

French Language
Services Secretariat
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Report on

French Language Services
2004/05

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Glossary



AMBM	Association des municipalités bilingues du Manitoba / Manitoba Association of Bilingual Municipalities
BSC	Bilingual Service Centre
CCS	Conseil communauté en santé / Communauté en santé Board
CDEM	Conseil de développement économique des municipalités bilingues du Manitoba / Economic Development Council for Manitoba Bilingual Municipalities
CUSB	Collège universitaire de Saint-Boniface
DSFM	Division scolaire franco-manitobaine / Franco-Manitoban School Division
FLS	French Language Services
MCFA	Ministerial Conference on Francophone Affairs
MCCF	Ministerial Conference on the Canadian Francophonie
RHA	Regional Health Authority
SFM	Société franco-manitobaine

Message from the Minister



Honourable Greg Selinger

Minister responsible for French Language Services

In 2004/05, our government continued to invest considerable effort in promoting the development of Manitoba's Francophone community. Activities in this area centered primarily around two main themes, namely a greater involvement on the national and international Francophonie stage, and the development of innovative structures to meet the needs of the local Francophone community.

As to the national and international Francophonie, I would like to point out some of Manitoba's achievements, namely:

- Funding of a variety of educational and cultural initiatives under cooperation agreements signed with Quebec and New Brunswick;
- Funding for the *Jeux de la francophonie canadienne* held in Winnipeg in July 2005;
- The government's participation in the very successful trade mission to Alsace in March 2005, led by the Economic Development Council for Manitoba Bilingual Municipalities;
- The introduction of reception and orientation services for Francophone immigrants at the St. Boniface Bilingual Service Centre;
- Manitoba's ongoing leadership role within the Ministerial Conference on Francophone Affairs.

With regard to innovations, Manitoba has earned a reputation as a pioneer in a number of areas.

Launched in September 2004, a circuit court consisting of an entirely bilingual team (judges, Crown attorneys, Legal Aid duty counsel, clerks, sherrifs, etc.) hears cases monthly at the St. Pierre-Jolys Bilingual Service Centre. This is a first in Canada that will no doubt serve as a source of inspiration for the other provinces and territories.

The *Conseil communauté en santé* was recognized as the official representative of the Francophone community in the areas of health and social services. The original structure of the organization, which ensures balanced representation of all stakeholders, has also prompted some interest from other jurisdictions.

In conjunction with the federal government, our government has funded pilot projects for two early childhood centres. This new model, which was developed in Manitoba, is designed to provide a comprehensive continuum of integrated services and resources at local Francophone schools, for all parents of children from the prenatal period through to school entry.

In addition, the provincial government has joined with the federal government and Manitoba's Francophone community to launch the *Ronald Duhamel Award*. This unique award seeks to recognize the contribution of federal or provincial public servants for distinguished service to Manitoba's Francophone community.

In closing, I wish to thank all those who in some way contributed to the progress achieved this year. Of course, much remains to be done and I count on your support to continue to work together in order to build a better future for the Francophone community of Manitoba.

*E*volution of FLS Implementation

Government of Manitoba's French Language Services (FLS) Policy

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

1989-1991

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

1991-1993

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

1993-1995

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

1995-1997

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

1997-1999

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

1999-2002

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

2002-2005

- Official opening of the first three Bilingual Service Centres (BSCs) in Notre Dame de Lourdes, St. Boniface and St. Pierre-Jolys
- Establishment of a provincial court circuit point and justice generalist position at the BSC in St. Pierre-Jolys
- Designation of the *Conseil communauté en santé* (CCS) as the Official Representative of the Francophone Community in the Areas of Health and Social Services
- Greater emphasis on intergovernmental cooperation through the signing of:
 - cooperation agreements with New Brunswick, the Bas-Rhin (Alsace) and Quebec
 - the Canada-MB Auxiliary Cooperative Agreement on the Promotion of Official Languages – Intergovernmental Cooperation on Francophone Affairs
 - the Canada-Manitoba Agreement on French Language Services 2005/06 to 2008/09
- New funding model for the DSFM, which acknowledges additional and differential costs.
- Canada-MB Agreement to cost-share a S1-S4 Français school in South St. Vital
- Opening of *École Jours de plaine*, a K-S4 Français school in Laurier
- Establishment of two Early Childhood Centres, in St. Boniface and Île-des-Chênes
- Opening of the Montcalm Health Centre in St. Jean-Baptiste
- Launch of the Health Links-*Info Santé* call centre, the French-language component of which is provided by the Centre de santé Saint-Boniface
- *Accueil francophone* immigration initiative (Fed-Prov-SFM)



H ighlights
2004/05

French Language Services Secretariat

The French Language Services (FLS) Secretariat advises the Government of Manitoba, and the Minister responsible for FLS in particular, on the development of government services in French, and on matters relating to the FLS policy in general. It guides and monitors the implementation of Manitoba's FLS Policy in a manner consistent with the concept of active offer and serves as a liaison between the government and Francophone organizations in the province.

