

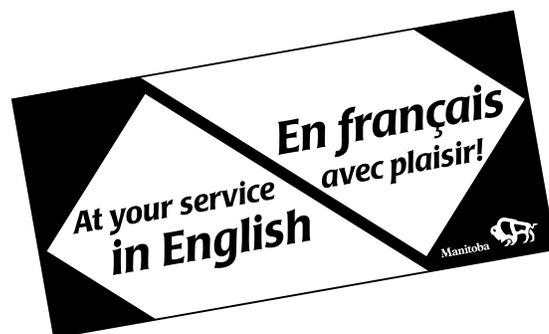
SERVICES 2000/2001 FRENCH  
LANGUAGE SERVICES 2000/2001  
FRENCH LANGUAGE SERVICES  
2000/2001 FRENCH LANGUAGE  
SERVICES 2000/2001 FRENCH

**French Language Services Secretariat**

LANGUAGE SERVICES 2000/2001  
FRENCH LANGUAGE SERVICES  
2000/2001 FRENCH LANGUAGE  
SERVICES 2000/2001 FRENCH  
LANGUAGE SERVICES 2000/2001  
FRENCH LANGUAGE SERVICES  
2000/2001 FRENCH LANGUAGE  
SERVICES 2000/2001 FRENCH  
LANGUAGE SERVICES 2000/2001  
FRENCH LANGUAGE SERVICES  
2000/2001 FRENCH LANGUAGE  
SERVICES 2000/2001 FRENCH  
LANGUAGE SERVICES 2000/2001  
FRENCH LANGUAGE SERVICES  
2000/2001 FRENCH LANGUAGE  
SERVICES 2000/2001 FRENCH  
LANGUAGE SERVICES 2000/2001  
FRENCH LANGUAGE SERVICES

Report on  
**FRENCH  
LANGUAGE  
SERVICES  
2000/2001**

[www.gov.mb.ca/fls](http://www.gov.mb.ca/fls)



# TABLE OF CONTENTS

<b>Message from the Minister</b> .....	3	Consumer and Corporate Affairs .....	24
<b>Comments of the Senior Advisor</b> .....	5	Executive Council .....	26
<b>Evolution of FLS Implementation</b> .....	6	Finance .....	27
<b>Status of the Implementation of the Chartier Report Recommendations</b> .....	8	Industry, Trade and Mines .....	27
<b>Challenges and Areas for Improvement</b> .....	10	Intergovernmental Affairs .....	28
<b>Activities and Accomplishments 2000/2001</b>		Labour and Immigration .....	28
French Language Services Secretariat .....	13	<i>Offices of the Legislative Assembly:</i>	
Culture, Heritage and Tourism .....	14	Elections Manitoba .....	29
Education, Training and Youth / Advanced Education .....	17	Ombudsman .....	29
Family Services and Housing .....	18	<i>Crown Corporations:</i>	
Designated Social Services Agencies .....	19	Manitoba Hydro .....	30
Health .....	21	Manitoba Liquor Control Commission .....	30
Designated Health Organizations .....	21	Manitoba Public Insurance .....	30
Justice .....	22	Manitoba Women's Directorate .....	31
Transportation and Government Services .....	22	Seniors Directorate .....	31
Aboriginal and Northern Affairs .....	23	<b>Statistics on Designated Bilingual Positions</b> .....	32
Agriculture and Food .....	23	<b>Promotion, Feedback and Adjustments</b> .....	33
Civil Service Commission .....	24	<b>What Lies Ahead?</b> .....	34
Conservation .....	24	<b>Appendix – French Language Services Policy and Map of Designated Areas</b> .....	36



# MESSAGE FROM THE MINISTER



**Greg Selinger**

*Minister responsible for  
French Language Services*

**D**uring the ten years following the 1979 decision by the Supreme Court of Canada in the Forest case, the government gradually laid the preliminary groundwork for French language services.

Once this foundation was in place, the government in 1989 adopted a French language services policy aimed at a fuller and more systematic introduction of services. The table showing the evolution of activities in the area of French language services attests to this phase of increased institutionalization.

For several years now, the government, acting upon the recommendations set out by Judge Chartier in his 1998 report, has been making a major shift focused on French language services that are both more practical and more accessible.

In the framework of this shift, we are in the process of setting up fully bilingual service centres that will play a key role in strengthening the active offer of French language services. These centres will in fact be one-stop shops where citizens will be able to obtain services in French and English from all three levels of government. The first three centres of this kind to open their doors will be located in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys.

As these centres will not be able to meet every need, other administrative units and entities will also be

called on to offer a full range of services in both official languages, including the various health care and social service institutions found in the designated bilingual areas.

In some situations, separate Francophone institutions will be required to create the linguistic and cultural environment necessary to counter assimilation. This need is especially present where education, early childhood development, personal care homes, and residences for the developmentally-disabled are concerned.

To ensure the success of this major reorientation, it is essential that we work in close collaboration with the Francophone community of Manitoba and that it keep us apprised of its needs, objectives and priorities. Through our combined efforts, we will be able to find ways of optimizing resources and providing high quality French language services.

On a final note, I would like to pay tribute to Ms Jeannette Lanthier, who passed away suddenly in December 2001. Jeannette Lanthier was a long-time employee who served for the past two years as French Language Services (FLS) Coordinator for Executive Council and as Project Coordinator for the FLS Secretariat team. She is sadly missed by her friends and colleagues.



# COMMENTS OF THE SENIOR ADVISOR

*“In order to ensure public accountability,” states the French Language Services (FLS) Policy; “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.”*

It is in that light that this report was prepared. The FLS Secretariat relies substantially on the information submitted by the administrative bodies concerned. What is presented under FLS activities and accomplishments allows one to realize that there is considerable effort made to meet the objectives of the FLS Policy. We can appreciate the diverse and numerous initiatives carried out for that purpose. It is possible to conclude that progress is definitely occurring without necessarily being able to accurately quantify it.

There is an increase in the volume of translation; that should mean an enhanced availability of materials in French. Greater efforts are made to ensure that designated positions are filled with bilingual personnel. Those are some rough indicators of improvements in the implementation of policy.

However, there is substantial room for improvement in some areas. For example, non-bilingual personnel

continue to be hired in the health facilities that have been identified as completely bilingual centres. Recruitment of qualified bilingual health professionals continues to be a challenge.

Concerted efforts and leadership remain two key ingredients of the progress that is definitely required in such cases. The Francophone community must be very much involved in the pursuit of solutions. Training is an important aspect and, thankfully, it figures in the strategies that are being developed. Intergovernmental agreements may also be of considerable value in this regard.

*“Where there is strong leadership... progress follows.”*

Challenges of various sorts exist, as illustrated in the section of this report on that subject. Solutions often hinge on the availability of sufficient resources, generally human resources. Information and orientation sessions can prepare staff in designated offices and centres, as well as those in management, to play appropriate FLS roles whether they are bilingual or not. Where there is strong leadership in support of the FLS Policy, progress follows.



**FLS Secretariat Staff** – Left to Right: Johanne Cayer (Facilitator), Nick Sourisseau (Project Manager), Nicole Young (Secretary to the Senior Advisor), Edmond LaBossière (Senior Advisor), Monique Gauthier (Facilitator), Hélène Fisette (Planning and Programme Coordinator)

# EVOLUTION OF FLS IMPLEMENTATION

## Manitoba Government French Language Services (FLS) Policy

Over the years, numerous and diverse efforts and activities have contributed to an enhancement of French language services. The highlights are outlined in this table.

### 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)

### 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

### 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 a special Resource Unit, *Santé en français*, to assist designated health facilities with their planning and delivery of services in French
- Creation of the *Division scolaire franco manitobaine (DSFM)*, the Franco-Manitoban School Division
- Strengthening of Part III of *The City of Winnipeg Act* regarding the provision of French language services
- Renewal of the CMGAPOL

*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.

