

Appendix II – Accomplishments 2017-2018



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This document is available in alternate formats, upon request.

Departments

Agriculture

The types of translation completed within the department shifted this year, with an increase in translation of documents related to consultations and appeals. Consultation questions related to The Agricultural Producers' Organization Funding Act were posted in both English and French on the department website. As well, a request for French interpretation at an appeal hearing was fulfilled. Translation of correspondence documents into French along with provision of Extension services in French as requested by clients continued.

This year, the department engaged in meaningful dialogue with the Francophone Affairs Secretariat and department executive in the preparation of the 2018-2023 Strategic French Language Services Plan. The plan includes the development of a French-language website for the department and a review of designated positions and internal processes. Addressing these challenges will significantly enhance services provided to clients. An external communication strategy 2018-22 was developed this fiscal year with provision of French-language services recognized.

In 2017-18, Agriculture had 14 designated bilingual positions. Of these, one position was filled with a bilingual incumbent, 12 with non-bilingual incumbents and one was vacant. There were also 11 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 12.

Civil Service Commission

The Civil Service Commission (CSC) worked on the development of a multi-year strategic French Language Services (FLS) plan. The plan aims to improve bilingual capacity of the CSC to better serve the French-speaking population, implement corporate initiatives improving human resource delivery in the recruitment of bilingual employees, and improve bilingual resources for Manitoba government employees.

During the 2017-18 fiscal year, the CSC provided service in French by having bilingual capacity throughout the department, and an updated referral list of the department's bilingual employees was made available to non-bilingual staff.

In addition to implementing recruitment strategies to further increase its bilingual capacity, the CSC

encouraged employees who wish to learn French as a second language or to improve their French communication to participate in French-language training. Nine CSC employees participated in French-language training during the fiscal year.

The CSC ensured that information was made available in both official languages for the French-speaking population. This includes communication with candidates, translation of Web content, program brochures, career fair displays, standard career advertisements in *La Liberté*, and the annual report.

Through its orientation resources and corporate orientation for new employees, the CSC continues to support corporate awareness of the active offer of French-language services. Organization and Staff Development (OSD) partnered with the Francophone Affairs Secretariat (FAS) in the delivery of the Active Offer Orientation sessions for employees, including the development of an e-learning course. OSD and FAS continued to work together to deliver the French DVD Learning Series Presentations, which provide an opportunity for French-speaking employees to learn and discuss topics presented in French.

Supporting French-language outreach, the CSC continues to offer information sessions in French to help individuals become more familiar with the Manitoba government's hiring process and the opportunities available. In addition, a list of Manitoba government job advertisements continues to be regularly distributed to various employment agencies and post-secondary institutions serving the Francophone community. Job bulletins for designated bilingual positions were advertised in both official languages through the Manitoba government Job Opportunities Website and corporate Twitter channel.

The CSC also partnered with Université de Saint-Boniface's École technique et professionnelle, by encouraging departments to offer on-the-job training to students through work practicum.

In 2017-18, the CSC had 11 designated bilingual positions. Of these, three positions were filled with bilingual incumbents, four with non-bilingual incumbents and four were vacant. There were also 18 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 21.

Education and Training

The implementation of the French-Language Services (FLS) Policy is undertaken throughout the year by departmental FLS staff. There has been a continued effort by the FLS staff to ensure that all print materials, websites, special events and promotional campaigns were accessible in both official languages to better serve all clientele. FLS staff continues to encourage employees who express an interest in taking French-language training to do so by sending them registration materials from different institutions and sending their request to the Francophone Affairs Secretariat (FAS). A total of four new staff have registered for French courses this year.

The FLS staff have also worked in collaboration with representatives of all areas of the department to provide the FAS with the department's Multi-Year Strategic FLS Plan.

In addition, the Translation Unit facilitated communication of departmental program and policy initiatives by coordinating the translation and proofreading of numerous documents including materials related to curriculum documents, distance learning, funding, the Public Schools Finance Board, the FRAME Report, the Student Enrollment Report, Manitoba Student Aid, Early Years Education, Provincial Standard Tests, Education Manitoba articles, Administrative Handbook for Schools, Apprenticeship and Certification and Trade qualifications documents. All of these activities have created a great awareness of the FLS Policy within the department and have enhanced service whether it be in schools, post-secondary institutions or for members of the general public.

Interpretation services were offered by Translation Services at the Learning for Life: Manitoba Literacy and Numeracy Summit, where Manitobans were invited to engage in an innovative three-day collaborative process to co-create a long-term provincial literacy and numeracy strategy. Over 700 Manitobans from northern, rural and urban settings engaged in the three-day summit.

Some highlights from 2017-18 include:

K-12 Division

The Bureau de l'éducation française (BEF) continued to develop and administer educational programming relating to French-language education in the Français

and French Immersion programs and French Courses (English Program). This includes curriculum documents, standard tests and a variety of resources.

The new Français langue seconde – Immersion curriculum, grades 9-10 has been developed, and grades 11-12 are in its final stages. Implementation is scheduled for Fall 2018. Much work has been done to support the French (English program) course in the K-3 area. Audio resources were revised and new resources were developed, including detailed "Situations d'apprentissage" outlining teacher methodology. These resources will be online for the fall, thus bringing much-needed support to teachers who may not have their French-language skills at par for the assignment they are given.

New documents and resources to support Indigenous Perspectives have been developed and are online. A Grade 12 Canadian law course was developed. Shortly, there will be a Grade 12 current affairs course online entitled: Premières Nations, Métis and Inuits.

The department's Literacy with ITC Across the Curriculum was translated and will be available online this fall.

Furthermore, resources were revised, adapted and translated into French in the area of career development: Career Development Internship, New Credit Options and Sciences commerciales.

The Direction des ressources éducatives françaises (DREF) continued with its main activities: working with its provincial and national partners to enhance its offer of French educational digital content. DREF provided: on-site mini workshops to support the professional development of teachers and library personnel; book animations in classrooms that modelled literacy strategies for teachers; guidance and literacy strategies to homeschooling families consultations and presentations in various urban and rural schools in order to raise awareness and facilitate access and use of available French educational resources. Two French author school tours were organized to enhance teachers' knowledge of quality children's literature and expose children to the joy of reading.

DREF's partnership with GroupeMédia TFO continued. DREF was consulted on the type of French educational resources that are required for the students in Manitoba. Nature Discovery Booklets were prepared for children (preschool to grade 4) in the Français program and children (K - 4) in the Immersion program with

references to corresponding online French educational resources, thus allowing children and parents an opportunity to maintain language acquisition over the summer. Parents were also offered a three-month free trial to GroupeMédia TFO's educational platform: IDÉLLO.

The BEF continued to administer the Canada-Manitoba Agreement on Minority Language Education. The BEF and the Department of Canadian Heritage have facilitated the implementation of an assortment of initiatives, including the upgrade of the electronic devices that allow northern and central school divisions (Flin Flon School Division, Kelsey School Division, Swan Valley School Division, Mountain View School Division) to assist and provide to each other French courses via video communications.

Two positions in the Policy, Planning and Performance Division Professional Certification and Student Records Unit (PCSRU) have a bilingual designation. Information materials and applications for certification are available online in both English and French. All callers for Unit services can communicate in French with bilingual staff.

Immigration and Economic Opportunities (IEO) Division

In 2017-18, IEO facilitated and developed various French/bilingual immigration-related products and materials, including the continued provision of the online application program "PCM en ligne" for potential Francophone immigrants wanting to apply to the Manitoba Provincial Nominee Program (MPNP). A total of 106 people applied to the MPNP through PCM en ligne in 2017-18.

In the 2017 calendar year, 152 Francophone applicants were nominated by the MPNP. French-language materials continue to be provided on the immigeraumanitoba.com website, and MET issued a Request for Proposals in French and English in March 2018 to solicit proposals from organizations seeking to deliver programs or services to meet identified needs for newcomers to Manitoba.

In 2017-18, IEO continued to work with Francophone community partners to implement its Francophone recruitment, settlement and retention strategy to support increasing Francophone immigration to 7% of Manitoba's annual immigration intake. Francophone recruitment and applications remained a priority throughout the MPNP renewal process. In 2017,

Manitoba received 353 French-speaking immigrants.

In 2017-18, IEO undertook the following recruitment and promotional activities:

- IEO helped to organize information sessions to international students at Université de Saint-Boniface (USB). 30 people attended the November session and 35 people attended the March 2018 session; 49 applicants nominated through the MPNP in 2017 attended USB.
- IEO continued to promote Francophone immigration to Manitoba with the Réseau en immigration francophone du Manitoba.
- In October 2017, IEO participated in a meeting with representatives from the Francophone community and the Canadian embassy in Paris to exchange information and discuss recruitment, settlement and retention strategies.
- IEO participated in a recruitment forum with Destination Canada in Belgium and France in November 2017 with support from Francophone community members, nearly quadrupling the number of Invitations to Apply (ITA) to the MPNP issued over 2017 (39 ITAs) compared to 2016 (10 ITAs).
- Although there were no specific activities or initiatives undertaken in 2017-18, IEO continued to remain committed to work with Region Basse-Normandie in France to encourage the exchange of young people for the purpose of undertaking work placements, internships, and student exchanges as well as to encourage the exchange of teachers and other professionals.
- In July 2017, IEO conducted a general MPNP public information session in French at CDEM offices. Approximately 20 people attended the session.
- MET is the Provincial-Territorial (PT) co-chair for the Forum of Ministers Responsible for Immigration and facilitates Federal Provincial Territorial (FPT) dialogue on immigration priorities, including Francophone immigration outside of Quebec.
- In March 2018, Manitoba endorsed the **FPT Action Plan for Increasing Francophone Immigration Outside Quebec** which outlines a plan that governments can implement, in collaboration with stakeholders, to enhance the promotion, selection, settlement, integration and retention of French-speaking immigrants to Francophone minority communities, using tools and approaches that are suitable to each community.

- IEO engaged with the Société de la francophonie manitobaine, the Francophone Affairs Secretariat, and the Bureau de l'éducation française in preparing content to be included in the FPT Action Plan, presented at the 2nd Joint Forum on Francophone Immigration and the FPT and Community Symposium, both held in March 2018.
- As part of the MPNP renewal, all program streams (International Education, Skilled Workers in Manitoba, Skilled Workers in Manitoba, Skilled Workers Overseas, and Business Investors) will provide opportunities for specific Francophone initiatives that will increase Francophone interest and applications.

Office of the Manitoba Fairness Commissioner

The Office of the Manitoba Fairness Commissioner (OMFC) partnered with Santé en français to collaborate on consultations with regulated professions to update bilingual hiring policies through the Health Executive Council. It also worked on the need to continue improvements to translated information, both print and electronic, and to access bilingual resources where available.

The OMFC did face some challenges during the 2017-18 fiscal year. Scheduling and changes in staffing at Santé en français delayed the opportunity to consult. Staff from the Civil Service Commission were invited to discuss hiring gaps for bilingual professionals in some fields. The OMFC promoted ongoing work to improve online bilingual information for internationally educated applicants with regard to self-regulated professions in 2018.

Post-Secondary Education and Workforce Development Division

French programming is supported through agencies such as the Corporation de développement communautaire Lourdéon, Fieldstone Ventures Education and Training Centre Inc., St-Pierre en Boom, Centre d'emploi et de ressources communautaire, Réseau Saint-Boniface and St. Vital Community Action Network. Two agencies focused on delivering adult literacy and adult learning programming. GED French language testing is available with a bilingual incumbent (0.4 FTE) in a non-designated clerical support position.

Pluri-elles has been added to the Refugee Employment Development Initiative to deliver a pre-employment program that will provide paid work experience for 20 French-speaking refugees.

The development, delivery and evaluation of university and college programs in French is supported, including the Université de Saint-Boniface, and the Manitoba Institute of Trades and Technology's French Trades Training Program (construction and electrician). Front-line information services, active offer, video, signage and written communication are available in both official languages. Websites are being updated to provide French versions of forms and applications. There is a dedicated bilingual staff person for phone queues, email and a "contact us" option on bilingual websites, and services via Skype to meet virtually with French-language staff.

Three FTEs collaborate with Division Scolaire Franco-Manitobaine and Conseil de développement économique des municipalités bilingues du Manitoba to provide apprenticeship presentations in French to high school students, newcomers, people re-entering the workforce and those looking for a change of career in the Francophone community. One FTE provides French-language services to clients of the Manitoba Jobs and Skills Development South Centre one to two days per week, and there is an increase in the number of designated bilingual positions from one to four at Manitoba Student Aid.

Divisional staff created a lunchtime conversational French group for individuals to practice and learn French skills in a relaxed and fun environment.

Manitoba Job and Skills Development Centres, Apprenticeship Manitoba, and Manitoba Student Aid are challenged by the recruitment and retention of bilingual staff above the current level of bilingual designated positions. Steps being taken to increase capacity include hiring bilingual staff in non-designated positions, posting all client service positions as bilingual preferred or bilingual, and moving forward with social media, websites and e-forms in French.

Healthy Child Manitoba Office

Healthy Child Manitoba Office (HCMO) innovates, implements and evaluates the Government of Manitoba's long-term, cross-departmental strategy to promote healthy child and adolescent development. As directed by the Healthy Child Committee of Cabinet (HCCC) and under the aegis of the Healthy Child Manitoba Act, HCMO promotes best possible life and cost outcomes through policy and program innovation, scientific research and evaluation. During 2017-18, HCMO continued to work across departments, and

with communities and private sector partners, to support and strengthen Francophone families and communities across the province.

HCMO held a series of meetings with the Francophone Affairs Secretariat to develop HCMO's Multi-Year Strategic French-Language Services Plan. This collaboration process energized HCMO's commitment to Active Offer, resulting in innovative thinking, plans and outcomes for Francophone families and communities, contributing to HCMO's Phase Three Transformation Strategy.