During 2004/05, the FLS Secretariat and its team of facilitators provided guidance and assistance to administrative bodies, conducted orientation sessions on the active offer concept, and pursued the review and/or development of FLS plans. The FLS Secretariat acted as a resource for the *Conseil communauté en santé* Board, which the Government of Manitoba designated in October 2004 as the official representative of the Francophone community in the areas of health and social services.

The Senior Advisor chaired the Advisory Committee on French Language Social Services, the mandate of which is to advise the Government of Manitoba on the ways and means to meet the objectives of the FLS Policy in the social services sector. He also chaired the Working Group on the Enhancement of French Language Services in Manitoba's Justice System, co-chaired the advisory committee established to deal with matters relating to the delivery of RCMP services in both official languages and chaired or provided logistical support for advisory committees/working groups on FLS in the areas of tourism, and economic development.

The planning process continued for implementation of pilot projects in St. Boniface and St. Pierre-Jolys for the delivery, in both English and French, of a full range of services pertaining to the administration of justice. Priority was given to the establishment of the bilingual circuit court in St. Pierre-Jolys, including a full time generalist position. The official opening of the Court in St. Pierre-Jolys was held on September 20, 2004, with the first sitting of the Court taking place on October 15, 2004.

The FLS Secretariat coordinated, for Manitoba, the inclusion of projects to be funded in 2004/05 under the one-year extension of the *Canada-Manitoba General Agreement on the Promotion of Official Languages*, a cost-sharing agreement with the Federal Government. Under this mechanism, Manitoba's \$900,000 contribution plus an additional \$250,000 in special project funding was matched by Canada to continue developing, enhancing and implementing quality services in French and also to contribute to the Francophone community's development and vitality.

With the Minister responsible for FLS, the Senior Advisor participated in the Ministerial Conference on Francophone Affairs in Moncton, New Brunswick, on October 14 and 15, 2004 as well as in the *Sommet de la francophonie* [Francophone Summit] in Ouagadougou, Burkina Faso, on November 26 and 27, 2004. He also participated in national meetings of senior government officials on French language services.

The FLS Secretariat coordinated 161 registrations for French language training from government employees primarily in designated positions and offices, including two pilot projects for staff of Family Services and Housing, a training opportunity in Brandon and the upgrading of skills via the Internet. It organized FLS forums/meetings with representatives of government departments and the Franco-Manitoban community to share information and ideas on specific issues and to prepare recommendations or develop solutions and strategies. The FLS Secretariat dealt with 26 complaints, as well as various issues raised by the public regarding FLS.

By the end of fiscal year 2004/05, a total of 23 out of 29 recommendations from the Chartier Report (May 1998) were implemented in full, and another five implemented in part. Note that some recommendations require ongoing implementation.

Launch of the *Prix Ronald-Duhamel – Ronald Duhamel Award*

On March 15, 2005, during the Rendez-vous de la Francophonie, the Société franco-manitobaine, the provincial French Language Services Secretariat, and the Manitoba Federal Council announced their intention to work together to create the *Prix Ronald-Duhamel – Ronald Duhamel Award*.

The award was named in honour of the achievements of Honourable Ronald Duhamel who devoted himself to the cultural, educational, economic and political development of Francophone minority communities both in Manitoba and the rest of Canada.

The award will recognize a federal or provincial public servant or team of public servants for their outstanding contribution in the area of official languages or French-language services in Manitoba. The award will be presented for the first time in the context of the Rendez-vous de la Francophonie 2006.

Bilingual Service Centres (BSCs)

A significant achievement in September 2004, in keeping with the Chartier Report recommendations, was the addition of a bilingual provincial court circuit point and a new justice generalist position at the BSC in St. Pierre-Jolys. The BSC can now provide the public with a range of information about Manitoba Justice programs and services. The generalist seeks out other bilingual contacts and experts within the department to improve the timeliness and quality of information available to Francophones. The generalist is also the clerk at the monthly bilingual provincial court sittings in the community.

"It is clear that the Bilingual Service Centres are working and we will continue our efforts on the establishment of the next three BSCs in Ste. Anne, St. Laurent and St. Vital."

**- The Honourable Greg Selinger,
Minister responsible for FLS, at the
time of the official opening of the
bilingual circuit point in
St. Pierre-Jolys, September 20, 2004**

To promote these new activities, the BSC has entered into a partnership with the *Association des juristes d'expression française du Manitoba* for the planning of a major awareness campaign funded by the federal and provincial governments.

The FLS Secretariat met with provincial departments to identify their potential participation in the second phase of the establishment of BSCs in Ste. Anne, St. Laurent and St. Vital. As for the federal presence in the existing and future BSCs, the responsibility is being transferred to Service Canada from Canadian Heritage.