## 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 the 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 (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 the 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 *Centre culturel franco-manitobain* (Franco-Manitoban Cultural Centre)
- Cabinet decision to establish bilingual (government) service centres in the designated areas

## 1999-2001

- Creation of a FLS Facilitator team attached to the FLS Secretariat
- Treasury Board approval and detailed planning to establish three bilingual service centres in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys
- Renewal of the CMGAPOL for the period of 2000-2004
- Establishment of a completely bilingual primary health centre in Saint-Boniface
- Creation of a Bilingual Health Recruitment Coordinator position
- Establishment of a *Communauté en Santé* Board to replace the Advisory Committee on Health Services in French
- Government approval of pilot project to establish bilingual court facilities and services in Saint-Boniface and Saint-Pierre-Jolys
- 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 CMGAPOL in Education
- Approval for the construction of a K-8 français school in South Saint-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 Francophonie
- Development, finalization and approval of FLS Plans of various designated Regional Health Authorities, social service agencies, departments and Crown Corporations
- Publication of a First Report on FLS (as per Chartier Recommendations)

# STATUS OF THE IMPLEMENTATION OF THE CHARTIER REPORT RECOMMENDATIONS

The Commissioner Honourable Judge Richard Chartier's May 1998 Report and Recommendations on French Language Services Within the Government of Manitoba "Above All, Common Sense" identified significant gaps in service delivery under the Government of Manitoba's FLS Policy.

The report's 29 recommendations focus to a great extent on two key principles:

- Providing French language services from centres located in the designated areas where the Francophone population is concentrated.
- Establishing completely bilingual units or entities to serve the designated bilingual areas. This ensures that services in both official languages are available at all times.

A Deputy Ministers Implementation Committee was established to spearhead the development of strategies to implement the recommendations emanating from the report. A series of action plans were submitted for Cabinet approval March 3, 1999. Under the overall coordination of the Committee and the FLS Secretariat, various administrative bodies developed or pursued action plans to address issues outlined in the Chartier Report. By the end of fiscal year 2000/2001, a total of 15 out of 29 Chartier Report recommendations were implemented in full, and another three implemented in part. Others are being worked upon. It should be noted that some recommendations require ongoing implementation.

## 1998/1999

In 1998/1999, Cabinet approved revisions to the FLS Policy and the map of designated areas (Recommendations #1 and #29), approved the concept of bilingual service centres (BSCs) (Recommendation #3) and authorized the implementation of three pilot centres in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys (Recommendations #4 and #5).

## 1999/2000

In 1999/2000, Cabinet approved the establishment of six BSCs for the delivery of FLS, the first three in the designated areas listed above, with an additional three to follow in Sainte-Anne, Saint-Laurent, and Saint-Vital. Federal departments indicated an interest in offering services through the BSCs, as did the City of Winnipeg for the Saint-Boniface Centre. Cabinet also approved the establishment of four full-time FLS Facilitators to help get the BSCs operational and to assist administrative bodies covered by the FLS Policy with implementation of the revised FLS Policy (Recommendation #27).

The Ad Hoc Working Group on Communications in French (Recommendation #26) completed its assessment of the service gap within Government, and the FLS Secretariat pursued initiatives to reduce backlogs in the translation and production of high priority documents in French. Cabinet approved extra funding of \$100,000 for Translation Services in 1999/2000 and again in 2000/2001.

In 1999/2000 other Chartier Report recommendations were implemented in full or in part: Family Services took part in the establishment of BSCs (Recommendations #9 and #10) and will be providing services in the first three centres in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys. Resources for translation services were made available to Education and Training (Recommendation #18). The *Collège universitaire de Saint-Boniface* (CUSB) received an increase in funding (Recommendation #19). The question of the CUSB receiving an adequate proportion of post-secondary funding from the Government of Manitoba is a matter of ongoing consideration. As per Recommendation #27, the FLS Secretariat participated in the Manitoba Measures business planning exercise.

## 2000/2001

During fiscal year 2000/2001, the FLS Secretariat and Government Services worked with representatives of the Federal and Municipal Governments, other partners and community representatives to refine the details required to seek approval for final implementation of the first three BSCs. Treasury Board approval was secured for the Province. In January, 2001, the City of Winnipeg announced its commitment to the Saint-Boniface Centre. The terms and conditions for federal participation in the centres progressed to near-final stages. This project, a first for Manitoba, is truly unique due to its complexity and the number of partners involved.

Elements such as encouraging the use of French as the language of work and day-to-day operations in the BSCs (Recommendation #6) were considered in the development of the operating model for the BSCs. These elements were also included in the Guidelines Manual for the Implementation of FLS, which was updated and simplified by the FLS Secretariat and made more pertinent to the revised FLS Policy.

The FLS Secretariat initiated the review of FLS Plans of various administrative bodies (departments, Crown Corporations, Regional Health Authorities (RHAs) and social services agencies), which were last developed in 1993 and 1994. Administrative bodies were asked to take into consideration the Chartier Report Recommendations when reworking their FLS Plans. For example:

- Manitoba Agriculture designated its Saint-Pierre-Jolys and Somerset offices as bilingual and will ensure that signage and all new employees are bilingual (Recommendation #7).
- Winnipeg Child and Family Services designated as bilingual two offices in Saint-Boniface and Saint-

Vital, and their office in Saint-Pierre-Jolys is being integrated in the new BSC in that community (Recommendation #11).

- A number of urban and rural health institutions were designated as bilingual, and the RHA responsible for these facilities will ensure that signage and all new employees are bilingual (Recommendation #12).
- The Saint-Boniface General Hospital was designated as the Winnipeg hospital responsible for providing services in French (Recommendation #13). This is being incorporated in the Winnipeg RHA's FLS Plan.
- Manitoba Public Insurance designated as bilingual its St. Mary's Road Claim Centre, and agreed that all signage and all new employees be bilingual (Recommendation #20).
- The Manitoba Liquor Control Commission (MLCC) outlets located in the designated areas of Winnipeg were designated as bilingual and MLCC is working to ensure that signage and all new employees are bilingual (Recommendation #21). MLCC is also pursuing the recommendation that its contracts with private industry to sell alcohol in the rural designated areas stipulate that the stores are to have, to the extent possible, bilingual signage and staff (Recommendation #22).
- Extra funding of \$100,000 was approved for Translation Services to assist in increasing the production of documents in both official languages (Recommendation #26).
- The FLS Secretariat produced its first report, to be presented annually, detailing the advances made in the implementation of the FLS Policy (Recommendation #28).

# CHALLENGES AND AREAS FOR IMPROVEMENT

All departments and Crown Corporations can encounter challenges and identify areas needing improvement in their implementation of the FLS Policy. Following are some of the more common ones, as well as strategies to overcome them.

## Challenges and Areas for Improvement

## Strategies

### Communications

Ensuring that Translation Services has the ability to continue providing excellent service with ever increasing demand and tight timeframes.

Producing, within limited budgets, bilingual information materials (hard copy and Internet) that are user friendly, easy to read and in a consistent format government wide; publishing public information materials simultaneously in both official languages.

Ability to provide the French media a more active offer of services in French.

French language promotional pieces and Web site to assist the tourism and business industries; more Francophone travel counselors in the industry.

Special funding, under the Canada-Manitoba General Agreement on the Promotion of Official Languages, to provide additional resources for translation. Acquisition of technological tools to augment efficiency and service provision.

Ensure advance planning, careful budgeting and the conceptualizing of bilingual materials at the outset. Raise awareness about the requirement to produce documents in a bilingual format vs. separate language versions. Review materials for plain language, a principle that applies to both official languages. Include FLS Coordinators and Information Resources Division (IRD) early in the planning process.

Address some of these issues through collaborative efforts of the FLS Secretariat and Information Resources Division.

Collaborate with the *Bureau de tourisme Riel*, the *Conseil de développement économique des municipalités bilingues du Manitoba* and other Francophone organizations to develop strategies and coordinate efforts in training and in the delivery of services.

## Challenges and Areas for Improvement

## Strategies

### Communications (*continued*)

Informing the Franco-Manitoban community of various programs and initiatives; improving presentations to schools and to the community.

Conduct French language presentations in the community. Maximize contact with, and disseminate information via, the information specialists and the FLS Team working out of the completely bilingual service centres located in the designated areas. Cover registration fees for employees taking French language training.

### Human Resources

Filling designated bilingual positions where turnover of staff is low.

Recruit upon first vacancy for permanent or temporary positions (next available position).