Under the Canada–Manitoba Agreement on French-Language Services, HCMO continues to cost-share and support the provincial Coalition francophone de la petite enfance et de la famille, a partnership of Division scolaire franco-manitobaine (DSFM), Société de la francophonie manitobaine (SFM) and Fédération des parents du Manitoba (FPM). Currently, across Manitoba, there are 11 fully funded CPEFs and five satellite sites which support families. This school-based hub model provides a comprehensive continuum of integrated services and resources for Francophone parents of children from prenatal through to school entry.

In 2017-18, Francophone professionals from the school division, parenting organizations, and health regions were invited to participate in Canadian High Fidelity Wraparound training, a strength-based, individualized, step-by-step process for integrating formal and informal services/supports for children and youth with complex, multi-system needs. All resources and coaching are available in French.

For the 2017-18 school year, HCMO partnered with the DSFM and FPM to implement HCCC Policy Protocols in Francophone sites. HCCC protocols are bilingual and facilitate a coordinated approach by staff of departments and related agencies (schools, regional health authorities, Child and Family Services Authorities and mandated agencies/regions) who work with the complex and interconnected needs of children, youth and their families.

HCMO supports the implementation of PAX in classrooms across Manitoba in Francophone and immersion classrooms. In 2017-18, HCMO continued financial support for the translation of the PAX manual 4th edition and the creation of French language collateral materials for training purposes.

The Manitoba Parent Zone website, overseen by

HCMO, offers extensive parenting information to Manitoba families in both French and English. Manitoba Parent Zone, with Manitoba Families, provided an insert in the July 2017 Canada Child Benefit (CCB) envelope with resources and information in French on the Parent Zone and Manitoba Child Care website.

HCMO dedicates staff and resources towards a complement of evidence-based programs provided in French and English. Examples: Roots of Empathy, Families First/Towards Flourishing Home Visiting Programs, Triple P (Positive Parenting Program); training and education resources for parents, youth and communities in programs such as Healthy Baby, Adolescent Development, FASD, Youth Suicide Prevention Programs; resources and supports for Prenatal Benefit. HCMO produces all public reports in French and English.

Part of the HCMO mandate to improve outcomes for children and youth is to develop, implement and evaluate evidence-based approaches that have had successes elsewhere. Many of these approaches have been developed outside of Canada and thus lack materials in French. Typically, there is a time lag for translation of large training manuals, as well as materials that are difficult to produce in French (e.g. training videos). These organizations often do not have professionals who can provide training in French. It is HCMO policy to provide training sessions, coaching and mentorship in French for Francophone and immersion schools and agencies. As a result, HCMO has implemented a sustainability model, which focuses on recruiting and training one or two local Francophone professionals for each province-wide initiative who delivers this training, coaching and mentorship. This process is a cost and time pressure.

HCMO partners with regional health authorities, school divisions and community organizations to deliver programs and services. The lack of availability of French-speaking service professionals is a barrier to meeting the commitment to FLS and Manitoba's Francophone community. For example, the RHAs continue to support HCMO through making every effort to recruit French-speaking home visitors with the appropriate skill set in early childhood development. This recruitment and retention process is challenging. Recruitment of bilingual employees continues to be a priority at HCMO.

Another challenge is that the Francophone community, its child care centres, family resources, and schools are

geographically spread out across the province and require an innovative service delivery model. The implementation of the CPEF model, where multiple family support services are co-located, is a step towards addressing this challenge but is not yet available in all Francophone communities.

In 2017-18, Education and Training and Healthy Child Manitoba Office had 126 designated bilingual positions. Of these, 110 positions were filled with bilingual incumbents, two with non-bilingual incumbents and 14 were vacant. There were also 54 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 164.

Finance

Manitoba Finance continues to offer services in both official languages to citizens in person, by telephone, in writing (emails and letter), processing applications, and conducting hearings. Central to this service is ensuring frontline staff in public offices provide an Active Offer of French language during their oral greeting and that appropriate signage is available in both official languages.

The Taxation Division visits businesses and can provide French workshops on tax applications upon request.

Accommodation Services Division (ASD) helps to procure French-language signage for government-owned buildings, leased facilities and property throughout the province as initiated by the client department and in accordance with Policy requirements.

ASD ensures the use of both official languages on all requests for plaques to be displayed publicly in and around the Legislative Building and Memorial Park.

The Manitoba Securities Commission (MSC) has the capacity to hold administrative hearings in French using simultaneous interpretation.

The Intergovernmental Affairs division promotes Manitoba interests and facilitates relationships between both international and domestic Francophone partners, in particular with Quebec, New Brunswick, France, and other French-speaking countries.

Manitoba Finance continues to have a significant number of bilingual staff in non-designated positions. The department supports staff that participates in French-language training offered through the Francophone Affairs Secretariat, further

strengthening the department's French-language capacity. In 2017-18, one staff person participated in French-language training.

Staff members in the following areas are capable of providing French-language services to clients: Tax Assistance Office, Finance Research Division, Taxation Division, Treasury Board Secretariat, Corporate Services Division, Federal-Provincial Relations Division, Centralized Services (MDA, MERLIN, VEMA, ASD, and BTT), Public Utilities Board and the Manitoba Financial Services Agency (a Special Operating Agency).

During the preparation for Budget 2018, two designated French language community consultations were held to allow French-speaking Manitobans to provide their input and priorities to the government in French.

Manitoba Finance offered the following information in both official languages: the 2017 Budget Speech, the Budget, the Estimates of Expenditure and Revenue, and the Tax measures; the Government's Annual Report *Volume I* including the Economic Report, and components of the Public Accounts such as the Introduction to the Public Accounts of Manitoba, the Financial Statement Discussion & Analysis Report and the Glossary; the updates related to tax (tax bulletins and tax changes); consumer-related information brochures/handouts, education programs, investor alerts, investor cautions and press releases from The Manitoba Securities Commission (MSC) for securities and real estate; the department's statutory forms, for taxation and tax credits; and applications, brochures, etc. for income tax and tax credit programs Information on Manitoba Builder Bonds.

The Manitoba Financial Services Agency (MFSA), which encompasses The Manitoba Securities Commission (MSC) and Financial Institutions Regulation Branch (FIRB), published brochures, website content and all other written materials are issued simultaneously in both official languages. Campaigns carried out by the MSC – including those campaigns carried out under the banner of the Canadian Securities Administrators, of which the MSC is a member – are carried out simultaneously in both official languages.

During 2017-18, Manitoba Finance received one complaint and dealt with it in a timely manner. The complainant was satisfied with the outcome. Action steps proposed in the Multi-Year Strategic FLS Plan will identify areas that require translation and ensure

that all links are functioning as well as ensure the French content of the website is up to date.

In 2017-18, Finance had 12 designated bilingual positions. Of these, eight positions were filled with bilingual incumbents, two with non-bilingual incumbents and two were vacant. There were also 51 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 59.

Growth, Enterprise and Trade

The following are highlights of Growth, Enterprise and Trade's divisions and agencies French language services (FLS) achievements and initiatives in 2017-18:

Resource Development Division

The Resource Development Division has completed the following initiative as part of the department's process of developing its Multi-Year Strategic FLS plan:

- Conducted an assessment of available resources and identification of designated bilingual positions
- Initiated an internal review of needs and requirements, which included drafting internal processes for client referrals to make the most of existing bilingual capacity

The Mines and Geological Survey branch worked with Translation Services throughout the year to ensure the mineral education outreach website Manitoba Rocks! continued to be offered, to the extent possible, in a bilingual format (exceptions included external material that was not available in both official languages).

Manitoba Trade and Investment

Manitoba and Trade Investment coordinated a delegation of nearly 100 industry professionals from 16 Manitoba-based companies, led by the Honourable Ralph Eichler, Minister of Agriculture, to Agritechnica, the world's largest trade show of agricultural machinery and technology which was held in Hannover, Germany in November 2017. Manitoba Trade and Investment worked with Translation Services to translate the company profiles for the company directory, which was distributed at Agritechnica.

Manitoba Trade and Investment continue to collaborate with our partners, including bilingual organizations such as the World Trade Centre Winnipeg, on providing programming and services to the Manitoba business community.

Marketing and Sector Intelligence

Marketing and Sector Intelligence has supported the province's Francophone community and the implementation of FLS for the period of April 1, 2017, through to March 31, 2018, through a number of key action items including translation and production of brochures and proclamations, translation of updates and changes to the departmental FLS committee, postage of Active Offer signage prior to entering the front office area and at all reception areas, and promoting the Active Offer online training course within the branch.

Enterprise Branch

In 2017-18, funding was provided through the Partnerships for Economic Growth Program (PEG) to three organizations that support Manitoba's Francophone community and enhance French language service delivery in the province:

- 1) The Conseil de développement économique des municipalités bilingues du Manitoba (CDEM)
- 2) Entreprises Riel
- 3) World Trade Centre Winnipeg (WTC)

Workplace Safety and Health (WSH) Branch

During the previous fiscal year, Workplace Safety and Health has made several noteworthy accomplishments pertaining to French-language services. For example, the branch continually updates its WSH website to ensure that all content is up-to-date and available in both official languages, including reports and urgent notices/announcements. Additionally, in 2016-17, the branch added and Active Offer in French to the Province's 957-SAFE, toll-free 1-800-957-SAFE number and has seen an increased use in this fiscal year.

During 2017-18, Workplace Safety and Health worked with Bilingual Service Centres and MET to help distribute French-language promotional materials for special initiatives (e.g. The Day of Mourning – April 28). Additionally, prevention resources are provided through SAFE Work Manitoba in both English and French.

The branch is continually striving to improve its bilingual capacity and offerings; however, this is not without challenges. Workplace Safety and Health has had difficulty assessing demand for French-language WSH Act and Regulation coil-bound books and other resources. As a result, the branch ensures availability

but follows an “as requested” model compared to bulk printing due to regulatory requirements. Additionally, Workplace Safety and Health has the ongoing challenge of ensuring accuracy of technical content that has been translated since technical vocabulary can be difficult to translate and explain in any language. The solution is that an employee has been assigned to work with colleagues to facilitate translation. Lastly, although the added bilingual capacity from recent hires has been beneficial in addressing demand for French-language services, the assigned employee is not a technical expert regarding certain safety practices and often requires additional time to respond to inquiries.

Office of the Fire Commissioner

The Office of the Fire Commissioner (OFC) remains committed to providing French-language services to the public. The OFC continues to translate portions of its Annual Report into French, including the letters from the Fire Commissioner, Minister, Deputy Minister and Agency’s Mission and Values. Many fire prevention materials are available in both French and English. Topics include: 10 Fire Safety tips pamphlet, Cooking Pamphlet, Babysitting pamphlet, Fire Escape Planning pamphlet, Fire Consumes Jobs pamphlet, Kitchen Fire Safety pamphlet, Fire Safety for Older Adults pamphlets, Smoke Alarms pamphlets, Youth Fire Stop pamphlets, Manitoba Fire Fighters Burn Fund Activity book, Adventure smart brochure/booklet, Stickers for children, Hoses and Ladders game and Sparky colouring book. The Nero and Ashcan programs that are being introduced will also be made available in both official languages.

The Agency has also been supporting an individual in one of the bilingual positions in her continued training in the French language through the Alliance Française. Going forward, the OFC will continue to work to strengthen its French-language services.

Manitoba Labour Board

The Manitoba Labour Board has hired a new bilingual receptionist and has appointed a full-time (.8 FTE) Bilingual Vice-Chairperson.

Entrepreneurship Manitoba

Entrepreneurship Manitoba continued to implement the Manitoba government’s FLS Policy throughout its programs and service offerings. Public-facing frontline services, including business registration,

business counselling, and business skills development were all available in French. Services were offered via various delivery channels including online, by phone, videoconference, in person, and email.

A continued and long-standing partnership with CDEM resulted in a total of 3 Three-day Business Planning Workshops in French.

Entrepreneurship Manitoba provided consultative and in-kind support towards several initiatives, including activities delivered by the World Trade Centre Winnipeg Business InfoCentre.

Entrepreneurship Manitoba maintains several websites and online tools on behalf of the Manitoba Government. These include the BizPal site (PerLE), the Manitoba Business Portal (Portail des Entreprises), the Companies Office Online Reservation System and the Agency’s BizPaS (LienAffaire) programs and services directory. Bilingual content continues to be added as enhancements are regularly implemented.

A continuing challenge faced by Entrepreneurship Manitoba is the ability to develop and delivery French business skills development seminars, workshops and programming. To overcome this challenge, the Agency continues to seek out and develop working relationships and partnerships with community organizations to assist in the delivery of French-language programming.

French-language services are actively offered to the public by the department’s employees. The department needs to continue having active offer sessions as orientation and refreshers for staff, and further outreach is required to ensure that all staff are familiar with, support and can participate in active offer of French-language services.

Several areas of the department (Economic Analysis and Research, Manitoba Trade and Investment, Entrepreneurship Manitoba, Workplace Safety and Health, etc.) maintain their websites for the public in both official languages. Continuing efforts are made to ensure that French versions of all web pages are available simultaneously. The department responds to all correspondence with individuals/groups in the official language preferred by the recipient.

The department faces challenges in ensuring adequate signage – many offices do not have up-to-date and bilingual signage. A comprehensive policy will be required for ensuring that the department meets its obligations to the FLS Policy and that it is able to

update signage to reflect periodic changes within the department and the Province.

The department will need to continue to work with French community partners. More contact points need to be developed between Growth, Enterprise and Trade and Francophone organizations.

The FLS Coordinator participates in several department-wide committees. The FLS Coordinator reports to the A/Assistant Deputy Minister – Finance and Strategic Services and works closely with departmental senior management to implement the FLS policy.

A comprehensive review and needs assessment of designated bilingual positions within the department has been advocated for by the departmental FLS Committee. The department will conduct an evaluation of its bilingual capacity to ensure that it meets the needs of the department's French-speaking clients.

In 2017-18, Growth, Enterprise and Trade had 16 designated bilingual positions. Of these, 14 positions were filled with bilingual incumbents and two with non-bilingual incumbents. There were also 18 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 32. Five departmental employees have participated in a total of nine French-language training sessions in the 2017-18 fiscal year. The newly created GET French Language Services Committee has been scheduled to meet on an ongoing basis in order to assist with the implementation of the departmental Multi-Year Strategic FLS Plan.

