

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>POLICY</p>	<p>REGIONAL</p> <p>Applicable to all WRHA governed sites and facilities (including hospitals and personal care homes), and all funded hospitals and personal care homes. All other funded entities are excluded unless set out within a particular Service Purchase Agreement.</p>		<p>Level:</p> <p style="text-align: center;">1</p>
	<p>Policy Name:</p> <p style="text-align: center;">French Language Services – General</p>	<p>Policy Number:</p> <p style="text-align: center;">10.40.220</p>	<p>Page</p> <p style="text-align: center;">1 of 10</p>
	<p>Approval Signature:</p> <p style="text-align: center;"><i>Original signed by Vickie Kaminski</i></p>	<p>Section:</p> <p style="text-align: center;">LANGUAGE SERVICES</p>	
	<p>Date:</p> <p style="text-align: center;">August 2020</p>	<p>Supercedes:</p> <p style="text-align: center;">July 2013</p>	

1.0 **PURPOSE:**

- 1.1 To ensure regular and permanent Active Offer of health and social services in both official languages (French/English) with integrity, compassion, dignity, respect, equity, accountability and excellence in a linguistically and culturally competent way that ensures the quality of services and patient safety. To that effect, the purpose is to facilitate Active Offer of health and social services in both official languages to the general public, clients, patients, residents, families and other stakeholders within the Winnipeg Regional Health Authority (WRHA) in accordance with the:
- 1.1.1 Government of Manitoba - French Language Services Policy;
 - 1.1.2 Government of Manitoba - Human Resources French Language Policy for Health Care Services;
 - 1.1.3 Government of Manitoba - French Language Services Plan Reporting Policy;
 - 1.1.4 Regional Health Authorities Act (C.C.S.M. c. R34) - French Language Services Regulation (135/2013);
 - 1.1.5 Regional Health Authorities Act (C.C.S.M. c. R34) - Bilingual and Francophone Facilities and Programs Designation Regulation (RR46/98);
 - 1.1.6 Francophone Community Enhancement and Support Act (C.C.S.M. F157);
 - 1.1.7 The Accessibility for Manitobans Act (C.C.S.M. c. A1.7)
 - 1.1.8 Manitoba Act, 1870;
 - 1.1.9 WRHA French Language Services (FLS) Plan;
 - 1.1.10 The concentration of the Francophone population in the WRHA as indicated in the Government of Manitoba French Language Services Policy and current census data.

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 2 of 10
---	-----------------------------	-----------------

2.0 **DEFINITIONS:**

- 2.1 **Active Offer:** An offer of services in French which reflects the set of measures taken to ensure that services in French are visible, readily available, easily accessible (whether provided by verbal, written or electronic methods) and of comparable quality to those offered in English. The Active Offer of French-language health and social services ensures easy access in both official languages in designated areas where there is a large Francophone population.
- 2.2 **Bilingual or Bilingualism:** The ability to communicate proficiently in both Official Languages (French and English).
- 2.3 **Bilingual-Designated Regional Health Authority:** A regional health authority that has the obligation of providing health services in the French language in areas where the French-speaking population is concentrated.
- 2.4 **Bilingual Format:** English and French content are presented with equal visual weight. The English and French texts exist on the same document. Bilingual format options include:
- Consecutive, line/section (e.g., line/section in English followed by line/section in French);
 - Parallel, dual column;
 - Back-to-front (e.g., English on one side of the page and French on the reverse);
 - Head-to-tail (e.g., each version is upside down in relation to the other).
- 2.5 **Bilingualism Required:** The requirement to communicate in both Official Languages, qualifying as a *bona fide* occupational requirement for a Designated Bilingual Position. The provincial policy *Human Resources French Language Policy for Health Care Services* defines bilingualism required as a legitimate qualification for all positions where French language proficiency is a requirement.
- 2.6 **Communications in Official Languages:** The set of written, verbal, audiovisual and digital communications by which information or assistance is provided to the Francophone community, and which are comparable to those offered in English.
- 2.7 **Designated Affiliate Health Corporation:** A designated independent legal entity, that is to say, a non-devolved institution that is not directly administered by the WRHA.

