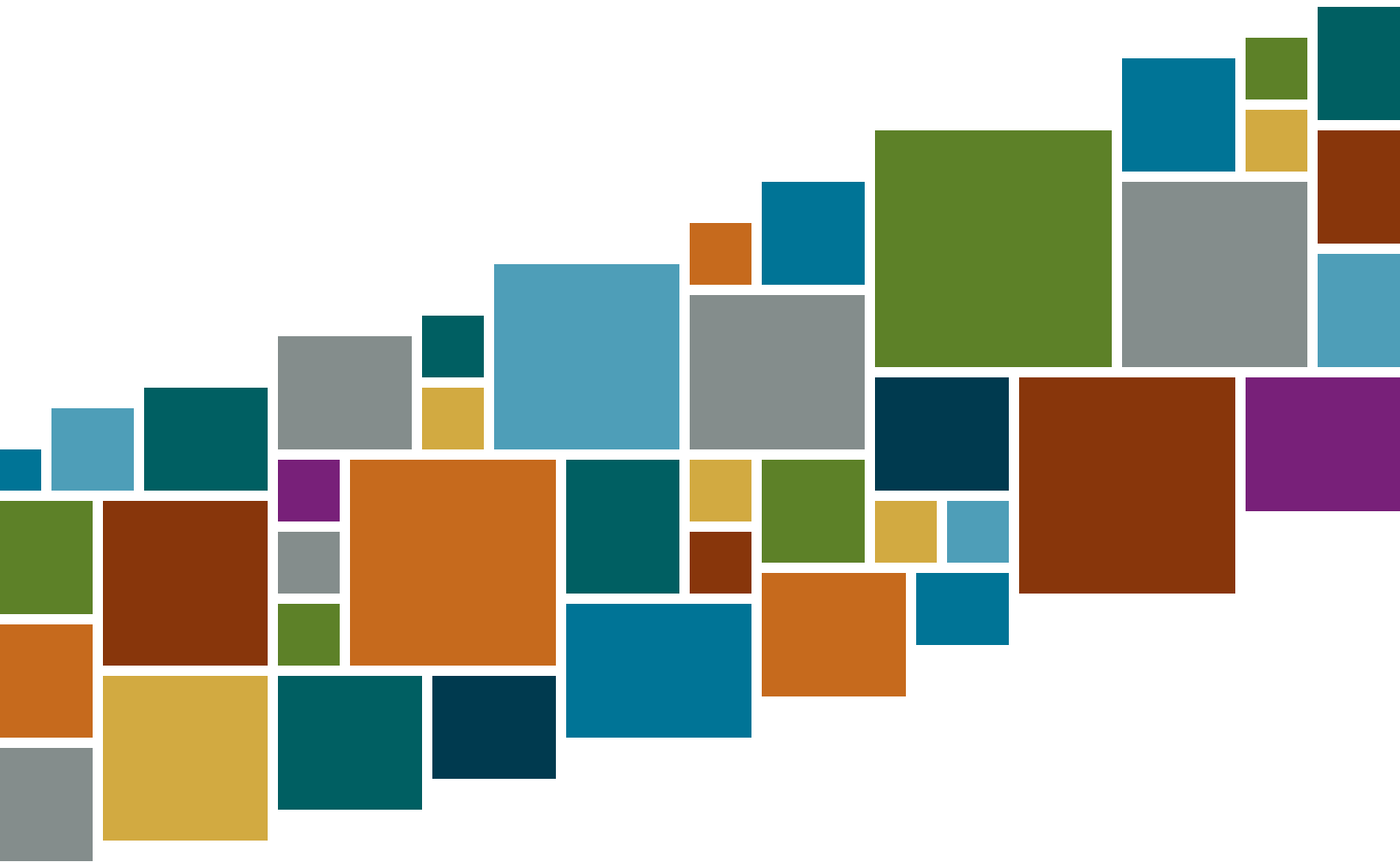


Bonjour Hello

2017-2018  
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](http://www.manitoba.ca/fls-slf/reports.html).