In the existing BSCs, a part-time position was added in Notre Dame de Lourdes by Manitoba Housing. In St. Pierre-Jolys, a part-time presence by the *Réseau communautaire* was added. The most often-used services in the BSCs continue to be those offered by Family Services and Housing, pathfinding at the federal, provincial and municipal level, employment services, business development services, the public access computers, passport and SIN applications, immigration services (in St. Boniface), as well as court services and driver testing (in St. Pierre-Jolys).

Promotional campaigns were coordinated to meet the specific needs of each BSC and included brochures, flyers and posters, as well as outreach activities in the different communities. Training was also provided to staff.

The BSCs are also part of the Access Centres Working Group whose mandate is to develop common strategies and tools and to work on service delivery standards. The BSCs have also served as a model for other communities and provinces.

Intergovernmental Cooperation

The FLS Secretariat coordinated, for Manitoba, the inclusion of projects to be funded in 2004/05 under the *Agreement for Cooperation and Exchange Between the Governments of Québec and Manitoba* and under the French-language services component of the *Memorandum of Understanding (MOU) on Interprovincial Co-Operation Between the Governments of Manitoba and New Brunswick*. Projects cost-shared include the following:

<i>Organizations</i>	<i>Manitoba/Québec Projects</i>	<i>Provincial Contribution</i>
La Maison des artistes visuels francophones and l'Écart	Training, tutoring and mentorship	\$16,550
Le 100 Nons and the Festival international de la chanson de Granby	Sharing of strategic planning expertise and training of musical directors	5,500
La Maison des artistes visuels francophones, Manitoba Printmakers' Association and Graff	Training of Francophone artists	2,950

<i>Organizations</i>	<i>Manitoba/New Brunswick Projects</i>	<i>Provincial Contribution</i>
Envol '91 and Radio Edmundston	Exchange and joint daily radio program during the Festival du Voyageur; workshops for members of Envol '91; exchange of governance and technical practices; production and exchange of radio programs on local talent and community profiles	\$7,000
La Maison des artistes visuels francophones and the Agence de mise en marché des œuvres d'art	Fact-finding mission and sharing of expertise in the sale of visual arts	7,000

Manitoba/Bas-Rhin (Alsace, France)

The FLS Secretariat participated in a preparatory mission to Alsace (France) in October 2004 with Manitoba Trade and Investment and the Economic Development Council for Manitoba Bilingual Municipalities (CDEM) to pursue activities of cooperation flowing from the *MOU on Cooperation Between the Département du Bas-Rhin and the Province of Manitoba*.

In early March 2005, Premier Gary Doer, Honourable Greg Selinger, Minister responsible for FLS, Guy Jourdain, Senior Advisor, and representatives of Intergovernmental Affairs and Trade, Industry, Economic Development and Mines and CDEM participated in a successful trade mission to Alsace. The following priority areas for cooperation were identified: Environment and Global Warming; Youth (youth mobility and youth at risk); and Persons with disabilities.



— *First Franco-Manitoban Mission to Alsace in early March 2005. Left to right: Mr. Claude Laverdure (Canadian Ambassador), Mr. Louis Becker (General Councillor), Honourable Gary Doer (Premier), Mr. Pierre Bertrand (Head of Delegation and First Vice-President of the Conseil Général du Bas-Rhin [General Council for the Lower Rhine Region]), Mr. Bernard Higel (Executive Director of the ADIRA), Mr. Jean-Jacques Gsell (General Councillor), and Honourable Greg Selinger (Minister responsible for FLS).*

Photo: CDEM



A ccomplishments
2004/05

Agriculture, Food and Rural Initiatives

In 2004/05, French language services figured favourably in Manitoba Agriculture, Food and Rural Initiatives (MAFRI) outreach activities. The department continued to develop stronger partnerships with bilingual communities and Francophone organizations, offering expertise and extension services in both official languages to all clients requesting assistance. An example of this is the department's Economic Development staff who has worked with Community Development Corporations in bilingual municipalities to further the department's vision of vibrant rural communities.

Major initiatives such as Rural Forum featured bilingual promotions and media interviews in both languages. Information meetings held in St. Pierre on the Canadian Agricultural Income Stabilisation (CAIS) were presented in both French and English. Both languages were used in the question and answer period as well as in the informational material on how producers can protect their farming operations against margin decline.

MAFRI directed its efforts to continuing the strengthening of the French language component of its services and resources. Procedures were established to ensure quick turn-around in the translation of weekly crop reports and daily crop burning authorizations. The department continued to update and translate documents and resource materials on the Web site. Documents including commodity fact sheets, promotional and recipe publications featured a significant number of French language copies. Efforts were made to ensure informational material remained highly visible and readily available in designated offices. MAFRI remained strongly committed to formatting French text so that brochures and the Web site have the same look in English and in French. Freelance translators were utilized to accommodate short turnaround times for translating documents.

A concerted effort is made to respond to telecommunications in both official languages in order to encourage clients to discuss issues in their chosen language. Bilingual personnel assist internal and external staff in Technical Reviews where the applicant is French and interpretation is provided. They provide assistance to clients in other districts in need of service in French, work in a coordinating capacity to assist in the delivery of inter-provincial tours and provide assistance with verbal communication.

