

# Bonjour Hello

## French-Language Services Policy – May 2017

The French-Language Services Policy of the government of Manitoba recognizes the fact that Manitoba's Francophone community 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 French-Language Services Policy provides a framework for public bodies in the offer of government services to Francophones and to Manitoba's Francophone community.

In the present policy, "Francophone" is said of any person whose mother tongue is French or of any person who has a special affinity for the French language and uses it on a regular basis in their daily life. In addition, "Manitoba's Francophone community" means those persons in Manitoba whose mother tongue is French and 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 and is identical in meaning as in The Francophone Community Enhancement and Support Act.

The services provided by the government of Manitoba are offered in both official languages in designated areas where the Francophone population is concentrated and, to the extent possible, to all Francophones in Manitoba. The designated areas are shown on the accompanying map.

Public bodies 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 and service area reorganizations.

French language services are provided in Bilingual Service Centres located in the designated areas and established under The Bilingual Service Centres Act. They are also provided in completely or partially bilingual facilities or offices 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 public 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 service agreements with a third party mandated to offer government services to the general public on behalf of a public body, contain a clause for the provision of French language services.

The public bodies must prepare a multi-year strategic plan describing, among other things, the provision of French language services by the public bodies as they relate to their policies, programs and services including those programs and services provided by third parties on their behalf.

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

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 published simultaneously in a bilingual format, unless specified otherwise by the Minister responsible for Francophone Affairs.

Web sites that provide information and services to the public are created in both official languages, unless specified otherwise by the Minister responsible for Francophone Affairs.

Signs and public notices in the designated areas, in the Bilingual Service Centres and in completely or partially bilingual facilities or offices 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 public bodies to which the policy applies use the French language media to advertise vacant staff positions where French is a requirement or an asset.

Only bilingual employees are recruited in the Bilingual Service Centres and designated positions until such time as the bilingual personnel requirements are met, unless otherwise specified by the Minister responsible for Francophone Affairs.

In Bilingual Service Centres and in completely bilingual facilities or offices, the use of French as the language of work is encouraged.

Nominations to boards, commissions, agencies, etc., take due account of the laws of Manitoba and of Canada, of this policy, as well as the right of any Manitoban to use either official language before administrative tribunals.

#### **This policy applies to and is implemented by the following public bodies:**

- All government departments and boards, commissions, corporations and special operating agencies reporting to them;
- Crown corporations;
- Offices of the Legislative Assembly and administrative tribunals 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, Regional Health Authorities and Child and Family Services Authorities;
- Others as may be specified by the Minister responsible for Francophone Affairs.

The mandate of the Francophone Affairs Secretariat is established in The Francophone Community Enhancement and Support Act and applies to all the public bodies covered by this policy.

The Secretariat advises the government of Manitoba about Francophone affairs, including the measures to be taken to foster the enhancement of the vitality of Manitoba's Francophone community and support and assist its development. In fulfilling its mandate, the Secretariat, among other things, guides, monitors and coordinates the implementation of this policy in a manner consistent with the concept of active offer.

The Minister responsible for Francophone Affairs may direct the public bodies 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 public bodies covered by this policy. The annual report is prepared in collaboration with these public bodies.

*Note: The policy was adopted in 1989 and subsequently amended in 1999, 2008, and 2017.*

#### **Available in alternate formats, upon request.**

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# FRENCH LANGUAGE SERVICES IN MANITOBA

# SERVICES EN FRANÇAIS AU MANITOBA

Regions désignées  
Designated Areas

