

# Appendix II – Accomplishments 2015-2016

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*This document is available in alternate formats, upon request.*

## Departments

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### Aboriginal and Northern Affairs

The mandate of the Department of Aboriginal and Northern Affairs' is to address and resolve Aboriginal issues in Manitoba specifically dealing with Aboriginal people. The Department's client group is of Aboriginal descent. At times, the Department is asked to provide information to its client group in the Cree, Ojibway, and Dene languages.

To date, demand for French language services (FLS) is low. The Department has made available in English and in French a few documents and pamphlets. Reception is to answer the phones with an Active Offer "Bonjour" so clients will know that the FLS Coordinator is available to provide bilingual service. If the Department were to get any significant demand for FLS, resources and support from elsewhere would be sought to attain the desired services.

There are no designated bilingual positions at Aboriginal and Northern Affairs. There are two self-declared bilingual incumbents in non-designated positions, for a total bilingual capacity of two.

### Agriculture, Food and Rural Development

In 2015/16, Manitoba Agriculture, Food and Rural Development (MAFRD) provided a wide variety of programs and services with an emphasis on agricultural production, food and agri-product processing, and developing local capacity to support rural economic development. MAFRD worked to fulfil its requirements under the French Language Services (FLS) Policy by ensuring that Active Offer was practiced in all public-facing offices, especially those in designated areas.

Francophone clients are offered written and oral services in French and staff is aware of the strategy. As well, MAFRD published program documents and general information about the department (print and electronic) in both English and French. In 2015/16, 30 documents types were translated.

The five-year strategic FLS plan developed for 2014-2019 focuses on the following strategic areas:

- FLS capacity in the context of Active Offer;
- Coordinated approach to the promotion and awareness of FLS;
- Cooperation with the Francophone community.

MAFRD made progress in the implementation of its strategy by aligning FLS as a component of the Department's Active Offer. All offices received Active Offer signage and committee members received training.

In 2015/16, MAFRD had 14 designated bilingual positions. Of these, two positions were filled with bilingual incumbents, nine with non-bilingual staff, and three were vacant. There were also 13 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 15.

### Children and Youth Opportunities

Manitoba Children and Youth Opportunities is a Department focused on supporting Manitoba's children and youth to achieve their best possible outcomes at all stages of development. The aim of the programs offered by Recreation and Regional Services, MB4Youth, the Crime Prevention Unit, and Healthy Child Manitoba is prevention. They draw on research and evidence to increase the abilities of parents, communities, and the Province to set a strong foundation and support each child's successful journey.

Here is a summary of the major accomplishments for Children and Youth Opportunities for 2015/16:

#### MB4Youth

- Continued to provide public information materials and website in French, including the *Helping Young Manitobans Open Doors to Career Exploration, Mentorship and Employment* brochure.
- The Manitoba Youth Job Centres hire French-speaking program coordinators in Steinbach, Portage la Prairie and St-Pierre-Jolys if available.
- Francophone organisations and/or employers have applied for and received funding through MB4Youth programming including CareerFocus and the Green Team Program.

#### Recreation and Regional Services

- Continued implementation of the "Actions Moving Forward" outlined in the Policy for Recreation Opportunities.

- *Topic of the Month* published in both English and French on the Branch's website and used as an educational tool for members of the recreation delivery system.
- Provided bilingual consultative services to rural and Francophone communities throughout the province.
- Provided bilingual strategic planning opportunities to various Francophone organizations.
- Maintained a presence in the Bilingual Service Centres in the Mountain and Red River Regions to provide an Active Offer of services to clients in these areas.

### Healthy Child Manitoba Office

Directed by the Healthy Child Committee of Cabinet, the Healthy Child Manitoba Office (HCMO) works across departments and sectors to facilitate child-centred public policy development, knowledge exchange and investment, informed by evaluation and research on key determinants and outcomes of children's well-being within their families and communities.

In 2015/16, HCMO continued to partner with government departments, regional health authorities (RHAs), school divisions and community organizations to actively offer French language services (FLS) to Manitoba Francophone families, children and communities, as well as provide access to HCMO programs across Manitoba.

Provincial public consultations (*Cafés du Monde/World Cafes*) were held on the Child and Youth Mental Health Strategy. Invitations were sent to Francophone organizations and an ad was placed in *La Liberté*. Feedback from the *Cafés du Monde* will inform the Strategy in subsequent years. HCMO coordinated the G5 survey in 2015/16, the first-ever provincial survey of mental health in middle childhood. Surveys were offered in French and English. Francophone schools participated in the survey.

HCMO funded and supported the provincial Coalition francophone de la petite enfance et de la famille, a partnership of the Division scolaire franco-manitobaine (DSFM), the Société franco-manitobaine (SFM) and the Fédération des Parents du Manitoba (FPM). Under the umbrella of the Coalition, HCMO continued to support the Francophone Early Childhood Development (ECD) Hub Model, *Les centres de la petite enfance et de la famille* (CPEF). This

school-based hub model provides a comprehensive continuum of integrated services and resources for francophone parents of children from prenatal through to school entry. As of Spring 2016, there were 11 CPEFs and five satellite locations across the province. HCMO also funded and supported the provincial Francophone Parent Child Coalition, one of 26 parent-child coalitions in Manitoba who work with community partners to develop and deliver ECD programs and services across the province.

In response to the recommendations of the Manitoba Centre for Health Policy's Francophone health deliverable, HCMO continued to collect *Families First Screen* results by Francophone status and provide reports back to the Francophone community with these results. This information enhances the Province's capacity to respond to the strengths and needs of the Francophone community.

The Early Development Instrument (EDI) was collected in all DSFM kindergarten classrooms in 2015. The EDI survey, EDI Manitoba Guide, EDI Teacher Manual, and all other EDI teacher-training materials were provided in French. All three EDI information letters (delivered to teachers, school administrators, and parents) were provided in French. A new EDI report template was developed with built-in tutorials and reader's tips integrated throughout. Prior to the launch of the new report template, Manitoba's Division du Bureau de l'éducation française reviewed the content. The DSFM EDI report (2012-2013) is currently available on the HCMO website in both official languages. The DSFM EDI individual school reports will also be provided in French upon completion.

HCMO continued to support the implementation of PAX in Grade 1 classrooms across Manitoba. The DSFM implements PAX in their Grade 1 classrooms, as does Seine River School Division, which has a large proportion of Francophone students. PAX training materials are offered in French, as are all communications with French schools in DSFM and other divisions. Accommodations have been made to ensure that a French facilitator is present at trainings to assist Francophone participants. École Noël-Ritchot was selected for the Premier's official announcement of PAX in Manitoba. The PAX website is offered in French at [www.manitoba.ca/healthychild/pax/index.fr.html](http://www.manitoba.ca/healthychild/pax/index.fr.html) and a video of PAX implementation in French is now available on the site.

A number of urban and rural Manitoba community areas and regions with populations including Francophone residents were selected as pilot and trial sites for the Towards Flourishing (TF) Project. This Innovation Strategy project, funded from 2011 to 2015 by the Public Health Agency of Canada, had an overall aim of promoting the mental well-being of vulnerable families in Manitoba. The program has now received provincial funding through the Child and Youth Mental Health Strategy and will be made available, ongoing, to the entire province. All TF materials are available in French.

The TF team worked with the Coalition francophone de la petite enfance to explore ways of integrating the TF Mental Health Promotion Strategy into the lives of Francophone parents. A TF team member was part of a scoping exercise to determine the types of mental health services that are available to the Francophone community and a report is being prepared in both English and French. The CPEF piloted a group-based application of the TF curriculum and an evaluation report will be available in both English and French. Analysis and reporting for the overall TF Strategy evaluation are currently in process.

HCMO dedicates staff and resources towards a complement of evidence-based programs provided in both French and English, for example: the curriculum for *Roots of Empathy*, which focuses on building empathy in Kindergarten to Grade 8 classrooms; the Triple P Positive Parenting Program in Manitoba; and the *Families First* home visiting program. During 2015/16, HCMO supported the French translation of three *Healthy Baby* teaching resource kits. HCMO also supported the French translation of training and education resources for parents, youth and communities in programs such as Adolescent Development, FASD and Youth Suicide Prevention Programs.

As HCMO partners with RHAs, school divisions and community organizations to deliver programs and services, the availability of French-speaking human service professionals remains a barrier. Although recruitment of bilingual employees is a priority, the reliance on third-party service deliverers remains a significant challenge in meeting the commitment to deliver services to Manitoba's Francophone children and families.

Another challenge is that the Francophone community, its childcare centres, family resources, and schools are geographically spread out across the province and

require an innovative service delivery model. The implementation of the CPEF model, where multiple family support services are co-located, is a step towards addressing this challenge.

As HCMO introduces new evidence-based programs, often from beyond Canadian borders, lack of materials that are available in French becomes a constraint. There is either a lengthy time lag or the materials are difficult to produce in French (e.g., training videos). While every effort is made to produce French resources, the costs and challenges of providing materials in both official languages may result in inequities between Francophone children and other children in the province.

In 2015/16, Children and Youth Opportunities had seven and one half designated bilingual positions. All were filled with bilingual incumbents and there were no vacant positions. There was also one self-declared bilingual employee in a non-designated position, for a total bilingual capacity of eight and one half.

### Civil Service Commission

The Civil Service Commission (CSC) created a French Language Services (FLS) Committee responsible for implementing the Multi-Year Strategic FLS Plan. The Committee developed materials to help guide employees in providing quality human resource services in both official languages.

To support French-language outreach, the CSC offered information sessions in French to help individuals become more familiar with the Manitoba government's hiring process and the opportunities available. Information sessions have been delivered in French at various Bilingual Service Centres and at Pluri-elles, a Francophone employment, literacy and counselling agency. A list of Manitoba government job advertisements was also regularly distributed to various employment agencies and post-secondary institutions serving the Francophone community.

This year the CSC partnered with the Université de Saint-Boniface's École technique et professionnelle by offering on-the-job training to students through work practicums.

The CSC continued to ensure that information was made available in both official languages. This included communication with candidates, translation of Web content, program brochures, career fair displays, standard career advertisements in *La Liberté*, and the annual report.

Organization and Staff Development (OSD) and the Francophone Affairs Secretariat continued to work together to deliver the *DVD Français* learning series and Manitoba Active Offer orientation sessions for employees.

The CSC assessed its bilingual capacity and is working toward increasing bilingual representation for the Department. The CSC takes into consideration the Department's Multi-Year Strategic FLS Plan when recruiting for vacant positions, and supports employees who wish to learn French as a second language or improve French communication skills.

In 2015/16, CSC had 10 designated bilingual positions. Of these, six positions were filled with bilingual incumbents and four with non-bilingual staff. There were also 18 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 24.

### Conservation and Water Stewardship

Conservation and Water Stewardship (CWS) worked this year to improve services to the French community. French language services (FLS) are now actively offered in all Winnipeg offices. The Department developed a referral list to assist staff when a client requests FLS. The main answering system was amended to include information in both official languages.

The Parks Reservation Service automated messages were updated and made available in both official languages. Clients can also choose in which official language they would like to receive their confirmation letter.

The Department continued making public information available in both French and English. Examples of these include: highway signage and posters for "Don't Feed the Wildlife", advertisements for "Stop Aquatic Invasive Species", and online information concerning the Cottage Lot Draw.

Finding a bilingual staff person available to assist with Active Offer requests kept clients waiting too long. To eliminate this wait time, the Bilingual Service Centres agreed to be the Department's first point of contact to determine what the French-speaking client's needs are and to assure them that the information they required would be provided as soon as possible. One of CWS' own bilingual staff would then assist from that point on.