Recruiting qualified bilingual staff for technical and specialized professional positions or where candidate selection is minimal.

Offer French language training to current staff and facilitate transfers of bilingual staff to designated positions and offices.

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

Reducing the negative attitudes and reactions that bilingual staff sometimes encounter from other staff and from the public.

Promote the *active offer* concept to management, staff and the public. Provide ongoing staff orientation sessions. To the largest extent possible, without interfering with the delivery of FLS in central offices, assign designated bilingual positions to offices located in designated bilingual areas. Foster a greater appreciation for the value of the work performed by bilingual employees when delivering services in both official languages.

# CHALLENGES AND AREAS FOR IMPROVEMENT

## Challenges and Areas for Improvement

## Strategies

### Human Resources (*continued*)

Having administrative bodies become more pro-active so as to allow FLS Coordinators to shift their focus more to planning, implementing and evaluating functions.

Educate key players of their obligations under the FLS Policy and on the importance of an FLS Plan. Ensure FLS requirements are considered when planning activities, changes or new initiatives.

### Bilingual Service Centres

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

Continue collaborative efforts and actions through various means including the Provincial/Federal/Municipal Facilitation and Harmonization Committee, which identifies issues and examines strategies to develop job descriptions, recruit, select and train shared personnel for new service centres that are being established.

Orientation and training by the participating departments for the first three shared information specialists to be located in the completely bilingual service centres.

Develop a training plan with representatives from all divisions of the participating departments to ensure that training is completed prior to the opening of the centres.

### Other

Choosing the appropriate mix of strategies and instruments to enhance service commitments to Francophone clients, within limited financial budgets.

More consultation with the community and appropriate stakeholders. Develop government-community partnerships.

Updating of and funding for mainframe computer systems in order to correspond, in a more consistent manner, in the official language of the client's choice; standardizing French language systems hardware and software.

Address some of these issues through collaborative efforts of the FLS Secretariat, the Office of Information Technology, Desktop Telecommunication and Network Services, Transportation and Government Services, etc.

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

## FRENCH LANGUAGE SERVICES SECRETARIAT

*“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.”*

—Statement of Policy

- In partnership with Canadian Heritage, renewed, for the period of April 1, 2000 to March 31, 2004, the Canada-Manitoba General Agreement on the Promotion of Official Languages, a cost sharing agreement with the Federal Government. Coordinated, for Manitoba, the inclusion of projects to be funded in 2000/2001 (e.g. some \$400,000 for economic development, sports and recreation, bilingual signage and translation in Manitoba’s bilingual municipalities; \$50,000 for pilot projects of the *Fédération des aînés franco-manitobains* (Franco-Manitoban Seniors Federation); \$5,000 to the *Jeux francophones du Nord et de l’Ouest* (Northern and Western Francophone Games); \$100,000 to the *Festival du Voyageur* for research, development and implementation of activities at the Fort Gibraltar, etc.
- In collaboration with Government Services, detailed planning, conceptualizing and design for the establishment of the first three bilingual service centres in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys. Finalized space requirements and terms and conditions for federal and municipal participation in the centres.
- Provided guidance and assistance to administrative bodies and pursued the review and/or development of FLS Plans. Collaborated with the Advisory Committee on Health Services in French for the review and development of regional FLS Plans of designated health authorities and with the Advisory Committee on French Language Social Services, for FLS Plans of designated social services agencies. As at the end of fiscal year 2000/2001, 11 of 38 FLS Plans have been finalized and approved by the Minister responsible for FLS.
- Was instrumental in the creation of, and acted as a resource for, the new *Communauté en santé* Board, which replaced the former Advisory Committee on Health Services in French, established in 1991. The first meeting of the *Communauté en santé* Board was held February 1, 2001. Thirteen members were named by the Franco-Manitoban community. Another three were named by the Minister responsible for FLS, in consultation with the Minister of Family Services and Housing and the Minister of Health.
- Continued developing 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. In collaboration with various stakeholders, worked on the implementation of a practical model for the delivery of RCMP services in French. Carried out the preliminary steps of the pilot project to establish bilingual court facilities and services in Saint-Boniface and Saint-Pierre-Jolys.

- Participated in national meetings of senior officials on French language services as well as in the Ministers' Conference on Francophone Affairs, with the Minister responsible for FLS, which took place in Prince Edward Island in October 2000.
- Coordinated French language training initiatives for government employees in designated positions and offices, including a pilot project in Portage-la-Prairie. Registrations for 2000/2001 totalled 200 (including 44 employees who are upgrading their written skills via Internet). Contributed to the work of the *Réseau des apprenants* (French Language Learners' Network), which organized a number of activities for French language learners, outside the classroom setting.
- Participated, with the Seniors Directorate and the *Fédération des aînés franco-manitobains* in initiatives re: services in French for senior citizens.
- Organized FLS forums/meetings with representatives of Government departments and the Franco-Manitoban community to share information and ideas on specific issues and to prepare recommendations or develop solutions and strategies.
- Dealt with 22 complaints, as well as various issues raised by the public regarding FLS.
- Produced and released A First Report on French Language Services 1999/2000.
- Pursued desktop support for FLS in the government's managed environment. Via the FLS and Systems Steering Committee, conducted a survey of desktop requirements and undertook 2 pilot projects to determine the suitability of VMWare and Office 2000.
- Revised and streamlined the Guidelines Manual for the Implementation of FLS, with subsequent presentation to FLS Coordinators and distribution to administrative bodies. Issued new directives concerning the production of annual reports in fully or partially bilingual formats.

## CULTURE, HERITAGE AND TOURISM

### Administration and Finance Division

- Under the Heritage Grants Program, approved grants and bingos totaling \$68,976 in support of heritage projects in the Francophone community.
- Converted the Community Places Program's separate English and French version application form to a side-by-side bilingual format. Approved grants totaling \$146,337 in support of projects in Francophone communities.

### Culture, Heritage and Recreation Programs Division

- **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.

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

- Beginning with its 2000/2001 annual report, the Manitoba Film and Sound Recording Development Corporation is undertaking the phased implementation of a bilingual format for the Corporation's annual report.
- 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 supported special initiatives: the *Centre culturel franco-manitobain's* project *Promotion et partenariats du CCFM*; the *Festival des Vidéastes du Manitoba's* Rural Workshops Project; the *Festival du Voyageur's* project *Recherche et développement de programmes pour le Fort Gibraltar*; *La Coalition des groupes résidents'* project *Promotion des groupes résidents*; and the *Conseil jeunesse provincial* to support its efforts to participate in *Les 3<sup>e</sup> Jeux francophones du Nord et de l'Ouest*.
- **The Historic Resources Branch** provided publications in both official languages and responded to telephone and written inquiries in the official language of the client's choice.
- Published provincial Designation Notices for Francophone sites in *La Liberté* in French.
- Assisted *Maison Gabrielle Roy Inc.* with its restoration, business and marketing plans.
- **Public Library Services'** Internet site, newsletter and Summer Reading Program (posters, bookmarks and activity projects) are available in French.
- Approximately 1,000 French items (books and videos) were added to the central collection. This amount represents 10% of annual collection development expenditures.
- Paid out annual operating and collection development grants totaling \$184,838 to 10 libraries in Francophone communities.
- **The Recreation and Wellness Promotion Branch** ensured ongoing distribution of publications in both official languages.
- Supported the International Year of the Volunteer Steering Committee by coordinating the translation of its ongoing communiqués throughout the Province.
- The Recreation Opportunities – Partners in Leisure Program funds the *Commission Récréative de la Rivière aux Rats* which serves the Francophone communities of St. Pierre-Jolys and the RM of De Salaberry. Other Francophone communities involved in partnerships through the Program include RM of Ellice, RM of Montcalm, Village of St. Lazare, RM of Ste. Rose, Village of Ste. Rose du Lac, RM of St. François Xavier, RM of Grey, RM of South Norfolk, Village of Notre-Dame-de-Lourdes, RM of Lorne, and the Village of Somerset.
- The Skills Program for Management Volunteers provides trainers and resources to assist skill development of volunteer boards and staff of the Francophone community.
- The Grants and Resources Manual is published in French. Binders containing sample skills resources were distributed to Francophone organizations.
- The Volunteer Recognition Certificate Program, including the Volunteer Certificate of Recognition and the Award of Merit components, are available in both official languages.
- **The Regional Services Branch** provides direct and telephone consultative services to 34 rural Francophone communities throughout the province and ensures that regional offices are equipped with bilingual signs and

public notices. It is the first point of contact for departmental funding programs that are applicable to rural Francophone communities.

