

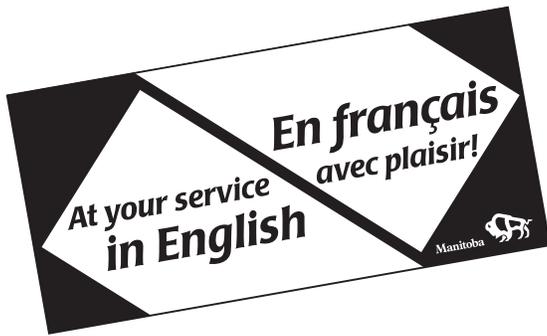
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French Language Services Secretariat

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FRENCH LANGUAGE SERVICES

A First Report on

# FRENCH LANGUAGE SERVICES 1999/2000



# TABLE OF CONTENTS

<b>Message from the Minister responsible for French Language Services</b> . . . . .	2	Consumer and Corporate Affairs . . . . .	22
<b>Foreword</b> . . . . .	3	Executive Council . . . . .	24
<b>Ten Years of Implementation</b> . . . . .	4	Finance . . . . .	24
<b>Highlights of 1999/2000</b> . . . . .	6	Industry, Trade and Mines . . . . .	25
<b>Overall Impressions:</b>		Intergovernmental Affairs . . . . .	25
Commitments and Progress . . . . .	7	Labour and Immigration . . . . .	25
Challenges and Areas for Improvement . . . . .	8	French Language Services Secretariat . . . . .	26
<b>French Language Services</b>		<i>Offices of the Legislative Assembly:</i>	
<b>Activities and Accomplishments:</b>		Elections Manitoba . . . . .	27
Culture, Heritage and Tourism . . . . .	11	Ombudsman . . . . .	28
Education and Training . . . . .	12	<i>Crown Corporations:</i>	
Family Services and Housing and Designated Social Services Agencies . . . . .	14	Manitoba Hydro . . . . .	28
Health and Designated Health Organizations . . . . .	16	Manitoba Liquor Control Commission . . . . .	29
Highways and Government Services . . . . .	19	Manitoba Public Insurance . . . . .	29
Justice . . . . .	20	<b>Statistics on Designated Bilingual Positions</b> . . . . .	30
Aboriginal and Northern Affairs . . . . .	21	<b>Partnerships and Cooperation</b> . . . . .	31
Agriculture and Food . . . . .	21	<b>Future Directions</b> . . . . .	32
Civil Service Commission . . . . .	21	<b>Appendix – French Language Services</b>	
Conservation . . . . .	21	Policy and Map of Designated Areas . . . . .	33

# MESSAGE FROM THE MINISTER



Greg Selinger

*Minister responsible for  
French Language Services*

The French Language Services (FLS) policy of the Government of Manitoba recognizes the fact that the French-speaking community of our province is a constituent of one of the fundamental characteristics of Canada. Our country's official bilingualism is embodied in that component of our province's population that functions in both French and English.

The policy applies to and is implemented by designated administrative bodies; these include government departments, Crown Corporations, designated health facilities, social service agencies and Regional Health Authorities, etc.\*

First introduced in 1989, the FLS policy was updated and revised in 1999 to take into account the changes proposed by Judge Richard Chartier in *Above All, Common Sense: Report and Recommendations on French Language Services Within the Government of Manitoba*.

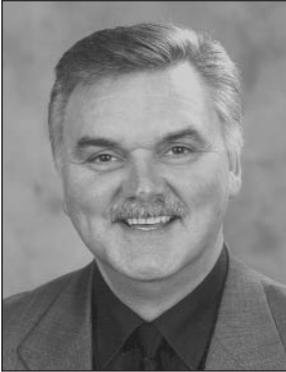
Moving from common sense recommendations to practical solutions is the goal of our government. The Chartier Report has provided a reasonable framework for the effective implementation of quality services in French by designated administrative bodies. As a result of Judge Chartier's recommendations and of various

actions by those responsible for our FLS policy implementation, there are ongoing improvements in the delivery of such services. The focus is being placed on actively offering services in both official languages where the French-speaking population is concentrated.

While there is much work still to be done, it is encouraging to see the progress being made. Successes are often due to strong leadership on the part of those who play a key role in our policy's implementation. Solid working relationships with the Francophone community also help to more effectively meet the objectives of the FLS policy.

To all those leaders and service providers within the designated administrative bodies who are ensuring an active offer of quality French language service, I express my sincere appreciation. I also thank the leaders and members of our Franco-Manitoban community who are involved in initiatives that contribute to the development of that community and that ensure its existence as an important component of our society.

\* See French Language Services policy in appendix for list of administrative bodies.



## FOREWORD

**Edmond LaBossière**

*Senior Advisor  
French Language Services Secretariat*

The French Language Services Secretariat (FLSS), established in 1981, has a mandate to guide and monitor the implementation of the Government of Manitoba's French Language Services (FLS) policy. The publishing of this first Report on French Language Services (FLS) stems from Judge Chartier's Recommendation #28 proposing *"that the FLSS produce an annual report listing the advances made in the implementation of the French Language Services Policy, the obstacles that were encountered and how they were overcome."*

The preparation of this first report presented several challenges. Obtaining and treating the information from the considerable number of administrative bodies concerned required considerable time and effort. Collecting and collating the information should be easier the second time.

Some administrative bodies furnished a lot of detail; others provided limited information. The reader must not conclude that a lesser amount of data implies a less active organization in terms of providing services in French. Some administrative bodies have limited contact with the general public, thus French language services are not required to as great an extent. For example, Manitoba Health's direct provision of bilingual services has substantially diminished since the creation of Regional Health Authorities.

Certain administrative bodies have done quite well in actively offering services to their Francophone clients and public. Focusing on a one-year period to depict an organization's activity and achievement with respect to French language services may not necessarily present an accurate picture of its general performance in that area over the last decade. Similarly, a flurry of activity in 1999/2000 for purposes of this report is not necessarily synonymous with ongoing solid practices when it comes to meeting the needs of French-speaking members of the public. Many departments provided a preamble to give a bit of background context and help the reader to appreciate the broader picture and situation.

Should a report such as this one underline the shortcomings that exist in the implementation of the FLS policy? The answer to that question may lie in another question: Is the glass partially empty or partially full? The FLS Secretariat chose to show the reader the progress made in the offer of services in French over the last few years. This report's one-year snapshot, compared to the French language picture one generation ago, can attest to a definite evolution in the provision of services to Manitoba's official language community living in a minority situation. The effective implementation of the Manitoba Government's FLS policy helps that community live and function in the language of one of the founding groups of our province and country.