## Glossary

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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]
FAAC	Francophone Affairs Advisory Council
FLS	French Language Services
INCF	Intergovernmental Network of the Canadian Francophonie
MCCF	Ministerial Conference on the Canadian Francophonie
RHA	Regional Health Authority
SFM	[Manitoban Francophonie Society]
USB	[University of St. Boniface]
WTCW	World Trade Centre Winnipeg



Honourable Rochelle Squires  
Minister responsible for Francophone Affairs

## Message from the Minister

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I am pleased to present this year's report on French Language Services for 2017/18. This marks the first full year after our government passed The Francophone Community Enhancement and Support Act. This truly historic piece of legislation establishes the legislative requirement for public bodies to take the needs of Manitoba's Francophone community into consideration when delivering their programs and services. It also provides a framework for enhancing the vitality of our Francophone community.

As the minister responsible for Francophone Affairs, I am very pleased to be part of a government that believes in and supports Manitoba's Francophone population. We continue to witness the ongoing transformation and the application of the changes brought forward by The Francophone Community Enhancement and Support Act throughout government. Evidence of this has been the progress in our efforts to further support the ongoing needs of Manitoba's Francophone community by requiring the development of multi-year strategic plans for French language services across departments, crown corporations, and other government entities. All plans will be implemented in 2018/19.

Another important development under The Francophone Community Enhancement and Support Act was the establishment of the Francophone Affairs Advisory Council. Co-chaired by the Clerk of the Executive Council and the President of the Société de la francophonie manitobaine, the role of the Council is to advise and make recommendations to the minister about matters relating to enhancing the vitality of Manitoba's Francophone community and supporting and assisting its development. One of its first recommendations was to undertake an online survey to assess levels of satisfaction with the current delivery of government services in French and to seek feedback from the community about how we can do better going forward. The results of this survey will be compiled and presented to the Council in the fall of 2018. With a number of productive meetings over the last year, I am encouraged by the ongoing input and advice from the Council on priority issues facing Manitoba's Francophone community.

I look forward to continued dialogue, collaboration, and innovation among all community and government partners as we strive to further progress in our efforts to provide the necessary supports to the Francophone community in Manitoba.

# Evolution of French Language Services Implementation

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## Evolution of French Language Services Implementation

### 1989 - 1991

- Introduction of the 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 by departments, concerned Crown corporations and the designated health facilities identified in the Gauthier Report
- Establishment of a second-stage facility for Francophone women and their children (victims of family violence)
- Establishment of a special resource unit, *Santé en français*, to assist designated health facilities with their planning and delivery of services in French
- Creation of the Franco-Manitoban School Division (DSFM)
- Strengthening of Part III of the City of Winnipeg Act regarding the provision of French language services
- Renewal of the 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, individuals with disabilities, 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 the Working Group on the Enhancement of French Language Services in Manitoba's Justice System
- Support of economic development initiatives in the Francophone community

## 1997 - 1999

- Assessment of the offer and delivery of services as per policy (Dubé Study)
- Review of the FLS policy (Chartier Report)
- Modification of the 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 the Better Systems Initiative, etc.
- Creation of the Advisory Committee on French Language Social Services
- Designation of some social services agencies and organizations that receive provincial government funding, as ones that 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 an FLS facilitator team attached to the FLS Secretariat
- Treasury Board approval and detailed planning to establish 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 the 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 a 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

## 2016 - 2018

- Enactment, in June 2016, of The Francophone Community Enhancement and Support Act, which established in law existing administrative structures and tools used to serve the Francophone community
- Establishment of the Francophone Affairs Advisory Council, comprised of deputy ministers and community members
- Update of the FLS Policy to align with The Francophone Community Enhancement and Support Act

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**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 and other initiatives and projects.

# Highlights 2017-2018

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## Francophone Affairs Secretariat

Created in 1981, the Francophone Affairs Secretariat (the 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 Manitoba government, 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.

The significant achievement for the year was the submission of the multi-year strategic plans by government departments and other public bodies to the Francophone Affairs Secretariat, as outlined in The Francophone Community Enhancement and Support Act that was passed in June 2016. This process began with presentations to the executive level of these public bodies and culminated with:

- nine plans developed and signed
- 10 plans in the process of being approved
- 11 plans in various stages of development

Another achievement was the development of an online survey regarding the current state of Manitoba government services available in French, in which the public was invited to participate. In total, 748 people provided important feedback to the Secretariat.



Meetings with community groups and their boards of directors were also undertaken to receive their thoughts on government services in French.

On March 20, community groups and members were invited to celebrate the Journée internationale de la Francophonie with the minister responsible for Francophone Affairs. This internationally-celebrated day was recognized in two ways. The first was a ministerial statement delivered by the minister in the Legislative Assembly of Manitoba, while the second was a proclamation by the Manitoba government, officially recognizing the day's importance.