- Provided support to the Lorette Parish on the occasion of its 100th Anniversary.
- **Major Agency Relations** tabled the Manitoba Arts Council 1999/2000 Annual Report in a bilingual format and the *Centre culturel franco-manitobain* Annual Report in French with attached translation.

### Provincial Services Division

- The Translation Services Branch sustained its 1999/2000 overall production levels, maintaining the increase of 40% over 1998/1999, when Judge Richard Chartier's Report and Recommendations on French Language Services Within the Government of Manitoba resulted in a renewed emphasis on Government's FLS Policy. Within the total volume produced, the number of pages translated into French for the government Web site accounted for over 4,700 pages, an increase of 147% over 1999/2000 for this specific area. The translation of news releases also rose by 28%.
- In addition, the Branch invested in computer-related tools that will increase its efficiency and improve service through effective document management, full-text search, and the development of an electronic terminology source.
- The Branch responded effectively to demand for official government terminology from staff and service providers. In 2000/2001, the number of requests increased by 22% over the previous year to 2,001, resulting in the provision of 5,960 terminological units, representing an increase in units of 49% over 1999/2000.
- The Provincial Archives and Legislative Library continued to develop new bilingual material for their respective Web sites, including an extensive update of *The Freedom of Information and Protection of Privacy Act* site.

### Tourism Division

- Continued inclusion of bilingual introductory pages in the *2001 Manitoba Accommodation and Campground Guide*.
- Travel Manitoba's interactive Internet home page continued to offer Francophone visitors the option of surfing the site in either French or English.
- To respond to enquiries by Francophone communities regarding information on Manitoba, 883 French general vacation kits were provided consisting of *Guide des explorateurs*, *Une bouffée de fraîcheur*, *Explorez le Manitoba, Canada* (promotional piece), *Tourism Winnipeg's French Winnipeg Visitor's Guide* (when available) and *Souvenirs de voyages* (CDEM).
- 310 French school kits were sent out and included: *Guide des explorateurs*, a French Manitoba Fact Sheet, bilingual Manitoba flag and emblem sheets, *Une bouffée de fraîcheur*, and the French Legislative Building book.
- There were 53 French legislative building and grounds tours and 8 bilingual tours done in 2000.
- Travel Manitoba staff on tourism boards of CDEM and Tourism Riel.
- Grants awarded to several Francophone organizations: \$9,000 to CDEM for the launch of the French theatrical play *Sur les traces de Riel*; \$8,000 for the *Maison du Bourgeois* being built in Fort Gibraltar; \$2,000 to *Festival du Voyageur* for the educational and promotional participation at a U.S. event in La Crosse, Wisconsin.

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

- Travel Manitoba hosted travel writers and travel trade influencers on familiarization tours to promote the Francophone tourism products.

## EDUCATION, TRAINING AND YOUTH / ADVANCED EDUCATION

Given the fact that education is offered in both official languages in Manitoba, it follows that most target groups of both education departments require bilingual materials. Manitoba Education, Training and Youth services public schools, training institutions, and youth programs throughout the province. As such, most curriculum, program and policy documents are produced in English and French to accommodate the English-language, French Immersion and Français programs, as well as those training institutions and youth programs whose services have an impact on the Franco-Manitoban clientele. The high demand for translation of materials also holds true for Manitoba Advanced Education which services the post-secondary sector including the *Collège universitaire de Saint-Boniface* and its affiliate technical college, the *École technique et professionnelle*.

This year, curriculum, assessment, program, and policy documents, brochures, Web sites, software programs, and numerous forms have been translated and made available to the Francophone population. These materials emanate from the Kindergarten to Senior 4 program areas, employment and training services, youth programs, and from areas related to post-secondary education.

Comparable service in both official languages is an objective which is not merely sought, but achieved with high degree of success by both Manitoba Education, Training and Youth, and Manitoba Advanced Education.

- The STEP Services and Student Financial Assistance Web sites and a computerized phone system providing information on student loans were developed and translated. The current sites were also updated in French and English.
- Several proclamations and job postings were translated and published.
- A survey on teacher supply and demand and one on aboriginal languages were conducted.
- A Grade 3 French reading and numeracy assessment project was implemented.
- A teachers' conference on the Interchange on Canadian Studies was organized and all related documentation was translated.

Translation and publication of various documents:

- Brochures on the Special Education Review Initiative, the Apprenticeship Branch, and youth entrepreneurs;
- *Increasing Choice and Flexibility: Proposed Changes to Senior Years Graduation Requirements, A Consultation Paper* and a paper on adult learning centres;
- Guidelines on the keeping of Manitoba student records.

Translation of various documents and software:

- *A Handbook for Distance Education Delivery Unit Students*;
- A directory of the Canadian Association of Educational Resource Centres (CAER);

- *Euklid and Winmat* (math education software) and *Virtrepneur* (interactive small business simulator);
- The new Physical Education/Health Education curriculum and the Senior 4 Spanish curriculum.

## FAMILY SERVICES AND HOUSING

- Increased the assignment of the FLS Coordinator from part-time to full-time to provide support for French language in the social services.
- Established an internal FLS Coordinating Committee with senior representatives from all Divisions within the Department in order to assist the FLS Coordinator with ongoing FLS implementation issues, advise on the participation in the bilingual service centres, assist in identifying designated agencies, and help coordinate communication activities.
- Developed the Department's FLS Plan for the next three years. Nine new positions were designated, bringing the number of designated positions to 46 (including Healthy Child Manitoba). The Regional Operations Branch made significant progress to ensure that positions designated as bilingual are assigned to geographical locations and program areas which will allow for the effective provision of services in both French and English.
- Continued participation and membership on the Advisory Committee on French Language Social Services, established in 1998.
- Approved the FLS Plans of seven (7) designated social service agencies, including: L'Arche Winnipeg Inc., Association for Community Living-Red River Branch Inc., Community Respite Services Inc., *L'Entre-temps des franco-manitobaines inc.*, Regional Occupational Service Enterprises Inc., Society for Manitobans with Disabilities, Winnipeg Child and Family Services. As a result, ten agencies now benefit from the support of the *Santé en français* Resource Unit to implement their plans. The supports include: translation services, French language training for the agency's employees, and operational advice regarding the FLS Policy.
- Continued participation by Manitoba Housing Authority, Adult Services, Children's Special Services, Child Day Care, and Employment and Income Assistance in the planning of the bilingual service centres in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys. Began the process of identifying staff who will provide services in the centres.
- The recruitment and hiring of bilingual staff is an ongoing priority. This is reflected particularly in the hiring of bilingual staff by the Regional Operations Branch and the Office of the Vulnerable Persons' Commissioner in positions that are not designated but will be available for additional support.
- In some regions, bilingual staff within one program area is able to deliver services in French for other departmental programs where minimal demand for this linguistic preference has been identified. This strategy is effective in areas where bilingual staff resources are limited and where there exist only small geographic pockets of citizens who could benefit from the availability of bilingual services.
- To highlight the National Week of the Francophonie, conducted a formal distribution of the Department's 1999/2000 Annual Report to Francophone organizations and designated agencies around the province.
- A total of 23 registrations for French language training.
- Increased the availability of printed and electronic public information by 146% over the previous year. Examples of documents made available in French during the fiscal year include: the Family Services and Housing Annual

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

Report 1999/2000; Annual Report 1999/2000 of the Children and Youth Secretariat; Service Purchase Agreement; A Vision for Child Care and Development in Manitoba; Child Care Subsidy Application; Children's Special Services brochure; Healthy Child Manitoba handout re: Parent-Child Centre.