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 3 of 10
---	-----------------------------	-----------------

- 2.8 Designated Bilingual Sites, Programs, and Services: Generic term for WRHA designated facilities, programs, services and agencies that are required to actively offer services in both French and English, pursuant to the Government of Manitoba French Language Services Policy. Designated Bilingual Sites, Programs, and Services can be defined by three (3) levels of bilingualism:
- Designated Bilingual or Francophone Site: One hundred percent (100%) of services and positions are designated bilingual (French/English);
 - Designated Bilingual Service Area: A negotiated percentage of provincial, intermediate, district or local services are designated bilingual (French/English); and
 - Designated Bilingual Positions: Specific positions are identified for bilingual designation (French/English).
- 2.9 Designated Bilingual or Francophone Site: One hundred percent (100%) of services and positions are designated bilingual (French/English);
- 2.10 Designated Bilingual Position(s): A position that is to be filled by an individual who is proficient in both Official Languages (French and English) and who is able to adequately deliver comparable service in both Official Languages, in accordance with the requirements of the Manitoba French Language Services Policy, the Active Offer of French-language health and social services concept and the WRHA French Language Services policies.
- 2.12 Designated Bilingual Service Area (Target Designation): A negotiated percentage of a provincial, intermediate, district or local health and social services are designated bilingual (French/English). Where an optimal target number of Designated Bilingual employees are identified to offer/deliver health services in both Official Languages within a regional facility, program, service or agency.
- 2.13 External Agency: Essentially public (as in services rendered, functions performed, or source of income received), although under separate ownership or control (ex. CancerCare Manitoba, Shared Health).
- 2.14 Francophones: As per the Francophone Community Enhancement and Support Act, Francophones are defined as: “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.”
- 2.15 Francophone Vitality: A set of characteristics or resources that promote or contribute to the linguistic advancement of the Francophone community.
- 2.16 Linguistic Profile: Description of linguistic skills required in French. This includes a proficiency level for speaking (oral expression), comprehension (listening skills), reading and writing, as applicable for a Designated Bilingual Position.

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 4 of 10
---	-----------------------------	-----------------

- 2.17 Manitoba's Francophone Community: Refers to all peoples and communities anywhere in Manitoba that have French as their mother tongue or customary language.
- 2.18 Official Languages: English and French are the official languages of Canada and have equality of status and equal rights and privileges as to their use in all institutions of the Parliament and Government of Canada. The Government of Manitoba's French Language Services Policy recognizes the fact that the French-speaking population of Manitoba is a constituent of one of the fundamental characteristics of Canada.
- 2.19 Priority Populations: Based on past research, including The Manitoba Centre for Health Policy (MCHP) study, several population groups have been identified as being most at-risk if culturally and linguistically appropriate services are not available. They are young children, maternal care (pre- and post-partum), seniors, individuals living with mental health concerns, individuals experiencing an acute health issue or those receiving palliative care, and the newcomer population.
- 2.20 WRHA FLS Plan: An outline of the practical ways and means by which Designated Bilingual or Francophone sites, programs, and services can actively offer and effectively provide services in French through designated service areas and by using bilingual and French-language information materials in the Winnipeg - Churchill Health Region. The Plan typically consists of a 5-year strategic plan and an annual operational plan.

3.0 **POLICY:**

- 3.1 The WRHA engages in the Active Offer of French-language services and the delivery of health and social services in both official languages. To this end, the Region ensures that:
- 3.1.1 Applicable sites and positions are designated bilingual (Policy 10.40.240 – Designation of Bilingual Positions);
 - 3.1.2 Designated sites and positions are located in but not limited to areas of higher Francophone population, in community areas with a high degree of Francophone vitality, and/or serving the Francophone population in accordance with the Manitoba French Language Services Policy;
 - 3.1.3 The Region promotes an organizational culture conducive to Active Offer of French-language services and the delivery of health and social services in both official languages according to the language preference or need of the client, patient, resident, family and/or other stakeholders;
 - 3.1.4 An effective Human Resources strategy is multifaceted and seamlessly integrated with the HR, Payroll and Scheduling systems to access data in real time and per standardized automated reporting periods for

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 5 of 10
---	-----------------------------	-----------------

purposes of both compliance and quality monitoring;

- 3.1.5 The development and/or restructuring of sites, programs and services adheres to the French Language Services (FLS) policy requirements;
 - 3.1.6 The Region commits to working with regional and provincial partners to ensure that services provided by external agencies and designated Affiliated Health Corporations to adhere to the provincial requirement that health and social services in both official languages are actively offered and delivered, where applicable;
 - 3.1.7 The service delivery model includes collecting, flagging and tracking the client, patient, resident, family and/or other stakeholders preferred or required official language and record this information in all appropriate records;
 - 3.1.8 The service delivery model includes a navigation process for access to bilingual health and social services across the Region. This model includes various components including a framework for the designation of bilingual positions in the WRHA, partnerships with other sites, distance technologies and networks; and
 - 3.1.9 Translation services from English to French or from French to English are only provided to sites, programs, and services under the direct purview of the WRHA and do not apply to non-devolved sites and agencies. Translation services shall be offered in a timely and consistent manner (Policy 10.40.260 – Translation).
 - 3.1.10 All service agreements with a third party mandated to offer health and social services to the general public on behalf of the WRHA must contain a clause for the provision of French language services.
- 3.2 Collaboratively with the WRHA FLS department, WRHA sites, programs, and services shall implement the Region’s Multi-Year FLS Strategic Plan and WRHA FLS policies, offer education, provide leadership and support decision-making to:
- 3.2.1 The organization on appropriate and consistent implementation of FLS policies including but limited to bilingual designation (Policy 10.40.240 – Designation of Bilingual Positions) as well as recruitment, selection and retention of designated bilingual positions (Policy 10.40.250 – Recruitment to Designated Bilingual (English/French) Positions);
 - 3.2.2 The employees in their commitment to Active Offer of French-language health and social services and the delivery of health and social services in both official languages with their external audience (general public) (Policy 10.40.230 – Communications in Official Languages);
 - 3.2.3 The employees in their requirement to explicitly inquire about each client, patient or resident’s preferred or required official language and record this information in all appropriate records;