# TEN YEARS OF IMPLEMENTATION

## Phases of Implementation and Major Initiatives

### Manitoba Government French Language Services Policy

*During the 1990s, numerous and diverse efforts and activities contributed to an enhancement of French language services. The highlights are outlined in this table.*

### I (1989-1991)

- Introduction of 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 Study)
- Signing of the Canada-Manitoba General Agreement on the Promotion of Official Languages (CMGAPOL)

### II (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
- Placing of bilingual highway signs in designated areas
- Support of the provision of translation services for bilingual municipalities

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

### III (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
- 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

### IV (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 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

### V (1997-1999)

- Assessment of the offer and delivery of services as per policy (Dubé Study)
- Review of the FLS policy (the Chartier Report)
- Modification of FLS policy and guidelines (based on the Chartier Recommendations)
- Development of a regulation re: the obligations of Regional Health Authorities with respect to FLS
- Promotion of French Language Services 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
- Cabinet decision to establish bilingual government service centres in the designated areas

# HIGHLIGHTS OF 1999/2000

## Bilingual Government Service Centres

- Treasury Board approval to establish three pilot Bilingual Government Service Centres (BGSC).
- Creation of a French Language Services (FLS) Facilitator team, attached to the FLS Secretariat, to help establish the new service centres and to assist departments and other designated administrative bodies with the implementation of the revised FLS policy.
- Government-wide exercise to identify services to be offered in each BGSC by designated administrative bodies. (A similar exercise was carried out by the federal government.)
- Preliminary steps for establishing the first three of six BGSC in Saint-Boniface, Saint-Pierre-Jolys and Notre-Dame-de-Lourdes.

## Family Services and Health

- Finalization and approval of the first three FLS plans of designated social services agencies.
- Review of proposed FLS plans of designated Regional Health Authorities in light of the Chartier Report and recommendations.
- Establishment of a completely bilingual primary health centre in Saint-Boniface.
- Creation of a Bilingual Health Recruitment Coordinator position to assist employers in finding and hiring bilingual professionals and personnel for designated health facilities.

## Justice and Education

- Government approval to proceed with a pilot project regarding the establishment of bilingual court facilities and services in Saint-Boniface and Saint-Pierre-Jolys.
- In collaboration with various stakeholders, development of a practical model for the delivery of RCMP services in French.
- Approval for the construction of a K-8 français school in South Saint-Vital.
- Strengthened funding and support to the Division scolaire franco-manitobaine through the Canada-Manitoba General Agreement on Official Languages in Education.

## Economic Sector

- Manitoba signed the tri-level (Canada, Manitoba and bilingual municipalities of Manitoba) agreement to establish a *comité paritaire* (joint committee) to facilitate exchanges and foster cooperation in the area of economic development.

## National and International Francophonie

- Manitoba representation at the *Sommet de la Francophonie*/Francophone Summit in Moncton, New Brunswick and participation at its *Vitrine technologique*/Technology Showcase in September 1999.
- To highlight the National Year of the Francophonie/*L'année nationale de la francophonie*, a grant of \$300,000 was awarded to *Francofonds*, the Franco-Manitoban community foundation, to augment its capital pool and permit it to increase its support to the development of the community.

# OVERALL IMPRESSIONS

## Commitments and Progress:

There is commitment from the Government of Manitoba to explore and pursue avenues and to innovate in the delivery of French language services (FLS) to its Francophone population. The Government of Manitoba has clearly indicated its commitment to establish bilingual government service centres in designated areas and implement the recommendations of the Chartier Report. As at the end of the 1999/2000 fiscal year, eight of 29 recommendations have been effectively implemented and many more are in process.

Over the past 10 years, there has been a growing consciousness on the part of administrative bodies to actively offer services in French. Although there is still much work to do, there has been a significant increase in the availability of printed and electronic public information materials as well as improvements to bilingual signage, both within Manitoba urban and rural designated areas.

It is encouraging to see that, although not consistently, many administrative bodies do make efforts to: provide French language services at public consultations; hold focus groups involving the Francophone community; and ensure a French language component at public presentations.

Of note is Translation Services' efforts to respond to the need for translation and interpretation, which has increased substantially over the past few years. For example, there has been a 46% increase in the number of words translated for public information documents over 1998/99, a 241% increase in words translated for Internet and augmented use of interpretation services.

As well, there is an overall increase in the number of employees participating in French language training and upgrading. In 1999/2000, registrations more than doubled to a total of 125, compared to 56 registrations the previous year, the result due in part to some training being offered for the first time via the Internet.

More than ever, Government and the Franco-Manitoban community are working together, through a variety of partnerships in different sectors, to accomplish common objectives.



# OVERALL IMPRESSIONS

## Challenges and Areas for Improvement:

When departments and Crown Corporations were asked to report on their French language services activities, they were also invited to identify the policy implementation challenges they encountered and areas they felt needed improvement. This table shows some of the more common challenges and areas for improvement, as well as strategies to overcome them.

### Challenges and Areas for Improvement

### Strategies

#### Human Resources:

Recruiting qualified bilingual staff for technical and specialized professional positions.

Filling designated positions where turnover of staff is very low or during periods of downsizing.

Ensuring a sufficient number of bilingual personnel in the reorganization of programs and new service activities.

Helping FLS Coordinators meet the responsibilities of the position appropriately when the bulk of their work time is devoted to other duties.

Work with the community and appropriate stakeholders to identify and develop training and recruitment strategies.

Offer French language training to current staff and facilitate staff rotation and transfers so that bilingual staff can end up in designated offices and positions.

Review bilingual staffing requirements as FLS plans are being reworked.

Improve the resources, time and authority that each FLS Coordinator has in carrying out his/her duties. Capitalize on the assistance available through the team of FLS Facilitators, recently established to support FLS Coordinators.

# OVERALL IMPRESSIONS

## Challenges and Areas for Improvement

## Strategies

### Human Resources:

Dealing with the perception that designating positions can limit job opportunities both for bilingual staff in such positions and for other non-bilingual staff

Reducing the negative reactions and complaints that bilingual staff sometime encounter from other staff and from the public.

Provide ongoing orientation sessions for all staff on the FLS policy and the importance of an *active offer* of FLS. Review language training requirements as FLS plans are reworked. Bilingual Government Service Centres will accent and validate the work of bilingual employees while reducing the number of designated bilingual employees working outside the designated regions.

Provide, inasmuch as possible, services in French in completely bilingual service centres located in the designated areas. Promote the *active offer* concept to both staff and the public.

### Communications:

Maintaining the ability of Translation Services to provide excellent service within tight timeframes.

Maintaining employees' interest and commitment in continuing French language training to appropriate levels of proficiency.

Developing layouts for bilingual forms that are manageable in volume and appropriate in design; publishing information materials simultaneously in both official languages; producing bilingual audio-visual and written communication materials within limited budgets.

Plan sufficient human and financial resources for translation. Upgrade specialized software, databases and tools. Provide special funding via the Canada-Manitoba General Agreement on the Promotion of Official Languages

Cover registration fees for employees taking French language training. Participate on the French language learners committee, *Réseau des apprenants*, which coordinates learning activities outside the classroom setting.

Ensure advance planning, careful budgeting and the conceptualizing of bilingual materials at the onset.

# OVERALL IMPRESSIONS

## Challenges and Areas for Improvement

## Strategies

### Technology:

Standardizing French language systems hardware and software in the Provincial Government's managed computer systems environment.

Updating mainframe computer systems in order to correspond with the general public in the official language of the client's choice in a more consistent manner.