The Francophone Affairs Advisory Council (FAAC), which has the mandate to advise and make recommendations to the minister, met twice over the course of the year to discuss matters affecting the Francophone community in Manitoba. Their first formal recommendation was to update Manitoba's French Language Services Policy to better align it with The Francophone Community Enhancement and Support Act.

The Secretariat's staff provided guidance and assistance to 28 public bodies (17 in 2016/17), which included all 13 departments, 11 Crown corporations and four independent offices. A total of six active offer orientation sessions were offered to 74 civil servants (eight and 123 in 2016/17). The Secretariat also participated in the strategic planning meetings of both government and community organizations, including the Bureau de l'Éducation française and the CCFM.

In 2017/18, the Secretariat coordinated a total of 132 registrations for civil servant French language training sessions with both USB and Alliance française (118 in 2016/17):

- 66 beginner level
- 19 intermediate
- 22 advanced
- 15 conversation

There was one Maintien-perfectionnement session with 10 participants (compared with six participants in 2016/17).

There was great success with the Secretariat's professional development series DVD français

(breakfast, video and discussion), which provides an increasingly popular means to promote and encourage bilingual government employees to participate in various French-speaking activities. A total of five sessions were offered for 84 civil servants (four and 22 respectively in 2016/17).

During the 2017/18 year, the Secretariat worked in conjunction with Organization and Staff Development (OSD) to create an online version of the active offer training available in both official languages. Furthermore, the Secretariat and OSD started working with USB on adapting other professional development courses offered by the government, so they will be offered in French. The first of these will be made available to provincial civil servants in the 2018/19 fiscal year.

The Francophone Affairs Secretariat dealt with 23 formal complaints in 2017/18 (31 in 2016/17), as well as a number of general concerns raised by the public regarding FLS. These complaints typically relate to:

- the lack of active offer in person and on the phone

- unavailability of bilingual staff to assist members of the public
- errors in signage
- the lack of French-language documents, in electronic or print formats

One complaint was deemed inadmissible. In summary, the highest concentration of complaints received were related to health services in the province, while the rest were more evenly dispersed across government sectors.

### Manitoba Summit on Literacy and Numeracy

In January 2018, the Secretariat played a facilitating role in the Manitoba Summit on Literacy and Numeracy, hosted in Winnipeg with over 700 participants. The summit invited participants to share their perspectives on how to best evolve and improve Manitoban's skills in literacy and numeracy as a whole, including those in the French language.



**Signing of the Journée internationale de la Francophonie proclamation – March 20, 2018:** CCFM Chair Julien Bedard; Rochelle Squires, Minister responsible for Francophone Affairs; and Jacqueline Blay, former President of the SFM.

## Bilingual Service Centres

In 2017/18, the six Bilingual Service Centres (BSCs) in Manitoba continued to provide quality service to the public. The centres are located in the following regions:

- Interlake
- Mountain
- Red River
- Seine River
- St. Boniface
- St. Vital-St. Norbert

During the fiscal year, the BSCs received a total of 139,384 requests for services through telephone, email and in person interactions (201,528 in 2016/17). The decrease is due to the implementation in April 2017 of a new streamlined and more rigid reporting structure for tracking statistics. It is also important to note that statistics are not tracked for all services that are offered by the various partners in the BSCs.

Throughout 2017/18, the team of information specialists completed a number of training sessions and professional development courses and initiatives offered by various government departments and entities. These educational components are necessary to ensure continuous development and access to the essential tools required to deliver quality services in Francophone communities around the province.

The information specialists continued to actively promote the programs and services of the BSCs and the Manitoba government, by participating in outreach activities and hosting kiosks in various communities.

The navigator in the BSC – Interlake Region reached out directly and served over 2,600 members of the Métis community (2,300 in 2016/17). The information specialist in the Mountain Region provided resources and responded to over 1,877 queries from newcomers in the area. The Provincial Circuit Court served the Red River Region on a four-week rotation, in the client's official language of choice (24 sessions in total; 27 in 2016/17). The BSCs coordinator maintained regular visits to the BSCs in all other regions for staff meetings, training and general meetings with members of the Francophone community and regional government personnel. A new, revamped website was launched for the BSCs in April 2017. Statistics for 2017/18 are not available due to a technical problem. However, there were 38,200 visits in 2016/17.