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 6 of 10
---	-----------------------------	-----------------

- 3.2.4 The Francophone community and partners on Active Offer of French-language health and social services and the delivery of health and social services in both official languages within the Region; and
 - 3.2.5 The planning of services for Francophones by understanding the needs of the French-speaking general population and Francophone priority populations as identified in the Manitoba Provincial Clinical and Preventative Services Plan to align resources and efforts accordingly thus ensuring the effective and efficient offer and delivery of health and social services in both official languages within the WRHA.
- 3.3 A bilingual member of the Senior Leadership Team is assigned the French Language Services (FLS) portfolio and oversees the FLS department, working collaboratively in an integrated approach with internal and external stakeholders to:
- 3.3.1 Facilitate access to bilingual health and social services;
 - 3.3.2 Promote awareness of and support of Active Offer of French-language health and social services and the delivery of health and social services in both official languages in the Region;
 - 3.3.3 Collaborate with Shared Health, Santé en français, the Francophone Affairs Secretariat and other Regional Health Authorities to develop and implement the Manitoba’s Provincial Clinical and Preventive Services Plan (PCPSP) for Francophones;
 - 3.3.4 Submit a WRHA FLS Multi-Year FLS Strategic Plan as defined in The Francophone Community Enhancement and Support Act (C.C.S.M. F157) taking into consideration the FLS Regulation (RR46/98) under the Regional Health Authorities Act (C.C.S.M. c. R34), including mechanisms for evaluation of its progress and success and to develop an annual FLS operational plan; and
 - 3.3.5 Review, evaluate, update and report on the Region’s Multi-Year FLS Strategic Plan as required by the WRHA, relevant Ministers’ Offices, and government agencies.
- 3.4 Under the auspices of Santé en français’ Table de concertation urbaine, the Francophone community is consulted in the development of the WRHA FLS Multi-Year FLS Strategic Plan, FLS policies and other related matters. The Table de concertation urbaine ensures continual linkages are maintained with Winnipeg’s Francophone community. Additionally, the WRHA FLS department is supported by the following structures:
- 3.4.1 The WRHA FLS Advisory Committee (regional);
 - 3.4.2 Table de concertation urbaine (community);

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 7 of 10
---	-----------------------------	-----------------

- 3.4.3 Shared Health (provincial);
- 3.4.4 Santé en français (provincial);
- 3.4.5 Francophone Affairs Secretariat (provincial); and
- 3.4.6 Société santé en français (national).

3.5 Any deviation or exceptions to WRHA FLS policies 10.40.220; 10.40.230; 10.40.240, 10.40.250 and 10.40.260 shall be discussed with and approved by the WRHA FLS department representative or delegate. Exceptions shall be made on a case-by-case basis.

4.0 **PROCEDURE:**

- 4.1 To ensure regular and permanent Active Offer of health and social services in both official languages (French/English) to the general public, clients, patients, residents, families and other stakeholders within the Winnipeg Health Region, the WRHA shall ensure the following:
 - 4.1.1 Demonstrate significant and measurable efforts to actively provide health and social services in the official language of the client, patient, resident, family and/or other stakeholders, using trained bilingual staff;
 - 4.1.2 Participate in community outreach activities at several levels to emphasize the importance of offering services in the clients', patients', residents', families' and/or other stakeholders' preferred or required official language;
 - 4.1.3 All service agreements with a third party mandated to offer health and social services to the general public on behalf of the WRHA must contain a clause for the provision of French language services;
 - 4.1.4 An effective Human Resources strategy is multifaceted and seamlessly integrated with the HR, Payroll and Scheduling systems to access data in real time and per standardized automated reporting periods. Such data shall include the number of designated bilingual positions (per site/program/service, per position, per FTE, per union affiliation, per employee classification, per profession, by staff compliment), demographic and linguistic information of employees in Designated Positions, demographic and linguistic information of bilingual employees not in Designated Positions, process indicators, and all other relevant information needed by the WRHA FLS department;
 - 4.1.5 The regional FLS department representative or delegate to formally meet on an annual basis with senior management/leadership of Designated Bilingual sites, programs, and services following the submission of the annual report and yearly update of their short- and long-term objectives and strategies to further develop site, program or service-specific FLS plans and to review the WRHA FLS operational