Pursue recommendations of the FLS & Systems Steering Committee, established in June 1999 to provide feedback, clarify needs and address French language requirements.

Address some of these issues through collaborative efforts of the FLS Secretariat, the Office of Information Technology, Better Systems Initiative and Desktop Management Unit.

### Bilingual Government Service Centres:

Managing a multi-partner project and co-locating several administrative bodies from the provincial, federal and municipal levels.

Facilitating buy-in by various administrative bodies to the concept of completely bilingual government service centres to effectively provide bilingual services through "single window" mechanisms.

Finding ways for administrative bodies to provide, from one or more of the BGSC, specialized and/or itinerant services where certain criteria must be met.

Continue collaborative efforts and actions through various means such as the Provincial/Federal/Municipal Facilitation and Harmonization Committee, established in January 2000 to identify issues and examine strategies to develop job descriptions, recruit, select and train shared personnel for the proposed new service centres.

Encourage open-mindedness and creative thinking on the part of administrative bodies as new initiatives are undertaken to provide services in French as per the vision presented in the Chartier Report.

Link provincial government programs to the needs of the Francophone community and reach out to the Francophone community with new information and programs to enhance the active offer of French language services.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

As stated in the Government of Manitoba's FLS policy, *"In order to ensure public accountability, the French Language Services 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."*

In preparing this annual report, the FLS Secretariat received input from the departments and Crown Corporations regarding their accomplishments, challenges, and areas for improvement as they relate to the active offer of FLS. This information was used to prepare what follows.

## CULTURE, HERITAGE AND TOURISM

*Formerly Culture, Heritage and Citizenship*

In the past 10 years, Culture, Heritage and Tourism has significantly developed its French language service capability. For example, 85% to 90% of the department's publications destined for the general public are available in both official languages and the number of positions in Translation Services has increased from 19 to 23, a 21% increase.

The department has also supported a number of Francophone community initiatives including cost-sharing the construction costs of the Centre du patrimoine.

- Provided services in French for several years through its various programs.
- Published Heritage Grants Program Guidelines in bilingual format instead of separate language versions.
- Supported Francophone organizations and bilingual communities by providing \$207,000 in capital grant assistance to 19 different projects through the Community Places Program.
- The Arts Branch has a Francophone Consultant who is the primary link to the Francophone community. Four programs provided operating support to Francophone arts/cultural organizations (comités culturels, provincial arts organizations, non-profit arts groups). Francophone organizations access arts development project funding with the assistance of bilingual consultants in the Regional Offices and in Winnipeg. Publishing grant programs supported Manitoba's Francophone publishers, *Les Éditions du Blé* and *Les Éditions des Plaines*, in the area of marketing and special projects. The Branch also supported special initiatives: *Cercle Molière's* 75th Anniversary celebrations; *Conseil jeunesse provincial's* project *Les 1<sup>ers</sup> jeux de la francophonie canadienne*; *Ensemble folklorique de la Rivière-Rouge's* marketing and promotional kits; *Société franco-manitobaine's* participation at the Francophone Summit.
- Translated four publications in the year 1999/2000 through Recreation and Wellness Promotion e.g. *WinterActivate your Community*; *Grants and Resources Manuel*; *You Can Help Stop Child Abuse and Neglect*.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

- Provided funding and support to several Francophone communities through the Recreation Opportunities Program e.g. the *Commission récréative de la Rivière aux Rats* which serves the Francophone communities of St. Pierre-Jolys and the RM of de Salaberry.
- Added during the year 1999/2000, approximately 1,000 French books and videos to Public Library Services' central collection and now has its Internet site in French, as well as newsletter and information material. Ten libraries in Francophone communities received grants totalling \$176,287.
- Continued offering telephone information services in the French language by Regional Services, as well as public consultations in satellite offices (Lorette, Saint-Pierre, Sainte-Anne, Saint-Georges, Saint-Adolphe and Saint-Claude).
- Provided assistance through Historic Resources to *La Maison Gabrielle Roy inc.* for its restoration, business and marketing plans. Published French Provincial Designation Notices for Francophone sites in *La Liberté*. Developed the Branch's Web site in a bilingual format so users can toggle between languages without having to return to the home page.
- Increased Translation Services' volume of written translation by 40.9% over 1998/99 production levels. Services were provided to 320 government branches and agencies for a total of 5,470,317 words (21,881 pages). Pages translated into French for public communication purposes increased by 41.4%, with work specifically identified for the government Web site accounting for 1,900 pages. Interpretation (oral translation) service requests required 265 staff person days of interpretation duty, research and attendance at 79 interpretation assignments. In 1999/2000, terminology requests increased by 10.3% over the previous year to 1,641, resulting in 4,011 terminological units.
- The Tourism Division translated and presented bilingually the introductory pages of its 2000 Accommodation and Campground Guide. Travel Manitoba's interactive Internet home page is available in both official languages. Eight hundred French general vacation kits and 208 French school kits were distributed in 1999/2000.
- Added one additional bilingual staff position to the Seniors Directorate, and in January 2000, launched the Older and Wiser Driver publication. In partnership with the *Fédération des aînés franco-manitobains*, the Directorate ensured that information about programs for seniors was included as an insert in the Société franco-manitobaine's *Annuaire des services en français au Manitoba*.

## EDUCATION AND TRAINING

Over the past 10 years, Manitoba Education and Training has undertaken many new initiatives which, given its French immersion and français clientele, have generated many translation requests. Among them are the following major initiatives:

The task force on Francophone schools governance led to the creation of the Franco-Manitoban school division in 1993; apart from granting Francophones the right to govern their own schools, the construction and renovation of Francophone school facilities were undertaken. In addition, the University Education Review

# FLS ACTIVITIES AND ACCOMPLISHMENTS

Commission gave rise to the creation of the Council on Post-Secondary Education that, since its inception, has approved additional programming for Saint-Boniface College thereby enhancing course offerings and career options for Francophone students. Moreover, reviews of high school programs resulted in the increased production of curriculum and policy documents that, in turn, has dramatically increased the need for translation. As a result, one of the department's staff-years was reclassified to a translator position in an effort to meet increased demand in the areas of translation.

In 1999/2000, four additional translator staff-years were created to work exclusively for Manitoba Education and Training, and the French Language Services Coordinator gained the much-needed help of an assistant. More than 20 departmental employees enrolled in French courses to better serve the needs of Franco-Manitobans. Also, a number of departmental Web sites were translated allowing for broader dissemination of departmental information in French.