The established policy, leasing documents and public correspondence of the Agricultural Crown Lands Branch are readily available in both languages and two staff members provide assistance to clients with French language needs. Three times a year, the Agricultural Crown Land for Rent list is placed in the French weekly newspaper, *La Liberté*.

Portions of Manitoba Crop Insurance Corporation's annual reports and information such as brochures, applications and contracts of insurance are translated on an annual basis or when required. Print and radio media sales advertising and deadline reminders are featured in both languages. Bilingual communications services are available at the Portage la Prairie head office as well as in the St. Pierre-Jolys and Somerset offices.

Manitoba Agricultural Credit Corporation's Annual Report is translated on an annual basis and is available on the Internet in both English and French.

The department continued to work closely with federal and provincial counterparts in developing bilingual materials – information and intelligence on economic and business development, market development and investment.

Civil Service Commission

The main focus of the Civil Service Commission (CSC) is internal with emphasis on corporate services. The CSC participates in the recruitment of designated bilingual positions in various departments and agencies as needed. The CSC is a member of a working group with the mandate of developing a strategy for the recruitment and retention of bilingual positions within the provincial government. The CSC continues to ensure that enhancements are made to the translation of Employment Opportunities on ACCESS 1-2-3, on the CSC Web site, and the translation of the advertisement for three external internship programs for posting at the Collège universitaire de Saint-Boniface. The CSC continues to produce the annual report in a partially bilingual format and continues to provide consultative support to the FLS Secretariat.

Culture, Heritage and Tourism

Culture

Through its grants programs, Culture, Heritage and Tourism (CHT) supports various cultural groups and activities such as Cinémental Inc., a French-language film festival, the Conseil culturel de Saint-Laurent, the 100 Nons, the Festival Chantecler (St. Pierre-Jolys), the provincial Association culturelle franco-manitobaine, and the theatre project "Théâtre dans le cimetière" (St. Boniface).

Public Library Services provided French language library services and library resources to Manitobans in numerous ways, including the production of four French language newsletters, production of the *Quest for Heroes* poster and handouts in French, providing the library Web site MAPLIN in French, purchasing

315 French language materials including books, large print books, audio books, CDs and videos, circulating 3,422 French language items to Manitobans, and providing French language library reference services and inter-library loans.

CHT continues to enhance Web site information in both French and English. The Community Places Program and the Heritage Grants Program have included an on-line application as well as guidelines, tip sheets, reference materials and listing of projects approved. The Department held public consultation as part of its review of *The Freedom of Information and Protection of Privacy Act* in the spring of 2004; interpretation service in the official languages was offered at both public consultations held in Winnipeg.

Heritage

The department supported heritage projects such as the St. Claude Museum's bilingual interpretive exhibit on Manitoba's dairy industry, the Musée de Saint-Boniface, the Oblate Missionary Sisters centennial celebrations, the Maison Gabrielle-Roy, and the Société historique de Lourdes (Notre Dame de Lourdes). Other heritage projects included grants for collections management and research projects to the Société historique de Saint-Boniface, the Filles de la Croix congregation and the Musée Saint-Joseph.

Public Web site access was also improved through the addition of 75 pages of French-language material related to the Hudson's Bay Company Archives.

Tourism

CHT supported the marketing of Francophone tourism by working co-operatively with the Economic Development Council for Manitoba Municipalities (CDEM). The Department provided \$5,000 to enhance the CDEM publication, *Joie de vivre*, a tourism publication that highlights Francophone tourism products in the province. The publication was made available in Manitoba's travel information centres and in the Community Development Corporation offices.

The Canada-Manitoba Economic Partnership Agreement provides funding for both CDEM and Entreprises Riel. CDEM's component is a four-year Tourism Plan (2003-2007), while Entreprises Riel's component includes assistance to the operation of their tourism information centres in St. Boniface and St. Norbert, and for economic development initiatives in the bilingual district of the City of Winnipeg (St. Boniface, St. Norbert, and St. Vital). Under the Economic Partnership Agreement, the province of Manitoba contributes \$600,000 over a three-year period ending on March 31, 2007.

There is an enhanced French presence on Travel Manitoba's Web site. A number of popular Information Sheets on recreation activities have been translated and produced, notably Cross Country and Downhill Skiing. At the "Explore Manitoba Centre", a self-guided tour publication in French of the Centre has been

produced and is available to the public. A number of key information signs have also been translated and one bilingual full-time position has been designated at the Centre. As in other years, a number of bilingual students were hired for summer employment.

Ongoing enhancements include the hiring of bilingual seasonal staff at all Travel Manitoba tourist information centres, active participation of Travel Manitoba staff on Tourism Development Committees, and Francophone representation on a number of Tourism Division Working Groups and committees, including the Ministerial Advisory Council on Tourism.

