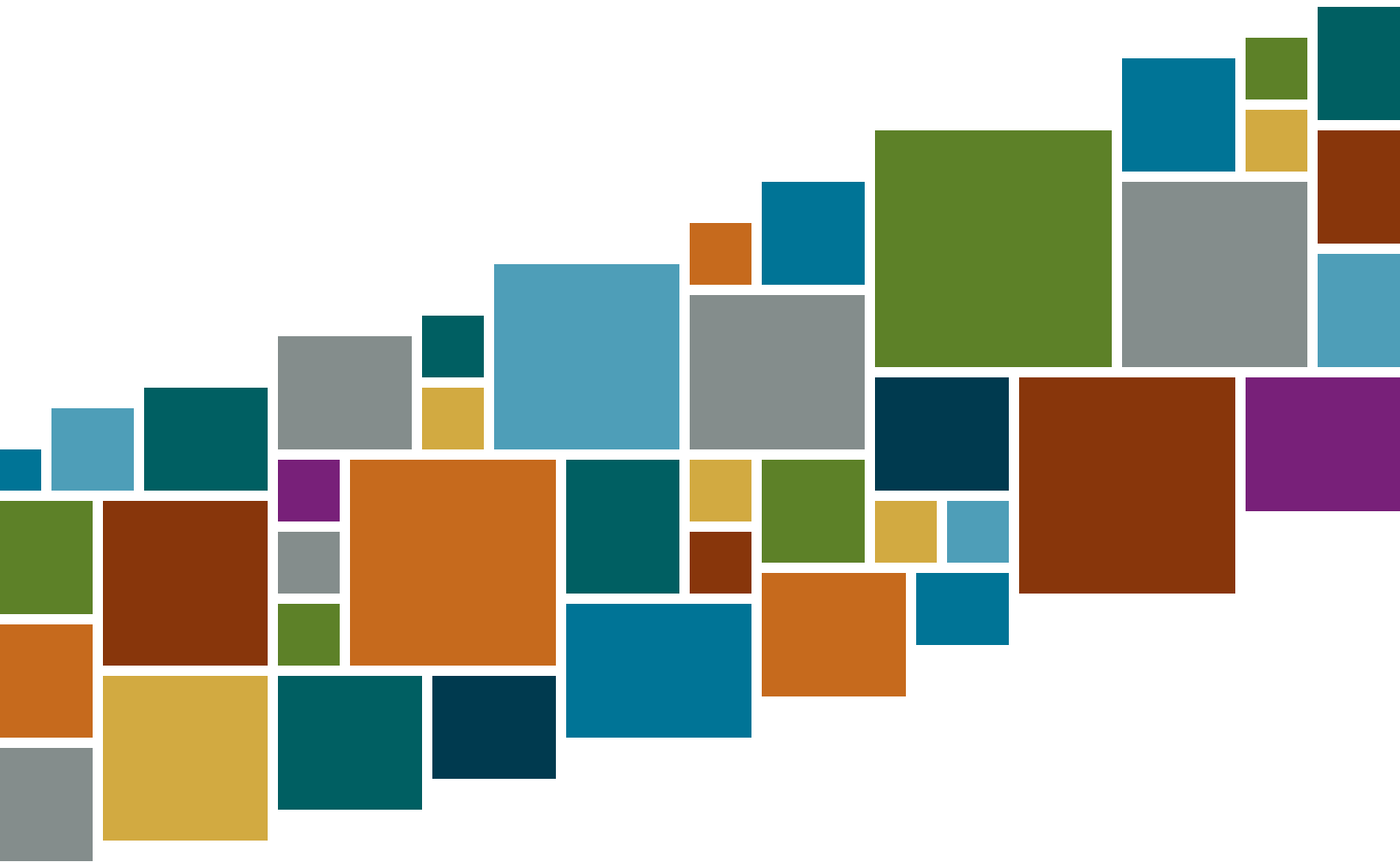


Bonjour Hello

2015-2016
REPORT
ON FRENCH
LANGUAGE SERVICES



Available in alternate formats, upon request.

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* Appendix II will be published in electronic format only. See www.manitoba.ca/fls-slf/reports.html.

Glossary

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



Honourable Rochelle Squires
Minister responsible for Francophone Affairs

Message from the Minister

I am privileged to present the *Report on French Language Services 2015-2016*. It is an honour to have the Francophone Affairs Secretariat portfolio as part of my responsibilities. Our government continues to support the Francophonie in Manitoba and works to achieve sustained progress in the delivery of services in French and English.