Manitoba Education and Training has provided FLS through numerous programs and initiatives such as:

- Development of bilingual Internet sites for the Manitoba Student Financial Assistance Program, the GrassRoots program, and the Apprenticeship Branch; other departmental Web sites expanded.
- Production of bilingual Apprenticeship brochures on various trades, the High Demand Occupations Report, Manitoba Prospects, and the New Directions Newsletter.
- Advertisement of the Winnipeg and Brandon career symposiums in both official languages.
- Advertisement of Employment Opportunity Notices in the Manitoba French weekly newspaper *La Liberté*.
- Development of information material for a radio interview in French on Student Temporary Employment Program (STEP) Services.
- Translation and publication notices on Cancopy details, the Premier's Volunteer Service Award, the Lieutenant-Governor's Medal for Literacy, and National Addictions Awareness Week materials.
- The volume in the area of translation in 1999/2000 drastically increased over previous years.
- Organization and hosting of the Interchange on Canadian Studies Conference in both official languages.
- Assistance in the production of *Virtrepreneur*, a software program designed to help high school students establish and manage their own virtual businesses.
- Creation of a terminology word bank to track specific educational terms with a view to ensuring the use of consistent terminology in printed materials.
- Production and translation of distance education curriculum documents for Mathematics, Spanish and Agriculture.
- Participation in a Pan-Canadian Indicators Program.
- Implementation of the Interdisciplinary Middle Years Multimedia (IMYM) Project.
- Production of CDs in the area of social studies and business, i.e. A Prairie Tour.
- Development of School bus Pedestrian Safety Training Program.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## FAMILY SERVICES AND HOUSING

*Formerly Manitoba Family Services and Manitoba Housing*

Family Services is committed to the implementation of French language services (FLS) and has been for many years. In January 1998, Family Services entered into a contract with *Santé en français* Resource Unit to provide French language support services to the designated social service agencies in the development and implementation of their FLS policies and FLS plans. Since Judge Chartier's report of May 1998 and recommendation that bilingual government service centres be set up in designated bilingual areas, plans have been developed for the participation by Family Services and Housing in the delivery of services from these centres.

In 1999/2000, Family Services and Housing:

- Continued the translation and expansion of its Web site in both official languages.
- Translated approximately 863 pages from English to French and French to English, consisting of correspondence, reports and information materials.
- Offered simultaneous translation and translation of conference material for Federal/Provincial/Territorial Senior Social Services Managers Forum.

### **Community Living**

- Published and distributed the new brochure Supported Living Program in both official languages.

### **Child and Family Services Division**

- The Child Day Care Branch hired two additional bilingual subsidy clerks.
- Family Conciliation provided intake services and family mediation services in French.

### **Employment and Income Assistance**

- Employment and Income Assistance Division opened an office in St. Boniface with bilingual staff to provide services in French and English to the community.
- Provided applications, posters, fact sheets in French.
- Translated approximately 50 social assistance management form letters in French.

### **Healthy Child Initiative**

- The Programs Baby First and Early Start were made available in French, as well as their home visiting components, through bilingual staffing and the translation of information materials.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

- Developed and released fetal alcohol syndrome resources in both official languages (e.g. What Educators Need to Know About FAS (manual and cassette tape), the video Shaken Baby Syndrome).

## Regional Operations

- Demonstrated a commitment to actively participate and place a significant number of staff in the new Bilingual Government Service Centres to be opened in designated areas.

## Housing Division

- Hired four bilingual employees, installed bilingual signage at 280 Broadway, provided all its public program information in a bilingual format and had three employees enrolled in French language classes.

## DESIGNATED SOCIAL SERVICES AGENCIES

The Advisory Committee on French Language Social Services was established in the fall of 1998. It advises the Minister of Family Services and Housing as well as the Minister responsible for French Language Services regarding services in French by designated agencies and appropriate government departments.

In 1998, over a dozen social services agencies receiving operational funding from Manitoba and serving designated areas were asked to each develop a French Language Services plan within the framework of the provincial government's FLS policy. *Santé en français* Resource Unit provides assistance to the designated agencies in the development and implementation of services in French.

During 1999/2000, various preliminary plans on French Language Services were prepared by several designated agencies. The Advisory Committee on French Language Social Services reviewed many of them.

Further work on the proposed plans was carried out to integrate recommendations of the Advisory Committee.

By the end of March 2000, three FLS plans had been approved at the ministerial level and others were close to that stage of the development process. The finalized and approved plans were those of:

- Canadien Paraplegic Association (Manitoba) Inc.
- Le Coin Amitié
- Centre Saint-Amant

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## HEALTH

- Maintained delivery of French language services (FLS) to the public through the office of its bilingual FLS Coordinator and by staffing the public reception area of the Insured Benefits Branch at 1005 – 300 Carlton Street with three bilingual customer representatives.
- Expanded its bilingual Web site.
- Translated 781 pages, English/French and French/English. Examples:
  - Information sheets on the services provided by Insured Benefits and Pharmacare;
  - Information documents on Diabetes, Lyme Disease, Hepatitis B, Flu Shot Campaign, Children and Adult Immunization Program, etc.
  - Manitoba Addictions Foundation brochures:
    - Taking Control of the Game
    - Betting on Change
    - Winning Choices for Families
    - Marijuana
    - Cocaine
    - Sniff Solvents Inhalants
- Contributed an article to the *Inside Health* newsletter regarding FLS at Manitoba Health.
- Installed a bilingual directory at Manitoba Health's new location, 300 Carlton Street, Winnipeg.

## DESIGNATED HEALTH ORGANIZATIONS

The Government of Manitoba's French Language Services (FLS) policy applies to and is implemented by various administrative bodies, including designated health facilities, social services agencies and Regional Health Authorities (RHAs).

The Gauthier Report, published in November 1990, identified health facilities (hospitals and personal care homes) subsequently designated to provide services in French. Depending on the location of the facility and the French-speaking population of the region served, there were different expectations regarding the extent of the French language services to be offered in each health centre. The (designated) rural facilities were grouped in three categories; Category I facilities were expected to provide a high level of services in French. Ensuring a high percentage of bilingual staff was one criterion to be implemented to meet that objective.

FLS plans developed by the (designated) facilities generally reflected the Gauthier Report criteria for the various categories. Each FLS plan was reviewed by the Advisory Committee on Health Services in French and approved by Cabinet.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

Shortly after the RHAs were created, a number of them were given responsibilities re: French language services. The *FLS Regulation of the Regional Health Authorities Act* came into effect in April 1998. Designated RHAs, whose health region includes one or more areas that are designated areas under the Government's FLS policy, are identified in that regulation. Designated RHAs are required to have a French Language Services plan, as per the FLS regulation.

Judge Richard Chartier's 1998 [Report and Recommendations on French Language Services](#) highlighted the need to put structures into place that would enhance the implementation of services in French. Two important principles are at the heart of the approach recommended by Judge Chartier. They are:

- To provide French language services from offices/centres located in the designated areas where the Francophone population is concentrated, which makes sense for political and practical reasons; and
- To establish completely bilingual units or entities to serve the designated bilingual areas. This ensures that services in both official languages are available all the time.