Translation Services

Translation Services is a branch of the Provincial Services Division of CHT. It provides translation and interpretation services in both official languages to government departments and agencies, the Courts, Crown corporations, and the Legislative Assembly.

As part of human resource renewal planning in 2004, CHT assessed positions considered "difficult to recruit" or vulnerable to turnover. In response to this analysis, in 2004/05, Translation Services, which accounts for 24 of CHT's 53 designated bilingual positions, developed a succession plan for interpreters. This plan will be implemented over the next three fiscal years to ensure services can be sustained should interpreters retire or decide to pursue other career interests.

In 2004/05, Translation Services has provided training experiences for students of the Collège universitaire de Saint-Boniface's École technique et professionnelle to expand its pool and services of bilingual staff and has offered work experience to young French speaking students through the STEP program.

Translation Services made applications available on their new Internet site that provided the opportunity for English-French translators to express an interest in providing translation services to government on a contract basis.

The Interpretation Section provides interpretation services to the Courts, the Legislative Assembly, and government departments and agencies that hold public hearings or host national or international meetings. In 2004/05, service requests required 364 staff person days (+41.6% — 257 in 2003/04) of interpretation duty and research, and attendance at 173 interpretative assignments (+38,4% — 125 in 2003/04).

Translation Services

	2003/04		2004/05		% Increase	
	<i>Pages</i>	<i>Words</i>	<i>Pages</i>	<i>Words</i>	<i>Pages</i>	<i>Words</i>
English-French Translation	14,075	3,518,681	14,267	3,566,750	+1.36%	+1.37%
French-English Translation	2,186	546,654	2,157	539,250	-1.33%	-1.35%

Education and Training

Education and Training regroups two departments: Manitoba Education, Citizenship and Youth, and Manitoba Advanced Education and Training. Both departments have a common French Language Service (FLS) office to ensure that the FLS Policy is implemented in all areas and that designated bilingual positions are filled with bilingual personnel. FLS staff supports these efforts by ensuring that all public materials and Web sites are translated and published on-line simultaneously to better serve the bilingual clientele.

The FLS staff plays an active role in ensuring that comparable services are made available to the Francophone community by providing staff with the necessary tools. The FLS staff, in partnership with the Human Resources Branch, has implemented a system through SAP that tracks designated bilingual positions. This ensures that designated bilingual positions are flagged at the beginning of the hiring process and it also ensures that there is a way to recognize employees in designated positions so as to better serve the public.

During 2004/05, both departments of education have made great efforts to ensure that their Web sites are available in both official languages. Some of the Web sites that have been translated or updated are: Aboriginal Languages and Cultures, College Expansion Initiative, Student Aid, MB4Youth, Teachers' Retirement Allowances Fund (TRAF), Technology Education, Independent Together: Supporting the Multilevel Learning Community.

In 2004, the Bureau de l'éducation française (BEF) celebrated its 30th anniversary. The BEF is responsible for the development of French and French-language curriculum programs for Basic French, French Immersion, and Français students. It also provides support to schools and school divisions through its education consultants. During 2004/05, the BEF has developed and had many curriculum programs and projects translated, including the following documents: *Safety First! Guidelines for Off-Site Activities for Schools*; *YouthSafe Manitoba: School Field Trip Resource*; *Focus on Your Future: Your Grad Planner*; and the *Official Languages in Education Program, Manitoba Action Plan*.

A pilot project called *Future to Discover*, sponsored by the Canada Millennium Scholarship Foundation, was introduced to all Senior 1 students in both English and French schools across the province. The purpose of the pilot project is to try to find new ways to encourage students to complete high school and to continue their education after high school.

The document titled *Working Together: Information for Parents of Children with Special Needs in School*, published in English and in French, offers support and encouragement to parents and families of children with special needs. The Apprenticeship Branch published a document titled *Careers in Apprenticeship Trades* which provides information on the apprenticeship program as well as a detailed description of the various trades that are offered through apprenticeship training. Employment and Training Services developed a document called *Show What You Know! Building Your Portfolio* to help people showcase their skills during job interviews.

In partnership with Manitoba Culture, Heritage and Tourism, the departments have secured an additional staff year to help meet the demands of translation services for Manitoba Education, Citizenship and Youth, and Manitoba Advanced Education and Training. The FLS office has also begun advising various sections to put money aside at the beginning of the fiscal year in order to be prepared for the costs of translation or interpretation services so that departmental staff is aware of the procedures to effectively disseminate information to the public in both official languages and, ultimately, helps serve the public more efficiently.

Energy, Science and Technology

Energy, Science and Technology (EST) views its Web site as its main communication vehicle to provide information and services in both official languages. In 2004/05, EST redesigned its entire external Web presence and translated high level corporate pages into French. The department's annual report was also translated in its entirety as was the Economic Innovation and Technology Council's Annual Report. Also in 2004/05, one employee received French language training comprising a week-long immersion program which has increased EST's ability to meet the objectives of the FLS policy.