In 2015/16, CWS had 10 designated bilingual positions. Of these, six positions were filled with bilingual incumbents, two with non-bilingual staff, and two were

vacant. There were also 25 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 31.

### Education and Advanced Learning

Education and Advanced Learning continued its effort to advance the implementation of French language services (FLS) by ensuring that all print materials, websites, special events and promotional campaigns, were accessible in both official languages. The FLS staff supported these efforts by providing Department staff with the necessary tools to improve existing services.

The FLS Coordinator advises departmental staff on the FLS Policy and on the designation of bilingual positions issues. The following are a few examples of the help provided by the FLS staff:

- ensuring that Web-based public information was updated and accurate in both official languages;
- encouraging employees who expressed an interest in taking or continuing French language training by providing them with the appropriate training information and opportunities;
- offering training sessions on the Active Offer to staff of the department.

The Translation Unit coordinated the translation and proofreading of numerous documents, including: curriculum documents, distance learning material, funding material, Public Schools Finance Board material, FRAME Report material, Manitoba Public Schools Enrolment report material, Manitoba Student Aid material, Early Years Education material, Provincial Standard Tests material, Education Manitoba articles, Handbook for Professional Certification.

The Bureau de l'éducation française (BEF) continued to develop and administer educational programming relating to French-language education in the Français and French Immersion programs and Basic French Courses (English Program) clientele. This included curriculum documents, standards tests, and a variety of resources that were developed and implemented during the course of the year. The Curriculum Essentials guide for Grades 1 to 8 Mathématiques, Sciences humaines and Sciences was completed and published to support the work of Français and French Immersion teachers.

The BEF created a French Language Education Review Profile to support school divisions in the full



implementation of the French Immersion program and the successful delivery of French courses (English Program) within Manitoba schools. The BEF published the document *La langue au cœur du programme d'immersion française – Une approche intégrée dans la pédagogie immersive* supporting teachers in the integration of the French language in each subject area. The BEF continued to administer the Canada-Manitoba Agreement in Education.

The BEF and the Department of Canadian Heritage have facilitated the implementation of an assortment of initiatives in the area of French-language education and French-language instruction including the expansion of École Noël-Ritchot (St. Norbert community) and the opening of a new school for the Francophone community in Thompson. With respect to the governance of the Division scolaire franco-manitobaine (DSFM), the government approved an amendment to Manitoba Regulation 101/95 that altered the School Days, Hours and Vacations Regulation to accommodate the DSFM in offering regional rather than divisional Professional Development days.

The Direction des ressources éducatives françaises (DREF) continued working with its provincial and national partners to enhance its offer of digital content. DREF offered consultations and workshops in various urban and rural schools to raise awareness and facilitate the use of available educational resources. The DREF library coordinator also visited various schools to promote reading to students while providing teaching strategies to teachers.

The following challenges have been identified during 2015/16:

- The challenge for the FLS Coordinator was to create more opportunities to meet with all departmental employees in order to continue to raise awareness of the FLS Policy.
- Staffing restrictions and limitations faced by branches during the fiscal year made them opt to open their staffing pool by de-designating bilingual positions to facilitate filling vacant positions in a quicker manner. The FLS Coordinator fostered several discussions to encourage the Department to consider filling those previously bilingual vacant positions with bilingual personnel.

In 2015/16, Education and Advanced Learning had 90 designated bilingual positions. Of these,

77 positions were filled with bilingual incumbents, six with non-bilingual staff, and seven were vacant. There were also 36 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 113.

## Finance

Manitoba Finance continued to offer services in both official languages to citizens in person, by telephone, in writing and by way of hearings. Central to this service is ensuring frontline staff provides an Active Offer of French language services (FLS).

Staff in the Tax Assistance Office, Seniors' School Tax Rebate Office, Fiscal Research Division, Taxation Division, Treasury Board Secretariat, Francophone Affairs Secretariat, the Public Utilities Board and the Manitoba Financial Services Agency (a Special Operating Agency) are capable of providing a wide array of FLS to clients.

Manitoba Finance continued to have a significant number of bilingual staff in non-designated positions. The Department also supported staff that participated in French language training offered through the Francophone Affairs Secretariat, which further strengthened the Department's capacity to offer services in both languages.

Manitoba Finance maintained desired levels of translation by making use of existing resources, with a focus on translating documents that meet the needs of French-speaking Manitobans or that relate to government priorities.

Budget 2015 documents, including the Budget itself, the Estimates of Expenditure and Revenue, and the Budget Speech were available in both French and English. Also available in both official languages were the Government's Annual Report, Financial Management Strategy Report on Outcomes, Appendix II: Supplementary Financial Information from the Province's Economic and Fiscal Outlook, and all information tax bulletins. Most of the Department's website, as well as statutory forms produced and utilized by the Department, are in both official languages.

The Public Utilities Board (PUB) joined Finance in November 2014. All PUB public notices and hearings are in English and French. Early in 2016, a policy decision was made to publish water and waste orders in both official languages in French/bilingual municipalities.

The Manitoba Financial Services Agency, which encompasses the Manitoba Securities Commission and Financial Institutions Regulation Branch, was able to provide frontline and administrative FLS to clients. The Manitoba Securities Commission had the capacity to hold administrative hearings in either official language using simultaneous interpretation.

In 2015/16, Manitoba Finance had 37.6 designated bilingual positions. Of these, 24.6 positions were filled with bilingual incumbents, 12 with non-bilingual incumbents and one was vacant. All 17 positions at the Francophone Affairs Secretariat are designated bilingual positions. Of these, 15 positions were filled with bilingual incumbents, and two were vacant. There were also 73 self-declared bilingual employees in non-designated positions at Manitoba Finance, for a total bilingual capacity of 112.6.

## Health and Social Services

### 1. Manitoba Health, Healthy Living and Seniors

Manitoba Health, Healthy Living and Seniors (MHHLS) continued to offer a full range of French language services (FLS) to the public through its bilingual website, bilingual telephone information services, its French and bilingual resources, its bilingual staff and its full-time bilingual FLS Coordinator.

A noteworthy accomplishment was the approval of the Human Resources French Language Policy for Health Care Services. The policy will provide guidance to designated health care facilities, programs and services and Regional Health Authorities in Manitoba in order to offer a consistent approach in the management and planning of human resources related to the delivery of FLS.

The FLS Coordinator represented the Department on the Santé en français Managerial Round Table where issues such as the evaluation of FLS plans and language training, in person and via telehealth, are discussed.

The Department had almost 350,000 words translated, covering a variety of subjects and public information campaigns, such as bed bug, vaccination and tobacco cessation information, long-term care surveys and fact sheets. The FLS Coordinator facilitated the ongoing translation of public health kits for the Healthy Baby Program. The volume of material produced by MHHLS, combined with short or critical deadlines, can make it challenging to provide French printed material simultaneously with the English language material.

Two new bilingual staff were hired to improve service to French-speaking clients in the Insured Benefits Client Service area located at 300 Carlton Street.

In 2015/16, MHHLS had 13 designated bilingual positions. Of these, seven positions were filled with bilingual incumbents and six with non-bilingual staff. The number of bilingual employees in non-designated positions is not known at the present time. The total bilingual capacity is seven.

### 2. Regional Health Authorities (RHAs)

#### *Winnipeg Regional Health Authority (WRHA)*

Bilingual employees of the WRHA provide service and support to patients, residents and their families across the Region every day. From essential patient information, forms, websites and advertising to signage, donor recognition and way-finding, reflecting both official languages is essential to the Region's culture and character. Language identification and preference is assured at intake at designated sites and programs.

#### French Language Services (FLS) Implementation Highlights

- Launched the *Connected Care / Soins branchés* app simultaneously in English and French.
- As one of several initiatives to mark the 15<sup>th</sup> Anniversary of FLS, created the biannual award "*Prix du Champion*" to recognize outstanding efforts of an employee who either provides or facilitates service in French.
- Launched "C'est le patient qui compte" [it's the patient that counts] to explain the Active Offer concept: what it is and how it impacts care.
- Held the Region's first Local Health Involvement Group in French, in partnership with Santé en français.
- Built FLS requirements into the design phase of the Region's new human resource management software program.
- All new public information materials are created bilingual. All advertising is bilingual. A total of 231 documents were translated in 2015/16.
- French language training: two evening programs (44 employees) and four daytime programs (65 employees) for a total of 109 employees trained across the Region.



- Twenty-five designated bilingual positions were posted in corporate and community offices in 2015/16; 18 were filled with bilingual incumbents.

### Specific Challenges and Innovative Strategies

A persistent challenge remains the provision of services delivered by employees in highly-specialized positions outside of the WRHA's designated facilities or programs. A program was conceived in 2015/16 (to be delivered in 2016/17) to identify French language capacity amongst existing staff who could be quickly trained up to a functional level. Eligible staff would be those in mid-career, who are committed to, and stable in, their positions and who have at least a high intermediate level of French. These employees, with the support of their managers, would initially receive 10 hours of one-on-one tutoring in exchange for their agreement to make an Active Offer to their clients.

The second greatest challenge is access to available training funds to allow the WRHA to provide staff language training on a more comprehensive and greater scale (e.g. longer duration of tutoring, immersion opportunities, etc.)

### Statistics on Bilingual Capacity 2015/16

Number of Designated Bilingual Positions (DBP)*	847.77
Number of Designated Bilingual Positions Filled With Bilingual Incumbents*	461.61
Number of Designated Positions Filled With Non-Bilingual Incumbents**	310.2
Number of Vacant Designated Positions	Unavailable
Number of Non-Designated Positions Filled With Bilingual Incumbents*	598
<b>Total Bilingual Capacity*</b>	<b>1,059.61</b>

\* DBPs are expressed as EFT (equivalent full-time), not as number of positions. Total includes St. Boniface Hospital.

\*\* Partial statistics only; does not include St. Boniface Hospital, among other sites.

**Note:** Based on an anonymous self-declaration in the 2015 Aon Hewitt Staff Engagement Study, 14% of 15,000 respondents declared speaking both official languages. The study includes all of WRHA Corporate and Community, hospitals, some long-term care facilities, but few funded sites. 377 more employees declared themselves as bilingual in 2015 than in 2014.

### Southern Health-Santé Sud

Southern Health-Santé Sud continues to keep on pace with significant FLS initiatives and accomplishments. The 2013–2016 Strategic FLS Plan serves as a solid roadmap presenting an integrated approach in providing access to bilingual health services. Language identification and preference is confirmed through Active Offer at intake at designated bilingual sites and programs.

The Southern Health-Santé Sud FLS Advisory Committee, comprised of staff from various programs, services and sites across the region meets regularly to provide advice and guidance on matters pertaining to policies, programs and practices involving the use of FLS. The focus for 2015/16 was an extensive review of policies and procedures as well as the human resources recruitment and selection procedures, to ensure consistent wording and approach relevant to recruitment and hiring practices.

The Tables de concertation régionales du Centre and Sud-Est (regional round table) officially represent the region's French-speaking communities. Southern Health-Santé Sud participated in all meetings of the Tables in 2015/16 including:

- A first meeting of the Groupe de participation local en matière de santé (French-speaking Local Health Involvement Group), with very good participation and discussion on ethics.
- *Mon équipe santé*, a primary care network which puts the person at the centre of an integrated community of health providers, where team members all work together to provide the service a person needs, with a focus on the Region's Francophone and bilingual population.
- *Dès le début*: The Fédération des Parents du Manitoba sponsored a Coalition francophone de la petite enfance du Manitoba project whose goal is to improve the active offer of FLS designed to contribute to healthy early childhood development in Manitoba's Francophone community. The project aims to develop, implement and evaluate a strategy to ensure that Southern Health-Santé Sud identify Francophones during pregnancy and at birth and actively offer them available French-language programs and services, namely those offered through the Centres de la petite enfance et de la famille (CPEF). Findings of the initiative were presented in fall 2015, followed by facilitated workshops held in

region in early 2016. The workshops were attended by Southern Health-Santé Sud Public Health-Healthy Living Regional Managers, Public Health Nurses, Families First Home Visitors and Healthy Baby Coordinators working in the communities served and together with the seven CPEF sites located in the Region.