Judge Chartier recommended: "that all institutions that fall under Category 1 in the Gauthier Report be designated as bilingual institutions and that their signage and all new employees be bilingual. This would involve the following institutions that are located in areas with a high degree of Francophone vitality:

- Sainte-Anne Hospital in Sainte-Anne;
- DeSalaberry District Health Centre in St-Pierre-Jolys;
- Notre Dame de Lourdes Health District hospital in Notre-Dame-de-Lourdes;
- Saint-Claude Health District hospital in Saint-Claude;
- Villa Youville Inc. in Sainte-Anne;
- Repos Jolys in St-Pierre-Jolys;
- Foyer Notre-Dame in Notre-Dame-de-Lourdes;
- Manoir de Saint-Claude in St-Claude;
- Taché Centre in Saint-Boniface;
- Foyer Valade in St-Vital;
- Health Resources Centre in St-Jean-Baptiste;"

## Accomplishments

South Eastman Health/Santé Sud-Est Inc. was the first designated Regional Health Authority to prepare and submit a French Language Services plan as required by legislative regulation. The proposed FLS plan incorporated the features of the individual plans developed by the designated health facilities of Sainte-Anne, Saint-Pierre-Jolys and Sainte-Agathe, subsequent to the Gauthier Report.

## FLS ACTIVITIES AND ACCOMPLISHMENTS

During 1999/2000, the proposed plan was reviewed by the Advisory Committee on Health Services in French. The review was done in the light of the revised FLS policy of the Manitoba Government and taking into account the Chartier Report and recommendations. The Advisory Committee recommended changes to the proposed FLS plan of South Eastman Health/Santé Sud-Est Inc. The process involving finalization of these changes and approval of the plan in question were still ongoing at the end of fiscal year 1999/2000. It is to be noted that there was excellent collaboration between the various parties involved in the development and review of the RHA's plan on French Language Services.

Preliminary work was also carried out on the FLS plans of other designated Regional Health Authorities. *Santé en français* Resource Unit provided assistance in this area. By the end of March 2000, draft plans had been developed for:

- Regional Health Authority-Central Manitoba Inc.
- Parkland Regional Health Authority Inc.
- Winnipeg Regional Health Authority

The Advisory Committee had not yet seen proposals for the following designated RHAs:

- Interlake Regional Health Authority Inc.
- Marquette Regional Health Authority Inc.
- North Eastman Health Association Inc.

*Santé en français* Resource Unit continued to provide services to designated health facilities and Regional Health Authorities. More specifically, it:

- provided translation services;
- provided bilingual information resources and French documentation;
- contributed to the production of bilingual signage;
- coordinated French language training for their employees.

The designated health facilities and RHAs also benefited from the assistance given by a special position created by Manitoba Health and Regional Health Authorities of Manitoba (RHAM). The Coordinator of Bilingual Health Personnel Recruitment was hired in December 1999. She works with employers to help find and recruit bilingual professionals for the designated facilities.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## HIGHWAYS AND GOVERNMENT SERVICES

Formerly Manitoba Highways and Transportation and Manitoba Government Services.  
(Reorganization to be reflected in the 2000/2001 Report on FLS.)

### Highways and Transportation

Highways and Transportation has respected the French Language Services (FLS) policy since its inception and supports the recommendations of the Chartier Report. The forms, public information documents, public hearings, and signs in the designated offices and areas are available in both official languages. The department recruits bilingual employees in the designated positions as vacancies arise and has been proactive in designating term positions to increase the base of trained, bilingual employees. The department was the first to hold orientation sessions for all staff on the *Active Offer Concept* for the delivery of services in French.

Driver and Vehicle Licencing has three designated bilingual offices in Winnipeg and one itinerant driver testing unit. The Driver Examination Appointment Center is a completely bilingual unit within Driver Testing, actively offering service in both official languages. Any request for a road test in French is accommodated. The Department of Highways collaborates with the FLS Secretariat on bilingual road signs in the province. Several types of road signs in the designated areas are in both official languages.

When any new road signs are erected or when any existing road signs require replacement or maintenance, in the designated areas, they are erected in both official languages, in compliance with the Chartier Report recommendations. With the change of designated areas, from school divisions to municipal boundaries, signage on roads has been addressed in a consistent, continuous, common sense manner that occasionally goes beyond designated areas. The Road Condition Information service is available in both official languages on the Internet, by automated voice system, and in person. Prior to the automation of this system, the department had bilingual staff on 24-hour call to report road conditions during the flood of 1997.

- A public consultation on Graduated Driver Licencing, held in February 2000 in St. Boniface, offered bilingual print handouts and a bilingual spokesperson.
- The Departmental visual identity (Manitoba on the Move – *Le Manitoba dans la bonne voie*) was developed in bilingual format for use on promotional and other material.
- The Division of Driver and Vehicle Licencing (DDVL) Customer Satisfaction Survey 2000 was produced in bilingual format for a direct mailing to 3,000 drivers.
- Bilingual posters, brochures and leaflets announcing new drinking and driving countermeasures were circulated to the public in December 1999. The leaflets were mailed directly with 700,000 driver licence renewals.
- The Department hosted a national conference of the Canadian Council of Motor Transport Administrators in Winnipeg, offering bilingual written material and services.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

- The Construction and Maintenance Division continued to provide up-to-date provincial highway conditions on the Internet and through an automated voice telephone system.
- DDVL continued implementing its staffing strategy to recruit bilingual customer service personnel as vacancies open and are working towards the establishment of a bilingual DDVL office in St. Vital, as per Recommendation #8 of Judge Chartier's Report.
- Transportation Safety and Regulatory Services produced a truck weight limit map and information guide in bilingual format.

## Government Services

- All the signage on the entrance doors to Ministers and Deputy Ministers' offices in the Legislative Building is now in both official languages.
- The Accommodation Development Division worked with the French Language Services Secretariat and provincial departments to establish the Bilingual Government Service Centres. Leasing and Accommodation Consultants planned and programmed the space requirements for three of the six approved locations.
- Government Services and the Manitoba Emergency Management Program approved the relocation of the bilingual Emergency Preparedness Advisor to the Saint-Pierre-Jolys Bilingual Government Service Centre in support of the Chartier Report recommendations.

## JUSTICE

Over the past 10 years, Manitoba Justice implemented the FLS policy through staffing and the availability of bilingual communication materials. Bilingual judges were appointed; French/English interpreters and translators were recruited for trials and hearings; as well as bilingual court clerks and monitors. Translation services for all court documents were provided to litigants without cost. Forms, identity documents and certificates for the general public were produced in a bilingual format. Four bilingual Official Examiners were appointed to attend and monitor examinations for discovery at various locations throughout the province.

- Filled several bilingual positions in 1999/2000: Health and Social Development Specialist, Estates Officer, Clerk of Court, Translators, and Administrative Secretaries.
- Began bilingualizing the Manitoba Justice Web site by translating some 28 pages of information.
- Participated on the Working Group on the Enhancement of French Language Services in Manitoba's Justice System, that conceptualized and initiated a pilot project to provide bilingual justice services and to operate bilingual courts in Saint-Boniface and Saint-Pierre-Jolys.
- Collaborated on the development of a practical model for French language RCMP services taking into account Manitoba's designated bilingual areas and the Chartier Report recommendations.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## ABORIGINAL AND NORTHERN AFFAIRS

*Formerly Northern Affairs*

As the title suggest, the priorities for this department relate to Aboriginal and Northern Affairs. That notwithstanding, the department has a French Language Services Coordinator and maintains a working relationship with the French Language Services Secretariat. The department has some bilingual employees who can provide service in French.