Executive Council

Executive Council provides support to the Premier. Although Executive Council does not have any designated bilingual positions, it does have staff members who are fluent in French. These individuals provide oral and written feedback to the public who wish to voice complaints, concerns and general queries to the Premier.

Finance

The Taxation Division of Manitoba Finance continues to focus on providing services to taxpayers in both official languages. Public information seminars are made available in the language of choice. During 2004/05, one French language seminar was held at the urban BSC. The Division has upgraded some of the designated bilingual positions from the “beginner” to “intermediate” level of French-language proficiency. This provides a higher level of service to the French-speaking public. All areas of the Division are capable of delivering services in French when requested. All forms are produced in bilingual format as set out in the FLS Plan.

In the Consumer and Corporate Affairs Division, all documents for public use and public information are available in both official languages. In areas that offer service to the public, for the most part, service is available in both official languages. The Automobile Injury and Compensation Appeal Commission and the Residential Tenancies Commission are able to conduct appeal hearings in French. The Residential Tenancies Commission has requested and received more bilingual appointees to hear appeals in French. It also implemented a new software system which is being upgraded to be able to print in both official languages.

With low staff turnover, Consumer and Corporate Affairs Division reports a slow process to fill positions that have been designated bilingual. Many Branches have identified staff members which are not in designated bilingual positions that are able to provide French language services. Taxation, for example, has identified ten staff members able to provide services in French.

Health and Social Services

Conseil communauté en santé (CCS)

In 2004, Cabinet approved the designation of the Conseil communauté en santé (CCS) as the official representative of the Francophone communities in the areas of health and social services. The Minister of Health, the Minister of Family Services and Housing, and the Minister responsible for FLS supported this designation. The CCS promotes collaboration and functional relationships among the Francophone communities, the provincial government and the Regional Health Authorities in order to improve the delivery of health and social services. The FLS Coordinator for Manitoba Health was appointed as Manitoba Health's representative on the new board of CCS.

Manitoba Health

Throughout 2004/05, Manitoba Health maintained its delivery of French language services to the public through the office of its full-time bilingual FLS Coordinator, its bilingual staff, its bilingual Web site, its telephone information service and its many French and bilingual forms. Throughout the year, Manitoba Health staff produced French-language material for a host of subjects including Health Links-*Info Santé*, SARS, West Nile Virus, Public Health information sheets and Pharmacare.

Involvement of the FLS coordinator early in the production process of public information material, public notices, information campaigns, advertising and promotional materials facilitated the timely translation and production of these materials. One of the advantages of this approach was seen with the launch of the Healthy Living Web site (www.gov.mb.ca/healthyliving). This Web site went live in a completely bilingual format and regular updates ensure that it remain so.

Manitoba Health contributed to the organization of the first national conference on primary health care in May 2004. The conference, called *Moving Primary Health Care Forward: Many Successes, More to Do*, offered participants interactive sessions on several topics. All conference material (both paper and Web-based) was available in French and a team of interpreters ensured that all main workshops and keynote addresses were available in French.

Regional Health Authorities:

Parkland Regional Health Authority

The Parkland Regional Health Authority (PRHA) is committed to actively providing health services in both languages in the region's French speaking areas. A Regional FLS Policy has been established and communicated to PRHA designated

FLS offices as well as affiliate organizations. Ste. Rose Hospital has contracted a Mission Facilitator. This individual is bilingual and has direct contact with patients and visitors. The greatest challenge in FLS delivery is the availability of experienced bilingual staff. Health human resource shortages across the country make it difficult to recruit to most professional health positions, regardless of language spoken.

Regional Health Authority – Central Manitoba Inc.

During 2004/05, the Regional Health Authority – Central Manitoba Inc. (RHA Central) established a staffed FLS Unit which includes a Senior Policy Advisor – French Language Services, Senior Administrative Officer, Corporate Communications & French Language Services Leader and an Administrative Assistant. The FLS Unit works in collaboration with an FLS Coordinating Team (internal committee).

On a regional basis, the *Table de concertation régionale du Centre* is responsible to the CCS for assessing health and social service needs and priorities in the region. The RHA Central has developed its 2006-2011 FLS Strategic Plan which frames an integrated approach to ensure FLS are incorporated into regional initiatives.

Through the Primary Health Care Transition Fund, Health Canada granted funding channelled through the CCS/*Table de concertation régionale du Centre* who coordinated project submissions for the communities of Montcalm, Notre Dame de Lourdes and St. Claude. RHA Central is researching the possibility of creating a bilingual mobile team to serve Francophones.

Three members of the Regional Health Authority – Central Manitoba Inc. Board of Directors are Francophone. A bilingual Regional Chief of Staff was hired in the spring of 2005 and forms part of the RHA Central Senior Management. Currently, three members of the Senior Management complement are fully bilingual. Given the geographic realities of Central Region, there have been ongoing challenges to have sufficient numbers at various levels for the purpose of FLS training. Alternatives to classroom setting style instruction will be tried in the Fall of 2005.