- Expanded the Internet Web site to include the French version of Employment and Income Assistance and Child and Family Services pages, and the Child Care Vision Paper. Also available online for the first time, in both official languages, are a number of Manitoba Child Care applications and reports, which makes it easier for the public to access services.
- Released revised bilingual pamphlets by Family Conciliation. These include: Mediation – a Co-operative Approach for Separating Parents; Court-ordered Assessment; Family Conciliation – Support for Families in Transition; Parenting After Separation; For the Sake of the Children; Caught in the Middle.
- Staff of Adult Services and Regional Operations is engaged in discussions with the FLS Secretariat and the Advisory Committee on French Language Social Services to determine the feasibility of developing creative strategies to ensure the active offer of French language services for adults with a mental disability.
- The Provincial Domestic Violence Public Awareness Campaign was provided in French via radio, bus stops, posters and brochures. The Minister, representatives from the Family Violence Prevention Branch, and the FLS Coordinator attended a breakfast event to recognize the need for the prevention of family violence, hosted by *Pluri-elles (Manitoba) Inc.*, *L'Entre-temps des franco-manitobaines inc.*, *Réseau action femmes*, and the *Centre de renouveau Aulneau*.

## DESIGNATED SOCIAL SERVICES AGENCIES

In 1998, the Department of Family Services designated 18 agencies in the social services sector whose mandate was to provide French language services in designated areas with a high degree of Francophone vitality. In the year 2000/2001, the Department renewed its agreement with the *Santé en français* Resource Unit so that the latter could continue to support designated agencies.

In the course of the year, seven agencies refined their FLS policy and plan with the assistance of the FLS Secretariat, the Advisory Committee on French Language Social Services, and *Santé en français*. After some reworking based on the recommendations of the FLS Secretariat and the Advisory Committee, the seven new plans were approved by the Minister. Ten of the designated agencies in the social services sector have now had their plans and policies in the area of French language services officially adopted:

- Canadian Paraplegic Association (Manitoba) Inc.
- *Le Coin Amitié inc.*
- St. Amant Centre Inc.
- Association for Community Living – Red River Branch Inc. (St. Malo)
- Community Respite Service Inc.
- *L'Entre-temps des franco-manitobaines inc.*
- L'Arche Winnipeg Inc.

- Regional Occupational Service Enterprises (R.O.S.E.) Inc.
- Winnipeg Child and Family Services
- Society for Manitobans with Disabilities Inc.

As for the “implementation” aspect, a multitude of activities were initiated. The main accomplishments are as follows:

- Signage in the offices of the majority of agencies is in both official languages.
- A large number of brochures, pamphlets, information documents, press releases, forms, notices, reports and other publications aimed at the general public are available in both official languages.
- Three agencies undertook to have their Web sites translated.
- The annual reports of most of the designated agencies are published in bilingual form.
- Winnipeg Child and Family Services and St. Amant Centre launched their new bilingual quarterly newsletters, *Connection/Connexion* and *Centre Update/Nouvelles du Centre*, respectively.
- The agencies began advertising designated bilingual job openings in the Francophone media and on the Internet.
- Seven agencies had bilingual voice message systems installed and have bilingual staff in reception positions.
- The agencies employed various strategies to promote their new FLS policy to the public.
- Four agencies have created an FLS coordinator position since their FLS policy came into effect.
- *L'Entre-temps des franco-manitobaines inc.* had RESOLVE, the family violence research centre at the University of Manitoba, conduct an in-depth study of its services. Published in both official languages, the study has the potential of benefiting other shelters and services for female victims of violence in Manitoba.
- St. Amant Centre is part of a task force studying the creation of a network of Francophone residences for persons with developmental disabilities.

The other issues driving the efforts of *Santé en français* were translation services, employee language training, language testing, and the search for documentary resources in French for the agencies.

An increase was seen in language course enrollment. On the one hand, this is due to the difficulty that agencies have filling designated positions with bilingual people. On the other hand, some agencies require professionals with training in highly specialized fields that are not taught in all Canadian universities. One of the ad hoc committees of the Advisory Committee on French Language Social Services and *Santé en français* has submitted a preliminary report on a project to establish long-term bursaries for students in the social sciences.

*Santé en français* is also mandated to develop and provide to the designated agencies bilingual resources such as lexicons, data banks, documentation, reference tools, videos, subscriptions, etc. There is greater demand on the part of the agencies and institutions the Unit serves for information material on a vast range of topics. Expenditures on resources for agencies in the social service sector doubled in the 2000/2001 financial year.

It is to be anticipated that other agencies will be added to the list of designated bilingual agencies in the near future.

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

## HEALTH

- The newly-created Protection for Persons in Care Office is staffed with a bilingual Inquiry Officer. Pamphlet and poster are in both official languages.
- Translated 193,150 words (some 770 pages), English/French and French/English.
- The Manitoba Health Web site was revamped and now has a partial French counterpart to the English Web site. Remains a work in progress.
- Successful Blood Recipient Notification Project Information Campaign, in both official languages, including recipient letters, public information materials, print media, ads, posters, promotional documents and Internet site. The HealthLinks phone line is handled in collaboration with the *Centre de Santé Saint-Boniface*.
- Launched the Manitoba Hepatitis C Assistance Program in both English and French, including application forms, brochures, ads and inquiry letters to the public.

## DESIGNATED HEALTH ORGANIZATIONS

### FLS Plans

The FLS Plans of the Central Manitoba and South Eastman regional health authorities (RHAs) are at the implementation stage. Those of the North Eastman and Parkland RHAs are about to be presented to the government. The Winnipeg RHA has hired a part-time person to develop its plan, which includes community services and expects to submit its plan to the government by the summer of 2001. The Interlake RHA hired a French Language Services Coordinator on a part-time basis in October 2000. The plan is almost complete and the authority is aiming at presenting it to the ministers in 2001/2002. The Marquette RHA has a draft plan that has been placed on hold until the CEO position has been filled.

### General

*Santé en français* prepared bilingual information that was incorporated into the Manitoba Regional Health Authorities Web site ([www.rham.mb.ca](http://www.rham.mb.ca)). Bilingual advertising billboards were created. A bilingual pamphlet on careers in the health field was developed through a joint effort between *Santé en français*, the bilingual personnel recruitment officer and the Manitoba RHAs. This pamphlet was distributed at the annual career symposium held at the Winnipeg Convention Centre in March.

The Resource Unit also collaborated extensively with the RHAs, the social service agencies and Manitoba Health on the preparation of distribution lists to help ensure that the bilingual material prepared by the RHAs reached the French-speaking public.

### Translation

Translation requests rose in the past year. The number of pages translated in the health sector went up by 50 for a total of 1064, and those in the social services sector by 60, for a total of 291.

The bulk of this translation is from English to French, but *Santé en français* is receiving a growing number of requests for translation into English, due to the fact that institutions like Taché Centre, Saint-Boniface General Hospital and *Foyer Valade* are increasingly operating in French.

The documents translated include correspondence, texts for publicity campaigns and audio-visual productions, Web site content, policies, conference materials, etc.

### **Training**

In the year 2000/2001, *Santé en français* had 233 registrations in oral French courses from among the health institutions and 41 registrations from the designated social service agencies. The courses are delivered by various institutions such as the *Collège universitaire de Saint-Boniface* and the *Alliance Française du Manitoba*. The purpose of the language training is to improve employees' speaking and writing skills in French so that they might better serve their Francophone clients, patients and residents or the Francophone public at large. This year, two health professionals took part in a French course in communicating with the media and five others took part in a French language workshop on grieving.

## **JUSTICE**

Manitoba Justice continues to work within the FLS Policy and supports the principles it sets out. Through the Working Group on the Enhancement of FLS in the Justice System, it continues to develop strategies to address shortcomings in the delivery of judicial services in French. The Department has made significant progress in the translation of its Web site. It continues to translate a variety of documents, forms, annual reports and Web pages. All designated positions continue to be filled with bilingual candidates as vacancies occur.

## **TRANSPORTATION AND GOVERNMENT SERVICES**

### **Engineering and Operations**

- With the change in designated bilingual areas being based on municipal boundaries instead of school division boundaries, bilingual road signs will have been addressed in a consistent, continuous, common sense manner that occasionally goes beyond designated areas.
- Purchased, on a cost shared basis with the Government of Canada, bilingual temporary "condition" signs for maintenance activities in designated bilingual areas. These signs are installed when maintenance work is being undertaken in these designated areas.
- Continued to offer a Road Condition Information Service, available in both official languages on the Internet, by automated voice system and in person.