We recognize the importance of a strong Francophone community for the development and growth of our province, and I look forward to working with my colleagues to continue to support its vitality.

As Minister responsible for the Francophone Affairs, I have been committed since the beginning of my mandate to engage in dialogue with the Francophone community. I am extremely interested in the results emanating from the *États généraux de la francophonie manitobaine*, led by the Société franco-manitobaine, and the impact it will have on the future of our province. Our government is future focused, and we will continue to look at practical approaches to improve French language services for all Manitobans.

Evolution of French Language Services Implementation



Evolution of French Language Services Implementation

1989 - 1991

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

1991 - 1993

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

1993 - 1995

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

1995 - 1997

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

1997 - 1999

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

1999 - 2002

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

2002 - 2008

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

2008 -2012

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

2012 - 2016

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

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

Highlights 2015-2016



Francophone Affairs Secretariat

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

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

In 2015/16, the Secretariat coordinated the meetings of the Advisory Committee on the Improvement of French Language Services (FLS), chaired by the Clerk of the Executive Council and comprised of deputy ministers and representatives from the Francophone community. The Secretariat's Executive Director co-chaired the Working Group on the Enhancement of FLS in Manitoba's Judicial System and Santé en français' Human Resources Action Committee. She continued her role as a resource person on the board of Santé en français and also participated in various working groups.

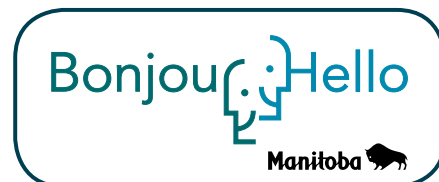
In 2015/16, the Secretariat's staff provided guidance and assistance to 22 administrative bodies, including 17 departments and five Crown corporations. Seven departments are developing drafts of their multi-year strategic FLS Plan.

The Secretariat's team continued to raise awareness about and promote the use of the *Bonjour-Hello* Active Offer concept. Twenty-three Active Offer orientation sessions were offered to a total of 285 civil servants.

In 2015/16, the Secretariat coordinated 130 registrations for French language training. Training included evening and weekend programs for government employees. An average of six to seven employees participated in the two sessions of *Maintien-perfectionnement* offered during the workday.

With ongoing demand from civil servants, the Secretariat continued its partnership with Organization and Staff Development (OSD) and offered five French "breakfast, video, discussion" series to a total of 39 civil servants. It is a means, which continues to grow in popularity, to promote and encourage bilingual government employees to participate in various French-speaking activities.

The Secretariat dealt with 31 complaints, as well as various issues raised by the public regarding FLS. These complaints pertained to issues of lack of active offer in person and on the phone; unavailability of bilingual staff to assist members of the public; and the lack of availability of documents in French, in electronic or print formats. Sixteen complaints related to various government departments, three to municipal services, three to health services, and nine to Crown corporations and other public bodies. The Secretariat organized a number of meetings with representatives of government departments and the Franco-Manitoban community to share information and ideas on specific issues and to prepare recommendations or develop solutions and strategies.



The sign illustrated above indicates that government services are available in both official languages.

This symbol also identifies government employees who are able to communicate with the public in French as well as in English.

Bilingual Service Centres

The Bilingual Service Centres (BSCs) continued to serve the public in six rural and urban regions of Manitoba, namely the Interlake, Mountain, Red River, Seine River, St. Boniface and St. Vital–St. Norbert Regions. In 2015/16, a total of 223,633 requests for services were handled at the six BSCs, a significant increase over the previous year.

The implementation of the BSCs' new logo and promotional materials was successful over the course of the year, the latter having been distributed within the six regions at various community-organized events and to organizations such as schools, daycares and retirement complexes.

During the year, the Information Specialists promoted the programs, services, and kiosks of the BSCs by participating in outreach activities in the different communities and visited several new areas of the province of Manitoba.

With a new full-time Information Specialist in the Red River Region, some 400 new clients were served through outreach in only three months. Information Specialists in each region increased their outreach efforts (meetings and kiosks) for easier access to government programs and services. Over 2,638 members of the public were served.

Training sessions were organized in collaboration with various government departments to better educate the Information Specialists working in the BSCs and help them access the necessary tools to deliver new and better quality services in their respective communities.

BSC website visits totalled 36,242, an average of 99 visits per day. The BSC – Interlake Region

experienced an increase in volume of public computer access users for online services. There was a total of 1,116 users, 275 of which were for the Job Referral Services Program. The Navigator served the Métis community, reaching out to over 1,853 clients directly.

