From left to right: Ms. Carolyn Duhamel; Mr. Louis Tétrault, AMBM; Ms. Nicole Champagne; Mr. Richard Pelletier, Mayor of the Town of Ste. Anne; Mr. Guy Jourdain, Commissioner's Representative, Office of the Commissioner of Official Languages of Canada, Manitoba – Saskatchewan.

Photo credit: Ms. Renée Beaudry, SFM.

Officially launched in March 2005, the Award was created to recognize an employee or group of employees of a government or quasi-governmental body at the federal, provincial or municipal level for distinguished service to Manitoba's Francophone community.

This year, the proud recipient of the award was Ms. Nicole Champagne, former Chief Administrative Officer of the Town of Ste. Anne, who is now retired. Ms. Champagne set herself apart throughout her career as a municipal administrator from 2005 to 2016 by playing a key role in introducing French-language communication tools and official documents to the town of Ste. Anne in order to reach the Francophone population. Not only did she make the planning and delivery of French language services a priority to meet the needs of the community, she was also committed to creating a bilingual working environment that fostered greater use of French among municipal staff.

The award ceremony was held in the Bilingual Service Centre – Seine River Region on March 20, 2017 as part of the Rendez-vous de la Francophonie. Members of the general public and public sector employees at the federal, provincial and municipal level are invited to submit nominations for the Award. Additional information is available online at [www.prixronaldduhamelaward.mb.ca](http://www.prixronaldduhamelaward.mb.ca).

# Overview of Bilingual Capacity

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## Overview of Bilingual Capacity

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The public bodies subject to Manitoba's French-Language Services (FLS) Policy provide services in French based on the concept of active offer. In order to ensure the delivery of FLS, these public bodies have designated bilingual positions and review their bilingual capacity when developing or revising their Multi-Year Strategic FLS Plans.

In 2016/17, the total number of civil servants within government departments and Crown corporations who were able to provide services in French was 1,225.6, an increase of 56.5 positions (5%) over the previous year. It should be noted that there has been a steady increase in the overall bilingual capacity across government since the compilation of these statistics began in 2010/11.

The Francophone Affairs Secretariat works closely with public bodies in order to ensure that active offer remains an essential component of service delivery. The number of bilingual employees in non-designated bilingual positions saw continued growth in 2016/17, with their numbers having increased by over 50 positions (8%) compared to the previous year. Despite this positive trend, it should be noted that it is still not unusual for designated bilingual positions to be filled with non-bilingual incumbents.

In 2016/17, a number of public bodies underwent substantial restructuring, and undertook a thorough review to better report the number of designated bilingual positions. As a result of these efforts, some public bodies reported a fluctuation in the total number of designated bilingual positions over the previous year. For example, Families and Justice reported a 28 and 29 percent increase respectively in the number of designated bilingual positions. Overall, the number of designated bilingual positions reported by all public bodies increased by 45.5 positions (6%) over the previous year.

The Secretariat also monitors changes in the bilingual capacity of boards and commissions, the members of which are appointed by the province, to ensure that the number of bilingual appointees allows for the Francophone community to be well served.

The overview of bilingual capacity would not be complete without taking into account the four designated bilingual Regional Health Authorities (RHAs) in Manitoba: Interlake-Eastern RHA, Prairie Mountain Health, Southern Health-Santé Sud and Winnipeg RHA. In 2016/17, the total bilingual capacity of these four RHAs was approximately 3,250.3. There were about 809.5 designated bilingual positions, of which 439.2 (54%) were filled with bilingual incumbents.