### **Driver and Vehicle Licencing**

- Hired a new FLS Coordinator for the Department in November 2000, whose first major initiative was the preparation of a 3-year departmental FLS Plan.
- Continued discussions with Property Management and the FLS Secretariat regarding the future (2003) bilingual Driver Licencing and Testing office in Saint-Vital.
- Held discussions regarding the mobile driver testing unit operating from the bilingual service centres in Saint-Pierre-Jolys and Sainte-Anne.
- Developed the bilingual Graduated Driver Licencing Program brochure and divisional Web site.

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

## Transport Safety and Regulation

Developed, translated, printed, and posted on the Internet, the Commercial Operators Regulatory Education Program (CORE), in both official languages. The CORE Program, the first of its kind in Canada, is a cooperative effort involving the following strategic partners: Transportation Safety and Regulation Branch of Manitoba Transportation and Government Services, Manitoba Public Insurance, Manitoba Trucking Association, and Service Manitoba (formerly Service First Initiative). The goal of CORE is to reduce fatalities, injuries, property damage and hazardous materials incidents on our highways by assisting carriers in understanding and conforming to the requirements necessary to operate legally and safely in the commercial environment both intra and extra provincially.

## Property Management – Accommodation and Development

- Continued discussions and development of the bilingual service centres in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys.

## Property Management – Security and Parking

- The Province of Manitoba hosted the All Premiers' Conference August 9 to 11, 2000. The Manager of Protective Services Unit, Security and Parking Branch, who is bilingual, was assigned exclusively to the Premier of Québec and his security staff for the provision of VIP security and transportation.

## Human Resource Services, Consolidated Unit

- Hired a bilingual Human Resource Consultant who was significantly involved in the recruitment of employees for the bilingual service centres.

## ABORIGINAL AND NORTHERN AFFAIRS

The mandate of the Department is to work with and address aboriginal issues in Manitoba. Material and information produced by the Department is designed to support the services of the Department, targeting the department's client group. The Department has a FLS Coordinator and maintains a working relationship with the FLS Secretariat.

During the course of the year the Department developed a Web site. The Department, in consultation with the FLS Secretariat will determine which sections of the Web site should be available in both official languages.

## AGRICULTURE AND FOOD

- Increased the volume of material translated.
- Developed a bilingual Internet site for Manitoba school students. *Where's Agriculture* is designed as an interactive educational activity for students at the grades 7, 8 and 9 level.
- Continued the expansion of our Web site in both official languages. Public information documents, *Food Equation – the Facts about Food Safety* and *How Safe is our Food* were updated, translated and placed on the Internet site.

- Published and distributed the new booklet, *Destination 2001*, in both French and English. Destination 2010 is a strategic Roadmap for Agriculture and Food.
- The Department hosted the National 4-H Careers Conference in Winnipeg. Bilingual program agenda and services were offered.
- Provincial 4-H week promotional material, including posters created in a bilingual format.
- Four (4) staff participated in various French language training programs.

## CIVIL SERVICE COMMISSION (CSC)

- Produced the CSC annual report in a partially bilingual format.
- Made enhancements to the translation of "Employment Opportunities – Access 1-2-3" on the Intranet and Internet.
- Continued to provide consultative support to the FLS Secretariat regarding the implementation of bilingual service centres.

## CONSERVATION

- Committed to sharing a new information specialist position in each bilingual service centre being established in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys.
- Held discussions regarding the expansion of the current English Web site to include French.
- Several employees participated in French language training programs.
- Expanded the availability of some publications in both official languages.

## CONSUMER AND CORPORATE AFFAIRS

- Committed to sharing a new information specialist position in each bilingual service centre being established in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys.

### Administration and Finance

- Continued to provide forms and information materials in bilingual format.
- A frontline staff position was designated bilingual in the departmental FLS Plan. The position will be filled with a bilingual incumbent upon next vacancy.

### Automobile Injury Compensation Appeal Commission

- The 2000/2001 annual report is available in both official languages.
- Forms, form letters and brochures are available in both official languages.

### Companies Office

- Installed a variable message sign aimed at in-person clients. The message is in both official languages.
- Commenced planning for the publication of a 2000/2001 bilingual annual report.

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

## **Consumers' Bureau**

- Increased the number of bilingual personnel by two, for a total of four, including two designated bilingual positions.
- All applications to register or to licence are offered in both official languages.
- Continued to provide forms and information materials in bilingual format.

## **Financial Institutions Regulation Branch**

- A frontline staff position was designated bilingual in the departmental FLS Plan. The position will be filled with bilingual incumbent upon next vacancy.
- All signage on directory boards and doors are bilingual.
- All material sent out to licencees and the public is bilingual.
- Fully bilingual service is actively offered.

## **Manitoba Securities Commission**

- For the first time, a bilingual position was designated at the Manitoba Securities Commission and is now filled with a bilingual employee.
- Translated and produced in a bilingual format all commodities forms as well as fee guides for securities, commodities, and mortgage dealers.
- Translated and produced the fee guide for real estate brokers in both official languages.
- Translated into French the introduction page to each section on the Web site.
- Translated into French two public presentations (one has been delivered and another has been arranged).
- Is in the process of translating the real estate complaint resolution form and five brochures.

## **The Property Registry – Personal Property Registry**

- Bilingual letters, forms and other relevant documentation were sent to all customers in June 2000 explaining the added security precautions accompanying the new Internet access for the registry.
- A series of bulletins explaining the new registry continues with issues 6 and 7 in bilingual format.
- All previously English-only forms have been repealed, and all new bilingual forms have been substituted.
- An online Internet version of the registry was introduced in September 2000, replacing a system and filing forms that were English only. Customers are able to access all services in both official languages outside of normal business hours.

## **The Property Registry – Land Titles Office**

- Rural offices use a telephone referral system to bilingual staff.
- Provided FLS for Companies Office.
- All notices, signs and public mailings are bilingual.

- Releases for Internet access to the survey plan index are bilingual.
- Updated the Builders' Liens Program to print a bilingual report of registrations.
- 10 staff enrolled in French language training, Level 1.
- 15 personal services, 23 telephone services and 62 internal services performed in French in the Winnipeg Land Titles Office.
- Seconded an employee to the Better Systems Initiative to coordinate the FLS component of the project. This employee returned to the Land Titles Office during the year but continues to provide user acceptance testing in the French language for systems development.

### **Public Utilities Board (PUB)**

- Recruited a bilingual person and are actively offering bilingual service.
- Reviewed PUB documents and are ensuring all documents required are bilingual.
- Continued, in its public notices, to invite the public to participate in PUB hearings in either official language.
- Executive summaries of all decisions are translated.
- Bilingual members have now been appointed to the Board.
- Portions of the annual report are bilingual.

### **Residential Tenancies Branch**

- Public service, printed materials, updates and Internet Web site in both official languages.
- French courses taken by staff on own initiative.

### **Residential Tenancies Commission**

- Posted signage indicating French services are available.
- Currently one staff member is fully bilingual and two others have a basic fluency level in French.
- Information on appeals is provided over the telephone in French.
- Members of the Residential Tenancies Commission panel are bilingual and experienced holding a hearing in French.
- Appeal forms and annual reports are available in French.

### **Vital Statistics Agency**

- Continues to provide its services in both official languages. All forms, brochures and signs are bilingual.
- Provided French commemorative birth certificates. The new marriage certificates will also have a French only option.

## **EXECUTIVE COUNCIL**

Executive Council is more of an internal department, which oversees the general direction in which government is moving. As such, it does not have the same contact with the general public as do other government

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

departments. All correspondence is responded to in the language in which it is received, with the assistance of Translation Services. The volume of French-language correspondence received by the Premier increases every year.