An increase in boardroom and videoconferencing usage was noted in the rural BSCs, particularly in the Mountain and Seine River Regions. The Circuit Court continued to serve the Red River Region on a three-week rotation, in the client's official language of choice.

The Francophone Affairs Secretariat's staff helped facilitate the move of federal, provincial and municipal employees of the Bilingual Service Centre, formerly located at 614 Des Meurons Street, to the new co-location with Access Saint-Boniface at 170 Goulet Street. During this transition, the Secretariat's staff also helped manage the overlap of services from the St. Boniface Courts when their lease expired in February 2016. The province remained committed to providing services in both official languages upon request and ensured as little interruption in services as possible to the community while maintaining a court facility in the heart of St. Boniface.

The BSCs Coordinator maintained two weekly visits to the Interlake, Mountain, Red River and Seine River Regions for staff meetings, training and general meetings with members of the Francophone community.

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

Intergovernmental Cooperation

The Minister responsible for Francophone Affairs and Ms. Mélanie Cwikla, Executive Director of the Francophone Affairs Secretariat, attended the 20th Ministerial Conference on the Canadian Francophonie (MCCF) in June 2015. The meeting was held in Toronto as part of the commemorations of the 400th Anniversary of the French presence in Ontario, under the theme *Raise high and bright the flame of the Canadian Francophonie*.

The MCCF, created in 1994, is the only intergovernmental forum that brings together the ministers responsible of the Canadian Francophonie.

The discussions of the Ministers responsible for the Canadian Francophonie focused on French-language government services, economic development, tourism as a tool for promoting the Canadian Francophonie, Francophone immigration, and the French-language media.

The ministers in attendance first had an exchange with Mr. Graham Fraser, Commissioner of Official Languages of Canada, and Mr. François Boileau, Ontario's French Language Services Commissioner, who shared their vision on French-language government services that could contribute to the continued development of the Canadian Francophonie.

Francophone tourism was identified as an important component of provincial and territorial tourism markets benefiting the Canadian Francophonie. In this regard, the Ministers agreed to create a working committee to explore opportunities of collaboration on tourism projects, including a concept of a Francophone tourism circuit.

To mark the 20th meeting, the MCCF published its *Newsletter – Special Edition* that highlights important initiatives carried out by all its governments concerning the Canadian Francophonie throughout the years. The “Evolution of the Active Offer of Services in French in Manitoba” is published on page 12: www.cmfc-mccf.ca/docs/infolettres/Newsletter%20-%20English%20version.pdf.

The next MCCF will be held on June 22-23, 2016 in St. John's Newfoundland and Labrador.

Over the course of the year, the Executive Director of the Francophone Affairs Secretariat actively participated in meetings of the Intergovernmental Network of the Canadian Francophonie (INCF). This group of government officials is in charge of carrying out follow-up activities to implement priorities of the MCCF and is preparing for the 2016 conference in Newfoundland and Labrador.



Ministerial Conference on the Canadian Francophonie – Toronto, Ontario, June 17-18, 2015

Cooperation Agreements

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

The Francophone Affairs Secretariat coordinated, for Manitoba, the inclusion of projects to be funded in 2015/16 under the Canada-Manitoba Agreement on French-Language Services 2013–2018.

Under this cost-sharing mechanism, Manitoba's annual \$1.4 million contribution (for a total of \$7 million over five years) is matched by Canada to support the development, delivery and expansion of quality government services in French for Manitoba's Francophone community and support initiatives with structuring effects intended to enhance its vitality. See: www.manitoba.ca/fls-slf/pdf/cmfls_2013-2018.en.pdf.

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

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

The provincial partnership between Tourism, Culture, Heritage, Sport and Consumer Protection, the Francophone Affairs Secretariat and the Manitoba Arts Council continued in 2015/16. This enabled Manitoba to access matching funds from the federal Department of Canadian Heritage to implement the second year of the three-year program « Appartenances et rapprochements culturels par les arts – ARCA » (Cultural belonging and connection through the arts). The funding agreement provides for a contribution of \$150,000 from Manitoba and Canada respectively, for a total of \$300,000 over three fiscal years (2014/15 to 2016/17).