## Statistics on Bilingual Capacity 2016/17

Public Bodies	Number of Designated Bilingual Positions	Number of Designated Bilingual Positions Filled With Bilingual Incumbents	Number of Designated Bilingual Positions Filled With Non-Bilingual Incumbents	Number of Vacant Designated Positions	Number of Non-Designated Positions Filled With Bilingual Incumbents	Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)
<b>DEPARTMENTS</b>						
Agriculture	14	2	8	4	11	13
Civil Service Commission	10	4	4	2	20	24
Education and Training	90	82	2	6	32	114
Healthy Child Manitoba Office	5	5	0	0	0	5
Families	92	53	24	15	67	120
Manitoba Housing and Renewal Corporation	3	2	0	1	11	13
Finance	36.6	20.6	14	2	71	91.6
Francophone Affairs Secretariat	17	14	0	3	0	14
Growth, Enterprise and Trade	19	16	3	0	12	28
Health, Seniors and Active Living	13	7	6	0	28	35
Indigenous and Municipal Relations	20	11	7	2	12	23
Infrastructure	4	2	0	2	35	37
Justice	85	69	2	14	122	191
Sport, Culture and Heritage	57	46	0	11	20	66
Sustainable Development	10	6	2	2	25	31
<b>SUBTOTAL</b>	<b>475.6</b>	<b>339.6</b>	<b>72</b>	<b>64</b>	<b>466</b>	<b>805.6</b>

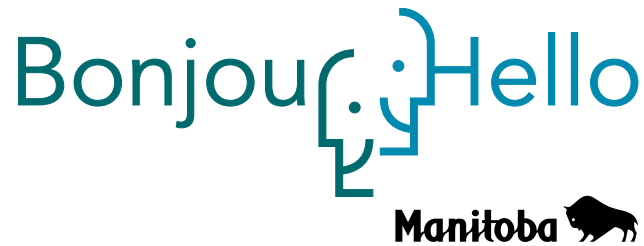
## Statistics on Bilingual Capacity 2016/17

Public Bodies	Number of Designated Bilingual Positions	Number of Designated Bilingual Positions Filled With Bilingual Incumbents	Number of Designated Bilingual Positions Filled With Non-Bilingual Incumbents	Number of Vacant Designated Positions	Number of Non-Designated Positions Filled With Bilingual Incumbents	Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)
<b>CROWN CORPORATIONS / EXTRA-DEPARTMENTAL ORGANIZATIONS / OFFICES OF THE LEGISLATIVE ASSEMBLY</b>						
Addictions Foundation of Manitoba	5	4	1	0	17	21
Children's Advocate	0	0	0	0	2	2
Elections Manitoba	0	0	0	0	1	1
Liquor and Gaming Authority of Manitoba	0	0	0	0	7	7
Manitoba Agricultural Services Corporation	5	5	0	0	No data provided	5
Manitoba Arts Council	1	1	0	0	3	4
Manitoba Film and Sound Recording Development Corporation	2	2	0	0	4	6
Manitoba Hydro	27	20	0	7	No data provided	20
Manitoba Liquor and Lotteries Corporation	139	126	11	2	69	195
Manitoba Ombudsman	2	1	1	0	7	8
Manitoba Public Insurance Corporation	90	72	18	0	59	131
Sport Manitoba	0	0	0	0	2	2
Travel Manitoba	2	2	0	0	3	5
Workers Compensation Board	5	3	2	0	10	13
<b>SUBTOTAL</b>	<b>278</b>	<b>236</b>	<b>33</b>	<b>9</b>	<b>184</b>	<b>420</b>
<b>TOTAL</b>	<b>753.6</b>	<b>575.6</b>	<b>105</b>	<b>73</b>	<b>650</b>	<b>1,225.6</b>

# Appendix I – Statement of Policy

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## French Language Services Policy – March 1999

The French Language Services Policy of the Government of Manitoba recognizes the fact that the French-speaking population of Manitoba is a constituent of one of the fundamental characteristics of Canada. The policy's purpose is to allow this community and the institutions serving it to access comparable government services in the language of the laws of Manitoba.

The services provided by the Government of Manitoba are offered, to the extent possible, in both official languages in areas where the French-speaking population is concentrated. The designated areas are shown on the accompanying map.