- Executive Council organized and hosted the All Premiers' Conference in August 2000 in Winnipeg, which included participation from all provinces and territories. Executive Council ensured an active participation from their bilingual staff, either as delegation hosts or as liaisons. All documentation was available in both official languages, and simultaneous translation was provided at the Conference.
- More press releases are being translated and made available in both official languages.
- The Protocol Branch continues to distribute the Order of Manitoba promotional pamphlet and nomination form in a bilingual format.
- The Premier's Web site *Premier's Pipeline for Manitoba Youth* continues to be available in both official languages.
- The Legislative Building Annual Christmas Open House Programme was available in both French and English.
- Several staff members took French language training.
- New bilingual signage for the Clerk of the Executive Council's office door in the Legislature.

## FINANCE

- Redesign of Manitoba Finance's Web page with the objectives of increasing information and ensuring that every entry is in both official languages.
- The Budget Address was made available in both official languages on Manitoba Finance's Web site.
- Over 25 tax information publications were translated in preparation for the launch of our Web site.
- *Facts for Investors* was translated and will be printed in French in 2001.

## INDUSTRY, TRADE AND MINES

Bilingual business counseling is available through a mobile unit of the Canada/Manitoba Business Service Centre that travels around the province.

The Department is participating in the bilingual service centres initiative and has:

- Agreed to commit one staff person to work out of the Saint-Boniface Centre on a half time basis. This staff person will liaise with the *Conseil de développement économique des municipalités bilingues du Manitoba* (Economic Development Council for Manitoba Bilingual Municipalities) on small business matters.
- Agreed to cost share in the salary of an information specialist, receptionist and lease costs at centres to be established in Notre-Dame-de-Lourdes and Saint-Pierre-Jolys.

As a follow-up to the Chartier Report, the Department has provided financial support towards the development of a visions project which helps communities identify environment, natural resources and heritage on existing infrastructure and services in order to develop a long-term strategic development plan for the future development of these communities. The four new municipalities included Saint-Lazare, Saint-Georges, Somerset and Sainte-Agathe.

With the Department being restructured in 1999/2000, efforts began to develop a new departmental FLS Plan. Many informational/planning meetings with the FLS Secretariat and Senior Managers within the Department were held. The information obtained from the meetings is the foundation for building the three-year FLS Plan, expected to be finalized in 2001/2002.

Two mineral fact-sheets were translated and made available in bilingual format: Mineral Exploration Assistance Program (MEAP) and Manitoba Prospectors Assistance Program (MPAP). In addition, the MPAP information package, complete with application forms, is now available in bilingual format.

The Web site now includes French components, and pages have been updated to reflect French language access. The French site navigation is consistent with the English site. The Department's main home page has incorporated an option that allows French language access to the Department's introductory information.

The Department participated in a Rotary Clubs of Winnipeg, Career Symposium March 20 to 22, 2001 at the Winnipeg Convention Centre. The Symposium is an annual informational exhibit by government, private sector, universities, colleges, etc. regarding career opportunities and education. The Department provided bilingual career profiles and mining industry fact sheets to attendees.

## INTERGOVERNMENTAL AFFAIRS

- Assisted in facilitating student delegations from Touraine, France in concert with our Francophone communities and institutions.
- Fully bilingual departmental Web site.
- Worked extensively with the *Conseil de développement économique des municipalités bilingues du Manitoba* (Economic Development Council for Manitoba Bilingual Municipalities) and the *Association des municipalités bilingues du Manitoba* (Association of Bilingual Municipalities of Manitoba) to develop bilingual Manitoba Marketplace community and provincial profiles.

## LABOUR AND IMMIGRATION

- Committed to sharing a new information specialist position in each bilingual service centre being established in Notre-Dame-de-Lourdes, Saint-Boniface and Saint-Pierre-Jolys.
- Began revising the Department's three-year FLS Plan.
- Continued to update and expand Web site pages in both French and English for all six Divisions.
- The FLS Coordinator continued to assist the Deputy Minister with simultaneous translation at monthly meetings with his counterparts from across Canada.
- Employment Standards Branch developed an information poster, in both official languages, in partnership with the Manitoba Restaurant Association, to educate employees and employers in the restaurant and hospitality industry about employment standards laws.
- Labour Adjustment Unit developed a Worker Adjustment Handbook, in both official languages, to assist workers impacted by downsizing in obtaining alternate employment. The handbook highlights the

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

technological advances in modern job search tools such as Web sites for resumé, interviewing techniques, labour market information and employment and retraining opportunities.

- Language Training Canada delivered a French language telephone reception course to staff in the Employment Standards Branch, Workplace Safety and Health, The Pension Commission, Conciliation and Mediation and the Manitoba Labour Board. The course was designed to enable the participants to engage in basic French language telephone communications by developing speaking and comprehension skills.
- Immigration and Multiculturalism Division produced the *Report on Community Consultation*, Nomination Kit for the new Manitoba Ethnocultural Advisory and Advocacy Council, and the *Provincial Nominee Program for Business Application Kit* in both official languages.
- The Pension Commission has 13 brochures and 26 updates explaining the legislative aspects of the *Pension Benefit Act and Regulation* in both official languages.

## OFFICES OF THE LEGISLATIVE ASSEMBLY

Communications between the 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

- Continued to offer public information materials *en français* on rapidly-expanding Internet site.
- Simultaneous translation for delegates of the Canadian Election Officials Conference held in Winnipeg July 2001.
- Designated the position of Returning Officer or the position of Assistant Returning Officer as a bilingual position in the designated FLS Electoral Divisions.

### 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*.

Published two new bilingual brochures in 2000/2001:

- Access and Privacy – Your rights under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.
- Administrative Accountability – Promoting Fairness, Equity and Accountability Under *The Ombudsman Act*.

## CROWN CORPORATIONS

### Manitoba Hydro

Produced the following bilingual publications:

- Harnessing the Power of Water – booklet for schools.
- Your Natural Gas Purchasing Options – brochure.
- Carbon Monoxide Safety – brochure.
- Instruction card for self-read customers.
- Manitoba Sports Federation booklet – A Guide for Sport Parents.
- Monthly newsletter – 3 different versions for all electric, gas only and blended gas and electricity customers.
- Information memorandum posted on the Web site – Treasury Division.
- Home Comfort Program – News release, forms, brochure, Web site, letters.
- Prepared the French language version of the Public Utilities Board's brochure *A guide to the purchase of natural gas in Manitoba*.
- Print and radio campaign on fluctuating natural gas prices.
- Radio ad to promote *Festival du Voyageur* sponsorship.
- Gas appliance promotion.
- Series of radio ads – low electricity rates.
- Bilingual display at Rotary Career Fair.
- Display at the *Association des éducatrices et éducateurs franco-manitobains* conference.

### Manitoba Liquor Control Commission (MLCC)

- 2000 Annual Report in French – Website only.
- Completed the MLCC's three-year FLS Plan.
- Communication materials and signage available in both official languages.
- Continued hiring qualified bilingual employees in designated areas.
- MLCC Web site available in both official languages.
- Designated a part-time Liquor Inspector position.
- Continued to offer French training through *Alliance Française* and *Collège universitaire de Saint-Boniface*.
- Involvement with the *Festival du Voyageur* and *Beaujolais Nouveau* – Corporate Liquor Mart Sponsorships.

### Manitoba Public Insurance (MPI)

- Implemented a fully-bilingual Web site.
- Sponsored the Sugar Shack family tent at the *Festival du Voyageur* and, in partnership with two other companies, arranged for 300 children from five inner-city schools to attend the Festival.

# ACTIVITIES AND ACCOMPLISHMENTS 2000/2001

## MANITOBA WOMEN'S DIRECTORATE

- For a number of years, the Directorate has been providing French versions of all materials (posters, videos, and written materials) sent to schools.
- French materials have been provided for public events, such as Women's History Month.
- Responses to letters received by the Minister and the Directorate in French as well as congratulatory letters to Francophones are translated and replied to in French.
- The 2000/2001 Annual Report has been produced in a bilingual format.
- The Directorate developed and administers Power Up! computer training for women. The training manual was translated into French and courses were conducted for Francophones on request. The Directorate worked with *Pluri-elles (Manitoba) Inc.* to ensure that French communities were aware of the program and its availability in French. *Pluri-elles* took responsibility for registering Francophone women and identifying trainers, etc.