The partnership continued between the BSCs and the SFM's 233-ALLÔ Information Centre, ensuring seamless information and services between the community and public bodies.

During the summer of 2017/18, the Canada Summer Games 2017 were hosted in Winnipeg and thousands



Brigitte McDaniels and Loretta Sigurdson hosting one of the 15<sup>th</sup> anniversary celebrations at the St. Laurent Bilingual Service Centre.



The Bilingual Service centre Kiosk at the Forks on Manitoba Day during the 2017 Canada Summer Games.

of people gathered in and around Manitoba's capital for many activities and festivities. The BSC hosted a promotional kiosk on August seventh at the Forks in Winnipeg during the games which was a great success with approximately 1,000 interactions in one day.

The 15<sup>th</sup> anniversary of the establishment of the BSCs was celebrated in 2017/18 and received considerable interest from local Francophone media. It was also a good opportunity to promote the important services and work that the BSCs provide to the Francophone community in Manitoba.

## Intergovernmental Cooperation

### Intergovernmental Network of the Canadian Francophonie

Over the course of the year, the executive director of the Francophone Affairs Secretariat attended three in-person meetings of the Intergovernmental Network of the Canadian Francophonie (INCF). This group of government officials is charged with carrying out follow-up activities to implement priorities of the Ministerial Conference on the Canadian Francophonie and preparing for the next edition of the conference. The executive director also participated in numerous telephone conferences with her provincial and territorial counterparts.

### International Outreach

The executive director met with a number of international dignitaries to discuss Manitoba's

Francophonie and explore potential areas for future cooperation. These include meetings with the Consul General of Switzerland, the Belgian Ambassador, and the Consul General of France.

### Ministerial Conference on the Canadian Francophonie

The executive director attended the 22<sup>nd</sup> Ministerial Conference on the Canadian Francophonie (MCCF) on June 22 and 23, 2017 on behalf of the Honourable Rochelle Squires, minister responsible for Francophone Affairs. The MCCF, created in 1994, is the only intergovernmental forum that brings together the ministers responsible for the Canadian Francophonie. The 150<sup>th</sup> Anniversary of Confederation was the theme for the meeting, which was held in Canada's national capital region.



Ministerial Conference on the Canadian Francophonie– June 22-23, 2017, Canada's National Capital Region

The ministers responsible for the Canadian Francophonie discussed important issues that affect Francophone communities across Canada. This included Francophone immigration, access to justice in French and tourism. The ministers present also committed to incrementally increasing government information and services in French to the general public, in partnership with the Government of Canada.

### Forum on Francophone Immigration

In March 2018, the federal, provincial and territorial ministers responsible for immigration and for the Canadian Francophonie met in Toronto to discuss concrete actions to increase Francophone immigration outside of Quebec. It was at this forum that the new Federal/Provincial/Territorial *FPT Action Plan for Increasing Francophone Immigration Outside of Quebec* was announced. The plan includes the following concrete actions:

- promoting awareness of Francophone immigration opportunities, immigration pathways and settlement services to prospective French-speaking applicants
- increasing employer engagement in the recruitment and employment of French-speaking immigrants

- increasing the availability, awareness and accessibility of French language services
- supporting diverse and inclusive Francophone communities

The Forum on Francophone Immigration is an opportunity for federal, provincial and territorial immigration and Francophonie ministers to meet and share ideas on how to encourage and promote Francophone immigration to Francophone minority communities in Canada. The ministers agreed that the tracking of progress to achieve the action plan's objectives will be key. There was a commitment to develop appropriate indicators and to foster ongoing sharing of best practices to facilitate reporting of progress over time.

### Presentation to the Senate Standing Committee

The Senate Standing Committee on Official Languages was in Winnipeg on February 15, 2017 to hear from Manitoba's Francophone community on potential changes to The Official Languages Act. The minister responsible for Francophone Affairs, the Clerk of Executive Council and the executive director of the Francophone Affairs Secretariat presented.



Forum on Francophone Immigration– Group photo of ministers responsible for Immigration and for Francophone Affairs – March 2, 2018, Toronto, Ontario



## Cooperation Agreements

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

The Francophone Affairs Secretariat oversaw the inclusion of projects to be funded in 2017/18 under the Canada–Manitoba Agreement on French-Language Services 2013–2018.