### French Language Services (FLS) Implementation Highlights

- Initiative to incorporate data on the region's 600+ designated bilingual positions into a centralized QHR (payroll) system. The QHR database allows the RHA to monitor designated bilingual positions and activity/status of designated bilingual positions filled by bilingual incumbents. The system also generates various reports including profiles by program/service and an overall picture of designated bilingual positions. This year-long project – a first in the province – is deemed best practice to support hiring/monitoring efforts for designated bilingual positions.
- Signature of the CUPE Letter of Understanding regarding FLS, effective December 8, 2015.
- Publication of a bilingual newsletter twice per year, in addition to bilingual radio spots airing monthly on various radio stations across the region.
- A total of 123 employees participated in “Active Offer ... à la mode” sessions, an upbeat interactive workshop developed to help participants to better understand the concept of Active Offer.
- The FLS Unit coordinated 211 translation requests in 2015/16 for Southern Health-Santé Sud sites, programs and services.

### Accreditation – Linguistic Standards

In addition to being accredited in 2015, Southern Health-Santé Sud was selected and participated in a national pilot project with a focus to assess the organization's ability to provide health services to linguistic minorities. The emphasis of the Accreditation Visit which took place at the Hôpital Ste-Anne Hospital on March 23, 2016 was an evaluation framework around FLS.

In addition to testing the assessment tools, Accreditation Canada was seeking to better understand the region's ability to ensure access to high-quality bilingual health care services across the continuum of care.

The participating organization receives a summary of its results based on the findings of the on-site survey. The summary can be used as a guide learning opportunities as part of the cycle of ongoing quality improvement. Surveyor comments were very validating, sharing that “FLS services in your region is A+ and awesome. I would rate most of the standards met and extremely high. We would rate your status as ‘exemplary’”.

### Statistics on Bilingual Capacity 2015/16

Number of Designated Bilingual Positions	609
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	339
Number of Designated Positions Filled With Non-Bilingual Incumbents	237
Number of Vacant Designated Positions	33
Number of Non-Designated Positions Filled With Bilingual Incumbents	Unavailable
<b>Total Bilingual Capacity</b>	<b>Unavailable</b>

### Interlake-Eastern Regional Health Authority (IERHA)

As the IERHA continues to move forward with the Active Offer of services in French, the need for French-speaking staff becomes more pronounced as do the challenges around recruitment of bilingual staff. The St. Laurent Community Health Centre's administrative assistant position was designated bilingual and work began to develop a policy regarding designation of bilingual positions.

In partnership with Manitoba Health, an Active Offer workshop was provided for staff at the St. Laurent Health Centre and a presentation for managers was developed with the assistance of Santé en français. Regular promotion of FLS to staff was done through the weekly and monthly staff newsletter to increase awareness of services and promote Active Offer. FLS presence on IERHA's Intranet was expanded through a partnership with its internal education department. Nine staff members accessed French language learning courses through the Université de Saint-Boniface, while fourteen accessed the lending library for self-directed learning.

### French Language Services (FLS) Implementation Highlights

Community meetings were held in St. Laurent and in St-Georges to share information, implementation and

progress of the FLS Plan as well as to obtain feed-back from the community on issues that were important to them. IERHA participated in a provincial working group to study options on how to best measure client experience relative to FLS. This has been identified as one of the contributors to the big dot evaluations.

The IERHA's commitment to healthy communities is built into the FLS Coordinator positions. This innovative weaving of FLS with primary care and community wellness resulted in several examples of service delivery:

- Bilingual Mobile Wellness Events (St-Georges; St. Laurent; Beausejour).
- Public Health and Dietitian provided bilingual services for the "Foire de la petite enfance" in St-Georges.
- Active Offer was delivered at flu clinics and school immunization campaigns in St. Laurent.
- *Healthy Together Now* expanded across the region and was promoted in both official languages in designated areas. Active Offer assisted in two Francophone/bilingual projects being funded in St. Laurent and one in St-Georges.
- Community Wellness *What's in your Lunch* display boards and handouts were produced in both official languages.

The IERHA's two FLS Coordinators participated in all meetings of the Santé en français Managerial Round Table, and they also participated in two ad-hoc provincial committees.

#### Statistics on Bilingual Capacity 2015/16

Number of Designated Bilingual Positions	27.37
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	19.2
Number of Designated Positions Filled With Non-Bilingual Incumbents	6.0
Number of Vacant Designated Positions	2.19
Number of Non-Designated Positions Filled With Bilingual Incumbents	Unavailable
<b>Total Bilingual Capacity</b>	<b>Unavailable</b>

#### Prairie Mountain Health

Prairie Mountain Health undertakes to provide health care services to its French-speaking population in accordance with the Manitoba government's FLS Policy, Regulation 46/98 of the Regional Health Authorities Act (C.C.S.M. c 34). In the absence of an approved FLS Plan for Prairie Mountain Health, the Board of Directors has maintained in effect the former Parkland RHA's FLS Plan and the former Assiniboine RHA's FLS Plan.

The following facilities are designated within Prairie Mountain Health to provide FLS:

- Birtle Health Centre;
- \*Ste. Rose General Hospital\*;
- Dr. Gendreau Personal Care Home (Ste. Rose)\*.

\* These are affiliate facilities operated by the Catholic Health Corporation and governed by their own Board of Directors

RHA staff determines the language of preference of clients at the time of access to service. It is expected in 2016/17 that a more robust language access service will be implemented in Prairie Mountain Health.

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

- Prairie Mountain Health Strategic Plan 2016–2021;
- Community Health Assessment – Executive Summary
- Maildrop information sheet on temporary suspension of acute and emergency department services in Ste. Rose;
- Application forms for becoming a member of the Local Health Involvement Groups;
- Public Health (Manitoba Health) posters such as *Cover Your Cough*.

#### Statistics on Bilingual Capacity 2015/16

Number of Designated Bilingual Positions	6
Number of Designated Bilingual Positions Filled With Bilingual Incumbents	6
Number of Designated Positions Filled With Non-Bilingual Incumbents	6
Number of Vacant Designated Positions	0
Number of Non-Designated Positions Filled With Bilingual Incumbents	Unknown 2+
<b>Total Bilingual Capacity</b>	<b>Unknown</b>

### 3. Addictions Foundation of Manitoba

The following are highlights of the Addictions Foundation of Manitoba (AFM) French language services (FLS) achievements and initiatives in 2015/16:

- Active Offer of FLS was a priority at the designated sites.
- AFM facilitated 26 presentations and workshops on prevention and education in French (730 middle year and senior students participated).
- There was Francophone representation on the Board of Governance.
- There has been no loss of bilingual staff or position.
- AFM continued to identify employees who work across its programs and are able to provide FLS when required.
- All AFM postings included proficiency in French as an asset. However, recruitment for bilingual positions in the rural areas was challenging.
- The Knowledge Exchange Centre had over 20 French-language books about Addiction available to the public.
- The content of the website was continually updated to ensure all translation requirements were met.
- Translation continued to be a priority, when internal literature that is available for all Manitobans was reviewed.

In 2015/16, AFM had five designated bilingual positions. Of these, four positions were filled with bilingual incumbents and one with a non-bilingual incumbent. There were also 16 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 20.

### 4. Family Services

Manitoba Family Services launched the French Language Services (FLS) Active Offer Training video presentation as part of the Department's online pre-orientation for new staff and for Active Offer information to be accessible to all Department staff in general. This ensured that new staff could be directed to the training and understand the requirements of Active Offer in a timely manner once commencing employment. The topic of Active Offer also continued to be part of the quarterly departmental orientation sessions held for new employees.

The Department has implemented hiring procedures to support preference for French-speaking candidates

in non-designated positions in all open competitions in order to increase the Department's bilingual capacity and the overall ability to offer FLS.

Formal tracking of French-speaking staff within the Department for both designated and non-designated positions was updated to ensure ongoing capacity to provide services and general responses to inquiries in French.

In 2015/26, Family Services translated 306 documents from English to French and 11 documents from French to English. In order to support priority projects and initiatives, the Department coordinated the translation of the following important public documents:

- Materials announcing and providing information on the Early Learning and Child Care new Wage Enhancement Grant.
- Materials to commemorate 100 years of women's right to vote and materials for the Manitoba Status of Women *Break the Silence on Violence* awareness campaign.
- Information on the expansion of the client group that is eligible to receive assistance from the Fair Practices Office, to include *marketAbilities*, Children's disABILITY Services, Community Living disABILITY Services, and Early Learning and Child Care subsidy.
- The launch of a new Accessibility for Manitobans Act website that provides information to public and private organizations regarding how to comply with the Act.

The Department's FLS Coordinator resigned in July 2015. The Department has been actively working towards filling the vacancy with a fully-bilingual candidate and will be moving into a second hiring competition to continue with this important work.

The Department's staff has ensured all core FLS were provided through interim coverage provided by French-speaking staff in other positions. This included representation at the quarterly meetings of the social services managerial round table to ensure ongoing networking and information sharing on behalf of the Department.

In 2015/16, Manitoba Family Services had 72 designated bilingual positions. Of these, 57 positions were filled with bilingual incumbents, 13 with non-bilingual staff, and two were vacant. There were also 55 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 112.

## 5. Santé en français

Santé en français was designated by the Manitoba government as the official representative of the Francophone community in the areas of health and social services. It provides leadership and coordination in facilitating access to quality French language services (FLS) in these areas.

In 2015/16, further to the recommendations of Santé en français and a working group, the Manitoba government adopted a human resources policy on the designation and staffing of bilingual positions. This was a first!

In 2015/16, Santé en français assisted designated bilingual health and social service institutions in developing their FLS Plans to ensure that they meet the needs of Manitoba's Francophones. The Métis Authority presented a first draft of its FLS Plan to the social services managerial round table. The General Authority is currently preparing the second edition of its FLS Plan.

In partnership with Southern Health-Santé Sud, Santé en français carried on with an innovative strategy to recruit nursing staff in the Southern Health-Santé Sud region by creating practicums in that area of the province. It is the second edition of this initiative that makes it possible every year to offer a practicum to and hire graduates of the Université de Saint-Boniface (USB) nursing program.

Twenty-nine graduates from the USB's nursing programs visited five facilities in the Southern Health-Santé Sud region in October 2015: Ste. Anne Hospital, De Salaberry District Health Centre, St. Claude Health Centre and Notre Dame Hospital and Foyer. Four practicum placements resulted in two hirings.

In 2015/16, as part of activities related to careers, recruitment and promotion, contacts were made with 127 students outside Manitoba who will graduate over the next two years and who indicated an interest in working in Manitoba. Contacts were also established with 93 professionals who are available for hiring. These activities resulted in two bilingual individuals being recruited at designated facilities (audiologist and nurse manager).

The following are highlights of Santé en français' achievements in 2015/16:

- A total of 167 learners – 142 from the health field and 25 from social services – enrolled in French language

training, at levels ranging from beginner to advanced, in Winnipeg and rural areas.