## SENIORS DIRECTORATE

- Designated a bilingual policy analyst position.
- Provided information, assistance, referral and support for seniors through the province-wide, toll-free bilingual Seniors Information Line and Seniors Abuse Help Line.
- Updated and published the *Legal Information Guide for Seniors* in both English and French.
- In partnership with the *Fédération des aînés franco-manitobains (FAFM)*, ensured information about programs for seniors was included as an insert in the 2001 *Annuaire des services en français au Manitoba* published by the *Société franco-manitobaine*.
- Established an Inter-Agency Working Group on which the *FAFM* is participating with other major seniors organizations.
- Staff attended the *FAFM's* annual general meeting on May 24, 2000.
- The Seniors Directorate Web site has publications available in English and French.

# 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	0	0	0	0
Agriculture and Food	12	6	5	1
Civil Service Commission	1	1	0	0
Conservation	13	6	7	0
Consumer and Corporate Affairs	32	16	15	1
Culture, Heritage and Tourism	27	24	2	1
Education, Training and Youth/ Advanced Education	118	115	1	2
Executive Council	1	1	0	0
Family Services and Housing	46	31	14	1
Finance	8	7	1*	0
French Language Services Secretariat	6	6	0	0
Health	**	**	**	**
Industry, Trade and Mines	0	0	0	0
Intergovernmental Affairs	24	14	10	0
Justice	76	57	17	2
Labour and Immigration	7	7	0	0
Manitoba Hydro	33	24	9	0
Manitoba Liquor Control Commission	70	50	16	4
Manitoba Public Insurance	39	28	0	11***
Manitoba Women's Directorate	0	0	0	0
Seniors Directorate	1	0	0	1
Transportation and Government Services	37	24	10	3
<b>TOTAL</b>	<b>551</b>	<b>417</b>	<b>107</b>	<b>27</b>
<b>Percentage</b>	<b>100%</b>	<b>75.7%</b>	<b>19.4%</b>	<b>4.9%</b>

\* term position

\*\* statistics not available

\*\*\* 2 vacant; 9 on hold due to staff away on temporary assignments

# PROMOTION, FEEDBACK AND ADJUSTMENTS

The FLS Policy applies to and is implemented by a considerable number of administrative bodies, as identified in the statement of policy found in the appendix of this report.

Each is required to specify the ways and means by which it will provide its services in French. The FLS Plan of a department, Crown Corporation or other administrative body covered by the Policy identifies the program components, centres or offices, staff positions and communication materials that will ensure the delivery of French language services. The objective is the active offer of quality services within the framework of the FLS Policy.

Two questions come to mind, the first one of which is: "Do the potential users of the services in question know that these services exist and how to access them?" In many cases, the answer is "yes". That is especially true where the services are provided in the designated areas where the French-speaking population is concentrated. It is also the case where the service providers make special and sustained efforts to render their services in French very evident and easily accessible. Bilingual signage, display materials and customer greetings help tremendously. Publicity in the *Société franco-manitobaine's Annuaire des services en français* and in other directories is also very useful.

The other question is: "Are the services truly available as per the FLS Plans of all the administrative bodies concerned and are they of satisfactory quality?" The FLS Secretariat knows that the responses to this question will vary considerably depending on the sector of service activity, the location of the service and numerous other factors and circumstances. The complaints that the Secretariat receives reveal shortcomings in the access and delivery mechanisms. The new bilingual service centres will help to remedy the situation, but other solutions still need to be found.

In order to zero in on the answers to the two questions, the FLS Secretariat anticipates carrying out an exercise that will incorporate promotional and assessment activities regarding French language services. This implies publicity, information sessions, consultations, solicitation of feedback, etc., conducted in a planned and coordinated manner over a reasonable period of time.

It is envisaged that the exercise will be conducted in one designated region at a time. For example, the bilingual communities in the Red River region would be targeted for special information giving and gathering initiatives. These would be used to publicize the services as described in the various FLS Plans. They would also help the FLS Secretariat to obtain the opinions and suggestions of the intended recipients of such services with respect to the availability, accessibility and quality of the French language services. Focusing on one designated area should make it easier to cover all the bases more easily. Thus, the initiative should allow the FLS Secretariat and its partners to obtain the community's point of view on a wide array of services (Agriculture, Conservation, Health, Child and Family Services, Justice, etc.) that are supposed to be available in both official languages.

It is believed that this strategy will be more effective and valuable once the new bilingual service centre is established and operational in the region. The centre is expected to play an important role in helping determine and implement practical ways and means of meeting the objectives of the FLS Policy.

The purpose of the promotion and assessment strategy outlined above is the enhancement of the active offer of services in French. Many stakeholders, and certainly the Franco-Manitoban community, will be involved in the process. That is essential in the promotion and evaluation portions of the exercise as well as in the follow-up corrective measures that may be necessary.

## WHAT LIES AHEAD?

What should we tackle first in order to better realize the objectives of the government policy on French language services?

Top priority should be given to consolidating and strengthening services. This implies three basic preconditions, namely **government commitment, community awareness and participation, and appropriate service delivery mechanisms**. While these preconditions have in large part already been met, additional effort is necessary in order to reach the ultimate goal.

Government commitment is expressed through the French Language Services Policy and decisions such as the one to act upon the recommendations of the Chartier Report. It is also evident through legislative measures such as the overhaul of Part 3 of the *City of Winnipeg Act* (regarding the City's obligations to offer its services in French) and the enactment of a regulation on the French language services that the regional health authorities are required to deliver. Various other measures taken by the government attest to its commitment to improving French language services, for example:

- translation services support for bilingual municipalities and designated agencies providing health care and social services;
- ongoing efforts to ensure the availability of public information documents in both official languages;
- creation of a French-language nurse training program at *Collège universitaire de Saint-Boniface*.

It is essential for Francophone citizens to be well aware of the French language services offered by the departments and agencies covered by the French

Language Services Policy. Active offer and the promotion of French language services play a crucial role in this area.

The Francophone community is equipped with a solid network of institutions and agencies working in various sectors of activity. It is of the utmost importance to solicit community participation by calling on these institutions and agencies to define the formulae most conducive to an active offer of French language services that meets the needs of the community.

As for the appropriate service delivery mechanisms, the government has adopted the two fundamental principles set out in the Chartier Report:

- bilingual services should be provided mainly through service units located in communities where a large part of the population is French-speaking;
- all of the members of the service units in question should be fluent in French and English.

The message from the Minister at the beginning of this report emphasizes the need for French-language programs and institutions in circumstances where they facilitate an effective delivery of services in French. Such is the case with preschool and day care, for example. Progress in this area would contribute considerably to early childhood development in French, to the preparation of children from the Français school programs and to supporting parents who wish to ensure French-language environments for their preschool-age children.

Effective FLS delivery systems are required in several other areas. For example, the government should see

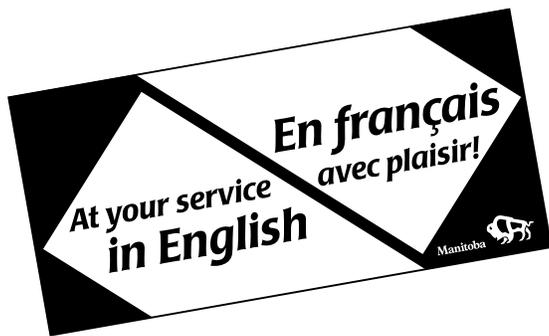
## WHAT LIES AHEAD?

to it that a larger number of bilingual persons sit on the various boards, commissions and committees of which it appoints the members. In this perspective, strategies will have to be developed for creating within these bodies panels composed entirely of bilingual persons, so that citizens wishing to be heard in French in fact can be.

Ensuring the success of the shift underway in the area of French language services means:

- reaffirming, confirming and demonstrating commitment and leadership on the part of all those who have policy implementation responsibilities;
- ensuring Francophone community participation in the development, implementation and evaluation of services intended for its members;
- building upon existing solid foundations, creating appropriate structures, and utilizing community-based systems to facilitate and ensure the active offer of quality services in French.

These measures are centred upon the three basic preconditions for the successful implementation of French language services. That is the essence of what lies ahead.



## APPENDIX

### 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.