Health and Social Services

1. Health, Seniors and Active Living

Health, Seniors and Active Living (HSAL) continues to offer a full range of French-language services (FLS) to the public through its French and bilingual resources, its bilingual telephone information services, staff, website and full-time bilingual French Language Services Coordinator.

The department worked closely with the Francophone Affairs Secretariat and Santé en français to review a range of policy, planning and reporting functions as a foundation for completing the department's Multi-Year Strategic FLS Plan 2018-2023. This work included recommendations for amending the Bilingual and Francophone Facilities and Programs Designation

Regulation under the Regional Health Authorities Act.

During the 2017-18 fiscal year, the department also continued a number of annual activities:

- Conducted new employee orientation that included orientation on the FLS Policy as well as Active Offer
- Processed all translation requests
- Four department staff participated in French-language training provided through the Francophone Affairs Secretariat
- Provided a compilation of the FLS-related annual report information on behalf of the RHAs
- Followed up on any public complaints/issues identified through the Francophone Affairs Secretariat

The FLS Coordinator continues to represent the department at the Santé en français Managerial Round Table meetings where FLS issues are discussed and solutions to improve the offer of FLS services are shared. Additional planning and policy capacity is now available for French-language services with the transition of the French Language Services Coordinator to the Management Services Branch.

The department updated the requirements surrounding FLS information in the RHA annual reports. As a result, the department was able to provide more detailed information on regional health authority FLS activities to the Francophone Affairs Secretariat (FAS). The department and FAS are continuing to explore opportunities for further improvement.

Southern Health-Santé Sud identified an issue respecting the quality of information that is collected about Francophone users of the health system. Specifically, there has been a lack of understanding surrounding the purpose and proper use of the language questions in the Admissions Discharge and Transfers (ADT) database. The department is working with the service delivery organizations' Health Information Managers Network to promote that all staff responsible for entering information into the database are properly oriented and trained on the language questions. This should improve the quality of information that is collected.

The department has been working with FAS to support CancerCare Manitoba in developing their first FLS plan in the 2018-19 fiscal year.

The department's FLS Coordinator was unexpectedly away for the last quarter of the year and that led to his duties being distributed among other staff. This has involved a learning curve for the branch but has also developed capacity for the future. The branch worked closely with FAS and other partners to ensure the continuity of service.

The department looks forward to implementing its multi-year plan to focus its activities in future years.

In 2017-18, HSAL had eight designated bilingual positions. Of these, five positions were filled with bilingual incumbents and three with non-bilingual incumbents. There were also 31 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 36.

2. Regional Health Authorities

Interlake-Eastern Regional Health Authority (IERHA)

Application of the principle of Active Offer in the delivery of French-Language Services (FLS):

Measures taken to build the capacity of Active Offer within the organization this past year include:

- French language learning opportunities were regularly promoted in the Staff newsletter and through the regional education program. A total of 12 employees participated in a variety of these learning opportunities.
- The 2017 Annual General Meeting of the IERHA took place in the designated community of Powerview-Pine Falls and included a large health fair. Efforts were undertaken to provide resources in both official languages and a booth explaining and promoting French language services was also part of this fair.
- The IERHA actively advertised in communities for Francophones for the Board of Directors and Local Health Involvement Groups (LHIGs).
- The Community Wellness program continued its efforts to provide active offer.
- Healthy Together Now and Youth Tobacco grant opportunities were promoted in both official languages.

Identification of French-Speaking clients

Interlake-Eastern RHA encourages French-speaking staff members to wear a Hello-Bonjour badge to

identify themselves to fellow staff and to the public. French-speaking clients self-identify either directly or by their response to active offer.

Identification of French-speaking employees:

Interlake-Eastern RHA encourages French-speaking staff members to wear a Hello-Bonjour badge to identify themselves to fellow staff and to the public.

Following implementation of a new tracking system and FLS orientation process, the RHA has seen its overall reported bilingual capacity more than double from last year. Efforts to collect linguistic capacity from staff are ongoing. As education and promotion surrounding the importance of French-language services continue, the RHA anticipates the number of staff self-identifying as bilingual will continue to grow and accurately reflect its capacity to provide services in French.

Human Resources Data

Statistics on Designated Bilingual Positions 2017-2018	Number of full-time equivalents (FTEs)
Number of Designated Bilingual Positions	27.86
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	10.49
Number of Designated Positions Filled With Non-Bilingual Incumbents	9.5
Number of Vacant Designated Positions	7.87
Number of Non-Designated Positions Filled With Bilingual Incumbents	37.43
Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)	47.92 FTE plus 16 casuals

Recruitment results:

The IERHA has established a working group, consisting of representatives from human resources, regional leadership and senior leadership teams, to work with the Regional FLS Committee on reviewing existing designated positions and the position designation process.

Policy Implementation Highlights:

Active Offer was incorporated, as of May 2017, into regional orientation for all new staff to ensure that, from the onset of employment, every employee understands their duties and responsibilities.

A new program-specific presentation on Active Offer was developed and piloted with Homecare case coordinators in January of 2018 to incorporate the Active Offer concepts into processes to ensure there is clear understanding of how to use Active Offer in day-to-day operations.

Plan Effectiveness

- 388 employees received active offer training.
- 77 staff members voluntarily declared as able to speak French. This equates to 47.92 full time equivalent positions with an additional 16 casual positions.
- 76 documents (45,906 words) were translated.
- 12 employees accessed French language learning opportunities.

Collaboration

The FLS coordinators and the community wellness program partnered with the Centres de la petite enfance et de la famille in St. Georges and St. Laurent to provide bilingual presentations for parents on healthy eating, mental health and the Canadian 24-hour movement guidelines.

Mobile Wellness events in St. Laurent and Powerview once again included bilingual staff and resources.

In partnership with Healthy Smile Happy Child, monthly oral health newsletter inserts were shared with the community in both English and French.

Specific Challenges and Innovative Strategies

The IERHA is working on identifying and addressing service gaps to Francophone clients. A French Language Services Questionnaire was developed and posted on the website in December 2017 giving Francophones the opportunity to share their compliments/concerns and comments. The questionnaire is available by clicking the green Bonjour/Hello logo at the bottom of the web page and then selecting “questionnaire sur les services en français.” Ways to better address the concerns of the Francophone population through appropriate management channels were also investigated and are currently being reviewed.

Prairie Mountain Health

Application of the Principle of Active Offer in the Delivery of French-Language Services (FLS)

Prairie Mountain Health undertakes to provide health care services to its French-speaking population in accordance with the following documents:

- *Francophone Community Enhancement and Support Act*
- French Language Services Policy
- Francophone and Bilingual Designation for Facilities, Programs and Services policy
- Human Resources French Language Policy for Health Care Services
- Regulation 46/98 of the *Regional Health Authorities Act* (C.C.S.M. c 34)

Identification of French-Speaking Clients

Prairie Mountain Health has six designated positions in the region:

- Public Health – one position
- Home Care – one position
- Mental Health – one position
- Emergency medical services – one position
- Reception – Ste. Rose CHS – one position
- Reception – Birtle HC – one position

(There are no designated positions at Dr. Gendreau PCH or the Ste. Rose Health Centre – designated affiliate sites within PMH.)

Human Resources Data

Statistics on Designated Bilingual Positions 2017-2018	Number of full-time equivalents (FTEs)
Number of Designated Bilingual Positions	6.0
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	3.0
Number of Designated Positions Filled With Non-Bilingual Incumbents	3.0
Number of Vacant Designated Positions	0
Number of Non-Designated Positions Filled With Bilingual Incumbents	Unknown 2.0+
Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)	Unknown 5.0+

*The Manager – Community Health Services retired May 2017.

Policy Implementation Highlights

In the absence of an approved FLS Plan for Prairie Mountain Health, the Board of Directors has maintained in effect the former Parkland RHA's FLS Plan and the former Assiniboine RHA's FLS Plan.

The most significant activity during 2017-18 was focused on finalizing the draft PMH French-Language Services Plan. The PMH French-Language Services Plan has been developed in consultation and collaboration with PMH designated affiliates, stakeholders in Prairie Mountain Health particularly in the areas of St. Lazare, Ste. Rose du Lac, Laurier and Brandon / Shilo, and Santé en français.

The PMH French-Language Services Plan will be presented to the Managerial Round Table (Table des gestionnaires en santé) in June 2018 before it goes before the Santé en français Board of Directors for their approval.

Plan Effectiveness

Prairie Mountain Health, when possible and appropriate, provides documents in both official languages. Examples of these documents include:

- PMH Strategic Plan 2016 - 2021
- Community Health Assessment – Executive Summary
- Declaration of Patient Values
- PCH Resident handbook
- PCH Resident Bill of Rights
- My Patient Passport (released February 2017)
- Advance Care Planning Workbook (released 2016)
- Suspension of Acute Care Services (Ste. Rose – January 2018)
- Accessibility – “Do you need assistance” posters
- Application forms for becoming a member of the Local Health Involvement Groups
- Public Health (MB Health) posters (e.g. Cover Your Cough)
- Other documents can be provided in French upon request.

Specific Challenges and Innovative Strategies

Action Plan for 2018-2019

1. Approval of the 2018-2023 PMH French-Language Services Plan

2. FLS Steering Committee – develop an annual action plan (with timelines) to support the FLS plan
3. Continue development of FLS policies for PMH
4. Survey PMH staff to identify French-speaking staff within PMH – planned Fall 2018
5. Plan a FLS Stakeholder meeting in spring 2019 to review and update the FLS action plan.
6. Identify a bilingual staff person who could be appointed as FLS coordinator and attend the Health Managerial Round Table (Table des gestionnaires en santé)

Southern Health-Santé Sud

Application of the Principle of Active Offer in the Delivery of French Language Services (FLS)

All stationery (including business and appointment cards) as well as client forms used by and intended for the general public are in a bilingual format.

External signage and identity on vehicles depicts the bilingual logo. A process for updating new signage is incorporated in the region's Graphic Standards Manual to ensure bilingual signage is reflected in designated bilingual sites, programs and services in areas of high Francophone concentration.

The current public website is fully bilingual, complete with a memory option to identify the user's preferred language. From June 2017 to March 2018, Southern Health-Santé Sud public website welcomed many, tipping numbers to nearly half a million sessions.

Southern Health-Santé Sud ensures that client surveys are available in bilingual format and that demographic questions in surveys include questions related to the official languages of Manitoba. This includes the patient experience surveys across the health system throughout the province.

The Southern Health-Santé Sud staff newsletter features FLS topics and language resource material.

Remarkable strides were accomplished in 2017-18 for Mon équipe santé:

- Through team meetings, all providers are now connected with a Southern Health-Santé Sud regional team, i.e. chronic disease education.
- Providers are connected with a team for clinical support, training, etc.
- Education print pieces outline social work services and appropriate referral processes.

- Social workers have actively engaged with community programs for introduction, orientation and identification of opportunities to collaborate.
- The community health nurse (Équipe locale Seine) now attends satellite clinics in La Broquerie and Lorette to provide service.

Identification of French-Speaking Clients

Applying the principles of Active Offer is the most effective means to identify French-speaking clients. Language identification and preference is confirmed through Active Offer (always offer) at intake within designated bilingual sites, programs and services. When a client presents at a designated site, program or service, they will receive service in French from a designated bilingual employee. As required, alternative arrangements to accommodate clients in French may be arranged through bilingual colleagues and/ or via the region's Interpreter Services – Language Access policy.

Identification of French-speaking Employees:

All employees are issued bilingual employee name tags in accordance with the Employee Identification Policy. Bilingual employees in designated positions have Je parle français! incorporated on their personal ID badge. Bilingual employees in non-designated positions are encouraged to choose this option.

Human Resources Data

Statistics on Designated Bilingual Positions 2017-2018	Number of full-time equivalents (FTEs)
Number of Designated Bilingual Positions	603.0
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	344.0
Number of Designated Positions Filled With Non-Bilingual Incumbents	215.0
Number of Vacant Designated Positions	43.0
Number of Non-Designated Positions Filled With Bilingual Incumbents	Unknown
Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)	

Affiliate designated francophone site Villa Youville statistics are not included.

Recruitment Results

Southern Health-Santé Sud continues to partner with various stakeholders such as Santé en français, the Université de Saint-Boniface (USB), the Consortium national de formation en santé (CNFS) and the MB Healthcare Providers Network in planning the regional bus tour for the fourth-year nursing students. In 2017, 35 students from the USB nursing program took part in the tour. This initiative resulted in hosting three practicum placements as well as seven hires for the region - six from the Bachelor of Nursing program and one from the LPN program.

In June 2017, representatives from the region attended the Université de Saint-Boniface convocation ceremonies for all nursing graduates.

Six nurses received the Recruitment & Retention Fund bilingual grants between July and December 2017.

'Héros en santé' promotes various professions in health care and is presented annually by Santé en français to high school students within the region. A total of five schools were visited in 2017-18.

Southern Health-Santé Sud attended 24 career in-province fairs and eight classroom presentations promoting job opportunities within Southern Health-Santé Sud. Santé en français has also supported the participation of Southern Health-Santé Sud to attend two out-of-province career fairs with a focus on bilingual recruitment of nursing, allied health and medical staff for areas where there is a high concentration of French-speaking population.

Southern Health-Santé Sud is working collaboratively with the MB Healthcare Providers Network and Regional Health Authorities in developing targeted recruitment strategies and establishing a bilingual marketing format and platform.

The Société Santé en français and the French Health Network of Central Southwestern Ontario developed a 'Health Human Resources Strategy'. This online resource presents a structured approach tailored to the specific challenges facing bilingual staff working in a minority setting. The Health Human Resources Strategy is designed to help organizations recruit and retain bilingual human resources able to offer French-language services. Southern Health-Santé Sud's FLS Advisory Committee including Human Resources participated in a presentation by Santé en français on this topic, encouraging participants to register in online

training with the end goal of developing expertise in bilingual Health Human Resources.