Administrative bodies covered by this policy consider the objectives of this policy and possible impacts on the Francophone community when planning and carrying out administrative or legislative reorganizations and reforms, including boundary reorganizations.

French language services are provided in completely bilingual service centres located in the designated areas. They are also provided, as approved or specified by the Minister responsible for Francophone Affairs, in partially bilingual service centres that have a sufficient number of designated positions and bilingual employees to ensure an effective delivery of such services.

French language services are actively offered by the administrative bodies covered by this policy. The concept of active offer means that services in French, whether provided by oral, written or electronic methods, are evident, readily available and easily accessible to the general public, and of comparable quality to those offered in English.

All correspondence with individuals or groups is in the official language preferred by the recipient.

Unless specified otherwise by the Minister responsible for Francophone Affairs, all forms, identity documents and certificates intended for the general public are in a bilingual format.

All information materials (written, audio-visual or electronic) intended for the general public are produced in a bilingual format, unless cost and distribution considerations justify separate language versions. The French language equivalent can be the version posted on the administrative body's Internet site in circumstances specified by the Minister responsible for Francophone Affairs. Separate language versions are released simultaneously.

Unless specified otherwise by the Minister responsible for Francophone Affairs, Web sites provide information and facilitate interactions with the public in both official languages.

Unless specified otherwise by the Minister responsible for Francophone Affairs, signs and public notices in the designated areas and in the bilingual service centres are in both official languages.

The availability of French language services is made evident with appropriate signage and reception messages.

Public information campaigns in the English language have a counterpart in the French language, subject to cost and distribution considerations.



The administrative bodies to which the policy applies use the French-language media to advertise vacant staff positions where French is a requirement or an asset.

Unless otherwise specified by the Minister responsible for Francophone Affairs, only bilingual employees are recruited in the bilingual service centres and designated positions until such time as the bilingual personnel requirements are met.

Where the staff of a bilingual service centre is completely bilingual, the administrative body encourages the use of French as the language of work.

Nominations to boards, commissions, agencies, etc., take due account of the language dimension of government policy, as well as the right of any Manitoban to use either official language before quasi-judicial tribunals.

This policy applies to and is implemented by the following administrative bodies:

- All government departments and boards, commissions, corporations and special operating agencies reporting to them;
- Crown corporations and extra departmental organizations;
- Offices of the Legislative Assembly and quasi-judicial agencies subject to the requirements of Section 23 of the *Manitoba Act, 1870*;

- Public utilities governed by the Public Utilities Board and serving designated areas;
- Designated health facilities, social services agencies and Regional Health Authorities;
- Others as may be specified by the Minister responsible for Francophone Affairs.

The implementation of this policy is guided and monitored by the Francophone Affairs Secretariat, whose mandate applies to all the administrative bodies covered by this policy. In fulfilling its mandate, the Francophone Affairs Secretariat seeks and facilitates the implementation of this policy in a manner consistent with the concept of active offer and makes recommendations to that effect.

The Minister responsible for Francophone Affairs may direct the administrative bodies covered by this policy to carry out certain actions to better meet the objectives of this policy.

In order to ensure public accountability, the Francophone Affairs Secretariat publishes an annual report detailing the results of this policy's implementation by the administrative bodies covered by this policy. The annual report is prepared in collaboration with these administrative bodies.

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Note: The policy was adopted in 1989 and revised in 1999.