- Distance training through Manitoba Telehealth was provided in 11 rural locations: Boundary Trails, Eden, Eriksdale, La Broquerie, Portage la Prairie, St-Pierre-Jolys, Ste. Anne des Chênes, St. Claude, St. Jean Baptiste, Sprague, and Steinbach.
- Three learners (two from St. Boniface Hospital and one from Southern Health-Santé Sud) participated in the Élan immersion program (Intermediate 4 level) during the 2015 spring session.
- A total of 659 documents were translated with 642 documents related to health and 47 documents related to social services.
- A total of 181 language skills assessments were carried out for social services and health. The success rate was 65%.
- Ten grants were awarded by way of the Nurses Recruitment and Retention Fund.
- Fifteen presentations were given in six DSFM and immersion high schools on careers in health and social services for 290 students.
- Santé en français participated in a number of career symposia including career fairs at the Université de Moncton (New Brunswick), the University of Ottawa (record number of visits with 65 resumes received), and in Brandon, Manitoba.
- Initiative to promote practicums in rural areas for social work graduates – meeting attended by representatives of the USB school of social work, Southern Health-Santé Sud and Santé en français to explore the initiative's feasibility.
- *Santé en français* participated in a number of health symposia and fairs: annual medical conference of the Médecins francophones du Canada (Québec); health fair at Laurentian University in Sudbury, Ontario; fair of the Family Medicine Forum in partnership with Manitoba Health and the Office of Rural and Northern Health; promotion of Discovery Day at the University of Manitoba (career promotion for high school students); support for Discovery Day at the University of Manitoba, organized by the Canadian Medical Hall of Fame; booth providing instructional materials on career promotion during the fall conference of the Éducatrices et éducateurs francophones du Manitoba.



- The USB component of the Consortium national de formation en santé (CNFS) invited bilingual medical students and residents at the University of Manitoba, as well as preceptors, to a holiday reception. Santé en français was invited to present remarks at the event.

## Housing and Community Development

Awareness of Manitoba Housing and Community Development staff of the requirements of the French Language Services (FLS) Policy continued to be an area of focused effort. Department staff is reminded that they must actively offer FLS in oral, written, and electronic formats. The Department continued work to ensure that FLS be of comparable quality to services offered in English.

Manitoba Housing continued to have bilingual staff in Notre Dame de Lourdes, St-Pierre-Jolys and St. Vital, available to respond to the needs of tenants in Francophone areas of the province.

Department staff in non-designated positions who speak French were asked if they were willing to provide brief French-language interpretation services when a French-language inquiry is received, either in person or by telephone. The names of staff willing to do this were compiled on a list that was distributed internally in 2015/16.

The Community Places Program continued to have bilingual staff in Winnipeg and worked in partnership with Children and Youth Opportunities in rural areas to provide support for grant applications from Francophone organizations across the province. The Community Places Program updated its application and website information. This information was concurrently created in French and English. In 2015/16, the Community Places Program funded three Francophone organizations in the City of Winnipeg: Alliance Française du Manitoba inc., Les enfants précieux inc., and Les Franco-Lions de Lacerte inc.

In 2015/16, Manitoba Housing started an initiative to create a new information technology system to manage information about applicants, tenants, and Manitoba Housing owned properties. One of the features of the new technology will be the ability to automatically provide documents to tenants in the official language of their choice, which is not possible with the current system.

A strategy to translate the most frequently requested tenant letters was also implemented. Ten letters were

identified, translated, and distributed internally to relevant staff in the Standards and Resolutions Branch and Property Services.

As part of the on-going priority initiative to translate all necessary Web pages and update pages concurrently with English revision, more than 20,000 words were translated including 10 Web pages.

In 2015/16, Housing and Community Development had three designated bilingual positions. All three positions were filled with bilingual incumbents. There were 11 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 14.

## Infrastructure and Transportation

Throughout 2015/16, Manitoba Infrastructure and Transportation (MIT) maintained its effort in regards to the delivery of French language services (FLS).

### *Transportation Policy/Motor Carrier Division*

Several initiatives have been undertaken to better support service delivery to the Francophone community.

- The Motor Carrier Division continued to include in French all Web content updates to the Motor Carrier Division site, in addition to the inclusion of French in industry letters pertaining to legislative change tied to the amendment of the Highway Traffic Act (Bill 41) and Division brochure materials.
- The Motor Carrier Division updated its online safety fitness application to include access to French-language application.

### *Emergency Measures & Protective Services Division*

The following measures were undertaken by Emergency Measures (EM) and Protective Services Division to better support service delivery to the Francophone community.

- EM issues public awareness alerts on Alert Ready, the National Public Alerting System. The messages contain audio files and alert message text in both English and French.
- Banners that are used for the EM provincial training workshops and conferences have been produced in both English and French.
- EM's website is available in French for both the regular Web pages as well as the mobile-friendly pages. As new pages are developed or edited, new French content becomes available.



- Bilingual Public Safety Answering Point certificates were designed and distributed.
- French versions of letters were produced as required for Disaster Financial Assistance (DFA) claimants.
- Through internal transfers, the Protective Services Branch has ensured that a bilingual staff person is available in the Legislative Building kiosk every day.
- EM and Protective Services staff attended an Active Offer session. Based on suggestions from the session, both EM and Protective Services have developed a referral list of French-speaking employees.

In 2015/16, Infrastructure and Transportation had two designated bilingual positions. Of these, one position was filled with bilingual incumbent and one was vacant. There were also eight self-declared bilingual employees in non-designated positions, for a total bilingual capacity of nine.

## Justice

Manitoba Justice continued to recruit bilingual staff for the designated positions as well as considering French language skills as an asset for any position. In addition, the number of vacant designated positions as of March 31, 2016, has decreased by 15 from the previous fiscal year.

Manitoba Justice continued to enable staff to upgrade their French-language skills through training programs at the Université de Saint-Boniface and the Alliance Française du Manitoba. Staff across the Department were also given the opportunity of attending intensive, national and federally-funded programs held each year to maintain their fluency in French legal terminology. Bilingual staff is also being encouraged to speak in French with non-bilingual staff to the extent possible, to build the capacity of staff with French knowledge and background but who are not comfortable as yet providing French language services (FLS).

Communications posted on the Manitoba Courts website are routinely made in both English and French for all areas of the Department.

On February 29, 2016, court services previously provided at the St. Boniface Court House at 227 Provencher Boulevard moved to a new location at 614 Des Meurons Street. Renovations are currently underway for the remaining areas of the court office.

The Family Justice Resource Centre (FJRC) pilot project is a coordinated response, by the departments

of Justice and Family Services in addition to involving the judiciary of the Family Division of the Court of Queen's Bench, to family justice related inquiries by persons experiencing a family breakdown. A week-long media campaign in both English and French was held in January 2016 when the centre officially opened. Signage, website, and social media announcements were published in both official languages. The staff at FJRC will coordinate a French-language response to inquiries made in French or when FLS are requested.

Manitoba Justice is showing a sharp increase in the number of persons able to provide bilingual services. Last year, Justice reported a capacity of 136 and this year of 161. Justice will continue to work towards having bilingual capacity in each division and will continue to work towards having a greater understanding of who in each division has that capacity.

The Department does face challenges in hiring and retaining staff in some of the bilingual positions, most notably in positions for legal translation. In particular, the senior legal translator position is difficult to fill as the pool of appropriately qualified candidates is very small because they require a good working knowledge of the legal system and legal terminology.

The Judicial Justices of the Peace (JJP) continued to be some of the most difficult positions to recruit for in terms of bilingual capacity. There is legislation that limits the number of JJPs that can be appointed. The JJPs play a significant role in the Summary Conviction Court. That court deals with matters related to summary offences, the most common of which are highway traffic offences. This court has the highest volume of customers and most of the traffic is walk in. This is also where the Department finds the majority of requests for FLS, not just for JJP positions but for the other front-line positions working there such as: cashiers, staff justices of the peace, intake and the JJP/Crown attorney triage support coordinator.

Of the service complaints that the Department received, the most common complaint is in relation to service at the Summary Convictions Court. In 2015/16, the Summary Convictions Court has been able to increase French-speaking staff by four people. The Courts Division continued to look for solutions to the JJP issue; however because of the nature of the service and the limitations of available skilled staff, it continued to be challenging.

In 2015/16, Manitoba Justice had 66 designated bilingual positions. Of these, 61 positions were filled with bilingual incumbents, two with non-bilingual staff, and three were vacant. There were also 100 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 161.

## Jobs and the Economy

The Department of Jobs and the Economy is responsible for programs aimed at fostering entrepreneurship, business transformation and technology, and trade. Four divisions and agencies – Science, Innovation and Business Development; Manitoba Bureau of Statistics; Industry Consulting and Marketing Support; Industry Consulting and Financial Services – did not report any French language services (FLS) accomplishments for the fiscal year. Here are some major accomplishments reported by the other divisions and agencies for 2015/16.

### Industrial Technology Centre (ITC)

The Industrial Technology Centre (ITC), a Special Operating Agency, has translated its technical service descriptions into French, and these are available on ITC's website. ITC has one staff member who is able to answer client requests in French, as required.

### Workforce Development and Income Support Division

Strengthening and modernizing service delivery to meet the needs of individuals, employers, businesses and organizations remained a high strategic priority for the Division. Providing relevant value-added services was furthered with the delivery of services and materials in French when needed through Industry, Training and Employment Services, Apprenticeship Manitoba, and Employment and Income Assistance programs.

Industry Services worked with business throughout the province to provide human resource development planning and training services. These services continued to be well utilized by companies, including Francophone businesses looking to upgrade their employee skills and knowledge levels.

Through the Building for Tomorrow Summer Camp Initiative, Apprenticeship Manitoba partnered with the Division scolaire franco-manitobaine and the Economic Development Council for Manitoba Bilingual Municipalities (CDEM) to deliver a one-week camp offering 15 Francophone youth hands-on exposure to

the skilled trades. The summer camp, instructed entirely in French, was delivered in July 2015 at the Manitoba Institute of Trade and Technology.

The Division continued to provide FLS, including fact sheets outlining programs and services in both English and French, and the implementation of an Integrated Voice Response system that ensured clients received a quick and effective response in the official language of their choice.

In the Winnipeg Region, Training and Employment Services had seven designated bilingual positions, including three vacancies. The main challenge continued to be the recruitment of bilingual staff. The Manitoba Jobs and Skills Development Centre on St. Mary Avenue is a bilingual centre where there is an Active Offer of FLS. All bilingual staff have signage indicating they provide services in both official languages. Discussions have begun with the new ACCESS centre on Goulet Street to have a presence to provide FLS to individuals looking for employment related information. Industry Services have two bilingual staff, but no designated bilingual positions.

One dedicated bilingual position within Training and Employment Services maintained the development of programs through Francophone organizations in Winnipeg that aim to assist Francophone individuals with Self-Employment programs and Employment Assistant Services.

Employment and Income Assistance (EIA) Programs has two bilingual persons in non-designated positions. The program remains committed to maintaining the following French-language activities:

- EIA case category and Rent Assist brochures and program factsheets, as well as Active Offer statement are available in French;
- EIA General and Rent Assist Application forms are available in French;
- The bilingual website.

### Manitoba Trade and Investment

Manitoba Trade and Investment has worked with Translation Services to develop bilingual materials including: new content for its website [www.Manitoba-Canada.com](http://www.Manitoba-Canada.com); the *Manitoba Quick Facts* brochure; and a brochure and signage for *Agritechnica 2015*, a tradeshow held in Germany in November 2015 (Manitoba Trade and Investment coordinated two Western Canada Pavilions).

## **Entrepreneurship Manitoba**

In 2015/16, Entrepreneurship Manitoba continued its proactive approach to implementing the FLS Policy throughout its programs and services. Public-facing frontline services, including business registration, business counselling and business skills development were all available in French.