The RHA Central annual public meeting was held in October 2004. The official annual report provided to Manitoba Health is posted in English and in French on the Web site. The complete report and summary highlights (English and French) of the Community Health Assessment are also posted on the Web site.

South Eastman Health/Santé Sud-Est Inc.

The Regional Health Authority has established a French language version of *Super Start* in two new communities. *Super Start* offers information and support to pregnant women and families with a child that is less than a year old. Public

health nurses also participated in the Fédération provinciale des comités de parents' first evaluation program at the *Centre de la petite enfance*, an early childhood learning centre in Île-des-Chênes. The program evaluated the development, language skills, oral and hearing capabilities of 3 and 4-year old children.

South Eastman Health/Santé Sud-Est Inc has undertaken a review of its FLS Plan in collaboration with the Senior Advisor of the FLS Secretariat and the members of the *Table de concertation régionale Sud-Est*. South Eastman Health, in collaboration with the *Table de concertation régionale Sud-Est*, prepared a grant application to *Santé en français* for a \$148,000 project to establish an additional service centre in a mid-size community with a large Francophone population.

South Eastman Health cooperates with *Santé en français* to ensure that all information for the general public is translated and available in both official languages. This includes reports, job advertisements, minutes, brochures, posters, as well as information published on the Web.

Winnipeg Regional Health Authority (WRHA)

An FLS Management Committee comprised of representatives from 14 designated bilingual sites and programs in the Winnipeg Region was formed in 2004. This group has developed five regional policies regarding French Language policies, namely 1 - General Policy; 2 - Communications in Official Languages; 3 - Designation of Bilingual Positions; 4 - Recruitment to Designated Bilingual (English/French) positions; 5 - Translation. A major accomplishment in 2004/05 was the approval of these five WRHA FLS policies. These policies support and enhance the provincial FLS Policy and Implementation Guidelines. An internal FLS Management Committee provides direction and support to FLS. An education/information plan allowing for improved implementation of the provincial FLS policy has also been approved by the WRHA.

Significant initiatives include patient satisfaction surveys which are now conducted in both official languages as well as volunteer recruitment campaigns. The number of bilingual public information material, signs, public notices and information campaigns continues to increase steadily as does interest in French language training.

The WRHA has reviewed and confirmed designated positions in the following areas: Corporate Services, Communications, and Community Care which includes Public Health, Home Care, Palliative Care Sub Program, Sexually Transmitted Diseases Unit, Street Connections, Travel Health and Tropical Medicine Services. Linguistic profiles for each of these positions have been prepared. Bilingual recruitment efforts have been successful in most instances.

St. Boniface General Hospital has established a Designated Bilingual Positions Task Force. The mandate of the Task Force is to designate a core group of

bilingual positions in clinical and support areas and to identify a recruitment process to ensure succession of bilingual staff.

The WRHA has a total of 500 designated bilingual positions, 425 of which are occupied by bilingual incumbents.

Family Services and Housing

In 2004/05, Family Services and Housing's (FSH) activities reflected its ongoing commitment to supporting Manitoba's Francophone children, families, individuals and communities to achieve their full potential. FSH has implemented a multi-faceted approach in its commitment to continuous service improvements.

Support continued for the development of verbal, written and electronic communication with the public in both official languages. FSH's translations have increased by 62% over the last five years while Healthy Child Manitoba (HCM) Office translations have doubled in the last two years. Interpretation services were offered at conferences, hearings, and information sessions. FSH has supported 53 staff registrations for French language training during 2004/05.

Manitoba Housing Authority

In June 2004, the Manitoba Housing Authority expanded its Call Centre services to include accessibility in both French and English throughout Manitoba. Tenants are now able to report maintenance and other matters to the Call Centre in both official languages.

Healthy Child Manitoba (HCM)

FSH and HCM continued to promote the healthy development and well-being of Francophone children, families and communities through its support of early childhood learning and care and other culturally-appropriate and community-based services. FSH and HCM acknowledge that equitable support is required in the area of child development to ensure that Francophone children have the same opportunities for success throughout their lives.

HCM, in consultation with the *Centres de la petite enfance* Steering Committee¹, has developed a "hub model" for early childhood centres linked with Francophone schools. The Manitoba model is based on the understanding that integrating early childhood services with school services ensures similar learning outcomes for Francophone students in minority settings compared to Anglophone students in majority communities.

The *Centres de la petite enfance* hub model designates the school as the hub of a community partnership which provides a wide range of early childhood development and school services, including resource centre, play groups, child

¹ The steering committee is composed of representatives from the *Division scolaire franco-manitobaine (DSFM)*, the *Fédération provinciale des comités de parents (FPCP)*, and the *Société franco-manitobaine (SFM)*.

care, health and social services, preschool education resources and family support structures in a better linked and integrated way for parents of Francophone children. The hub model creates a neighbourhood hub of activities directed at early childhood development, linking it to the school system and related services for Francophones.