Under this cost-sharing mechanism, Canada matches Manitoba expenditure in the amount of \$1.4 million/year (for a total of \$7 million over five years) 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/cmafls\\_2013-2018\\_en.pdf](http://www.manitoba.ca/fls-slf/pdf/cmafls_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)

### Manitoba–New Brunswick and Manitoba–Quebec

The Francophone Affairs Secretariat negotiated, on Manitoba's behalf, the projects to be funded in 2017/18 under the Agreement for Co-operation and Exchange Between the Government of Manitoba and the Government of Québec With Respect to the Francophonie and the Memorandum of Understanding on Interprovincial Co-operation Between the Governments of Manitoba and New Brunswick.

Manitoba contributed a total of \$25,000 toward six Manitoba–Québec projects and \$20,000 toward four 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:

- Centre culturel franco-manitobain
- Conseil jeunesse provincial
- Festival des Vidéastes du Manitoba
- Fondation Québec Cinéma (in partnership with Cinémental)
- Réseau des grands espaces
- Fédération des Parents du Manitoba
- Les Productions Rivard Inc.

### Manitoba–Lower Normandy (France)

In cooperation with Federal-Provincial Relations, the Francophone Affairs Secretariat participates in the implementation of the 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.

## Prix Ronald-Duhamel – Ronald Duhamel Award

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The *Prix Ronald-Duhamel – Ronald Duhamel Award* is a joint initiative of the Société de la francophonie manitobaine (SFM), Manitoba’s Federal Network of Official Languages, the 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 for the next edition of the *Prix Ronald-Duhamel – Ronald Duhamel Award* was launched on March 20, 2018, as part of the *Rendez-Vous de la Francophonie* celebrations. Members of the general public and public sector employees at the federal, provincial and municipal level are invited to submit nominations for the award. Additional information is available online at [www.prixronaldduhamelaward.mb.ca](http://www.prixronaldduhamelaward.mb.ca).



### **“Triade”**

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

# Overview of Bilingual Capacity

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## Overview of Bilingual Capacity

The public bodies subject to The Francophone Community Enhancement and Support Act, as well as to 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 public bodies have a number of designated bilingual positions, especially in program areas where there is frequent and direct interaction with the public. However, since 2010/11, the Francophone Affairs Secretariat has also been asking public bodies to

track the number of employees who do not occupy a designated bilingual position, but who have declared they are bilingual and willing to offer services in French when necessary. The combination of these two statistics provides a far more accurate portrait of government's capacity to offer services in French.

In 2017/18, the total number of civil servants in government departments and Crown corporations who were able to provide services in French was 1232. This is a slight increase (6.4) over the previous year.

	2016/17	2017/18	Difference
Number of Designated Bilingual Positions	753.6	723	-30.6
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	575.6	562	-13.6
Number of Designated Bilingual Positions Filled With Non-Bilingual Incumbents	105	91	-14
Number of Vacant Designated Positions	73	70	-3
Number of Non-Designated Positions Filled With Bilingual Incumbents	650	670	+20
Total Bilingual Capacity (Bilingual Incumbents in Designated and Non-Designated Positions)	1,225.6	1,232	+6.4

The Francophone Affairs Secretariat is encouraged to see that the number of designated bilingual positions filled with a non-bilingual incumbent has dropped and that there are fewer vacant designated bilingual positions. There has also been an increase in bilingual capacity in non-designated bilingual positions, especially in non-departmental government agencies.

While there has been a decrease in the number of designated bilingual positions, this is probably a result of increased rigour on the part of public bodies in collating these figures. Since the adoption of The Francophone Community Enhancement and Support Act in June 2016, all areas of government have been undertaking a more in-depth review of their designated positions, based on a study of position descriptions rather than relying on information supplied year after year, with no analysis. This work, along with a complete inventory of bilingual staff not in designated positions, will continue throughout 2018/19, as public bodies implement their multi-year strategic FLS plans.

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 the Francophone community to be well served.

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
- Winnipeg RHA

In 2017/18, the total bilingual capacity of these four RHAs (including some of the affiliated institutions) was at least 3,150 individuals. There were 1,526.99 designated bilingual positions, of which 862.49 (56.48 per cent) were filled with bilingual incumbents.