Manitoba–New Brunswick and Manitoba–Québec

In 2015/16, the Premier of Manitoba and Minister responsible for Francophone Affairs and the Quebec Minister responsible for Canadian Intergovernmental Affairs and the Canadian Francophonie renewed the *Agreement for Cooperation and Exchange Between the Government of Manitoba and the Government of Québec With Respect to the Francophonie*. They also signed a *Statement on Canadian Francophonie* recognizing the key role played by Francophones in the founding of Canada and building the country we know today. The new cooperation agreement on the Canadian Francophonie, to support the development of the Francophone community, builds on a long-lasting relationship between the two provinces and marks their commitment to work together in such areas as culture, economic development, education, immigration and youth.

The Francophone Affairs Secretariat negotiated, for Manitoba, the projects to be funded in 2015/16 under Manitoba-Québec Agreement and the Memorandum of Understanding on Interprovincial Co-Operation Between the Governments of Manitoba and New Brunswick.



Honourable Jean-Marc Fournier, Quebec's Minister responsible for Canadian Intergovernmental Affairs and the Canadian Francophonie – Renewal of the Manitoba-Québec Cooperation Agreement, January 18, 2016

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

Manitoba-Lower Normandy (France)

In cooperation with Federal-Provincial Relations, the Francophone Affairs Secretariat participated in the

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

Manitoba and Normandy also signed a specific agreement on Youth Mobility in June 2014. During the year, efforts continued to develop the existing partnership and Manitoba welcomed in 2015/16 three youth from Normandy for a six to twelve-month internship in a non-profit organization (Canadian Museum for Human Rights, Freeze Frame and On Screen Manitoba).

Prix Ronald-Duhamel - Ronald Duhamel Award

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

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

The call for nominations, which is usually launched in the month of March as part of the *Rendez-vous de la Francophonie*, was delayed until May due to the restrictions applied to government publications that were in place during the election period.

Members of the general public and public sector employees at the federal, provincial and municipal level are invited to submit nominations for the Award no later than January 31, 2017. Additional information is available online at www.prixronaldduhamelaward.mb.ca.



« Triade »

The *Prix Ronald-Duhamel – Ronald Duhamel Award* is represented by the Triade sculpture.

Overview of Bilingual Capacity



Overview of Bilingual Capacity

The administrative bodies subject to the government of Manitoba's French Language Services (FLS) Policy provide services in French based on the concept of active offer. In order to ensure the delivery of FLS, these administrative bodies designated bilingual positions and reviewed their bilingual capacity when their FLS Strategic Plans were developed.

In 2015/16, the total number of civil servants within government departments and Crown corporations who were able to provide services in French was 1,169.1, an increase of 255.3 positions (27.9%) over the reference year of 2010/11. It was in the latter fiscal year that began the compilation of statistics on the overall bilingual capacity of administrative bodies and not only designated positions. It should be noted that 569.1 of the 708.1 designated bilingual positions (80.4%) were filled by bilingual incumbents.

The Francophone Affairs Secretariat works closely with administrative bodies in order to ensure that active offer remains an essential component of service delivery. In 2015/16, a modest increase in bilingual capacity was recorded: there were 49 more positions than in the preceding year. This increase is due in part to ongoing initiatives in most administrative bodies to canvass their employees so as to better identify bilingual civil servants in non-designated positions willing to assist with FLS. Several administrative bodies have compiled a referral list of these bilingual staff to help reduce and, if possible, eliminate the wait time for FLS requests.

Several administrative bodies have identified recruiting and retaining of bilingual personnel as an ongoing challenge, especially for specialized positions. It is noteworthy that in 2015/16, Manitoba Justice increased the number of its designated bilingual positions filled with bilingual incumbents by 17, reducing by 70% the number of vacant designated positions and by 80% the number of designated bilingual positions filled with non-bilingual incumbents. Also, Manitoba Justice considers French-language skills as an asset for any position.

The Secretariat also monitors changes in the bilingual capacity of boards and commissions, the members of which are appointed by the province, to ensure that the number of bilingual appointees allows for the Francophone community to be well served. For example, the Municipal Board of Manitoba and the Manitoba Labour Board have a sufficient number of bilingual members to hold hearings in French when required.

The overview of bilingual capacity would not be complete without taking into account the four designated bilingual Regional Health Authorities (RHAs) in Manitoba: Interlake-Eastern RHA, Prairie Mountain Health, Southern Health–Santé Sud, and Winnipeg RHA. In 2015/16, the total bilingual capacity of these four RHAs was approximately 1,423. There were about 1,490 designated bilingual positions, of which 823 (55.2%) were filled with bilingual incumbents. Note that each person does not necessarily occupy a full-time equivalent (FTE) position.