As part of its hiring practices, the French Language Assessment provides a consistent approach to assess an employee and an applicant's ability to speak and understand at a level whereby the person can offer and deliver health services in French adequately and according to position requirements for designated bilingual positions. In 2017-18, all French Language Assessors were assessed and received training and/or a refresher to ensure consistent use of the assessment tool.

Within its overarching matrix organization where leadership stems on geography and is program-based, a formalized process is now in place whereby program leaders actively engage with local leadership in efforts to liaise with members of the Francophone community. This is an excellent communication and recruitment practice in connecting with communities vis-à-vis hard-to-fill designated bilingual positions.

Policy Implementation Highlights

The Société Santé en français awarded Southern Health-Santé Sud with the Prix de reconnaissance at its national conference held in November 2017 – this for its best practice approach regarding designated bilingual positions including the designation exercise, hiring practices as well as monitoring and reporting practices.

The Health Providers' Site is an online portal for staff information and resources. An FLS section was incorporated reflecting information on legislation, Active Offer, how the RHA meets its mandate, links to policies, how to access translation services, how to access French-language training opportunities, a guide to support staff who occupy Designated Bilingual Positions, a lexicon, FLS resources for managers, frequently asked questions as well as many links to provincial resources, policies and organizations. A section on FLS Resources for Managers addresses questions that are directed to the FLS Unit on an ongoing basis.

Plan Effectiveness

Forty-four employees took FLS language training in 2017-18.

One hundred and thirty-two translation requests were processed in 2017-18, a total of 52,720 words or 311 pages.

Comprised of staff from various sites, programs and services across the region, the Southern Health-Santé Sud FLS Advisory Committee meets regularly to provide advice and guidance on matters pertaining to policies, programs and practices involving the use of FLS. The focus in 2017-18 included:

- a comprehensive review of the committee's Terms of Reference
- implementation of a process to ensure leadership across the region is apprised of developments in FLS
- ongoing communication as the key to consistency and effective management of designated bilingual positions
- a risk management exercise to mitigate risk factors related to access and delivery of health care in French Language Services
- review of dashboard reporting and trending
- fine-tuning of processes to recruit and monitor designated bilingual positions, including an audit tool to measure compliance and identify opportunities for improvement.

In the previous fiscal year, a video regarding Active Offer was developed and incorporated as part of Regional Orientation for all staff in Southern Health-Santé Sud; approximately 500 employees viewed this video in 2017-18.

Also in 2017-18, a second video and a corresponding print piece was developed and rolled out to provide more in-depth orientation regarding the context and role of staff occupying or supervising designated bilingual positions. The video provides information on how to manage various scenarios and how to engage in the French language mandate.

Collaboration

Southern Health-Santé Sud works very closely and collaboratively with local stakeholder groups, the Table de concertation rurale du Sud (Table) as well as the Groupe local de participation en matière de santé (GLPS). The GLPS includes membership from the Table as well as additional community members. Southern Health-Santé Sud participated in all meetings of the Table and the GLPS in 2017-18.

By invitation from Santé en français (Manitoba), Southern Health-Santé Sud actively participated on provincial planning initiatives including:

- a working group to review and revise the Designation Policy for Francophone and Bilingual Facilities, Programs & Services, FLS Regulation and Bilingual & Francophone Facilities & Programs Designation Regulation (linked to the RHA Act)
- consultations to help shape the Santé en français Strategic Plan (September & December 2017)
- a revised approach regarding Local Health Involvement Group meetings held in French

Southern Health-Santé Sud continues to engage with partners, responding to invitations from:

- Université de Saint-Boniface - to participate on a panel discussion re. 'Active Offer' - best practices, measures, tools, implementation and challenges. Participants included university students and organization representatives from the francophone community (May 2017)
- Société Santé en français - to present at its national conference regarding our best practice approach regarding designated bilingual positions – designation exercise, hiring practices as well as monitoring and reporting practices (November 2017)
- Réseau communautaire - to participate in a brainstorming exercise in the context of developing potential community projects (December 2017)
- Accreditation Canada - to provide feedback on the new standard reflecting a Communication in Official Minority Language Situations (March 2018)
- Société de la francophonie manitobaine – to share our best practice approach regarding designated bilingual positions (March 2018)

Specific Challenges and Innovative Strategies

Challenges - The most significant challenges in regards to FLS continue to be:

- bilingual staffing shortages: evidence supports that the number of designated bilingual positions far exceeds our region's capacity relative to bilingual high school's graduates; bilingual staff may not necessarily choose to fill a designated bilingual position
- geographic distances among the French-speaking population
- access to data on French-speaking populations, acknowledging that there has been progress on these efforts in the past few years

- awareness and understanding of Active Offer by the public and the staff (ongoing turnover)
- assessing and evaluating client experience innovative French-language training options to respond to identified challenges.

Innovative strategies:

A Community Health Assessment (CHA) identifies and measures the health status of the population. Work is underway to identify key components which will be incorporated in a dedicated chapter regarding the Francophone community in Southern Health- Santé Sud's next CHA.

Winnipeg Regional Health Authority (WRHA)

Application of the Principle of Active Offer in the Delivery of French-Language Services (FLS)

A client satisfaction survey was developed to receive continual feedback from the public regarding the offer of service in French in the designated bilingual programs and site, and the patient experience when presenting at non-designated sites. A French print version was distributed via La Liberté, and the English and French online versions were promoted by various methods including social media. The survey allows the FLS unit to identify trends of concern and to develop more immediate solutions. Data from the survey will be used to aid in the development of the 2018-21 FLS three-year plan. 260 surveys were returned in 2017-18;

The FLS unit attended various community events (with information kiosks) to solicit in-person feedback regarding client/patient experiences.

The WRHA worked with stakeholders to further develop bilingual capacity within the region and align education to practice.

- A new Tools of the Trade/Vocabulary Builder workshop was developed.
- Multiple program-specific lexicons created and published on the FLS Intranet site for staff. WRHA Lexicon terminology is drawn from WRHA documents including but not limited to the following: mental health, home care, long-term care, primary care, healthy sexuality and breast health.

FLS programs and processes were continually reviewed to ensure relevance and best efficiencies of time and financial resources.

- The FLS unit worked with regional HR to ensure the new SAP online-recruitment tool (Success Factors) will respect FLS requirements and that associated process changes will be integrated into the human resources procedures for designated positions.

Identification of French-Speaking Clients

Language identification and/or preference are assured either at centralized intake or at direct intake at designated sites and programs.

There are some known gaps in the identification of Francophone clients in regional centralized services. Some are currently being worked on. Others will be reviewed in conjunction with the changes that will occur due to the region's Clinical Service Plan.

If the client presents at a designated site, they will receive service in French by a designated bilingual employee. At non-designated sites, where possible, a bilingual employee will assist. Otherwise the client can be provided with interpretation services through the region's Language Interpreter program, if required.

With financial support from Health Canada, via a pan-Canadian initiative spearheaded by Société Santé en français, Santé en français (Manitoba), in partnership with several local organizations serving the Francophone population, launched a project (Projet ainés: Améliorer la navigation pour un meilleur accès) to improve navigation of elderly Francophones in the health care system. The primary focus of the project was patient identification, particularly at transition points between hospitals, home care and long-term care sectors of the Winnipeg health system. The project is underway to improve the identification of Francophone seniors at initial point of access to long-term care system.

Identification of French-speaking Employees

Some positions within the region, including those in Access Centres, community offices, regional programs such as home care, long-term care, primary care and palliative care and funded agencies are designated bilingual. Individuals in these positions wear a "Hello Bonjour" item to identify themselves, and provide service to patients, residents and families in both official languages. Other bilingual staff members are encouraged to self-identify and use French as a personal choice if they feel capable and comfortable doing so.

Human Resources Data

Statistics on Designated Bilingual Positions 2017-2018*	Number of full-time equivalents (FTEs)
Number of Designated Bilingual Positions	890.13 ^a
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	505
Number of Designated Positions Filled With Non-Bilingual Incumbents	375.13 ^b
Number of Vacant Designated Positions	10
Number of Non-Designated Positions Filled With Bilingual Incumbents	624.52 2250 ^c
Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)	1129.52 2755^d

^a No report from MATC & Crisis Response Centre does not yet have designations (work in progress)

^b Majority of these positions have been added over the years, but already had an employee in the position. Waiting on turnaround to fill the position with a designated employee.

^c Based on anonymous self-declaration in the 2016 Aon Hewitt Staff Engagement Survey, 2,250 of 15,000 (14%) respondents have declared as speaking both official languages.

^d Bilingual Incumbents in Designated Positions and employees that self-declared bilingual via Aon Hewitt Staff Engagement Survey

Recruitment Results

In 2017-18, 70.5 percent of designated bilingual positions were filled on the first posting, 23.5 percent were filled after two or more postings and six percent were filled by unilingual Anglophones or left unfilled as terms. This is an improvement over 2016-17 where 58 percent of designated bilingual positions were filled on the first posting, 24 percent were filled after two or more postings and 18 percent were filled by unilingual Anglophones or left unfilled as terms.

30 designated bilingual positions were posted in corporate and community offices in 2017-18. 19 were filled with linguistically qualified bilingual incumbents. 2017-18 saw a significant increase in the number of people hired with a condition of employment for the linguistic component. Nine out of 30 positions were filled by employees with a condition of employment for French proficiency. Two of the 30 positions were filled by unilingual Anglophone incumbents. The following four positions required multiple postings: Administrative Assistant (AY2); Senior Administrative Assistant (AY3); Palliative Care Nurse; and Occupational Therapist.

All linguistic testing – speaking, listening, reading and writing – is done internally, and the FLS unit also occasionally provides services to other agencies such as St. Amant, Centre de santé Saint-Boniface, Department of Families, University of Manitoba Family Medicine, and Southern Health - Santé Sud.

Due to increased awareness, compliance of managers to test before the position is offered is higher. There is also an increase in occurrences where one or more candidates are tested prior to interviews taking place to eliminate the need for an interview if the bilingualism component is not met.

Policy Implementation Highlights:

- A project to enhance after-hours home care service to Francophone clients was developed with the Provincial Health Contact Centre and remains ongoing.
- The FLS unit's Facebook page was developed to ensure greater sharing of WRHA and FLS activities to the Francophone community and provide opportunities for dialogue. This page replaces the quarterly print newsletter, La Voix.
- Extensive French content was provided to support the WRHA component of the new Manitoba 211 program, a searchable online database of government, health and social services that are available across the province.
- The use of Language Access interpreters was tracked throughout the region to determine where the service was used the most. This data will help establish the need to designate additional sites across the region as bilingual sites. As required by the amended Regional Health Authorities Act, the FLS unit worked with all designated bilingual and Francophone facilities to ensure a proper notice of designation was posted in accordance to guidelines.

Plan Effectiveness

Translation:

- All new patient/client and public information is regularly translated as per policy (education materials; pre- and post-op surgical information; surveys; and pamphlets, brochures, advertising and videos).
- 332 documents were translated in 2017-18 equalling 216,315 words.

- Since 2003, over two million words have been translated, representing almost 3,000 documents.

Training:

- Evening programs = 89 staff trained
- One daytime program = 11 staff trained in clinical interviews workshop
- One-on-one tutoring = seven staff trained

A grand total of 107 employees were formally trained across the region in 2017-18.

- The FLS unit also has a comprehensive resource centre, which includes access to the two top individual learning systems. Five employees actively pursued language training via these programs. In addition, the FLS intranet site has links to eight credible online programs for employees of all levels to access.

Client Satisfaction Survey Results:

FLS conducted a client satisfaction survey in 2017-18 and received 260 responses. Below is the general summary of the survey:

- Did you receive a bilingual welcome? (Active Offer)
165 of 260 answered:
 - **YES** – 96 (58.18 percent)
 - **NO** – 69 (41.82 percent)
- Were you asked what your language of choice was?
164 of 260 answered:
 - **YES** – 43 (26.22 percent)
 - **NO** – 121 (73.78 percent)
- What service did you receive in French?
148 of 260 answered:
 - **DIRECT CARE** – 78 (52.70 percent)
 - **EDUCATIONAL MATERIAL** – 19 (12.84 percent)
 - **OTHER** – 51 (34.46 percent)
- Please rate your overall satisfaction with your services in French. 173 of 260 answered:
 - **NOT SATISFIED** – 45 (26.01%)
 - **SOMEWHAT SATISFIED** – 22 (12.72%)
 - **NEUTRAL** – 18 (10.40%)
 - **SATISFIED** – 22 (12.72%)
 - **VERY SATISFIED** – 66 (38.15%)

Collaboration

WRHA FLS unit regularly collaborates with the following groups and entities: Université de Saint-Boniface, Santé en français du Manitoba, Consortium national de formation en français, Centre de santé and other RHAs in the areas of program development and evaluation, employee training, translation, research, committee and project work.

Innovative Strategies

- The introduction of designated bilingual staff to their new roles was enhanced to ensure more active support and input from the hiring manager as well as providing a clear understanding of the program's expectation for newly hired bilingual staff.
- The FLS component of the regional orientation program was updated and is provided on a monthly basis to all new corporate and community staff.
- One-on-one orientations are now required for designated bilingual staff within the first three months of employment to ensure immediate integration into their positions. They are also available to bilingual staff in non-designated roles as well as unilingual staff in designated roles.
- A number of employees working in highly specialized positions in non-designated sites were identified to undergo an extensive language-tutoring program. These positions include: speech language pathologist, pharmacist, rehab physiotherapist, occupational therapist, access coordinator and acquired brain injury nurse and client relations. They were also provided profession-specific lexicons developed by the FLS unit.

3. Addictions Foundation of Manitoba

- Addictions Foundation of Manitoba (AFM) is a provincial Crown organization committed to being a foundation of excellence providing addictions services and supporting healthy behaviours. AFM's mandate is to provide addictions treatment services and public education. AFM employs over 400 staff and provides a wide range of addictions services to Manitobans through some 28 locations across the province.
- AFM has facilitated 16 workshops/presentations/courses; these provide an education and prevention framework in the French language.
- Publication translation remains a priority. Information on marijuana and the implications of legalization are all accessible to the public in a bilingual format.