To further support Francophone entrepreneurs, a total of three “Three-day Business Planning Workshops” were held in French in partnership with the CDEM. Entrepreneurship Manitoba also delivered programming in partnership with the World Trade Centre Winnipeg (WTCW). This included the delivery of eight business seminars held in Notre Dame de Lourdes, St-Pierre-Jolys, St. Boniface, and St. Laurent. Several of these seminars were broadcast on the Internet and accessible to all Manitobans.

The Department provided support towards the WTCW for the coordination and facilitation of three trade missions held in 2015/16. A total of 16 businesses participated in the missions, and 189 meetings were conducted with out-of-province firms. The missions offered local entrepreneurs opportunities to expand their markets into the national Francophone community.

Entrepreneurship Manitoba provided consultative and other supports towards several initiatives, including activities delivered by the St. Boniface Francophone Chamber of Commerce, the CDEM, and the WTCW.

Entrepreneurship Manitoba’s public-facing frontline services were made available in French at both the Companies Office and Business Services divisions. In addition, business counselling and support services, business information, forms and business guides were offered in both French and English.

The Agency’s website and content is bilingual. Entrepreneurship Manitoba also maintained several websites and online tools on behalf of the Manitoba Government. These included the BizPal site (PerLE), the Manitoba Business Portal (Portail des entreprises), the Companies Office Online Reservation System, and the Agency’s BizPa\$ (LienAffaire) programs and services directory.

A continuing challenge faced by Entrepreneurship Manitoba is the lack of human resources to develop and deliver seminars and workshops in French as well

as additional programming in French. To overcome this challenge, the Agency continued to seek out and develop working relationships and partnerships with community organizations to assist in the delivery of programming in French.

In 2015/16, Jobs and the Economy had 13 designated bilingual positions. Of these, 10 were filled with bilingual incumbents and three were vacant. There were 10 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 20.

## **Labour and Immigration**

Manitoba Labour and Immigration is responsible for the effective delivery of programs and services pertaining to workplace safety and health, employment standards, labour relations, pension plans and public safety. It is also responsible for developing and fostering Manitoba’s immigration strategy.

In 2015/16, Labour and Immigration had nine designated bilingual positions. Of these, six positions were filled with bilingual incumbents, one with non-bilingual staff, and two were vacant. There were also 16 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 22.

## **Immigration and Economic Opportunities (IEO) Division**

In 2015/16, the IEO Division of Labour and Immigration (LIM) continued to work with Francophone community partners to implement its Francophone recruitment, settlement, and retention strategy to support increasing Francophone immigration to 7% of Manitoba’s annual immigration intake. In 2015, Manitoba received 429 French-speaking immigrants, the fifth highest level since modern recordkeeping. The retention rate for French-speaking immigrants was 87%.

In 2015/16, the IEO Division launched the *Système de déclaration d’intérêt*, which allows potential immigrants to submit immigration application documents in French. The French version of the 2014 *Immigration Facts Report* was also made available on the former LIM website in October 2015. In addition, 10 Career Development Newcomers modules were completed in French in January 2016. This resource is used by career development practitioners in employment agencies to provide information and training to newcomers on entering the Manitoba labour market.

In 2015/16, IEO undertook the following recruitment and promotional activities:

- IEO helped to organize information sessions to international students at the Université de Saint-Boniface (USB). Twenty-five people attended and 33 applicants nominated through the Manitoba Provincial Nominee Program (MPNP) in 2015 attended USB.
- IEO participated in three strategic planning sessions with Réseau en immigration francophone du Manitoba (RIF) to promote Francophone immigration to Manitoba, resulting in a completed RIF-Strategic Plan for 2015-2020.
- IEO continued to work with Région Basse-Normandie [Lower Normandy] in France to encourage the exchange of young people for the purpose of undertaking work placements, internships, and student exchanges as well as encourage the exchange of teachers and other professionals.
- IEO provided support for the launch of the *Semaine nationale d'immigration francophone* [national francophone immigration week] in November 2015 which helped to promote awareness and dialogue about Francophone immigration challenges and successes.

Other ongoing French-language or bilingual materials and services provided by IEO in 2015/16 include:

- IEO's online application program "PCM en ligne" for potential Francophone immigrants wanting to apply to the MPNP. Over 103 people applied to the MPNP through "PCM en ligne" in 2015/16.
- French-language materials provided to the **immigratemanitoba.com** website. During the 2015 calendar year, 210 Francophone applicants were nominated by the MPNP.

### Labour Division

#### *Employment Standards, Worker Advisor's Office*

Employment Standards and Worker Advisor's Office are committed to providing all services to the public in both official languages. There are bilingual Officers able to communicate orally with callers over general inquiry phone lines. All website material is made available in French and all correspondence is translated, should the need arise.

Employment Standards and Worker Advisor's Office continued to use Active Offer over the General Inquiry phone line, which serves all of Manitoba. There are Officers able to answer all questions in French to callers at any time of the business day. For those members of the public who have filed a claim or who are in contact with the Worker Advisor's Office, an Officer is available to communicate in French throughout the investigation.

Occasionally, when a bilingual Officer is not available, Employment Standards and Worker Advisor staff can access a third-party language phone line. This line can be accessed at any time and will provide an interpreter immediately for multiple languages including French.

All public education material including descriptions of what services each program offers, question and answer fact sheets, valid licence holder list, proactive investigation summaries, and announcements of any new laws was provided in French and easily accessible to the public. This was the main method of communicating with the public for Employment standards. The website was very active, receiving approximately 350,000 unique visitors yearly.

### Workplace Safety and Health (WSH)

Accomplishments for 2015/16 include:

- The front desk receptionist position was filled with a bilingual incumbent.
- WSH filled a Safety and Health Officer and an Occupational Hygienist position with bilingual incumbents.
- All content on the WSH website **www.manitoba.ca/labour/safety** was made available in both English and French.
- The office consolidated WSH Act and Regulations Book has been produced in French, and 40 copies will be distributed to the Division scolaire franco-manitobaine safety and health committees.
- WSH's French website links to SAFE Work Manitoba's French-language portal **www.safemanitoba.com/sauf-manitoba**, which is now maintained by SAFE Work Manitoba and the Workers Compensation Board.
- Since September 2015, with financial support from the Francophone Affairs Secretariat, a WSH communications staff has been taking Conversational French the Université de Saint-Boniface.

- WSH worked with the Bilingual Service Centres and Manitoba Education to distribute French language promotional materials for special initiatives (e.g. The Day of Mourning).
- Prevention resources were provided through SAFE Work Manitoba in both English and French.

The following challenges and strategies were identified by WSH during 2015/16:

- The single point of contact (204-957-SAFE/ 1-855-957-SAFE) used by clients to contact WSH does not offer a French-language option in the automated menu. WSH is working on the implementation of an IVR system to direct calls to WSH in French.
- Extra cost associated with printing French resources and difficulty determining the demand: Some content to the Act and Regulation books usually changes once per year or every other year, making it difficult to print the right number of books required for the period, as they are request based.
- Ongoing challenge in ensuring technical content is translated accurately when requested: Navigating between Translation Services, Communications Services Manitoba, and Division Web Coordinator posed a challenge since each area provided different services. Extra cost and time were incurred for the proofreading of new resources.

### **Office of the Superintendent–Pension Commission (OSPC)**

The OSPC continued to provide a completely bilingual website for pension plan members, plan administrators, employers, and financial institutions. The website includes pension information, publications, updates, bulletins, and prescribed forms.

The OSPC also had a bilingual voicemail greeting offering French language services (FLS), if requested, including telephone inquiries and in-person meetings to discuss pension issues and concerns. Currently, one of the five staff is bilingual and able to offer complete bilingual service.

### **Manitoba Labour Board**

The Manitoba Labour Board (MLB) currently has a bilingual administrative/receptionist and two administrative support staff. The Board can appoint, when required, a bilingual three-person panel, chaired by a bilingual part-time vice-chairperson.

Amongst the challenges identified in 2015/16, are:

- The MLB was faced with the resignation of its only bilingual Vice-Chairperson. In order to fill this vacancy, the MLB worked with the Labour Relations community in Manitoba to find another qualified individual for this role. This effort was successful, and a new bilingual Vice-Chairperson was found and appointed.
- The MLB is continually updating forms in both French and English. However, when applications are filed (particularly Applications for Certification), the Board is required to process these applications within very strict legislated time limits. When an application is filed in French, it is more difficult to adhere to these time limits due to the need to have all documents translated and produced in both official languages. This has resulted in the MLB needing to extend legislated time limits, in some cases.

### **Office of the Fire Commissioner**

The Office of the Fire Commissioner (OFC) remained committed to providing FLS. The OFC has a designated front-line position which provided FLS to the public. Many fire prevention materials are available in both French and English including information on the Youth Fire Stop Program, fire safety tips for older adults, baby-sitter fire safety tips, office fire safety and many others. Going forward, the OFC will continue to strengthen its FLS.

### **Mineral Resources**

Manitoba Mineral Resources (MMR) provides French language services (FLS) through MMR's Client Services branch. Client Services is responsible for the development and delivery of minerals-related publications, website updates and maintenance, outreach activities and information services. Client Services implements the FLS Policy by incorporating an FLS component in the planning and delivery of promotional campaigns, special events and print or Web communications for a national audience or of interest to the general public.

FLS accomplishments for 2015/16 include:

- The Department's exclusive outreach and mineral education website "Manitoba Rocks!" continued to grow and remained fully bilingual as new material was added (exceptions included external material not available in both official languages).



- Upcoming FLS orientation sessions are currently being shared within the Department as well as any new policies or resources with respect to FLS.
- Upon request from teachers, rocks and minerals presentations were given to French and immersion students in their classrooms by Manitoba Geological Survey French-speaking geologists.

In 2015/16, Manitoba Mineral Resources had four designated bilingual positions. Of these, one position was filled with a bilingual incumbent, one with non-bilingual staff, and two were vacant. There were also four self-declared bilingual employees in non-designated positions, for a total bilingual capacity of five.

### Multiculturalism and Literacy

Multiculturalism and Literacy (MAL), through its various programs, supported the Francophone community by contributing funds to Francophone organizations and projects. There was a continued effort by MAL to advance the implementation of French language services by ensuring public print materials, special events and promotional materials were accessible in both official languages to better serve its bilingual clientele.

In 2015/16, MAL continued to provide funding to the Centre d'apprentissage franco-manitobain adult learning centre (\$255,500) and the Alphabétisation des adultes en français au Manitoba adult literacy program (\$119,900).

The Multiculturalism Secretariat delivered resources and application forms in French for major grant programs and public administrative processes. The Secretariat's funding program is intended to support ethno-cultural activities. In 2015/16, the Union nationale française, which identifies as French-Canadian, was awarded \$6,000 to support its activities, and Sous Le Baobab Inc., which provides services in French, was awarded \$6,000 for youth programming in the African community and others. While no other organizations awarded grants identified as Francophone, others may serve French-speaking constituencies.

In 2015/16, MAL had no designated bilingual positions. There was one self-declared bilingual employee in a non-designated position, for a total bilingual capacity of one.

### Municipal Government

In 2015/16, the Department of Municipal Government maintained its cooperation with its full-time shared French Language Services (FLS) Coordinator. The FLS Coordinator was a member of the Department's Executive Management Committee (EMC), ensuring information was disseminated to all senior managers.

The FLS Coordinator was also a member of the Employee Engagement Web Portal Working Group to modernize the Department's intranet site and, among other things, improve access to French-language resources by bilingual and non-bilingual employees.