Statistics on Bilingual Capacity 2015/16

Administrative Bodies	Number of Designated Bilingual Positions	Number of Designated Bilingual Positions Filled With Bilingual Incumbents	Number of Designated Bilingual Positions Filled With Non-Bilingual Incumbents	Number of Vacant Designated Positions	Number of Non-Designated Positions Filled With Bilingual Incumbents	Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)
DEPARTMENTS						
Aboriginal and Northern Affairs	0	0	0	0	2	2
Agriculture, Food and Rural Development	14	2	9	3	13	15
Children and Youth Opportunities	7.5	7.5	0	0	1	8.5
Civil Service Commission	10	6	4	0	18	24
Conservation and Water Stewardship	10	6	2	2	25	31
Education and Advanced Learning	90	77	6	7	36	113
Family Services	72	57	13	2	55	112
Finance	37.6	24.6	12	1	73	97.6
Francophone Affairs Secretariat ¹	17	15	0	2	0	15
Health, Healthy Living and Seniors	13	7	6	0	No data provided	7
Housing and Community Development	3	3	0	0	11	14
Infrastructure and Transportation	2	1	0	1	8	9
Jobs and the Economy	13	10	0	3	10	20
Justice	66	61	2	3	100	161
Labour and Immigration ²	9	6	1	2	16	22
Mineral Resources	4	1	1	2	4	5
Multiculturalism and Literacy	0	0	0	0	1	1
Municipal Government ³	18	9	7	2	5	14
Tourism, Culture, Heritage, Sport and Consumer Protection	52	42	1	9	31	73
SUBTOTAL	438.1	335.1	64	39	409	744.1

¹ The designated positions include the funding of three Information Specialist positions for the Bilingual Service Centres (BSCs) in the Interlake, Seine River and St. Boniface Regions.

² In addition to the designated positions, this department fully funds on an ongoing basis one Information Specialist position at the BSC – Mountain Region.

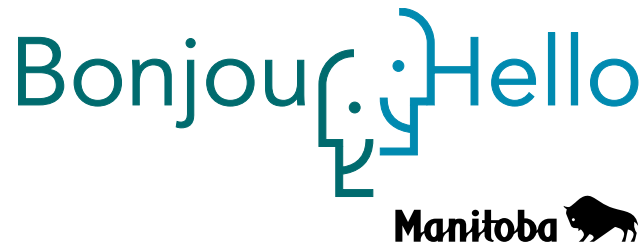
³ In addition to the designated positions, this department funded one Navigator position at the BSC – Interlake Region.

Statistics on Bilingual Capacity 2015/16

Administrative Bodies	Number of Designated Bilingual Positions	Number of Designated Bilingual Positions Filled With Bilingual Incumbents	Number of Designated Bilingual Positions Filled With Non-Bilingual Incumbents	Number of Vacant Designated Positions	Number of Non-Designated Positions Filled With Bilingual Incumbents	Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)
CROWN CORPORATIONS/EXTRA-DEPARTMENTAL ORGANIZATIONS/ OFFICES OF THE LEGISLATIVE ASSEMBLY						
Addictions Foundation of Manitoba	5	4	1	0	16	20
Elections Manitoba	1	1	0	0	0	1
Liquor and Gaming Authority of Manitoba	0	0	0	0	8	8
Manitoba Agricultural Services Corporation	5	5	0	0	0	5
Manitoba Arts Council	1	1	0	0	2	3
Manitoba Film and Sound Recording Development Corporation	2	2	0	0	4	6
Manitoba Hydro	27	22	0	5	No data provided	22
Manitoba Liquor and Lotteries	130	121	9	0	90	211
Manitoba Ombudsman	2	1	1	0	6	7
Manitoba Public Insurance	90	72	15	3	53	125
Travel Manitoba	2	2	0	0	No data provided	2
Workers Compensation Board of Manitoba	5	3	2	0	12	15
SUBTOTAL	270	234	28	8	191	425
TOTAL	708.1	569.1	92	47	600	1,169.1

Appendix I – Statement of Policy





French Language Services Policy – March 1999

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Francophone Affairs Secretariat