- A new Multi-Year Strategic French-Language Services Plan was developed for 2018-2020.
- Knowledge Exchange Centre continues to build on the pre-existing library of books and DVDs available to the public in the French Language.
- The content of the website will be continually updated and reviewed by the French-Language Services Committee on a quarterly basis.
- Designated positions will be reviewed, with recommendations provided to the CEO.

In 2017-18, AFM continued to face challenges in recruiting bilingual employees in rural Manitoba as identified in the 2018-2020 Multi-Year Strategic FLS Plan.

AFM uses internal funding for costs of translation services and translated materials.

The French-Language Services Committee, made up of representatives from Policy, Human Resources and Communications program areas, will be meeting to assist with the recommendations put forward in the Strategic Plan for AFM.

Efforts continue to identify staff who can provide French-Language Services to the public as required.

In 2017-18, AFM had five designated bilingual positions. Of these, four positions were filled with bilingual incumbents and one with a non-bilingual incumbent. There were also 13 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 17.

4. Families

In May 2017, the new Department of Families French Language Services Coordinator entered into the positions following a nearly two-year vacancy. This has allowed the department to bring a focused approach to French Language Services (FLS).

New Multi-Year Strategic French-Language Services Plan

- At the direction of the Francophone Affairs Secretariat, a working group led by the FLS Coordinator created a new FLS Plan for 2018-2023. This plan builds on previous work and establishes new areas for work that will allow the department to fully live up to the principle of "progress" set out in the Francophone Community Enhancement and Support Act (the Act). Implementation of this plan has begun.

Training

- The Families intranet FLS site was revised to make it more relevant for staff.
- A biweekly informal conversation group (“Club Café”) was established in fall 2017.
- In 2017-18, 23 staff took French courses offered through the Francophone Affairs Secretariat.
- The department made it an ongoing priority to increase awareness of Active Offer. In person “Active Offer” training sessions were held as needed, most notably in Eastman and St. Boniface regions.

Coordination and Support by Management

- The Families and Manitoba Housing FLS Coordinators worked closely together to ensure a coordinated approach to FLS in the department as a whole (Manitoba Housing was previously separate). This included building previous work on a Housing FLS Plan into Families’ new plan.
- The Families FLS Coordinator also worked closely with the Francophone Affairs Secretariat to ensure proper application of the FLS policy and the Act.
- Meetings were held with Executive Management Committee and with divisional management teams to update them on FLS generally and the new FLS Plan.
- The FLS Coordinator will provide regular updates to the Executive Management Committee (at least three times per year)

Translation

- The Department of Families continued to prioritize translation of documents.
- As a Crown Corporation, Manitoba Housing and Renewal Corporation (MHRC) faces different costs related to translation. As a result, MHRC prioritized tenant related forms and letters.
- Overall, in 2017-18, the Department of Families saw a 54 percent increase in the total number of words translated relative to the previous year (2016-17).

Community Engagement

- The department held the following French language consultations with community groups:
 - two community consultations on the Poverty Reduction Strategy
 - an information session on new Service Purchase Agreements

- The FLS Coordinator held meetings with the following key partners:
 - Santé en français, including chairing the Social Services Managerial Roundtable
 - individual members of the Santé en français Social Services Managerial Roundtable
 - representatives of the Division scolaire franco-manitobaine
 - relevant stakeholder groups, such as l’Accueil Francophone and the Réseau en Immigration Francophone
 - leaders of the Afro-Francophone community
 - FLS coordinators at the Child and Family Services Authorities and Winnipeg Regional Health Authority
- In addition, the FLS Coordinator attended the Annual General Meeting of the Fédération des Parents du Manitoba, Santé en français, an event celebrating the tenth anniversary of the Université de Saint-Boniface School of Social Work, and a forum held by the Réseau en immigration francophone.

There was a need to re-establish a normal presence for the FLS Coordinator in the department after a lengthy vacancy. The creation of a new FLS plan provided an excellent opportunity to determine the current state of the department while making the presence of the FLS Coordinator known. By meeting widely and frequently with various staff, the FLS Coordinator reminded staff at various levels of the requirements of FLS.

The inclusion of Manitoba Housing in the Department of Families as of 2016 created some challenges. However, the Families and Housing FLS coordinators worked together successfully to ensure a coordinated approach to FLS, for instance by jointly presenting to the Housing Operations Committee.

In 2017-18, the Department of Families had 88 designated bilingual positions. Of these, 54 positions were filled with bilingual incumbents, 24 positions were filled with non-bilingual incumbents and ten were vacant. There were also 76 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 130.

5. Santé en français

Santé en français was designated by the government of Manitoba in 2004 as the official representative of

the Francophone community in the areas of health and social services. It provides leadership and coordination in facilitating access to quality French language services (FLS) in these areas.

In 2017-18, Santé en français provided support to designated bilingual health and social services facilities and regional health authorities (RHAs):

- support in developing or updating Multi-Year Strategic FLS Plans
- career promotion and recruitment
- language training
- language skills assessment
- translation

Santé en français takes part in a number of meetings and working groups throughout the year, including:

- The Health Round Table undertook a review of the approval process for French-language service plans during their meeting in Pine Falls.
- The French Language Services Advisory Group met multiple times to develop new French-language service strategic plans for the WRHA.
- The Social Services Managerial Round Table met to consider the evaluation of the French-language Service Plans in March of 2018.

Following are Santé en français' major achievements with respect to career promotion and recruitment for 2017-18:

- profiles (interviews) of four Manitoba nurses who offer services in French published during National Nurses week from May 7th to May 13th
- promotional career publication in the Université de Saint-Boniface's student agenda for the 2017-18 school year
- participation in kiosks with Health Authority partners – Office of Rural and Northern Health and Health Workforce Secretariat at the Conference of Rural Physicians of Canada from April 5th to April 9, 2017
- professional tour on October 12, 2017, of the Southern Health region by 32 future faculty of nursing graduates from Université de Saint-Boniface in collaboration with the Office of Rural and Northern Health and the Consortium national de formation en santé (CNFS)
- participation in a meeting with the working group for the national project Franco-Doc

- participation in the career expos at the University of Halifax on September 26, 2017, and at the University of Moncton on September 27, 2017
- 19 presentations in 14 schools during May/June 2017 with 332 attendants
- support of the Discovery Days in Health Sciences hosted at the University of Manitoba on November 3, 2017
- a presentation on the Active Offer of French-language services to new nursing students at the Université de Saint-Boniface during their orientation week on August 30, 2017, and a presentation on the importance of offering services in French to the Université de Saint-Boniface's Social Work students on March 22, 2018

With respect to language training, 299 learners including 269 from the health field and 30 from the social services field registered in Français oral programs at beginners to advanced levels in Winnipeg and rural areas. Distance training through the Telehealth Program Manitoba was provided in nine rural locations: Ste. Anne, Notre-Dame-de-Lourdes, Steinbach, Beauséjour, St-Pierre-Jolys, Seven Regions, Winkler, Swan Lake, and St. Claude. In addition, because of the Victoria Hospital's recent designation as a bilingual facility, one Français en milieu de santé workshop was offered at this hospital to encourage employees to take French-language courses during the winter session. The Winnipeg Regional Health Authority's French-language Beginner 2 Class, which was held at the Victoria Hospital, received a total of 10 students during the spring session.

Language skills assessment for French is provided to the five RHAs, the four Child and Family Services authorities and designated Francophone and bilingual facilities to help them measure their employees' capacity to meet the language requirements of their position. A total of 72 assessments were carried out, including 63 in the health field and 9 in the social services field.

Santé en français also provides translation services to ensure that forms, publications and other written materials for the public are accessible in French. A total of 742 documents were translated, including 687 documents on health and 55 on social services.

Indigenous and Northern Relations

The department of Indigenous and Northern Relations' client group is primarily of indigenous descent. The department has provided French-language services

and materials to clients in the past and continues to do so when requested. The department is aware that it currently has gaps with respect to the implementation of the Francophone Community and Enhancement Act and the French-Language Services Policy, and has created a plan, which will effectively address these issues.

Active Offer signage is visible in all offices, and an updated listing of bilingual individuals will be provided to all staff.

The department continued to experience a variety of challenges such as implementing a bilingual website and the general marketplace unavailability of qualified bilingual candidates for technical positions.

Staff continue to provide bilingual documentation upon request while the website is under translation.

In 2017-18, Indigenous and Northern Relations had no designated bilingual positions. There were, however, three self-declared bilingual employees in non-designated positions, for a total bilingual capacity of three.

Municipal Relations

The department continues to provide publications such as “Needs Assessment Guide for Recreations Facility Owners and Managers” in both official languages to support community development projects across Manitoba. In addition, Regional Services staff continues to provide direct and telephone bilingual consultative services to rural and Francophone communities through the Province. Regional staff also assist unilingual leaders in designated bilingual municipalities to identify potential bilingual programs through partnership with other organizations.

Through the Community and Regional Planning branch, staff prepare bilingual presentation slides for the annual Provincial-Territorial Planning Directors Committee meeting. These materials are posted on Muniscope, which is useful for disseminating information to all audiences.

As a quasi-jurisdictional board, the Municipal Board continues to provide comparable service in both official languages for all public hearings.

The department supported one staff member to enhance their French skills to increase the department’s bilingual capacity.

To support Francophone communities for the 2018 Municipal Election, the Elections Official Manual

and Candidate Guidebook are published in both French and English, providing general municipal election information, questions and answers, candidate requirements, and election finance rules for prospective candidates for municipal council and the public. The Candidates Guidebook is available electronically on the department’s website, and French hard copies are distributed to designated bilingual municipalities.

The French versions of the Residential Property Sales Questionnaire, ICI Property Sales Questionnaire, and Farm Property Sales Questionnaire have been converted to fillable PDF formats and posted on the Municipal Relations website. This supports the submission of information by the French community.

Department staff continue to access and complete the “Active Offer of French-Language Services” OSD online course. In addition, Supervisors of Assessment Services’ ten district offices attended a session regarding Manitoba’s Active Offer of Services.

The website templates available to support French versions of the Municipal Relations (MR) public website were problematic and did not support easy updating of information. Changes have been made to the foundation technology for the French templates in 2017-18. Updates to the French version of the MR site are ongoing. The department continues to work with Translation Services to translate the website and applicable links. The target for a fully bilingual website service to the public is March 31, 2019.

The department continues to experience a challenge in filling certain designated bilingual positions due to the general marketplace unavailability of qualified bilingual candidates for technical positions. The department will implement outreach partnerships with educational institutes to develop strategy for hiring technical and difficult to fill designated positions.

Designated staff are supported by the department to attend French-language training. However staff outside of Winnipeg find it difficult to attend in-person sessions in Winnipeg and have expressed interest in receiving training in their region or through alternate methods for learning, such as online. The department continues to explore options to support regional office training.

In 2017-18, Municipal Relations had 14 designated bilingual positions. All of these 14 positions were filled with bilingual incumbents. There were also six self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 20.

Infrastructure

The following are highlights of Infrastructure's French-language services (FLS) achievements and initiatives in 2017-18:

- Top level pages on the Manitoba Infrastructure's website are posted in French. Other program materials for the Water Management and Structures Division (WMA) website is being translated as content is developed.
- Manitoba Infrastructure is working on ensuring French and English versions are available when new safety signage is installed at dam sites located with a designated bilingual area. Bilingual signage along the Red River Floodway is also being implemented.
- The Manitoba 511 App self-detects and downloads in either French or English according to users' preference.

Manitoba Infrastructure faced the challenge of not having a FLS committee. The creation of a committee, by recruiting members from each division, provided the necessary support and expertise to work together to complete the Multi-Year Strategic FLS Plan. This collaboration provided a broader outlook on how the department plans to provide adequate and equal services to the Francophone community.

In 2017-18, Infrastructure had three designated bilingual positions. Of these, one position was filled with a bilingual incumbent, one position was filled with a non-bilingual incumbent and one was vacant. There were also 46 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 47.

Justice

In 2017-18, Manitoba Justice completed its Multi-Year Strategic FLS Plan 2018-2021 and a thorough review of the department's designated and back-up bilingual positions. Staff continue to benefit from training offered through the Francophone Affairs Secretariat, local learning institutions, and federally funded programs. The department continued to increase its bilingual Web content and programs materials and continued its efforts to recruit bilingual staff. Additional FLS highlights are included below:

- Victim Services created two different public information materials for victims of crime generally and for victims of sexual assault specifically. These materials are available in hard copy and online in French.

- In Manitoba Prosecutions Services, one of the designated bilingual Crown Attorneys continues to sit as a member of the FPT Working Group on Access to Justice in Both Official Languages. This prosecutor also instructs justice system participants through the French-language Institute for Professional Development (FLIPD). FLIPD offers language training across the country for judges, court clerks, prosecutors, probation officers, police and interpreters to ensure effective legal fluency throughout the system.
- A French Language Services Operating Procedure has been developed for the Claimant Adviser Office.
- The Consumer Protection Office develops and offers all of its public education materials in French as the information provided by the Consumer Protection Office is intended for all Manitobans.
- The Office of the Registrar-General makes all directives available in both official languages.
- In the Residential Tenancies Branch, branch hearings are conducted in French on request and the resulting orders are issued in both French and English.
- The Automobile Injury Compensation Appeal Commission has bilingual part-time commissioners appointed by Order-in-Council. Hearings can be conducted entirely in French. Alternatively, if requested hearings can be conducted simultaneously in both French and English with the use of interpreters.
- All Manitoba Human Rights Commission publications now have the "active offer" plainly displayed. All new publications are available in French in downloadable format and print publications of the most popular guidelines are now available in French for distribution. The Commission launched a redesigned French website that mirrors the English website. Educational videos were developed and are all available captioned in French. The Commission also conducted three French human rights seminars.
- In the Courts Division, where the majority of the department's French-language service requests originate, there was an increase in the number of staff in back-up positions able to provide FLS to members of the public. The greater number of French-speaking staff at the Provincial Offences Court contributed to fewer complaints than in previous years.