The Department continued to sustain its efforts of producing and publishing a variety of French-language material such as agreements, application forms, brochures, fact sheets, board orders, public notices and municipal elections documentation, allowing members of the Francophone community and the bilingual municipalities to access information in the official language of their choice. The Department continued to maintain a website that is as bilingual as possible within the context of the existing available translation resources.

The Department continued to analyze its needs to identify an appropriate FLS strategy to meet the needs of the Francophone communities in Manitoba. The Department is currently reviewing and updating its Orientation Manual to include the orientation of new employees to the FLS Policy.

The FLS Coordinator worked with the Municipal Board to develop practical and accessible services in both official languages. As a result of having bilingual board members, the Municipal Board had the capacity of conducting hearings in French when required.

The Department continued consultations with municipalities to provide comprehensive supports to ensure that FLS continued to be delivered in amalgamated municipalities involving a bilingual partner. 2015/16 was the last year of the five-year *Agreement Respecting the Translation of Written Materials Produced by Manitoba Bilingual Municipalities*, which is administered by Manitoba Municipal Government.

The Department continued to cover the salary of a Navigator at the Bilingual Service Centre – Interlake Region to help the Francophone and Métis communities' access government programs and services and also help government deliver services to the Métis community in a culturally-appropriate manner.



Manitoba Municipal Government continued to experience a variety of challenges such as general marketplace unavailability of qualified bilingual candidates for technical positions.

In 2015/16, Municipal Government had 18 designated bilingual positions. Of these, nine positions were filled with bilingual incumbents, seven with non-bilingual staff, and two were vacant. There were also five self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 14.

### **Tourism, Culture, Heritage, Sport and Consumer Protection**

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection (TCHSCP), through its various programs, supported the Francophone community in 2015/16 by contributing funds to Francophone organizations and projects.

The Centre culturel franco-manitobain received an operating grant of \$419,700, which included assistance in the amount of \$33,000 towards its management of the Ensemble folklorique de la Rivière-Rouge programming. Capital funding of \$25,000 was also provided to assist with the costs of maintenance and repairs at the facility.

A provincial partnership between TCHSCP, the Francophone Affairs Secretariat and the Manitoba Arts Council enabled Manitoba to access matching funds from the federal department of Canadian Heritage to develop and implement a three-year program *Appartenances et rapprochements culturels par les arts* (cultural belonging and connection through the arts) from 2014/15 to 2016/17. Administered by the Department, the program supports Francophone incorporated and not-for-profit organizations and community groups in bringing to the community arts projects that promote real and active participation or that disseminate Francophone artistic expression in a concrete manner among all Manitobans. In 2015/16, financial support totalling \$100,000 was committed to eight organizations for initiatives focusing on a variety of disciplines including visual arts, dance, fine crafts and traditional and contemporary music.

### **Arts Branch**

The Arts Branch provided \$497,200 in operating assistance to a total of 17 Francophone community arts organizations including two Francophone publishers.

Additionally, the Branch provided \$99,600 in operating assistance to On Screen Manitoba and Freeze Frame, organizations that offer consistent bilingual services and programs across the province.

Through its Community Festivals and Events, Community Initiatives and Publishing Project Support programs, the Arts Branch provided grants to seven Francophone organizations, totalling \$58,300. Additionally, initiatives funding totalling \$156,500 were provided to organizations that offer bilingual programming that specifically target and benefit the Francophone community, such as Culture Days/ Nuit Blanche, Home Routes/Chemin chez nous and Manitoba Music.

Designated bilingual staff from the Arts Branch ensured that all Branch services provided at 213 Notre Dame were provided in French. Furthermore, staff assumed a regular presence at the Bilingual Service Centre – St. Boniface Region throughout the year.

### **Historic Resources Branch**

The Historic Resources Branch provided a total of \$196,400 to support Francophone organizations. Through the Signature Museum and Provincial Heritage Agency Grant Programs, the Branch provided \$131,700 in funding assistance to the Musée de Saint Boniface and the Société historique de Saint-Boniface for programs and archival activities designed to collect, preserve, research and interpret Francophone culture. The Community Museum Grants Program provided operating support of \$18,900 to six Francophone community museums throughout Manitoba, supporting their efforts to protect and interpret their heritage resources and strengthen Francophone community identity. The Heritage Grants Program funded ten projects to various Francophone organizations for a total of \$45,800.

### **Public Library Services Branch**

The Public Library Services (PLS) Branch provided \$913,702 to 12 bilingual municipal and regional public libraries to supplement the local investment toward operating, collection development and library technology needs that directly benefits a cumulative service population of 79,239. In partnership with the Francophone Affairs Secretariat, the Branch provided bilingual Active Offer signs and badges to 13 bilingual service points. The PLS Branch worked closely with the Fédération des bibliothèques des municipalités

bilingues du Manitoba to support resource-sharing objectives. The Branch continued to support libraries to provide Francophone families' access to high quality public library service province-wide.

The Public Library Services Branch hired three bilingual library consultants in non-designated positions, in order to increase the capacity to provide services to client libraries in both official languages.

### Archives of Manitoba

In May 2014, the Archives of Manitoba launched a bilingual multi-year initiative to commemorate the 100<sup>th</sup> anniversary of the First World War, *At Home and Away – Remembering the First World War through records at the Archives of Manitoba*. 2015/16 initiatives included the publication of a weekly bilingual blog on the Archives' website featuring different records created during the First World War. The initiative also included a display in the Archives' foyer, "On Active Service": *First World War letters at the Archives of Manitoba*.

The Archives of Manitoba and the Legislative Library of Manitoba both offered reference services in French and English.

### Sport Secretariat

The Sport Secretariat, through Sport Manitoba, continued to support the *Directorat de l'activité sportive du Manitoba* in its efforts to increase

opportunities for Franco-Manitobans to participate in sports development and events in French.

### Communications Services Manitoba

Communications Services Manitoba coordinated and managed communications and public information services for all government departments. The Division worked with departments to provide Manitobans with useful information about government programs and services, and continuously encouraged departmental staff to work with French Language Services (FLS) Coordinators. The Division supported the FLS Policy and the importance of public communications being provided in French and English. The front-line services at Manitoba Government Inquiry (MGI) were offered in both French and English at all times. Bilingual services were continuously offered over the phone and through written correspondence.

### Translation Services

Translation Services provided translation (French to English and English to French), interpretation (oral translation) services and terminology management services for the Manitoba government, the Legislative Assembly, the courts, Crown organizations, special operating agencies and other arms-length entities in Manitoba. These services help departments fulfill the requirements of the Manitoba Act, 1870 and the FLS Policy.

Translation Services	English to French Translations		French to English Translations		Total Translations	
	Pages	Words	Pages	Words	Pages	Words
2012/13	12,194	3,048,500	1,704	426,000	13,898	3,474,500
2013/14	11,488	2,862,043	1,868	466,880	13,316	3,328,923
2014/15	11,072	2,767,934	1,001	250,268	12,073	3,018,202
2015/16	10,501	2,625,164	797	199,371	11,298	2,824,535

### **Information and Privacy Policy Secretariat**

The Information and Privacy Policy Secretariat provided corporate leadership, coordination and support for access to information and protection of privacy practices under The Freedom of Information and Protection of Privacy Act (FIPPA). It provided services to government departments and agencies, as well as to more than 370 local public bodies such as municipalities, regional health authorities, school divisions, universities and colleges. The Secretariat provided support to FIPPA Coordinators in both English and in French and access applications were available in both official languages.

### **Tourism Secretariat**

The Tourism Secretariat launched two new grant programs in 2015/16, the Star Attractions grant program and the Tourism Development Fund. Program descriptions, grant criteria and application forms were available online in French. The Eco Explore program was also launched. All promotional materials and the program website were created in both English and French.

The Tourism Secretariat provided a total of \$262,875 to support Francophone organizations. Through the Tourism Development Fund, the Société historique de St-Georges Historical Society Inc. received \$8,875. Through the Sustainable Tourism Initiatives, Tourisme Riel received \$10,100 for a best practices Francophone tourism mission to Louisiana. The Tourism Secretariat also provided the annual funding of \$172,100 to the Economic Development Council for Manitoba Bilingual Municipalities (CDEM) and \$71,800 to Enterprise Riel to support the implementation of tourism initiatives by both organizations.

### **Claimant Adviser Office (CAO)**

The Claimant Adviser Office (CAO) provided bilingual advice and advocacy services to people who are appealing Manitoba Public Insurance Corporation internal review decisions concerning bodily injury claims to the Automobile Injury Compensation Appeal Commission.

A bilingual brochure was available to the public as well as a bilingual website. All forms used by the office were available in both official languages. Staff have been trained on the Active Offer. An FLS Operating Procedure has been developed for the CAO.

### **Consumer Protection Office**

The Consumer Protection Office maintained a high level of FLS with twice the number of bilingual staff than the number of designated positions. In 2015/16, the Consumer Protection Office was part of a wide-ranging public awareness campaign which included updated consumer protection information being offered to the public. The information was in both French and English. The Consumer Protection Office delivered presentations to the public in French and responded to French language media requests. The Consumer Protection Office also distributed both English and French versions of its annual calendar *Money Matters – Financial Lessons for Life*.

### **Office of the Registrar-General**

The Office of the Registrar-General maintained a bilingual website with information about Land Titles and the Personal Property Registry. All notices and directives were issued in both official languages. In conjunction with the Residential Tenancies Branch, a bilingual website has maintained to provide information about the new Condominium Act.

### **Residential Tenancies Branch**

The Residential Tenancies Branch continued to provide all resource material for tenants and landlords in bilingual format. The Branch website was also available in both official languages. Staff actively offered service in French and English. Branch hearings were conducted in French on request and the resulting orders issued in both French and English.

### **Residential Tenancies Commission**

The Residential Tenancies Commission accepts appeals from orders of the Residential Tenancies Branch in French. It was able to conduct hearings entirely in French or if required, in both official languages simultaneously with assistance from interpreters. The Commission had fully-bilingual Deputy Chief Commissioners and panel members appointed by Order in Council. The Commission provided the Orders and Reasons for Decision in French.

The Commission has converted its forms and signage to be bilingual. Any party wishing to file an appeal may do so in French. The Commission had one bilingual front-line staff position to assist and provide information. That position is currently vacant and the Commission is seeking approval to fill it. In the

meantime, clients are greeted in both official languages, and a representative from the Residential Tenancies Branch can be called upon to provide FLS, if requested.

### ***Automobile Injury Compensation Appeal Commission***

The Automobile Injury Compensation Appeal Commission had bilingual part-time commissioners appointed by Order-in-Council. Hearings could be conducted entirely in French or, if requested, simultaneously in English and French with the use of interpreters. The Commission routinely utilized Translation Services to translate complex documents. Services were provided in French by one bilingual staff member. All public documents were provided in bilingual format.

### ***Vital Statistics Agency***

The Vital Statistics Agency (VSA) had staff available to provide services in-person, by telephone, e-mail and regular mail to people requesting identity documents or registering a vital event. The Agency practiced in Active Offer and had bilingual staff in non-designated positions to ensure customers were served in the official language of their choice at all times. All VSA forms are bilingual as is its website.

### ***Funeral Board of Manitoba***

The Funeral Board of Manitoba offered FLS in-person, by telephone and in written form. The Board accepted documents in French and was able to conduct hearings in both official languages simultaneously with assistance from interpreters. The Funeral Board of Manitoba's website is also bilingual.

### ***Manitoba Status of Women***

On June 17, 2015, Manitoba Status of Women, in partnership with the Federal-Provincial-Territorial Status of Women Forum, hosted a Sexual Violence Knowledge Exchange in Winnipeg, Manitoba to foster national dialogue on the issue. It was attended by approximately 160 participants from across Canada, and was webcast across the country for a broader audience. The event featured speakers from across Canada.