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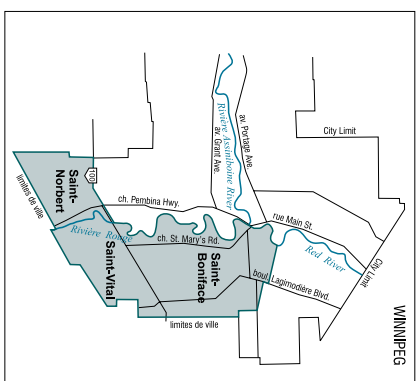
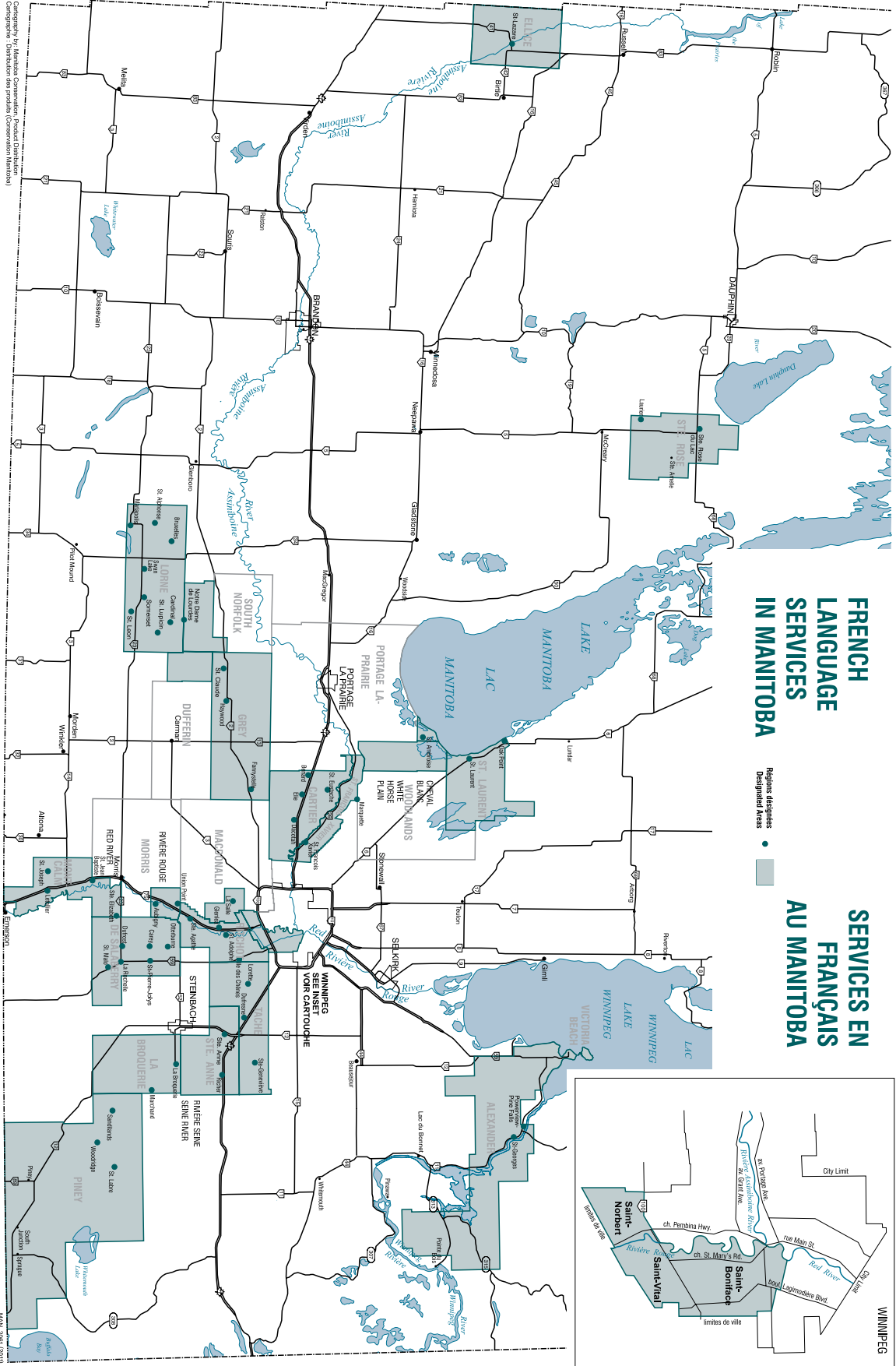
www.manitoba.ca/fls-slf

www.csbsc.mb.ca

FRENCH LANGUAGE SERVICES IN MANITOBA

SERVICES EN FRANÇAIS AU MANITOBA

Regions désignées
Designated Areas



Cartographie by Manitoba Conservation, Product Distribution
Cartographie: Direction des produits (Conservation Manitoba)