- In the Community Safety Division, there has been a significant increase in hiring of bilingual staff. Some bilingual staff have participated in week-long training with the Centre canadien de français juridique inc. to improve their knowledge and skills with French legal terminology. There is more visible signage in the Community Safety workplaces indicating bilingual services availability.
- The Legislative Counsel Office continues to prepare bilingual bills, statutes and regulations. It also contributes to the work of the Legislative Assembly by producing the French version of the Order paper, Votes and Proceedings, speaker's rulings and committee reports. The Office maintains the Internet site for Manitoba Law in a bilingual form. The site includes statutes and regulations and a link to bills currently before the Assembly.

Retaining and hiring bilingual staff within designated bilingual positions, notably in specialty positions, continues to be a challenge in some areas. In the Residential Tenancies Commission, steps have been taken to ensure that clients are still greeted in both official languages and that French-speaking staff are available for clients. The Courts Division is looking into the option of creating a pool of FLS contacts going forward. In the Community Safety Division, in northern workplaces, managers and supervisors have accessed local translators and interpreters in the community to assist with providing services French-speaking clients.

Overall, the department continues to increase its FLS capacity by encouraging existing staff to take French-language training, including eight employees who participated in formal language training at the Université de Saint-Boniface and the Alliance française.

In 2017-18 Manitoba Justice had 83 designated bilingual positions. Of these, 71 positions were filled with bilingual incumbents, three with non-bilingual staff, and nine were vacant. There were also 103 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 174.

Sport, Culture and Heritage

The following are highlights of Sport, Culture and Heritage's FLS achievements and initiatives in 2017-18:

- The department provided approximately \$1,552,000 in operating and project support to 56 Francophone organizations. The grants were provided through the Arts Branch, the Historic Resources Branch, the

Major Agencies Policy and Planning Unit and the Public Library Services Branch to support community arts organizations, community festivals, community museums, Francophone publishers, Francophone heritage organizations and 10 bilingual municipal and regional public libraries. The Arts Branch provided an additional \$251,100 in operating assistance to organizations that offered and supported bilingual programming that targeted and benefited the Francophone community. Major Agencies Policy and Planning Unit provided a capital grant of \$25,000 to the Centre culturel franco-manitobain for facility repairs and the Historic Resources Branch provided a grant of \$13,700 to assist with conservation of a designated heritage building in the Francophone community of St. Pierre-Jolys.

- The Public Library Services Branch worked closely with La Fédération des bibliothèques des municipalités bilingues du Manitoba to support resource-sharing efforts and collection development objectives province-wide.
- The Multiculturalism Secretariat delivered resources and application forms in French for major grant programs and public administrative processes. The Secretariat's funding program supports ethnocultural activities.
- The Sport Secretariat, through the department's agency, Sport Manitoba, continues to support the *Directorat de l'activité sportive (DAS)* du Manitoba in its efforts to increase opportunities for Franco-Manitobans to participate in sport development and events in French.
- While not a function specific only to the Sport Secretariat, the Manitoba government was a funding partner to the hosting of the 2017 Canada Summer Games in Winnipeg, July 28 – August 13, 2017. The Canada Games was a bilingual event and the department, along with the federal government and the City of Winnipeg funded the 2017 Host Society on a multi-year basis from 2013-14 to 2017-18. To meet the bilingual expectations of the Canada Games, 15% of the Host Society's staff were bilingual and 15% of the 6,000 volunteers who supported the Games were bilingual. All signage, press releases and announcements were provided in both official languages.
- Since the launch of the Archives of Manitoba's *Remembering the First World War* blog on its website

in 2014, blog content was consistently presented in both English and French. For 2017-18, 37% of the total Web views of blog pages were of the French pages. Web statistics suggest an in-depth exploration of French-language blog content, including not just the current posting but the continued use of posts dating back to 2014.

- On June 27, 2017, the Archives of Manitoba and the Société historique de Saint-Boniface (SHSB) signed a Memorandum of Understanding (MOU) designating SHSB as the government of Manitoba's repository for non-governmental French Language archival materials. This MOU formally recognizes the important role SHSB plays in the preservation of the archival heritage of people, businesses, non-profit organizations and religious orders that document the long and storied role of the Francophone community in Manitoba.

In 2017-18, CSM faced the challenge of responding to French media inquiries. It was often difficult to find French-speaking staff within each department to speak to the media. A French-speaking Public Affairs Specialist is able to assist as needed. In terms of frontline services, Manitoba Government Inquiry schedules staff to ensure that there is bilingual coverage at all times.

In 2017-18, Sport, Culture and Heritage had 21 designated bilingual positions. Of these, 16 positions were filled with bilingual incumbents, and five were vacant. There were also nine self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 25.

Sustainable Development

In 2017-18, Sustainable Development's French Language Services Committee developed a multi-year strategic plan to improve French language services (FLS) within the department. The Deputy Minister issued a Memo on French-language services to all department staff to communicate the requirements outlined in the multi-year strategic plan and to ensure departmental compliance with respect to The Francophone Community Enhancement and Support Act and the FLS Policy.

The department's FLS Coordinator delivered an orientation session on the FLS Policy and all legislated requirements including the concept and requirements of active offer at Sustainable Development's

Administration Workshop on December 1, 2017. All administrative frontline staff (approx. 150 staff) within the department attended. Frontline staff were encouraged to self-identify as bilingual in the government phonebook.

The department's French contact referral list to assist non-bilingual, frontline staff in providing an active offer of FLS was updated and distributed to the department. There are 28 staff on the referral list. All calls received during office hours to the general department information line are answered with the active offer greeting, "Hello/Bonjour."

To ensure delivery of FLS in the context of the active offer, the department worked to ensure all new bilingual information and initiatives were available to the public and shared with the Bilingual Service Centres.

The number of words translated by Translation Services in 2017-18 for Sustainable Development was 245,716. These requests were mainly for Wildlife and Fisheries and Parks and Protected Spaces Branch to update public forms and information.

Documents of note that were translated include:

- 2018 Camper's website and guide
- Parks Management Plan documents for public consultations involving Amisk Park Reserve, Duck Mountain and Turtle Mountain
- Be Bear Smart booklet
- Beach Safety Program brochure and website

The department established a strategy with Translation Services to coordinate the translation of department website information and clarified the translation process to better facilitate department needs. Translation highlights of the department's website included:

1. the launch of a new website focused on recycling and waste reduction. The website is a hub for public information about recycling options in Manitoba. (December 2017)
2. three short surveys to gather information from anglers, big-game hunters and game bird hunters. The information obtained will help inform future fish and wildlife management decisions. The surveys and results of the surveys were made available online in both official languages. (November 2017)
3. the launch of "Stop the Spread" for Aquatic Invasive Species and Forest Invasive Species

websites, to reach out to the public and encourage them to help protect the environment.

4. the launch of the INDEPENDENCE FOR MANITOBA COMMERCIAL FISHERS. A New Approach, Focused on Providing More Opportunities for Commercial Fishers, Fishing-Related Business and Local Communities. Flexible Fish Marketing website.

Sustainable Development supported the professional development of staff by communicating French-language training opportunities for employees to take courses offered by the Université de Saint-Boniface during the 2017-18 Winter Session. In total, three staff decided to participate in the training opportunity.

Sustainable Development received six complaints where the department failed to meet the requirements with respect to the active offer for FLS or the requirement for a publication to be available in similar formats in French and English. All complaints were resolved to the satisfaction of the Francophone Affairs Secretariat.

The Department's Central Information Unit (CIU) has revised procedures to be able to respond to callers who require immediate assistance. CIU staff are now contacting employees with Sustainable Development from the designated bilingual employee list that may or may not be available. When staff are not readily available CIU contacts the Bilingual Service Centres for assistance. This sometimes causes the caller to become impatient and to express concern about the quality of FLS offered by the department.

The department has some program information translated to French and available to the public and department clients (Parks pages, and much of the water-related content) by way of the department website; but has not completed a translation for all content.

The Hunting, Angling and Trapping guides were not translated in 2017-18 due to several challenges, which the department hopes to mitigate for the next fiscal year through stronger communication during development phases.

In 2017-18, Sustainable Development had 10 designated bilingual positions. Of these, five positions were filled with bilingual incumbents, three with non-bilingual incumbents, and two were vacant. There were also 23 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 28.

Crown Corporations and Extra-Departmental Organizations

Liquor and Gaming Authority of Manitoba

The Liquor and Gaming Authority of Manitoba (LGA) is the province's regulatory body for liquor and gaming. The LGA licenses liquor stores, sales and manufacturing, and gaming products, employees and operations in Manitoba.

The LGA's practice for public information and education materials is to develop and make them available in a bilingual format to liquor and gaming licensees, and the public. It produces bilingual posters and brochures to inform and educate about liquor and gaming laws, and about responsible participation in these activities. These materials are provided to liquor and gaming operators to display in their premises. This past year marked the fourth year of the LGA's social responsibility campaign directed at Manitobans aged 18 to 24 years old, which provides information about Canada's low-risk drinking guidelines. The LGA also shared information about setting limits when gambling through another social responsibility campaign aimed at Manitobans aged 40 years and older. These campaigns were presented in both French and English and were posted on the LGA's social responsibility website, which is also available in French and English.

This year, the LGA finalized its Multi-Year Strategic French-Language Services Plan and the development of the operational plan for the 2018-2019 fiscal year is underway. The operational plan will include a tracking system for following the status of the plan and logging the accomplishments that are achieved.

The LGA is a relatively new organization, having been created in 2014 through the amalgamation of the Manitoba Gaming Control Commission and the regulatory services division of the Manitoba Liquor Control Commission. The amalgamation brought additional responsibilities to the former Manitoba Gaming Control Commission and resulted in numerous changes to the organizational structure. Some departments have increased their numbers of staff members, but other departments have seen a reduction through attrition. The number of bilingual staff has not changed since last year.

The LGA continues to finalize its positions and organizational structure, and its French-Language Services Plan includes a project to designate bilingual positions.

In 2017-18, the LGA had no designated bilingual positions. However, there were seven self-declared bilingual employees in non-designated positions, including one who acts as the organization's French spokesperson, for a total bilingual capacity of seven. All employees are encouraged to partake in professional development, including French-language training.

Manitoba Agricultural Services Corporation

As a Crown corporation of the Manitoba Government, the Manitoba Agricultural Services Corporation's (MASC) mission is to enhance financial stability in rural Manitoba by providing risk management solutions, lending options and other programs and services to address emerging needs. In 2017-18, many of MASC's information materials for its core programs were published in both French and English. The French version of contracts, fact sheets, brochures, forms and producer information packages were made available through its bilingual field offices and on the website. The majority of MASC's website is translated, with updates completed simultaneously (when possible) in both languages. The corporation's annual report for 2017-18 will be partially translated (as per guidelines provided by FAS) and made available on the website. Advertising for MASC's core programs was completed in both official languages.

In addition to the above, information on the FLS policy and Active Offer concept was presented at the corporation's new employee orientation held on May 25 and October 25, 2017. A referral list of employees willing to assist with requests for services in French (non-designated positions) and the process to follow was updated to ensure that Anglophone staff can refer requests readily.

MASC completed, and had approved by the Minister of Agriculture, a five-year FLS Strategic Plan that is effective 2018-2023. MASC's FLS committee will meet in the new fiscal year.

The number of requests for service in French that MASC receives on an annual basis is very few. These requests were handled within the scope of the policy and no challenges incurred.

In 2017-18, MASC had five designated bilingual positions; four were filled with bilingual incumbents and one position was vacant. No statistics were available

for the number of self-declared bilingual employees in non-designated positions. The total bilingual capacity was four.

Manitoba Arts Council

The following are highlights of the Manitoba Arts Council's (MAC) French-language services (FLS) achievements and initiatives in 2017-18:

- MAC continued to provide services and information in both official languages. All public communication including grant application guidelines and associated resources, press releases, email blasts and published documents are available in both French and English.
- Applicants can submit a grant application in either official language. Where an application is submitted in French, MAC engages at least one French-speaking assessor who is familiar with the discipline.
- MAC consolidated all of its granting programs and resources, and developed a new website. This has given the agency the opportunity to improve the consistency of language across our French content.
- Through the hiring of a new Data Analyst, MAC has gained a bilingual team member.
- The Franco-Manitoban policy was reviewed to better serve the needs of that community.

An ongoing challenge for MAC is the assessment of the applications received in French. The agency recognizes that translating grant applications for assessment is not optimal and places a burden on the applicant and on the agency's budget and internal process. Reviewing programs and processes is allowing MAC to reimagine how it processes French applications, with the intention of improving customer service to the French-speaking applicants.

MAC currently does not have a designated bilingual consultant, which is not ideal for French-speaking applicants. It strives to communicate in a person's preferred official language whenever possible. Current bilingual staff are made available for any communication needs of French-speaking Manitobans.

In 2017-18, MAC had two designated bilingual positions one of which was filled with a bilingual incumbent. One designated bilingual position was filled with a non-bilingual incumbent. There were also four self-declared bilingual employees in non-designated positions, for a total bilingual capacity of five.

Manitoba Film and Sound Recording Development Corporation

Manitoba Film & Music (MFM) continues to provide information and services in both official languages, and gladly meets and exceeds the provincial requirements to ensure clients receive the best possible services. Currently, 50 percent (five out of ten) of MFM employees can communicate and provide services in French and are represented in all departments (film, music, administration, and communications). In addition, all MFM program guidelines and applications appear in both official languages on the bilingual website. Clients can apply in either language and will have their applications adjudicated accordingly.

Music applications submitted to MFM for Francophone projects are adjudicated by members of the Francophone music industry. Television and film applications are reviewed based on set criteria with bonuses being awarded for the development of Francophone production companies.

Currently, all of MFM's public communication is issued in both English and French. This includes the website, press releases, newsletters, event invitations, program deadline reminders, brochures, e-blasts, ads, and annual reports.

Beginning in 2013, MFM partnered with On Screen Manitoba to launch a bilingual marketing initiative to promote the film industry called Get on Set Manitoba or On Tourne Manitoba. This initiative continues today and includes a bilingual website and bilingual signage promoting the film industry and bilingual printed promotional material. This year the Francophone part of the campaign will be enhanced, due to French-language funding obtained by On Screen Manitoba. Advertisements promoting French-language producers have been purchased. Plans are in the works to create a 15 second industry promo video in French and English that will play in movie theatres across the province.