## Statistics on Bilingual Capacity 2017/18

Public 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)
<b>DEPARTMENTS</b>						
Agriculture	14	1	12	1	11	12
Civil Service Commission	11	3	4	4	18	21
Education and Training	121	105	2	14	53	158
Healthy Child Manitoba Office	5	5	0	0	1	6
Families	88	54	24	10	76	130
Finance	12	8	2	2	51	59
Francophone Affairs Secretariat	38	34	0	4	0	34
Growth, Enterprise and Trade	16	14	2	0	18	32
Health, Seniors and Active Living	8	5	3	0	31	36
Indigenous and Northern Relations	0	0	0	0	3	3
Municipal Relations	14	14	0	0	6	20
Infrastructure	3	1	1	1	46	47
Justice	83	71	3	9	103	174
Sport, Culture and Heritage	21	16	0	5	9	25
Sustainable Development	10	5	3	2	23	28
<b>SUBTOTAL</b>	<b>444</b>	<b>336</b>	<b>56</b>	<b>52</b>	<b>449</b>	<b>785</b>

## Statistics on Bilingual Capacity 2017/18

Public 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)
<b>CROWN CORPORATIONS / EXTRA-DEPARTMENTAL ORGANIZATIONS / OFFICES OF THE LEGISLATIVE ASSEMBLY</b>						
Auditor General of Manitoba	0	0	0	0	Unknown	Unknown
Addictions Foundation of Manitoba	5	4	1	0	13	17
Elections Manitoba	0	0	0	0	1	1
Liquor and Gaming Authority of Manitoba	0	0	0	0	7	7
Manitoba Advocate for Children & Youth	0	0	0	0	1	1
Manitoba Agricultural Services Corporation	5	4	0	1	No data provided	4
Manitoba Arts Council	2	1	1	0	4	5
Manitoba Film and Sound Recording Development Corporation	2	2	0	0	3	5
Manitoba Hydro	27	16	0	11	No data provided	16
Manitoba Liquor and Lotteries Corporation	136	117	13	6	92	209
Manitoba Ombudsman	2	1	1	0	6	7
Manitoba Public Insurance Corporation	90	73	17	0	66	139
Sport Manitoba	0	0	0	0	11	11
Travel Manitoba	5	5	0	0	2	7
Workers Compensation Board	5	3	2	0	15	18
<b>SUBTOTAL</b>	<b>279</b>	<b>226</b>	<b>35</b>	<b>18</b>	<b>221</b>	<b>447</b>
<b>TOTAL</b>	<b>723</b>	<b>562</b>	<b>91</b>	<b>70</b>	<b>670</b>	<b>1,232</b>

# Appendix I – Statement of Policy

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# Bonjour Hello

## French-Language Services Policy – May 2017

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

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

In the present policy, "Francophone" is said of any person whose mother tongue is French or of any person who has a special affinity for the French language and uses it on a regular basis in their daily life. In addition, "Manitoba's Francophone community" means those persons in Manitoba whose mother tongue is French and those persons in Manitoba whose mother tongue is not French but who have a special affinity for the French language and who use it on a regular basis in their daily life and is identical in meaning as in The Francophone Community Enhancement and Support Act.

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

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

French language services are provided in Bilingual Service Centres located in the designated areas and established under The Bilingual Service Centres Act. They are also provided in completely or partially bilingual facilities or offices that have a sufficient number of

designated positions and bilingual employees to ensure an effective delivery of such services.

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

All service agreements with a third party mandated to offer government services to the general public on behalf of a public body, contain a clause for the provision of French language services.

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

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

All forms, identity documents and certificates intended for the general public are in a bilingual format.

All information materials (written, audio-visual or electronic) intended for the general public are published simultaneously in a bilingual format, unless specified otherwise by the Minister responsible for Francophone Affairs.

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



Signs and public notices in the designated areas, in the Bilingual Service Centres and in completely or partially bilingual facilities or offices are in both official languages.

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

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

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

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

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

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

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

- All government departments and boards, commissions, corporations and special operating agencies reporting to them;
- Crown corporations;
- Offices of the Legislative Assembly and administrative tribunals subject to the requirements of Section 23 of the Manitoba Act, 1870;
- Public utilities governed by the Public Utilities Board and serving designated areas;
- Designated health facilities, social services agencies, Regional Health Authorities and Child and Family Services Authorities;
- Others as may be specified by the Minister responsible for Francophone Affairs.

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

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

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

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

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

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

Francophone Affairs Secretariat  
Room 46 – Legislative Building  
Winnipeg, Manitoba, CANADA R3C 0V8

# SERVICES EN FRANÇAIS AU MANITOBA

# FRENCH LANGUAGE SERVICES IN MANITOBA

Régions désignées  
Designated Areas