### **Francophone Affairs Secretariat**

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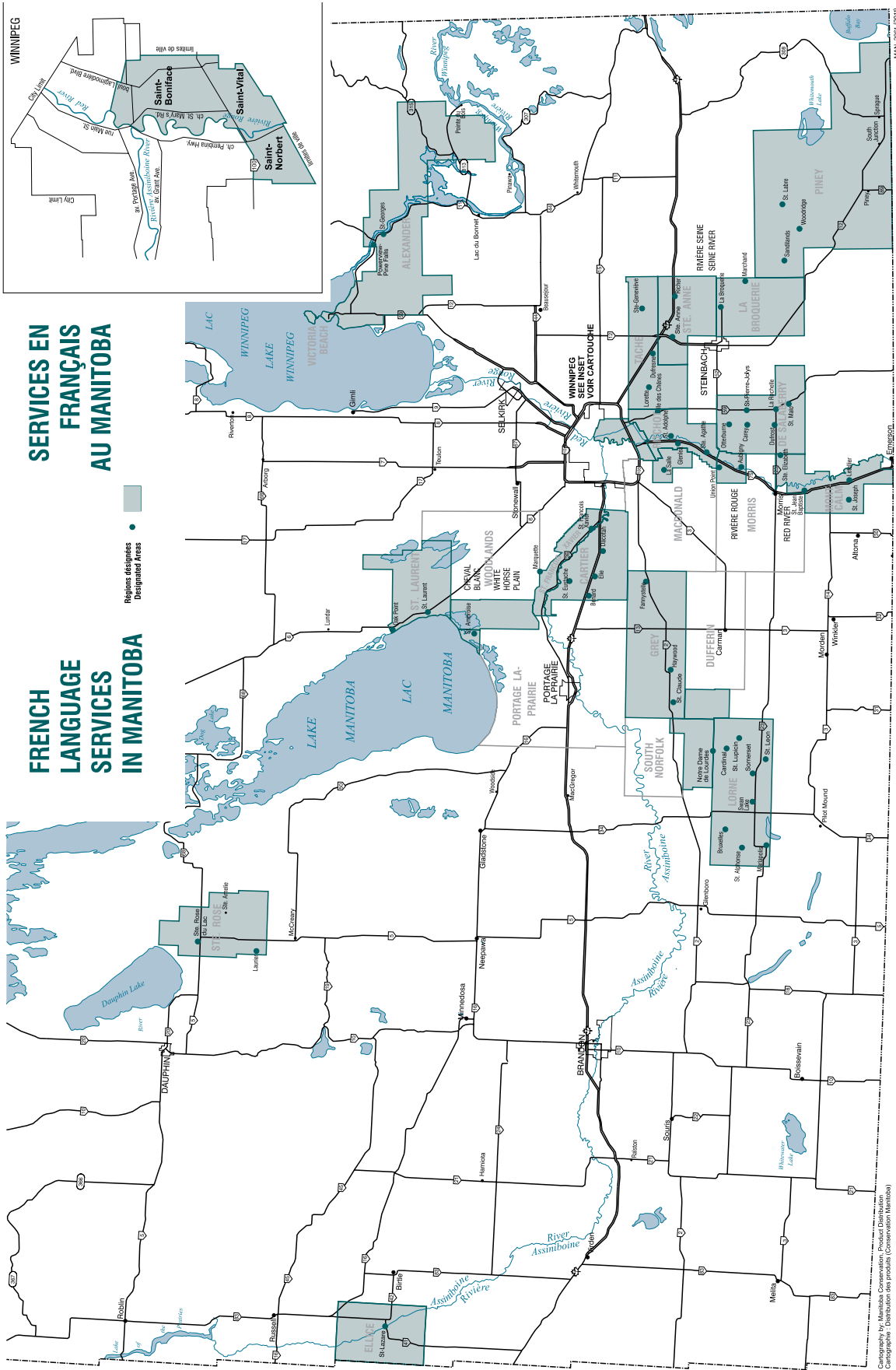
[www.manitoba.ca/fls-slf](http://www.manitoba.ca/fls-slf)

[www.csbsc.mb.ca](http://www.csbsc.mb.ca)

# FRENCH LANGUAGE SERVICES IN MANITOBA

# SERVICES EN FRANÇAIS AU MANITOBA

Regions désignées  
Designated Areas



Cartographie by Manitoba Conservation; Product Distribution  
Cartographie: Distribution des produits (Conservation Manitoba)