## AGRICULTURE AND FOOD

*Formerly Agriculture*

- Significantly increased the availability of printed and electronic public information materials.
- Increased bilingual signage in rural offices.
- Increased French content on Web site.
- More staff participated in French language training and upgrading.
- Upgraded computers (for example, French keyboards).

## CIVIL SERVICE COMMISSION

The Civil Service Commission provides management, direction and administration in the development and delivery of human resource management services for government departments and administrative bodies. The Commission has a French Language Services (FLS) Coordinator and ensures the active offer of French language services through its bilingual Web site, employment offer program, and bilingual staff.

The Civil Service Commission's Application for Employment form and public signage are bilingual and have been for several years. The receptionist position, that responds to inquiries from the public, is a designated bilingual position.

The Commission translated its Intranet and Internet site "Employment Opportunities – Access 1-2-3 ACCESS MANITOBA ON-LINE."

## CONSERVATION

*Formerly Manitoba Natural Resources, Manitoba Environment, and the Petroleum and Energy component of Energy & Mines*

- Have integrated French language services (FLS) in the amalgamated department by establishing a three-member FLS administration team.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

- Continued to translate and print brochures, pamphlets, and maps, some which previously were available only in English; translated and printed major publications, i.e. "An Independent Review of Actions Taken During the 1997 Red River Flood" and "A Review of the Red River Floodway Operating Rules".
- Commenced identification and design of bilingual signage for provincial parks (e.g. Parc Beaudry Park).

## CONSUMER AND CORPORATE AFFAIRS

### **Administration and Finance**

- New, easier to read bilingual signage.

### **Automobile Injury Compensation Appeal Commission**

- Continued to publish all public information materials in both official languages.

### **Companies Office**

- Developed a new bilingual brochure entitled "Choosing Your Business Name".
- Updated Web site to include bilingual forms, instruction sheets and pamphlet information.

### **Consumer's Bureau**

- Led a series of public meetings to consider the concerns of Manitobans regarding the protection of personal information in the private sector. One of the two meetings held in Winnipeg provided simultaneous translation. The Discussion Paper and the Final Report were produced in both official languages. Materials regarding this consultation were available on the Web site in both official languages.

### **Manitoba Securities Commission**

- Made available instructional and educational materials regarding The Securities Commission and securities markets in both official languages (i.e. The Prospectus, Choosing Your Financial Advisers, Getting Started, Investing and the Internet, When Your Broker Calls, Take Notes!).
- Provided general information about securities and securities markets in French on radio CKSB.
- Developed French language public presentations.
- Maintained Web site in both official languages.

### **Property Registry – Land Titles**

- Implemented bilingual Internet access to the survey plan index information.
- Developed Frequently Asked Questions and made available in both official languages.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

- Provided forms on diskette in both official languages.
- Developed Web site in both official languages.
- Installed separate FLS telephones for two staff in the Winnipeg Land Titles Office including voice message system.
- Provided notices, signs and public mailings in both official languages.
- Participated in French language training and upgrading for staff.
- Performed 21 personal services, 45 telephone services and 85 internal services in French in the Winnipeg Land Titles Office; issued one caveat and one title in French in the rural Land Titles Offices.
- Seconded a bilingual employee from the Land Titles Office to coordinate the French Language Services component of the Better Systems Initiative.

## **Property Registry – Personal Property Registry (PPR) Office**

- Issued five bilingual bulletins explaining the transition of the PPR moving to the Internet.
- Provided information about the PPR on the Web site in a bilingual format.
- Developed the PPR to provide services in French and English.
- Held consultation and validation sessions (focus groups) with Francophone organizations about the new PPR, including:
  - *Centre de ressources communautaires (Société franco-manitobaine)*
  - *Services internet Mabord*
  - *Association des juristes d'expression française au Manitoba*
  - *Solutions Internet Inc.*
  - *Fédération des caisses populaires du Manitoba*
  - *Secrétariat des services en langue française*

## **Public Utilities Board**

- Continued to provide information materials, signs, public notices, licence forms and application forms in both official languages.
- Translated executive summaries of Board decisions to attach to the Board decision.

## **Residential Tenancies Branch**

- Continued to post all signs and notices and provide all printed information/educational material in both official languages.
- Produced an educational video in three languages: Mediation and Hearing Process; *La médiation et les audiences*; Mediation and Hearing (Cree version).
- Maintained Internet Web site in both official languages.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## Residential Tenancies Commission

- One Commission staff person is designated bilingual. In addition, two Deputy Chief Commissioners and three panel members are bilingual.
- The Commission appoints a fully bilingual panel to hear appeals in French, has “Active Offer” signs displayed throughout and appeal information sheets available in both official languages.

## Vital Statistics

- Continued to provide access to all services in both French and English.
- Continued to offer all public documents, advertising and promotional material in a bilingual format.

## EXECUTIVE COUNCIL

- Hired a bilingual FLS Coordinator/Bilingual Protocol Officer who provides ongoing liaison and facilitates meetings with the various Francophone organizations and the appropriate ministers to discuss issues and concerns of the French-speaking community (e.g. assisted the SFM with its series of awareness campaign meetings with government ministers in February 2000).
- Increased number of news releases in the French language.
- Created the bilingual Web site, the Premier’s Pipeline for Manitoba Youth.

## FINANCE

Since the advent of the French Language Services (FLS) policy in Manitoba, Manitoba Finance has successfully translated the majority of its forms related to taxation, and is working to complete the process. Finance produces the budget highlights, as well as the estimates of revenue and expenditure in both official languages. The budget consultation process now offers a bilingual session in at least one designated location each year, and material related to that consultation process is available in both official languages. The offering for Manitoba Builder Bonds is now produced in a bilingual format.

There are two areas of Finance with designated bilingual programs – the Taxation Division and the Manitoba Tax Assistance Office. All designated positions in these areas are filled with bilingual staff and staff in these designated bilingual programs are cognizant of and adhere to the active offer concept.

- Builder Bonds – all point of sale, redemption notices and application forms are either bilingual or available in French;
- Taxation remittance and registration forms provided in bilingual format;
- The Chief Information Officer was interviewed in French by Société Radio Canada (SRC) on the Y2K issue and, as a guest speaker at the Winnipeg Chamber of Commerce, varied his speech between English and French.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## INDUSTRY, TRADE AND MINES

*Formerly Manitoba Industry, Trade and Tourism*

Continued to provide bilingual business counselling through a mobile unit that travels around the province. The mobile unit is associated with the Canada/Manitoba Business Service Centre.

- A Business Consultant from the Canada/Manitoba Business Service Centre continued to provide bilingual business consulting for the *Conseil de développement économique des municipalités bilingues du Manitoba (CDEM)*.