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 8 of 10
---	-----------------------------	-----------------

plan and cascading responsibilities;

- 4.1.6 At the end of each fiscal year, the regional FLS department representative or delegate shall prepare a report on the Active Offer of services within the Winnipeg Health Region. The report, validated by the Santé en français' Table de concertation regionale urbaine, shall include an assessment of implementation accomplishments of the WRHA multi-year FLS Plan and a determination of modifications and strategies required to better meet objectives of the French Language Services Plan. In order to ensure public accountability, a copy of the annual report shall be submitted to the WRHA Senior Leadership, WRHA Board of Directors, Santé en français, Manitoba Health, Seniors and Active Living, and the Francophone Affairs Secretariat.
- 4.2 To ensure regular and permanent Active Offer of health and social services in both official languages (French/English) to the general public, clients, patients, residents, families and other stakeholders within the Winnipeg Health Region, Designated Bilingual sites, programs, and services shall ensure the following:
 - 4.2.1 Foster a work environment and organizational culture conducive to Active Offer of French-language services and the delivery of health and social services in both official languages according to the language preference or need of the client, patient, resident, family and/or other stakeholders;
 - 4.2.2 Implement measures to demonstrate that staff language competencies are continuously being improved;
 - 4.2.3 Consult with the WRHA FLS department when developing a policy, program or initiative to determine if the WRHA FLS policies are relevant, to ensure that all policy requirements have been taken into account, and to determine the impact on the offer and delivery of health and social services to Winnipeg's French-speaking population;
 - 4.2.4 Collect, flag and track the client, patient, resident, family and/or other stakeholders preferred or required official language and record this information in all appropriate records;
 - 4.2.5 Align resources and planning efforts for Francophones by understanding the needs of the French-speaking general population and Francophone priority populations as identified in the Manitoba Provincial Clinical and Preventative Services Plan thus ensuring the effective and efficient offer and delivery of health and social services in both official languages within the WRHA;
 - 4.2.6 File an annual report to the WRHA FLS department as well as a yearly update of their short- and long-term objectives in accordance with the WRHA multi-year FLS Plan, in a format to be provided by WRHA FLS department; and

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 9 of 10
---	-----------------------------	-----------------

4.2.7 Notify the WRHA FLS department of any issues regarding the offer and delivery of French Language Services, policy compliance and training/educational needs to mitigate risk and to ensure the safe delivery of quality services in French.

4.3 To ensure regular and permanent Active Offer of health and social services in both official languages (French/English) to the general public, clients, patients, residents, families and other stakeholders within the Winnipeg Health Region, the WRHA Senior Leadership Team (Executive) shall ensure the following:

4.3.1 Promote awareness and understanding among regional staff on the importance of supporting a bilingual culture and actively offering health and social services in French;

4.3.2 Develop and maintain an effective, seamless and multifaceted Human Resources strategy with human resources, payroll and scheduling systems to track and monitor bilingual employees and Designated Bilingual employees throughout the WRHA;

4.3.3 The organization's leaders champion the active offer of services;

5.0 **REFERENCES:**

- 5.1 Government of Manitoba - [French Language Services Policy](#)
- 5.2 Regional Health Authorities Act (C.C.S.M. c. R34) - [French Language Services Regulation](#) (135/2013)
- 5.3 Regional Health Authorities Act (C.C.S.M. c. R34) - [Bilingual and Francophone Facilities and Programs Designation Regulation](#) (R.M. 131/2013)
- 5.4 [The Francophone Community Enhancement and Support Act](#) (C.C.S.M. F157)
- 5.5 [The Accessibility for Manitobans Act](#) (C.C.S.M. c. A1.7)
- 5.6 Canadian Heritage (Sections 16-22) [Official Languages of Canada](#)
- 5.7 Government of Manitoba - [Guidelines Manual for the Implementation of French Language Services](#)
- 5.8 WRHA French Language Services (FLS) Plan
- 5.9 Chartier, Honourable Judge Richard. [Above All, Common Sense](#) – Report and Recommendations on French Language Services within the Government of Manitoba (Commissioned by the Government of Manitoba). May 1998
- 5.10 [Gauthier Report](#) - Study of French-Language Services in Manitoba's Health Care Facilities (1990)

WRHA Policy Name: French Language Services – General	Policy Number: 10.40.220	Page 10 of 10
---	-----------------------------	------------------

Policy Contact: *Joel Lafond, Regional Manager/Directeur régional, WRHA/ORSW
French Language Services/Services en langue française*