The staff at Translation Services, with the help of the federal government and the Ontario government translation services, were able to ensure that all documents and e-mails related to the event were provided to participants in both French and English. Simultaneous interpretation was offered throughout the event for in-person participants, and the webcast was available in both French and English.

Manitoba Status of Women hired a bilingual Senior Policy Analyst at the end of the 2015/16 fiscal year, who was scheduled to begin in April 2016.

### ***TCHSCP Challenges and Strategies***

One of the Department's challenges is fulfilling French media inquiries. It is often difficult to find bilingual staff within each department who can speak to media. There is a French-speaking Communications Coordinator who is able to assist as needed.

For front-line services, Manitoba Government Inquiry scheduled staff to ensure that there was bilingual coverage at all times.

In 2015/16, TCHSCP had 52 designated bilingual positions. Of these, 42 positions were filled with bilingual incumbents, one with non-bilingual staff, and nine were vacant. There were also 31 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 73.

## Crown Corporations and Extra-Departmental Organizations

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### Liquor and Gaming Authority of Manitoba

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

In 2015/16, the LGA produced posters and brochures to inform and educate the public about liquor and gaming laws, and responsible participation in these activities. All public information and education materials were bilingual and provided to liquor and gaming operators to display in their premises.

2015/16 marked the second year of the LGA's social responsibility campaign directed at Manitobans aged 18 to 24 years old, which provides information about Canada's low-risk drinking guidelines. The campaign's website was available in both French and English, and the campaign was presented in French on French post-secondary campuses.

The LGA continues to finalize its positions and organizational structure subsequent to the 2014 amalgamation of the Manitoba Gaming Control Commission and the regulatory services division of the Manitoba Liquor Control Commission. Human resources plans to conduct a review the organization's French language services (FLS) and policies along with designating and staffing bilingual positions. All employees are encouraged to participate in professional development, including French language training.

In 2015/16, the LGA had no designated bilingual positions. However, there were eight self-declared bilingual employees in non-designated positions, including one who acts as the organization's French spokesperson, for a total bilingual capacity of eight.

### Manitoba Agricultural Services Corporation

The Manitoba Agricultural Services Corporation (MASC) is a Crown corporation of the Manitoba Government. Its mission is to enhance financial stability in rural Manitoba by providing risk management solutions, lending options and other programs and services to address emerging needs.

In 2015/16, much of MASC's information material for its core programs was published in both French and English. The French language factsheets, brochures,

forms, information packages, and contracts were made available through its bilingual field offices and on the website. Updates to MASC's website are completed simultaneously (when possible) in both official languages. Advertising for MASC's core programs were done in both official languages.

MASC is able to provide bilingual services to clients with bilingual staff available in its Somerset and St-Pierre-Jolys offices. To assist with Active Offer, a referral list of bilingual employees is used to assist with requests for French language services (FLS) in other locations. All new staff is provided with an overview of the FLS Policy and guidelines as part of a new staff orientation process that MASC introduced in October 2014.

In 2015/16, MASC had five designated bilingual positions; all were filled with bilingual incumbents. No statistics were available for the number of self-declared bilingual employees in non-designated positions. The total bilingual capacity is five.

### Manitoba Arts Council

The Manitoba Arts Council (MAC) has in place a Franco-Manitoban Policy to guide Council on programming and access issues affecting the Franco-Manitoban arts community. Guidelines to all programs are available in both official languages, and applicants may apply in English or French. Protocols of the peer assessment of French-language applications are posted on the website and in peer assessment documents. MAC contracts Franco-Manitoban translators to provide translation services that are sensitive to the local community and the particular arts discipline.

All of MAC's public information, print material, signage, announcements, and website materials are available in French and English. Website and social media materials are released simultaneously in both official languages.

During 2015/16, a new bilingual chairperson of the board of directors was appointed. A new bilingual Chief Executive Officer was hired and will take over in July 2016. Two other staff members are currently enrolled in French language conversational courses.

MAC participated financially in the *Appartenances et rapprochements culturels par les arts* (cultural

belonging and connection through the arts) program in collaboration with the Department of Tourism, Culture, Heritage, Sport and Consumer Protection and the Francophone Affairs Secretariat to support projects aimed at strengthening the identity of Francophone communities through arts and culture.

An ongoing challenge for MAC is the small number of available Franco-Manitoban artists who are not in conflict of interest to assess grant applications from the community. MAC uses bilingual assessors from out of province if necessary. A second ongoing challenge for MAC is the high cost of translation of applications and all other public communications materials, and the length of time required to provide those translations.

In 2015/16, MAC had one designated bilingual position that was filled with a bilingual incumbent. There were also two self-declared bilingual employees in non-designated positions, for a total bilingual capacity of three.

### **Manitoba Film and Sound Recording Development Corporation**

Manitoba Film & Music (MFM) continued to provide information and services in both official languages. Currently, over 50% of MFM employees can communicate and provide French language services (FLS) in all departments. In addition, all MFM program guidelines and applications appear in both official languages on the bilingual website and can be submitted in English and French. Proposed changes to these programs undergo industry consultation, to which the Francophone companies play an important role.

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

Currently, all of MFM's public communications are issued in both English and French. These include the website, press releases, newsletters, brochures, e-blasts, ads, and annual reports. The bilingual public marketing initiative to promote the film industry *Get on Set Manitoba/On tourne Manitoba* is ongoing. It includes a bilingual website, bilingual public service announcements featuring English and Francophone producers, as well as bilingual ads in Winnipeg's downtown and in St. Boniface.

In the past year, MFM supported local Francophone events such Contact Ouest and Les Découvertes. As part of Festival du Voyageur, MFM's Music Program Manager participated as an adjudicator for an emerging Francophone artist contest. MFM has an excellent ongoing relationship with the local Francophone music industry member organization Le 100 Nons and continued to partner with them on their events and initiatives.

A newly-created MFM Strategic Plan includes a directive to engage more diverse communities in programming and outreach. This includes Manitoba's Francophone community. Several outreach initiatives are being planned for coming years including presentations and panel participation through Le 100 Nons, Festival du Voyageur and Manitoba Music's Francophone initiatives.

In 2015/16, MFM had two designated bilingual positions. Both positions were filled with bilingual incumbents. There were also four self-declared bilingual employees in non-designated positions, for a total bilingual capacity of six.

### **Manitoba Hydro**

In keeping with Manitoba Hydro's French-language services (FLS) tradition, the corporation continued to provide FLS to the general public and to its residential customers in provincially-designated bilingual districts. Manitoba Hydro also ensured that Manitoba schools offering French-language education benefited from the educational and safety resources offered in both official languages.

As a result of an internal reorganization, Manitoba Hydro's FLS is now part of the Corporate Communications and Public Affairs business unit. As such, it is an integral part of the corporation's communications policies and initiatives within the framework of Manitoba Hydro's FLS Plan.

The majority of customers who contact Manitoba Hydro do so by phone or e-mail through the Customer Contact Centre, where bilingual Customer Service Representatives are available on all shifts to answer questions and address concerns. The number of French calls handled by the Contact Centre in 2015/16 was 3,186, an increase of about 500 or 18.6% over the last fiscal year. E-mail requests increased in frequency as well. To ensure the quality of French language written communication with customers, all non-standard e-mail



responses were approved by the FLS advisor before they were sent out.

The Customer Service Centres (CSCs) located in provincially-designated areas have bilingual personnel in both administrative and technical positions available to provide assistance to those customers requesting information in French. Vacant bilingual positions were filled in the Morden and Portage la Prairie CSCs during the course of the year and bilingual staff have been confirmed in designated positions in the St. Boniface and Fort Garry CSCs.

Noteworthy accomplishments for 2015/16 include the following:

- New interactive applications on the Manitoba Hydro website for online reporting of power outages and streetlight outages have enjoyed a significant take-up rate. These applications were launched simultaneously on the English and French websites in the fall of 2015. The French website, like its English counterpart, features a refreshed “Of interest” section on the landing page [www.hydro.mb.ca](http://www.hydro.mb.ca) which is updated regularly and includes seasonal safety and energy conservation items as well as links to online services and general information.
- A new Manitoba Hydro initiative has Winnipeg students visiting the Manitoba Electrical Museum to participate in an on-site safety presentation in addition to touring the Museum. The availability of excellent French-language safety presenters and tour guides have made this initiative very attractive to a number of French and French Immersion classes which have taken advantage of the “2 for 1” offering.
- The number of customers selecting French as the language of choice for *MyBill*, Manitoba Hydro’s online billing system has increased from 511 to 611 or 19.6% during the course of the fiscal year.
- Manitoba Hydro set up a display of its French-language educational and safety resources at the Winnipeg School Division’s Immersion Teacher’s Conferences for the first time.

In 2015/16, Manitoba Hydro had 27 designated bilingual positions. Of these, 22 were filled with bilingual incumbents, and five were vacant. No statistics are available for the number of self-declared bilingual employees in non-designated positions. The total bilingual capacity is 22.

## Manitoba Liquor & Lotteries

The Manitoba Liquor and Lotteries Corporation continued to embrace the Province of Manitoba’s French Language Services (FLS) Policy. Manitoba Liquor & Lotteries’ internal FLS Policy includes but is not limited to: written communication with the general public in the official language used by the correspondent; posting of bilingual signs where deemed necessary; publication of a bilingual Annual Report; gaming rules and regulations; and the corporate website [www.mbl.ca](http://www.mbl.ca).

There are five Liquor Marts located in the designated bilingual areas of Manitoba, up one from last year, as well as one Liquor Mart Express store (none last year). The five Liquor Marts are in Winnipeg: Dakota, Dominion, Southglen, Southdale and Sage Creek. The Liquor Mart Express store is located on Ste. Anne’s Road. At these locations, Liquor & Lotteries recruits qualified bilingual employees.

Bilingual employees are also recruited at corporate offices and the two casinos, Club Regent and McPhillips Station Casino. Bilingual employees are also hired in non-designated bilingual positions to increase bilingual capacity within the corporation. For several years a bilingual Blackjack table has been designated at Club Regent Casino and continued to be available on Fridays and Saturdays when a French-speaking Blackjack dealer was available.

Liquor & Lotteries sponsored 15 Francophone events during 2015/16, three more than the previous year. They were:

- Eight festivals: Sugaring-Off Festival des sucres, Le Musée de Saint-Pierre-Jolys; Montcalm Heritage Festival du patrimoine Montcalm, Musée de St. Joseph Museum, Inc.; Fête de la Saint-Jean-Baptiste, La Broquerie; Frog Follies/Folies grenouilles, St-Pierre-Jolys; Festival d’été Cheyenne Summer Fest, Ste. Agathe Community Development Inc.; Festival Salut Voisin! Howdy Neighbour! Festival – Local Urban District, Notre Dame de Lourdes; Festival des amis/Festival of Friends, Friends of the St. Malo Park; Festival du Voyageur.
- Two golf tournaments: Omnium de golf – Pea Soup Tournament – CDEM; Tournoi de golf Lucien Guénette Golf Tournament, FAFM.
- Four arts events: Le Cercle Molière season sponsor; *Les Découvertes manitobaines en chanson*,

Le 100 NONS; Nuit de ART, La maison des artistes visuels francophones; Femmes de la Chanson/ Women of Song, Les Amis du/Friends of Musée de Saint-Boniface Museum.

- One corporate event: *Entrepreneur de l'année*, Chambre de commerce francophone de Saint-Boniface.

Bilingual staff attended most of the above sponsored events. Bilingual sponsorship signage can be seen at Liquor & Lotteries sponsored Francophone events.