## INTERGOVERNMENTAL AFFAIRS

*Formerly Manitoba Rural Development and Manitoba Urban Affairs*

- Urban Affairs Annual Report and all Winnipeg Development Agreement communications, reports, and signage are produced in a bilingual format.
- Translation of literature related to the Rural Forum 2000 event.
- On February 12, 1999 total funding of \$600,000 (Manitoba's Contribution – \$300,000) under the Economic Development Partnership Agreement (EDPA) was announced for *Governor's House* at Fort Gibraltar in Voyageur Park. A new \$1.3 million multi-purpose reception and interpretive centre, this historical replica will showcase the Canadian fur-trading era and hold various events that will lead to economic spin-offs. Historic Fort Gibraltar will become a year-round tourist attraction with the addition of *Governor's House*.
- On September 25, 1998, EDPA funding of \$400,000 (Manitoba's Contribution \$200,000) to the *Conseil de développement économique des municipalités du Manitoba (CDEM)* was announced. A co-ordinated strategic community economic plan for 11 Manitoba bilingual municipalities and incorporated towns will help Franco-Manitoban communities attract investment from across Canada and the Francophone world.

## LABOUR AND IMMIGRATION

*Formerly Manitoba Labour*

- Resources allocated towards having fully operating Web sites in both official languages for all six divisions; bilingual Web site information expanded and revised.
- In response to the Employment Standards Code coming into force May 1999, the Employment Standards Branch completely updated all the printed public education materials in both French and English.
  - Amendments to The Construction Industry Wages Act;
  - New House Building and Renovations;
  - Employment Standards Laws and Hairstylists;
  - Sunday and Holiday Opening;

# FLS ACTIVITIES AND ACCOMPLISHMENTS

- Home and Residential Care Workers;
- Remembrance Day;
- Maternity and Parental Leave;
- Facts about Domestic Workers;
- A Guide to Construction Industry Wages and Employment Standards;
- A Guide to Employment Standards;
- Child Employment Permit;
- Application for a Licence to Operate an Employment Agency.
- The Workplace Safety and Health Division (WSH) translated into French the “Career in Safety and Health” portion of its December 1999 WorkSafe newsletter as well as the Year 2000 Training Schedule and registration form. Beginning with the October 2000 issue, all future WorkSafe Newsletters will be translated and available in French on the Web site or in hard copy format upon request. This Division also acts as a liaison between its clients and other agencies, which provide even more specific French Language information and teaching aides.
- Multiculturalism Division produced the brochure Stop Racism, the bookmark A Vision of all Manitobans Living in Harmony and Mutual Respect, in both official languages, and three bilingual posters.
- A process was developed for individuals, requiring an “English as a Second Language” (ESL) assessment, who wish to be served in French.
- Office of the Fire Commission shared public education materials with the Quebec Government and have established a positive working relationship with their Quebec counterparts.
- Public education seminars conducted at the Collège universitaire de Saint-Boniface re: the implementation of the new Manitoba Labour Employment Standards Labour Code.

## FRENCH LANGUAGE SERVICES SECRETARIAT

The implementation of the FLS policy is guided and monitored by the French Language Services Secretariat, whose mandate applies to all the administrative bodies covered by this policy. In fulfilling its mandate, the FLS 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.

- Coordinated the 1999/2000 Appendix to the Canada-Manitoba General Agreement on the Promotion of Official Languages (CMGAPOL); worked on renewal of agreement for 2000 to 2004.
- Provided guidance and assistance re: the development of regional FLS plans by designated Health Authorities through the Advisory Committee on Health Services in French.
- Pursued the review and/or development of FLS plans of designated social services agencies via the Advisory Committee on French Language Social Services.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

- Coordinated the development of strategies to address shortcomings in the delivery of judicial services in French, through the Working Group on the Enhancement of FLS in the Justice System; coordinated stakeholder meetings for the development of a model for the delivery of RCMP services in French.
- Coordinated French language training initiatives for government employees in designated positions and offices; surveyed their FLS training needs and interests; participated on the intergovernmental French Language Learners Committee, *Réseau des apprenants (RAF)*.
- Established a FLS & Systems Steering Committee to provide feedback and assist in identifying French language requirements in the government's managed computer systems environment.
- Worked on ensuring French on the Internet and in reorganized government services (e.g. Better Systems Initiative, etc.).
- Carried out the preliminary steps for establishing the first three of six bilingual government service centres in Saint-Boniface, Saint-Pierre-Jolys and Notre-Dame-de-Lourdes.

## OFFICES OF THE LEGISLATIVE ASSEMBLY

Communications between the French Language Services (FLS) Secretariat and offices of the Legislative Assembly must respect the fact that these offices operate at arm's length to Government. Though not technically bound by government policy, it is to be noted that Elections Manitoba and the Ombudsman, as offices of the Legislative Assembly that have considerable contact with the public, have both taken steps to ensure quality services in French.

The FLS Secretariat is aware that both offices have bilingual staff and communication materials. They effectively implement internal policies and strategies that are in harmony with the Manitoba Government FLS policy.

### Elections Manitoba

- New brochures such as the Voters Guide; Access to Voting; Personal Security; Have a Say When You're Away – Absentee Voting from Outside of Manitoba; as well as reprints of various documents were all published in bilingual format rather than separate language versions as was done in the past.
- New posters are all prepared in bilingual format. All new television, radio and print ads and the Web site are produced in both French and English.
- General election service in both official languages was maintained in electoral divisions where the French-speaking population is concentrated.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## Ombudsman

The active offer of services in the French language has been and remains an integrated part of the operations of the office. Telephone calls, complaints, and correspondence received in the French language are responded to in French. Bilingual employees carry out, in both official languages, the mandate of the office under *The Ombudsman Act*, *The Freedom of Information and Protection of Privacy Act*, and *The Personal Health Information Act*.

In 1999/2000, the provision of French language services included:

- Production of all media releases, all public information documents, including the annual report, in both official languages;
- Update of office building signage and office doors sign in both official languages;
- Information session, in French, on the role and mandate of the Office of the Ombudsman for staff and students of the Collège Pierre-Elliott-Trudeau;
- Interviews with the Francophone media (radio and newspaper) in the French language.

## CROWN CORPORATIONS

### Manitoba Hydro

Manitoba Hydro has provided FLS to the general public for many years. Forms are produced in French, as well as information material (print and video). All media campaigns have a French component. Extensive information programs for schools are available in French. Recruitment of bilingual staff is an ongoing endeavour.

In 1999/2000, Manitoba Hydro

- Continued providing French language services to customers through numerous bilingual publications and Customer Service & Inquiries telephone line in the French language.
- Added *HydroLignes* to French Web site – new addition on a monthly basis.
- Produced a new series of *Power Smart*® television commercials in both French and English.
- Produced new bilingual floats for parades.
- Designed, in consultation with the Collège universitaire de Saint-Boniface, a new French language proficiency test for job applicants, which replaced the former test dating back to 1989.
- Sponsored and provided French materials to several activities in the French community: *Alliance Chorale*, *Festival du Voyageur*, *Festival des Vidéastes du Manitoba*, *Affaire Farouche*, *Jeux du Manitoba*. Corporate membership in *Envol 91 FM*.