In the past year MFM supported local Francophone events such as Festival du Voyageur and participated on French-language panels aimed at industry development.

MFM created a strategic plan in 2015 which includes a directive to engage more diverse communities in its programming and outreach. This includes Manitoba's Francophone community. Several outreach initiatives have been conducted with Francophone events, the industry association Le 100 Nons, and newcomer

communities of diverse language backgrounds. A new strategic plan will be developed this year, which will prioritize this type of engagement once again.

This year MFM also worked closely with the Francophone Affairs Secretariat on the development of a 3-Year Strategic FLS Plan. Implementation has already begun, including the creation of French-language social media posts, and the insertion of FLS protocols in staff manuals. The strategic plan also involves encouraging staff to take French classes. As a result, three staff members enrolled in French classes during the fiscal year.

MFM continually prioritizes the provision of French-language services and outreach to Francophone communities. As a result, the creation of the FLS plan proved somewhat challenging, since the Corporation was nearly fully bilingual. Francophone Affairs Secretariat staff were very effective in helping MFM come up with creative strategies to enhance its services and communication even further. It was able to complete the plan, which has been since approved by the province.

In 2017-18, MFM had two designated bilingual positions. Both positions were filled with bilingual incumbents. There were also three self-declared bilingual employees in non-designated positions, for a total bilingual capacity of five.

Manitoba Hydro

Manitoba Hydro's Francophone clientele includes French-speaking residential customers as well as the general public within provincially designated bilingual areas. Any Manitoban whose initial contact with Manitoba Hydro is in French, whether by telephone, email or in person at a Customer Service Centre in a provincially designated bilingual area can expect to receive a response in French.

The following are highlights of the Manitoba Hydro's FLS achievements and initiatives in 2017-18:

- During the 2017-2018 fiscal year, the Customer Contact Centre received 2,642 French-language calls and 108 French-language emails. There is always at least one bilingual staff to handle calls at the Contact Centre during business hours. Email responses are drafted by staff, reviewed and then sent for translation externally. Responses are normally sent out within five business days.
- Manitoba Hydro met with Manitoba Liquor and Lotteries, Manitoba Public Insurance and the Workers' Compensation Board of Manitoba over the course of the 2017-18 fiscal year in an effort to gain insight and opinions from each other in anticipation of submitting the Multi-Year Strategic FLS Plan. These collaborative sessions were very productive and assisted all involved.
- Manitoba Hydro's Public Safety and Education team prepared a new educational resource: Safety Around Electricity and Natural Gas. This resource was translated and made available to Manitoba schools in both languages. In addition, safety and education presentations were facilitated within provincial schools and offered in French when requested.
- A new energy efficiency promotional campaign (spring 2018) was launched by Manitoba Hydro, featuring rebates on the purchase of a variety of energy-efficient lighting products, insulation products, timers, and showerheads, among others. The campaign included print ads, bill inserts, web pages and contest materials which were produced in both English and French.
- A number of Manitoba Hydro transmission projects fall within provincially designated bilingual areas: the Manitoba-Minnesota Transmission project, the Birtle Transmission Line Project and the Stony Brook Station Project (R.M. of De Salaberry). Letters to landowners, newsletters, public notices and other materials prepared for public open houses were translated and made available simultaneously to citizens in both languages.

Manitoba Hydro went through a period of significant restructuring over the course of the 2017-18 fiscal year. A component of this process included the voluntary departure of a number of staff. One position impacted by this process was that of the French Language Advisor. This position managed the FLS Coordination responsibilities while also handling French-language translation requests. In an effort to maintain a high level of service in these areas, while no longer having internal staffing resources, a new strategy was implemented that now sees all translation being outsourced to the Translation Services Branch of the government. In addition, a new FLS Coordinator has been appointed.

In 2017-18, Manitoba Hydro had 27 designated bilingual positions. Of these, 16 were filled with bilingual incumbents, and 11 were vacant. No statistics were

available for the number of self-declared bilingual employees in non-designated positions. The total bilingual capacity was 16.

Manitoba Liquor & Lotteries

Manitoba Liquor & Lotteries (MBLL) continues to participate in and embrace the Province of Manitoba's French-Language Services Policy.

It recruits bilingual employees and provides active offer in five Liquor Marts and one Liquor Mart Express Store located in the designated bilingual areas of Manitoba.

Bilingual employees are also recruited for designated bilingual positions at corporate offices, casinos, and in non-designated bilingual positions to increase bilingual capacity within the corporation.

The Marketing department created Active Offer posters visible at the front of the stores and at the end of the aisles at bilingual Liquor Marts.

MBLL continues to use the Hello/Bonjour pins and placed two orders with the Francophone Affairs Secretariat last fiscal.

MBLL continues to participate in Francophone business partnerships including its membership with the St. Boniface Francophone Chamber of Commerce and attendance at their monthly luncheons.

The MBLL Steering Committee met twice to discuss FLS items and provide oversight to the five-year strategic FLS plan. It was decided to recruit a second FLS Coordinator to assist with the additional initiatives and tasks identified in the strategic plan.

Meanwhile, the advertising assessment process was implemented into an online system which included a prompt for French translation considerations.

MBLL employees participated in the DVD sessions offered by the Francophone Affairs Secretariat to improve French comprehension and oral expression while taking advantage of networking and professional development opportunities.

MBLL sponsored 12 Francophone events in 2017-18: two golf tournaments (FAFM; Omnium de golf des gens d'affaires francophones -CDEM); two arts events (Le Cercle Molière season sponsor; Nuit de ART - La maison des artistes); seven festivals (Sugaring off Festival – Le musée de St-Pierre-Jolys; Montcalm Heritage Festival – Musée de St. Joseph Museum Inc.; St. Jean Baptiste Days – La Broquerie; St-Pierre-Jolys Frog Follies &

Agricultural Fair; Cheyenne Summer Fest – Ste. Agathe Community Development Inc.; Howden Neighbour – Local Urban District – Notre-Dame-de-Lourdes; Festival of Friends – Friends of St. Malo Provincial Park Inc.); one corporate event: Festival du Voyageur.

MBLL advertised the following bilingual social responsibility campaigns: DrinkSense (With Child Without Alcohol (April - May 2017); Low Risk Drinking (June – July 2017); Be UnDrunk (October 2017); and Be The Influence (November 2017)); GameSense campaigns (GameSense Campaign (July 2017); GameSense Holiday Lottery Campaign (December 2017); and GameSense Campaign (March 2018)).

Social Responsibility campaigns typically include some or all of the following: print ads in La Liberté; French in-store signage; French website banners; brochures/handouts/ Resource Guides; advertising around the Université de Saint-Boniface (USB) campus, in student handbooks, and in the USB student association paper Le Réveil.

Our main challenge in 2017-18 was developing the Multi-Year Strategic FLS Plan.

To overcome this challenge, the FLS Coordinator consulted the Francophone Affairs Secretariat, other Crown corporations and the MBLL FLS Steering Committee.

Each Steering Committee member has the history and background of all FLS related items, which helped in the development of the plan.

In 2017-18, Manitoba Liquor & Lotteries had 136 designated bilingual positions. Of these, 117 were filled with bilingual incumbents, 13 with non-bilingual incumbents and six were vacant. There were also 92 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 209.

Manitoba Public Insurance

Manitoba Public Insurance (MPI) remains committed to offering bilingual (French/English) services. The following are highlights of the Manitoba Public Insurance Corporation's FLS achievements and initiatives in 2017-18:

- 2,961 customers selected French as their preferred official language.
- 4,380 calls in French were received through the Corporation's Contact Centre.

- 446 claim appointments were made by customers who declared French as their preferred official language, and 120 of whom requested services in French.
- 217 driver licence road tests and 886 knowledge tests were requested and administered in French.
- Since 2013, a total of 4,612 bilingual licence plates, including personalized licence plates have been issued.
- 42 print advertisements were published in French-language newspapers, 11 radio ads aired on French-language radio (with 388 occurrences) and 12 French-language billboards were posted, and 13 advertising campaigns were run in French. These advertisements helped the Corporation promote its road safety initiatives and other important corporate messages to our French-language customers in Manitoba.
- 34,762 individual visits were made to the French version of MPI's website.
- The total number of bilingual and French-only signs now posted on corporate property is 226.

Multi-Year Strategic French Language Services (FLS) Plan

In accordance with The Francophone Community Enhancement and Support Act, MPI created its Multi-Year Strategic FLS Plan, which was formally approved by the Minister responsible for Francophone Affairs prior to April 1, 2018.

A formal French-Language Services Committee with representation from all major business areas has been established, and is now in the process of addressing a number of foundational activities identified as outcomes in Year One of the plan. These include, but are not limited to development of enhanced training for all MPI employees with respect to the FLS Policy and Active Offer, development of a recruitment strategy specific to French-language services, and a review of existing French-language testing used during the recruitment process.

During the 2017-18 fiscal year, an issue was identified through a customer enquiry related to MPI's practice of conducting customer satisfaction telephone surveys. MPI currently contracts with various polling organizations to conduct customer and claimant satisfaction surveys, and to survey Manitobans on topical issues involving MPI and its core insurance, driver licensing and road safety services.

Based on a customer enquiry received through the office of the Francophone Affairs Secretariat, it was determined that the third party contractor hired to conduct telephone surveys of customer satisfaction, was not able to offer selected customers the option of completing the surveys in French.

As a result of the enquiry, MPI arranged for translation of the survey and had it administered to the customer by a French-speaking individual. Moreover, MPI has now implemented changes to its procurement processes to ensure that potential vendors are capable and prepared to offer these services on behalf of MPI in both official languages.

The Corporation's FLS strategic plan includes further work with business partners and vendors to stress the importance of the FLS policy, Active Offer, and their responsibilities as designated representatives of the Corporation in this regard.

In 2017-18, MPI had 90 designated bilingual positions. Of these, 73 positions were filled with bilingual incumbents and 17 with non-bilingual incumbents. There were also 66 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 139.

Sport Manitoba

Sport Manitoba is the leading planning, programming and funding agency for the development of amateur sport in Manitoba. The primary focus of Sport Manitoba is on the development of athletes, coaches, officials and volunteers.

Up until June 2016, Sport Manitoba had no formal mandate or requirement to provide services in French. In preparation for the plan approval, Sport Manitoba has already taken the following steps:

- The role of French-Language Services Coordinator has been assigned.
- The FLS Coordinator has established the FLS committee and has successfully convened multiple meetings.
- Sport Manitoba has no designated positions, but has done a preliminary inventory of its existing staff and has identified staff who have French language capacity.
- Sport Manitoba has included the ability to speak French as an asset on all job descriptions.

- Infrastructure signage throughout Canada Games Sport for Life Centre completed in July 2017 is bilingual.
- Dollars for translations will be earmarked.

Challenges:

- There has been no budget set aside for translation.
- Current staff has limited abilities to speak and deliver services in French.

In 2017-18, Sport Manitoba had no designated bilingual positions. However, there were 11 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 11.

Travel Manitoba

Travel Manitoba is a Crown corporation and the tourism marketing organization that provides a province-wide platform to promote Manitoba as a premier travel destination. The role of Travel Manitoba is to provide strong leadership by collaborating with tourism businesses, communities, destination marketing organizations and governments to realize the full potential for tourism in Manitoba.

Travel Manitoba continues to ensure that its Visitor Information Centres at The Forks have bilingual staff in order to ensure that services are available in French. They accept calls from other rural visitor information centres and offer bilingual services by telephone.

The following are highlights of Travel Manitoba's FLS achievements and initiatives in 2017-18:

Marketing and communication:

- created a bilingual Visitors Guide for Canada Summer Games
- translated the 2018 Inspiration Guide in French, available as a PDF on the website
- translated annual report into French, available on the website
- created all printed material for annual Manitoba Tourism Awards in both French and English
- created new corporate banners with bilingual logo
- promoted Manitoba at Inspiration Village in Ottawa in celebration of Canada 150, with signage in both French and English
- translated Manitoba Emblem sheet in French

- updated Manitoba Fact Sheet included in visitor information kits, available in French and English

New commercials were produced (Churchill Summer Bears, Churchill Northern Lights, Winnipeg in Winter) in French. Both the Churchill Summer Bears and Churchill Northern Lights were aired in Montreal in French for a four-week period in May-June 2017.

Travel Manitoba worked with a handful of outside contractors to produce French-language blog posts. It is currently working with Pop Communications to continue creating French posts throughout the year. These posts have also been shared on Facebook and have been targeted specifically to a French-speaking audience in Manitoba and parts of Canada.

Digital Marketing:

- refresh of fr.travelmanitoba.com (in line with refresh of the English website)
 - incorporation of French blog content on fr.travelmanitoba.com for the first time
 - additional queue of blog posts to be translated as we increase blog content on French site
- launching of Travel Manitoba Dynamic Search Ads (in French) leading to French site
 - currently paused because they are circulated in part in Manitoba Government

Familiarization Tours for Travel Trade:

- hosted two operators from France – one from Look Voyages and the other from TUI Store Voiron on a Destination Canada Mega FAM from Sept 30 – Oct 4, 2017. This FAM included Winnipeg, Selkirk, Gimli, Hecla, The Narrows, RMNP
 - included guided tours of St. Boniface, site inspections of Fort Gibraltar and lunches at Promenade Café

Joint Marketing Agreements with Travel Trade:

- hosted a representative from Jan Doets from July 23 – July 29, 2017. The FAM trip in Winnipeg and Churchill. Jan Doets sells trips to the French market in Europe.
- Groupe Voyage Quebec – purchased 1/4 page ad in their winter 2017 publication for \$5,173.88. Groupe Voyage Quebec sells Manitoba tours to the Quebec market.
- Voyage A+ - purchased 1/2 page ad in their brochure

and attended two teacher conferences events in Quebec with Tourism Winnipeg in 2017/18 for \$4,000. This agreement also includes two editorial features in the e-newsletter featuring Winnipeg student itinerary with Travel Manitoba logo. Voyage A+ sells to the student market in Quebec.