The following Social Responsibility programs were released during 2015/16:

- Gaming: "GameSens" Campaign (May 18-June 14, 2015) – TV commercials on the French television network CBWFT (32 GRPs), a one-time print ad in *La Liberté* and a full-page inside front cover SR ad in the directory of services in French in Manitoba (*Annuaire des services en français au Manitoba*).
- Liquor: "Be UnDrunk" (September 2015) – Bilingual promo items in Liquor Marts for designated bilingual stores, French advertising in the Université de Saint-Boniface student handbook, French signage in designated Liquor Marts.
- Liquor: "Be the influence" (November 2015) – French signage in designated Liquor Marts. Resource guide available in French and English online and in stores.

The Liquor & Lotteries Steering Committee continued to meet twice yearly to discuss opportunities on building stronger relationships in the Francophone communities. A Steering Committee provides oversight and strategic direction for FLS Policy implementation. The FLS Coordinator, as a member of the Steering Committee, has the responsibility to implement the policy.

Liquor & Lotteries continuously strived towards providing FLS to its customers by communicating this commitment to all employees. Plans are in place to re-launch the corporate Language Bank which encourages employees who speak or understand French to sign up as an interpreter for when assistance in French is needed. This applies to all Liquor & Lotteries work areas.

As the designated bilingual Liquor Marts weren't always providing the Active Offer, they all participated in a formal Active Offer refresher session with the Francophone Affairs Secretariat.

In 2015/16, Liquor & Lotteries had 130 designated bilingual positions. Of these, 121 were filled with bilingual incumbents and 9 with non-bilingual staff. There were also 90 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 211.

## Manitoba Public Insurance

Manitoba Public Insurance (MPI) remains committed to offering French language services (FLS). In the 2015/16 reporting year:

- 2,548 customers selected French as their preferred official language.
- 3,653 contacts in French were received through the Corporation's Contact Centre.
- 511 claims appointments were made by customers who declared French as their preferred official language and 125 of whom requested and received service in French.
- 114 driver licence road tests and 726 knowledge tests were requested and administered in French.
- In February 2013, in recognition of Manitoba's proud French heritage, bilingual licence plates were introduced. Since that time, a total of 2,149 bilingual licence plates, including personalized licence plates, have been issued.
- 58 print advertisements were published in French-language newspapers, 10 radio ads on French-language radio (with 367 occurrences), and seven French-language billboards were posted.
- 29,801 individual visits were made to the French version of MPI's website.
- In 2015, the Corporation undertook widespread public and stakeholder consultations to introduce the concept of an all-in-one Personal Identification Card. The Corporation offered three designated French-language consultations, which were communicated through French and English media. French-speaking representatives were available for these consultations and all presentation materials were made available in French and English. French-language customers were also able to complete surveys and view information through the Corporation's French-language website, and stakeholder consultations were held with representatives from Santé en français and the Société franco-manitobaine.

- MPI launched an initiative to collaborate with Université de Saint-Boniface to review the existing language proficiency evaluations to ensure the quality of services being rendered is consistent with the comparable service principles.

In 2015/16, MPI had 90 designated bilingual positions. Of these, 72 positions were filled with bilingual incumbents, 15 with non-bilingual staff, and three were vacant. There were also 53 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 125.

## Travel Manitoba

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

Travel Manitoba has actively undertaken the implementation of several initiatives to enhance its provision of French-language services (FLS). These include: updating of its French-language consumer website, hosting French-language media on individual and group media tours and partnering with the Economic Development Council for Manitoba Bilingual Municipalities (CDEM) in the 2015/2016 marketing campaigns.

Measures taken to improve implementation of FLS include:

- Provision of online corporate communication pieces such as the annual report in French.
- Production in French of the following publications: Destination Canada's Signature Experiences profile sheet; Travel Manitoba's annual Tourism Awards brochure; MB Fact Sheet; Emblem sheet.
- Distribution of French-language publications provided by CDEM in Travel Manitoba Visitor Information Centres.
- Production of one new 30-second commercial in French featuring the Canadian Museum for Human Rights.

Travel Manitoba tried to ensure that all its Visitor Information Centres in Manitoba have bilingual

staff in order to ensure FLS. In fact, Travel Manitoba has established a policy requiring that all full-time visitor staff be bilingual. French guides and literature are displayed prominently at all Travel Manitoba visitor information centres. The centres have also created a designated area to display Francophone tourism products.

In 2015/16, Travel Manitoba had two designated bilingual positions. Both positions were filled with bilingual incumbents. There were no self-declared bilingual employees in non-designated positions, for a total bilingual capacity of two.

## Workers Compensation Board

The Workers Compensation Board of Manitoba (WCB) is a mutual injury and disability insurance agency governed by a Board of Directors representative of employers, workers and the public interest and funded by employer premiums.

French language services (FLS) have been identified as an important factor in improving customer service. The WCB continued to work to meet the needs of French-speaking customers. The WCB has a process in place that matches French-speaking staff with French-speaking injured workers and employers. There were five designated bilingual positions: one Adjudicator II; one Assessment Accounts Representative; one Communications Officer; one Human Resource Consultant; and one Case Manager. There is additional French-speaking capacity at WCB in other front-line positions which have bilingual incumbents.

Marketing/Communications:

The WCB strived to continuously increase the number of French resources offered to workers, employers and the general public. The WCB also consistently sought opportunities to distribute its French resources to Francophone communities and groups in Manitoba.

Public Awareness Campaigns:

During the report period, the WCB offered a French-language component to its *Reporting Injuries Matters* and *SAFE Work* campaigns. The *Reporting Injuries Matters* campaign Web page promoted French materials, including a brochure and video, and a French-language ad was placed in *La Liberté*. French-language advertising for the *SAFE Work* campaigns included:

- One print advertising in *La Liberté* for the *Report UnSafe Work* campaign and one for *The Value of SAFE Work*.
- Two transit shelter advertisements, one billboard advertisement and one digital billboard advertisement for the *Safety is a Language We Can All Speak* campaign.
- One billboard advertisement and one digital billboard advertisement for *The Value of SAFE Work* campaign.

WCB websites:

- There were 1,623 page views of the French pathway on the WCB website, an 8% increase over the previous year. The French Web video *Comment présenter une réclamation* [claims reporting video] was viewed 96 times.
- There were 1,116 page views of the French pathway on the *SAFE Manitoba* website, a 14% decrease over the previous year.

Other noteworthy accomplishments in 2015/16 include:

- The WCB continued to use “Language Line Services” to provide immediate, over-the-phone translation assistance in more than 170 languages, including French which is available 24 hours a day and seven days per week, 365 days a year.
- A referral list of bilingual employees was maintained to assist with translation (speak, read, write).
- Staff members interested in pursuing French language training are fully supported by the WCB. In 2015/16, three employees completed Oral French classes, ranging from Beginner to Advanced levels at the Université de Saint-Boniface (USB).
- WCB staff in designated bilingual positions were invited to attend the Active Offer session in the Fall of 2015.

- WCB participated in the event “Speed Interviews – Exploring Employment Opportunities” at the Université de Saint-Boniface for students in the Business Administration Program. This event provided the opportunity to support French-speaking students in developing interview skills and to further build relationships in the Francophone community.
- T-Shirts for *Take our Kids to Work Day* were provided in French for students in French Immersion schools.
- A French-language poster for the 2015 annual *Day of Mourning* was produced and distributed.
- Fifteen new *SAFE Work Manitoba* publications were made available in French and another 14 were updated.
- French materials, targeted at workers, were provided to the Bilingual Service Centres throughout the province.

On-going strategies utilized in 2015/16 included the following:

- External jobs, including summer relief positions were posted at the USB. Bilingual positions were advertised in *La Liberté*.
- Enhanced the process to update information on bilingual staff by using the human resource applicant tracking system to identify candidates’ language abilities. The system has the ability to generate information related to recruitment data.

In 2015/16, WCB had five designated bilingual positions. Of these, three were filled with bilingual incumbents and two with non-bilingual staff. There were also 12 self-declared bilingual employees in non-designated positions, for a total bilingual capacity of 15.

## Offices of the Legislative Assembly

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### Elections Manitoba

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

With a general election slated for April 19, 2016, a wide range of bilingual communications materials were developed to provide information to Manitobans, including advertising, brochures, Web content and signage. Notable achievements for the election in support of the Francophone community included a mobile app available in both official languages, French-language media relations, and an information booth at the Université de Saint-Boniface.

To serve Francophone voters, Elections Manitoba ensured the Active Offer of French language services (FLS) was in place at all returning offices in designated bilingual electoral divisions. This was accomplished through signage and appropriate bilingual staffing (where available). To respond to public inquiries received at headquarters during the 75-day election calendar, Elections Manitoba established a call centre of eight part-time staff, four of whom were bilingual. This exceeded Elections Manitoba bilingual capacity during the 2011 general election.

Through the education program, *Your Power to Choose*, 20 election workshops were delivered in French to 425 students during the reporting period, with all supporting material in French.

One challenge during the preparation for the 2016 election was recruiting French-speaking enumerators in some bilingual communities. Recruitment and retention of enumerators is a challenge throughout the province and, in a number of predominantly Francophone communities in rural Manitoba, no applications were received from French-speaking individuals. Where this was brought to Elections Manitoba's attention, bilingual enumerators from outside the electoral division were deployed or the enumeration was conducted over the phone in French, so that all voters who wished to receive FLS were able to. The Active Offer concept was also reviewed and reinforced with all returning office staff in bilingual electoral divisions to ensure the offer of FLS was evident.

In 2015/16, Elections Manitoba had one designated bilingual position which was filled with a bilingual incumbent. There were no self-declared bilingual employees in non-designated positions. The total bilingual capacity is one.

### Manitoba Ombudsman

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

During fiscal 2015/16, it was observed that French-language services (FLS) could be more effectively provided to persons seeking a variety of information and advice from the Office, either over the phone or in person. Thus, one of the three intake Officer positions was designated as bilingual.

Staff members interested in developing French-language skills through language training opportunities are encouraged to do so. During the fiscal year, two employees received support towards their ongoing development in the Français Oral program at Université de Saint-Boniface.

Additionally, while the Office cannot publish in French every report that is made public, a "best practice" was established to ensure that public reports that are of interest to or would impact a predominantly French population would be made available in French.

Manitoba Ombudsman supports and practices the concept of Active Offer. Both the Winnipeg and Brandon offices responded to inquiries and complaints, either over the phone, in person or in writing in both official languages. In 2015/16, a hiring process was completed, filling the newly-designated bilingual position. One designated investigator position was also maintained.

In total, the Office employs seven bilingual employees, six of which are in non-designated positions. These employees fill roles in Reception, Intake, Investigation, and Management positions, and all of these employees are capable of providing FLS to the public.

In 2015/16, two annual reports were published in both official languages:

- 2014 Annual Report under The Freedom of Information and Protection of Privacy Act and The Personal Health Information Act; and
- 2014 Annual Report under The Ombudsman Act and The Public Interest Disclosure Act.

As well, four newsletters and four news releases were released in both official languages. Additionally, three new privacy-related documents were published in a bilingual format.

Finally, an investigative report will be translated in circumstances where a request for a French version is received, or when it relates to a predominantly Francophone community. This year, one investigative report made under the Ombudsman Act regarding the RM of De Salaberry was translated and published in French.

In 2015/16, the Office of the Manitoba Ombudsman had two designated bilingual positions. Of these, one position was filled with a bilingual incumbent and one with a non-bilingual incumbent. There were also six self-declared bilingual employees in non-designated positions, for a total bilingual capacity of seven.