# FLS ACTIVITIES AND ACCOMPLISHMENTS

## Manitoba Liquor Control Commission (MLCC)

MLCC started implementing the French Language Services policy several years ago to ensure an active offer of French language services to its customers and clients through bilingual staffing, accessibility in the French language on its Web site, bilingual communication materials, bilingual advertisements, and a tuition reimbursement program for employees who participate in French language classes.

In 1999/2000, MLCC:

- Continued offering FLS through staffing, publications, public campaigns and advertising in both official languages.
- Advertised bilingual positions in both official languages. Staffed all new positions in designated bilingual stores with qualified bilingual applicants.
- Ensured that all signage in the designated areas were in both official languages.
- Encouraged employees through its Tuition Reimbursement Program, to take French classes at Alliance Française or the Collège universitaire de Saint-Boniface.
- Was an official sponsor of the *Festival du Voyageur* and a corporate sponsor of the *Beaujolais Nouveau*.

## Manitoba Public Insurance (MPI)

- Created a fully bilingual unit within the St. Mary's Road Claim Centre to better serve customers, by adding more bilingual staff.
- Began developing specific proficiency ratings for all FLS positions.
- Began developing a fully bilingual Internet site.
- Sponsored the Maple Sugar Shack at the *Festival du Voyageur* and provided bilingual road safety posters such as: Cross the street at the safest place, Obey traffic rules, Sit safely in the car, Use the school safety patrol. Delivered bilingual "Don't Drink and Drive" posters to all locations selling alcoholic beverages.

# STATISTICS ON DESIGNATED BILINGUAL POSITIONS

Administrative Bodies	Total Number of Designated Bilingual Positions	Number of Bilingual Incumbents	Number of Non-Bilingual Incumbents in Designated Positions	Number of Vacant Designated Positions
Aboriginal and Northern Affairs	—*	—*	—*	—*
Agriculture and Food	12	7	4	1
Civil Service Commission	1	1	0	0
Conservation	—*	—*	—*	—*
Consumer and Corporate Affairs	23	12	11	0
Culture, Heritage & Tourism	21	18	2	1
Education and Training	—*	—*	—*	—*
Executive Council	1	1	0	0
Family Services and Housing	34	24	10	0
Finance	7	7	0	0
Health	—*	—*	—*	—*
Highways and Government Services	31	18	12	1
Government Services	6	5	0	1
Industry, Trade and Mines	—*	—*	—*	—*
Intergovernmental Affairs	13	8	4	1
Justice	76	57	17	2
Labour and Immigration	8	8	0	0
French Language Services Secretariat	6	6	0	0
Manitoba Hydro	39	29	10	0
Manitoba Liquor Control Commission (MLCC)	62	41	17	4
Manitoba Public Insurance (MPI)	36	36	0	0
<b>TOTAL</b>	<b>376</b>	<b>278</b>	<b>87</b>	<b>11</b>
<b>Percentage</b>	<b>100%</b>	<b>74%</b>	<b>23%</b>	<b>3%</b>

\* Current stats will be available in 2000/2001 after the administrative body's FLS plan is revised.

# PARTNERSHIPS AND COOPERATION

The development and the implementation of services in French often involve intergovernmental cooperation and/or government-community partnerships. Some good examples of that are:

- The Canada-Manitoba General Agreement on the Promotion of Official Languages (CMGAPOL). The first Agreement was signed on November 3, 1990 and covered the period of April 1 of that year to March 31, 1995. It was renewed for another five years ending March 31, 2000 and subsequently for a further four years. The CMGAPOL provides a funding and cooperation mechanism to facilitate the implementation of Manitoba's French Language Services (FLS) policy and to contribute to the development and vitality of the Francophone community. In 1999/2000, Canada contributed \$1.2 million for a variety of projects.
  - The establishment of bilingual government service centres (BGSC). Three levels of government are collaborating in the development of the service centres envisaged and recommended in the Chartier Report. The public will be able to access a range of federal, provincial and municipal services in both official languages in these new centres.
  - The work of the *Fédération des aînés franco-manitobains* (Federation of Franco-Manitoban Seniors) with the Manitoba Seniors Directorate. Both organizations agreed that it was more cost-effective and logical to produce a French language version of the Manitoba's Guide for Seniors that included only information pertinent to the Francophone seniors. It was also deemed appropriate to publish this information as part of the *Société franco-manitobaine's* directory on French language services.
  - The positive working relationships and links between the *Conseil de développement économique des municipalités bilingues (CDEM)* (Economic Development Council of Manitoba's Bilingual Municipalities) and departments such as Rural Development (now part of Intergovernmental Affairs) and Industry, Trade & Tourism (now Industry, Trade & Mines). Several interesting initiatives have progressed because of the collaborative efforts between the community and government.
  - The collaboration between the various stakeholders (RCMP, Manitoba Justice, FLS Secretariat, *Association des municipalités bilingues du Manitoba* and the *Association des juristes d'expression française du Manitoba*) with respect to French language RCMP services yielded a practical model to enhance the services in question.
- Cooperation can also occur in committees whose membership includes government and community representatives, as well as organizations designated to offer services in French. There was ample evidence of that in the following committees that were created by ministers of the province (in the years specified) and that have been finding practical ways and means of dealing with various issues and meeting the objectives of Manitoba's FLS policy:
- Advisory Committee on Health Services in French (1991).
  - Working Group on the Enhancement of French Language Services in Manitoba's Justice System (1996).
  - Advisory Committee on French Language Social Services (1998).

## FUTURE DIRECTIONS

What should be the strategy with respect to the implementation of the Manitoba Government French Language Services policy in the coming years?

The FLS Secretariat's opinion is that in many instances, it is essentially a matter of staying the recent course and building upon the bases established over the last decade or so. Judge Richard Chartier's Report and Recommendations on French Language Services Within the Government of Manitoba has pointed the way: a common sense approach to practical solutions.

By focusing on two important principles constituting the basis for many of the Chartier Recommendations, it means that a better job can be done in providing services in French. The concept is relatively simple:

- Provide French language services from offices/centres situated in the designated areas where the Francophone population is concentrated.
- Use completely bilingual units or entities to ensure the availability of services in both official languages at all times.

Implementation of these principles makes sense from a client-focus perspective. Modifications to existing program delivery structures are required in some cases. The establishment of completely bilingual multi-government, multi-service centres (single windows) is an initiative favouring the new approach recommended by Judge Chartier.

Working with the Francophone community to determine the FLS priorities and to develop practical means to implement the policy is also the logical thing to do. The goal is to pro-actively offer services in French in ways that make them very accessible.

# APPENDIX



The Government of Manitoba's French Language Services policy and map of designated areas.

## STATEMENT OF 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 French Language Services, 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 French Language Services, 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 French Language Services. Separate language versions are released simultaneously.

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

Unless specified otherwise by the Minister responsible for French Language Services, 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 French Language Services, 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*,
- 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 French Language Services.

The implementation of this policy is guided and monitored by the French Language Services Secretariat, whose mandate applies to all the administrative bodies covered by this policy. In fulfilling its mandate, the French Language Services 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 French Language Services 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 French Language Services 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.