- Siel Canada – a 1/2 page ad was purchased in their Destination catalogue (Teach and Travel) in February 2017 - \$3,044.07. Siel Canada is a tour operator in Belgium that sells to the French market in Europe.

Travel Trade Shows:

- attended an Air Canada travel agent event in Laval, QC on April 25, 2017. Travel MB setup a booth and spoke to 200 French travel agents from Quebec.
- Rendez-vous Canada – attended RVC 2017 in Calgary and met with incentive buyers from Europe, including four buyers and planners from France.
- Funding to Francophone Organizations:
- \$71,800 to Entreprises Riel to support the development of bilingual tourism products and services, as well as promoting various attractions, historic sites, tourist activities and services in the Riel region. Tourisme Riel maintains a permanent visitor information centre in St. Boniface. Two additional visitor information centres operated over the summer months with one being on Esplanade Riel, benefiting from the high pedestrian traffic, and a second at Place Saint-Norbert in Saint-Norbert.
- \$172,100 to CDEM to support Community Project Development and Training and Workshops in the 17 bilingual municipalities in Manitoba. 99 participants from approximately 13 of 17 municipalities participated in the training. Notably, the development of the Poutine Trail enhanced the offer and direct benefit to restaurants participating in the program with data collected from some restaurants noting a 72% increase in sales year over year.

In 2017-18, Travel Manitoba had five designated bilingual positions. All of these positions were filled with bilingual incumbents. There were two self-declared bilingual employees in non-designated positions, for a total bilingual capacity of seven.

Workers Compensation Board

The Workers Compensation Board of Manitoba (WCB) is a mutual injury and disability insurance agency governed by a Board of Directors

representative of employers, workers and the public interest and funded by employer premiums.

It consistently seeks opportunities to distribute French-language resources to Francophone communities and groups in Manitoba.

WCB Corporate Communications

- Public Awareness Campaigns
- French advertising included:
- A Better Recovery With a Safe Return to Work (Un meilleur rétablissement avec un plan de retour au travail sain) – October 2, 2017 – October 29, 2017
 - o Ad in La Liberté
 - o French transit shelter ad
 - o French letter and poster distributed to joint workplace safety and health committees who have requested communications in French (approximately 50)
- WCB Website – 1,143 visits to French portal
 - o views of French videos:
 - How to Report a Claim – 47
 - Welcome to the WCB – 34

SAFE Work Manitoba Communications

Public Awareness Campaigns

French advertising included:

- for the campaigns Worked Up (Q2 2017) Collaboration (Q3 2017), SAFE Work is the Right Tool (SAIN et SAUF au travail: l'outil pour chaque employé) (Q4 2017) and the Put SAFE Work into Action (Adoptez les règles de SAIN ET SAUF au travail. Tous les jours.) (Q1 2018), SAFE Work Manitoba translated and distributed the associated campaign letters and posters into French. Outdoor and French-language ads in the newspaper La Liberté were also purchased.
- for the Put SAFE Work Into Action (Adoptez les règles de SAIN ET SAUF au travail. Tous les jours.) (Q1 2018) campaign, SAFE Work Manitoba also purchased French advertising for transit shelters.
- for its Youth Contest, SAFE Work Manitoba created and distributed French language posters and emails to French immersion schools to raise awareness for our Norm the Safety Contest – Make Safety the Norm Contest (Concours de super-héros de

la sécurité. Soyez un super-héros de la sécurité aujourd'hui!) for high school students

SAFE Manitoba Website

- During the report period, there were 494 page views of the French pathway on the SAFE Manitoba website.

Other Highlights

- produced and distributed a French-language poster for the 2017 annual Day of Mourning (Le Jour de deuil)
- translated and updated a total of 25 SAFE Work Manitoba publications to French
- Publications:
 - o Guides
 - Manitoba Farm Safety and Health : Guide de sécurité et de santé pour les fermes du Manitoba
 - Asbestos : Guide de gestion de l'amiante
 - Hearing Conservation and Noise Control : Protection de l'ouïe et lutte contre le bruit
 - o Strategies :
 - Musculoskeletal injury Prevention : Stratégie de prévention des blessures musculosquelettiques
 - Psychological Health and Safety in the Workplace : Stratégie relative à la sécurité et à la santé psychologiques en milieu de travail
 - Occupational Disease and Illness Prevention : Maladies professionnelles stratégie de prévention
 - o Brochures :
 - The Business Case for Injury Prevention : Le dossier de décision pour la prevention des blessures
 - SAFE Work Certified : Certifié, sain et sauf au travail
 - Shop Talk – Cold Weather : Shop Talk – Temps froid
 - Eye Safety Checklist Tip Card : Liste de contrôle pour la protection des yeux

WCB has committed to increase bilingual capacity and enhance French-language services at the WCB.

In late 2017, a Multi-Year Strategic FLS Plan was developed and approved. The plan outlines objectives, timelines for implementation and integration of services over the next five years with the goal to increase the French resources offered to workers, employers and the general public.

An internal FLS Committee was established to support and assist with the implementation of the strategic plan objectives. An Executive Sponsor will oversee the initiative and provide overall guidance and direction of the implementation of the plan, with the FLS Coordinator overseeing the overall implementation of FLS services and ensuring a coordinated approach.

A communication plan is being developed to improve marketing, communications and websites related to French content. Human Resources (HR) processes such as recruitment and selection, orientation, learning and development have been improved to enhance and track French-language resources. Advertising in the French newspaper La Liberté was enhanced to post public-facing positions. All external postings now identify French language skills as an asset. External jobs are also sent to our Diversity Outreach List to attract qualified candidates. The Outreach list consists of diversity organizations, recruitment firms and Francophone community organizations and educational institutions, including Université de Saint-Boniface (USB), Pluri-elles and Francophone Affairs Secretariat.

The WCB currently has staff in designated bilingual positions providing assistance in person and over the phone. During the HR orientation process, new hires are asked if they know a second language and if they would like to volunteer as a language interpreter. The Internal Language Referral List of employees who have language abilities other than English is being maintained. Guidelines and expectations for employees around the process are being defined. "Language Line Services" is also available to provide in-person assistance, over the phone interpretation and written translation.

On-site French classes were coordinated and offered (Fall, Winter and Spring sessions) to staff through USB to support ongoing learning and practice conversational French skills. 60 employees registered for the sessions offered. A staff member attended the DVD and Active Offer sessions with Francophone Affairs Secretariat which gave the opportunity to practice their conversational French and network with individuals

across government. Staff who are interested in pursuing French-language training are fully supported and reimbursed by the WCB.

WCB has developed relationships and contacts in the community with organizations such as Université de Saint-Boniface, Bilingual Service Centres and Plurielles. Meetings were initiated with FLS Coordinators at Crown corporations such as MPI, Manitoba Liquor & Lotteries and Manitoba Hydro. An arrangement was made with USB to conduct evaluations of French language skills for designated bilingual positions and to facilitate French classes for WCB staff.

In 2017-18, the WCB had five designated bilingual positions. Of these, three were filled with bilingual incumbents and two with non-bilingual incumbents. There were also 15 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 18.

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Offices of the Legislative Assembly

Manitoba Advocate for Children and Youth

In 2017-18, the Manitoba Advocate for Children and Youth undertook the following steps to ensure that an Active Offer of services in French is being implemented:

- Reception greets those guests both calling and attending the office in both official languages.
- The Advocate and FLS Coordinator met with the Francophone Affairs Secretariat to develop our future framework.
- General information brochures were translated and printed in French.
- Information posters were translated and printed in French.
- FAQ sheets were translated and printed in French.
- The Executive Summary of the annual report was translated in French and printed in the annual report.
- The complete online annual report was translated.
- The Office will ensure the next vacant position is advertised with bilingualism desired.

The Manitoba Advocate for Children and Youth serves a diverse group of children, youth and young adults. As such it has translated its general information (posters, brochures, fact sheets) to French, Cree, Ojibwe and Oji-Cree.

It also recognizes that some of the newcomer population speaks French as their first language. The Manitoba Advocate's strategy is to continue to evaluate all public information materials and establish an inventory of those materials available in French.

The Advocate's office will be scheduling an Active Offer orientation for all staff once the remaining positions have been filled.

It will be translating the online Contact Us form into French and updating the general telephone voicemail to include a French message.

In 2017-18, the Manitoba Advocate for Children and Youth had no designated bilingual position. However, there was one self-declared bilingual employee in a non-designated position, for a total bilingual capacity of one.

Elections Manitoba

Elections Manitoba is the independent, non-partisan agency of the Legislative Assembly responsible for conducting provincial elections. The mandate also includes a public information component and the requirement to provide assistance to registered parties, candidates, constituency associations and leadership contestants in being compliant with legislation.

The following are highlights of Elections Manitoba's French-language services achievements in 2017-18:

- With a by-election pending in St. Boniface, all materials were reviewed to determine whether any needed French translation that had not previously been available in French. The office also ensured all frontline staff reviewed the active offer policy.
- With the implementation of the Manitoba Voter Register for use in elections and by-elections, a voter information card was developed that would be sent to every eligible voter in an election or by-election, along with a cover letter. They were developed in both languages.
- In addition to preparing media releases, website content and print and radio ads in English and French, a complete social media calendar for the by-election was developed, with a provision for all posts to be made in both languages.
- The implementation of the Manitoba Voter Register was one of several changes to election legislation passed in fall of 2017. Multiple amendments to The Elections Act and The Election Financing Act required updates to their website, forms and guides. All of these revisions were made in both English and French.
- The changes to The Elections Act also required some new content be added to the education guide, Your Power to Choose, and some existing content be revised. All new and revised content has been translated and the office is in the process of flowing the copy into the existing document to be posted on the website in 2018-19.
- In January 2018, through our administrative support of the Electoral Divisions Boundaries Commission, a fully bilingual public website was launched, as well as press releases, ads and other related informational materials for the Commission.

- Also in the reporting period, Elections Manitoba developed its FLS multi-year strategic plan. At the time of writing, the plan is still awaiting approval by the Legislative Affairs Management Commission. Once approved, it will be posted on the website.

Without a fully bilingual permanent staff person at headquarters, Elections Manitoba still has occasional challenges providing service to the public, specifically by phone. Fortunately, for the St. Boniface by-election, Elections Manitoba has been able to recruit sufficient bilingual staff for the returning office and plans to have at least one bilingual voting officer at each voting station.

One FTE, hired in 2017, has indicated that he may be able to assist in providing service in French once he has gained enough experience with electoral terminology and process.

In 2017-18, Elections Manitoba had no designated bilingual position. However, there was one self-declared bilingual employee in a non-designated position, for a total bilingual capacity of one.

Manitoba Ombudsman

Office of the Manitoba Ombudsman is an independent office of the Legislative Assembly of Manitoba. It receives and investigates complaints concerning provincial public bodies about access to information and privacy matters, the fairness of government actions or decisions, or serious “wrongdoings”.

The Office of the Manitoba Ombudsman supports and practises the concept of Active Offer. Both the Winnipeg and Brandon offices respond to enquiries and complaints, whether over the phone, in person or in writing, in both official languages. In total the office employs seven bilingual employees, six of whom are in non-designated positions. These employees fill roles in Reception, Intake, Investigation and Management positions, and all of these employees are capable of providing French-language services (FLS) to the public. The following are highlights of the Manitoba Ombudsman’s FLS achievements in 2017-18:

- In the last year, four employees, including the Ombudsman, have been involved in some level of French-language training.
- This fiscal year, a Multi-Year Strategic French-Language Service Plan was developed and finalized, outlining the goals and timelines to increase the

office’s level of French-language services over the next five years.

- In June 2017, the annual report was published in both official languages: Ombudsman du Manitoba rapport annuel 2016. As well, four newsletters were released in both languages, titled Ombudsnouvelles.
- Additionally, privacy management program guidelines in French titled Lignes directrices sur la mise en œuvre d’un programme de gestion de la protection de la vie privée were published.
- Finally, in collaboration with other Canadian Privacy Commissioners, a joint letter titled Lettre conjointe au Conseil des ministres de l’Éducation : il faut accroître la priorité accordée à la sensibilisation à la protection de la vie privée dans les programmes d’études and a joint resolution titled Protéger l’examen indépendant des documents pour lesquels le secret professionnel de l’avocat est invoqué were produced.

In 2017-18, the Office of the Manitoba Ombudsman had two designated bilingual positions. Of these, one position was filled with a bilingual incumbent and one with a non-bilingual incumbent. There were also six self-declared bilingual employees in non-designated positions, for a total bilingual capacity of seven.

Manitoba Office of the Auditor General

The Office of the Auditor General is an independent office of the Legislative Assembly, established under The Auditor General Act. The Auditor General plays an important role on behalf of the citizens of Manitoba in the process by which the Legislature holds the government of the day accountable for its actions.

In fulfilling that role, the office has the responsibility, on behalf of the citizens of Manitoba, to bring to the attention of the Legislature, and to officials of the government, anything that it considers is of significance and of a nature that should be brought to the attention of the Assembly. The following are highlights of the Manitoba Office of the Auditor General’s FLS achievements in 2017-18:

- The Office of the Auditor General of Manitoba created a multi-year strategic FLS Plan, in accordance with Manitoba’s FLS Policy and the Francophone Community Enhancement and Support Act. The plan focuses primarily on making public reports, or key portions thereof, available in French.

- The Office also developed a 3-year External Communications strategy, which included the objectives of fostering a stronger relationship with Manitoba's French-speaking community.
- The Office provides French-language audit services to the few public sector organizations that conduct their business in French. In 2017-18, the Office contracted a French-speaking auditor to assist in the governance review of the Université de Saint-Boniface.

Challenges the Office is working to overcome include:

- releasing French-language versions of reports at the same time as English-language versions
- ensuring translated reports convey the exact same meaning and intent as the original English version, since the language used in audit reports is very deliberate, specific and often technical in nature
- addressing the needs of French-language media, since reporters with French-language media outlets benefit from having media materials presented in French and often also request that interviews be conducted in French

The Office is in the process of developing strategies to address these challenges.

