

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p><b>POLICY</b></p>	<p><b>REGIONAL</b></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;"><b>French Language Services – General</b></p>	<p>Policy Number:</p> <p style="text-align: center;">10.40.220</p>	<p>Page</p> <p style="text-align: center;">1 of 3</p>
	<p>Approval Signature:</p> <p style="text-align: center;"><i>Original signed by B. Postl</i></p>	<p>Section:</p> <p style="text-align: center;"><b>Governance &amp; General Administration</b></p>	
	<p>Date:</p> <p style="text-align: center;">August 2009</p>	<p>Supercedes:</p> <p style="text-align: center;">February 2005</p>	

1.0 **PURPOSE:**

- 1.1 To actively offer services within the WRHA in French in accordance with the Government of Manitoba French Language Services Policy (“Manitoba FLS Policy”) and pursuant to the laws of Manitoba.
- 1.2 To actively offer services of the WRHA in both official languages to the general public, clients, patients, residents and families pursuant to the WRHA French Language Services (FLS) Plan (see 2.6).

2.0 **DEFINITIONS:**

- 2.1 **Active Offer:** An offer of services in French which reflects measures taken to ensure that services in French are evident, readily available, easily accessible (whether provided by oral, written or electronic methods) and of comparable quality to those offered in English. *Exception:* Foyer Valade Inc. (Designated Francophone Facility).
- 2.2 **Bilingualism Required:** The requirement to be able to communicate in both official languages, qualifying as a *bona fide* occupational requirement for a Designated Bilingual Position.
- 2.3 **Designated Bilingual Facilities, Programs, Services and Agencies:** WRHA facilities, programs, services and agencies, including WRHA Corporate Office (Board of Directors and corporate (non-clinical) services such as Quality, Finance, Human Resources, Communications), that are required to actively offer services in both French and English, pursuant to the Government of Manitoba French Language Services Policy (“Manitoba FLS Policy”).
- 2.4 **Designated Bilingual Position:** A position that is to be filled by an individual who speaks both official languages and who is able to adequately deliver comparable service in both official languages, in accordance with the requirements of the Manitoba FLS Policy, the Active Offer concept and the WRHA French Language Services Plan.
- 2.5 **Designated Francophone Facilities, Programs, Services and Agencies:** WRHA facilities, programs, services and agencies that are required, pursuant to the Manitoba FLS Policy, to actively offer services in French, and whose working language is French.

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2.6 WRHA French Language Services (FLS) Plan: An outline of the practical ways and means by which Designated Bilingual or Francophone Facilities, Programs, Services and Agencies can actively offer and effectively provide services in French through designated service and by bilingual and French language information materials in the Winnipeg Health Region. The Plan will consist of a 5-year strategic plan and an annual business plan.

### 3.0 **POLICY:**

3.1 In accordance with the WRHA FLS Plan, the WRHA and Designated Bilingual or Francophone Facilities, Programs, Services or Agencies shall actively offer services in French.

3.2 The regional FLS representative or delegate shall be responsible for the overall development, implementation, monitoring and evaluation of the WRHA French Language Services Plan.

3.3 Consistent with its FLS Plan, the WRHA shall ensure that:

- services are actively offered in, but not limited to, those areas where the French-speaking population is concentrated, in accordance with the Manitoba FLS Policy;
- Persons responsible for administrative policies, contracts for services provided by outside agencies, and the set-up or reorganization of programs and services shall consult with the WRHA FLS representative in the initial planning stages of the project to determine if FLS policies are relevant and that all policy requirements have been taken into account;
- Designated Bilingual Facilities, Programs, Services and Agencies communicate in both official languages with their external audience (general public) as described in WRHA policy 10.40.230 *French Language Services – Communications in Official Languages*;
- Designated Bilingual Facilities, Programs, Services and Agencies communicate in English, in general, with their internal audience (employees and volunteers) as stated in WRHA policy 10.40.230 *French Language Services – Communications in Official Languages*;
- Designated Bilingual or Francophone Facilities, Programs, Services and Agencies have a communication policy that meets or exceeds standards established in, or otherwise adopt, WRHA policy 10.40.230 *French Language Services – Communications in Official Languages*;
- Translation services in both official languages are provided to Designated Bilingual or Francophone Facilities, Programs, Services and Agencies of the Winnipeg Health Region in a timely and consistent manner (see WRHA policy 10.40.260 *French Language Services – Translation*);
- The French-speaking community served by the WRHA is consulted in order to make the WRHA FLS Plan more effective.

3.4 The WRHA and Designated Bilingual or Francophone Facilities, Programs, Services and Agencies shall have a shared responsibility for implementing the WRHA FLS Plan. They shall:

- Designate bilingual (English/French) positions in accordance with WRHA policy 10.40.240 *French Language Services – Designation of Bilingual Positions*.

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- Facilitate recruitment to designated bilingual (English/French) positions in accordance with WRHA policy 10.40.250 *French Language Services – Recruitment to Designated Bilingual (English/French) Positions*.
- 3.5 Any 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 regional FLS representative or delegate. Exceptions shall be made on a case-by-case basis.
- 3.6 WRHA FLS shall review, evaluate and update their FLS plan as required by the WRHA, relevant Minister’s Offices, and government agencies etc., to which they are accountable.

#### 4.0 **PROCEDURE:**

- 4.1 Each designated area of bilingual or French-language service delivery shall maintain a list of Designated Bilingual (English/French) Positions and include a linguistic profile for each of these positions. Specific job descriptions relating to these positions shall include wording that reflects the bilingualism requirement. Each area shall also maintain a list of personnel able to offer services in both official languages.
- 4.2 Staffing profiles relating to French language services shall identify Designated Bilingual Positions and related staffing objectives. WRHA Human Resources and Designated Bilingual or Francophone Facilities, Programs, Services and Agencies shall update such employee profiles on an annual basis for the Winnipeg Health Region.
- 4.3 Each designated area of bilingual or French-language service delivery shall file an annual compliance report to WRHA FLS, as well as a yearly update to their short and long-term objectives, in a format to be provided by WRHA French Language Services. Other reports may be requested, as needed by FLS, for the purposes of specific information gathering.
- 4.4 At the end of each fiscal year, the regional FLS representative or delegate shall prepare a report on the Active Offer of services within the Winnipeg Health Region. The report, validated by the *Conseil Communauté en santé* “Table de concertation urbaine”, shall include an assessment of implementation success of the WRHA FLS Plan and a determination of modifications and strategies required to better meet objectives of the FLS Plan. In order to ensure public accountability, a copy of the annual report shall be submitted to WRHA Senior Management Team, *Conseil Communauté en santé* and the Government of Manitoba French Language Services Secretariat.

#### 5.0 **REFERENCES:**

- 5.1 The French Language Services Policy of the Government of Manitoba.
- 5.2 French Language Services Regulation 46/98, *The Regional Health Authorities Act* (Manitoba).

**Policy Contact:** Dana Mohr, Regional Manager/Directrice régionale, WRHA/ORSW French Language Services/Services en langue française