Two demonstration sites for the *Centres de la petite enfance* were established, one at École Précieux-Sang (St. Boniface) and one at École Gabrielle-Roy (Île-des-Chênes). HCM is providing funding of \$50,000 for 2004/05 which is being matched by the federal government under the Canada/Manitoba General Agreement on the Promotion of Official Languages, for a total of \$100,000. The *Centres de la petite enfance* hub model was identified as a best practice model in *Early Childhood: Gateway to French Language Schools, A National Vision* (March 2003).

Manitoba Child Care Program

The Manitoba Child Care Program has provided funding to an additional 126 child care spaces in seven centres with the capacity to offer French language services, effective January 1, 2005. This initiative included operating grant funding for eight infant spaces at *Les Enfants Précieux Inc.*, which is the first Francophone infant child care centre in Winnipeg.

Santé en français Resource Unit

The *Santé en français* Resource Unit provides support to designated bilingual health and social services organizations in various areas, namely, translation, language training, language testing, resource materials, and bilingual recruitment.

French language training is provided to staff in designated RHAs, facilities and social service agencies who meet eligibility criteria. Training occurs three times a year at either the Collège universitaire de Saint-Boniface or l'Alliance Française du Manitoba. *Santé en français* also conducted language proficiency tests for French as a second language for RHAs hiring bilingual candidates.

Santé en français produced promotional materials for the recruitment of bilingual health care and social services personnel. The bilingual brochure *A Career in Health Care is for both the Head and the Heart* was revised and distributed to the bilingual students in the Division scolaire franco-manitobaine. *Santé en français* personnel participated in the Rotary Career Symposium in March 2005 to promote awareness among the middle and high school students of Manitoba. Employment/information sessions were held with nursing students from the Collège universitaire de Saint-Boniface and the University of Manitoba. *Santé en français* was present at job fairs in Montréal, Ottawa and Winnipeg.

Santé en français 2004/05 levels of translation, language training and language testing activities

	<i>Health</i>	<i>Social Services</i>	<i>Total</i>
Translation	497 documents (431,089 words) at a cost of \$92,388	45 documents (63,939 words) at a cost of \$13,520	542 documents (495,028 words) at a cost of \$105,908
Language Training	223 enrolments at a cost of \$55,104	23 enrolments at a cost of \$2,455	246 enrolments at a cost of \$57,559
Language Testing	14 language proficiency tests at a cost of \$772.	None	14 language proficiency tests at a cost of \$772.

Santé en français – Special Initiatives

The *Accès Santé/Access Health* collaborative project, a partnership between *Santé en français*, the St. Pierre-Jolys Health Corner, South Eastman Health/Santé Sud-Est Inc. and the Jolys Regional Library, had its official launch in October 2004. A wide array of books and educational resources on health and wellbeing topics has been made available to the Francophone communities of the south-eastern region. There are plans to extend the project to encompass Phase 2, the delivery of workshops in French on current priority issues facing the communities.

A significant number of French language resources were also provided to L'Entretiens des Franco-Manitobaines Inc., a second-stage shelter of women recovering from abusive relationships. Other purchases of educational resources were also made in support of the St. Amant Applied Behaviour Analysis Program (ABA) for children with autism spectrum disorder and for the Self-Learning Support Outreach Centre for French language students located at the Child and Family Services of Central Manitoba offices in Portage la Prairie.

Industry, Economic Development and Mines

Industry, Economic Development and Mines (IEDM) actively offers French Language Services through two program areas: the Mineral Resource Division and the Business Services Division. The department works in conjunction with current partners and organizations, such as the Economic Development Council for Manitoba Bilingual Municipalities (CDEM), Western Economic Diversification, and Intergovernmental Affairs and Trade. These strategic partnerships enable the department to continue to provide FLS to Manitobans and the department's national and international clients.

The FLS Policy is implemented through daily activities and by incorporating FLS in the planning and delivery of promotional campaigns, special events, print and

Web communications, business consultations and, in partnership with CDEM, with the delivery of business planning workshops and seminars to Francophone communities. To better serve Francophone communities, the Canada/Manitoba Business Service Centre (C/MBSC) provides regional sites in St. Boniface, St. Pierre-Jolys, Notre Dame de Lourdes, Lac du Bonnet and St. Laurent.

In 2004/05, IEDM continued to improve the implementation of FLS through program delivery:

- The Manitoba Geological Survey (GS) – Client Services program implemented the production of new mineral education materials in French for the Schools Program at the Manitoba Mining and Minerals Convention and Provincial Mining Week activities. Posters and flyers were sent to the St. Boniface BSC and advertising was placed in *La Liberté* to promote Provincial Mining Week activities at The Forks.
- The Small Business Development Branch (SBDB) continued to forge partnerships with organizations such as CDEM to assist in the delivery of specific workshops, most notably, the Business Start Program three-day workshop.
- SBDB, co-located at the C/MBSC, has continued to translate business publications and make them readily available on the C/MBSC-SBDB Web sites. The C/MBSC Library has expanded the complement of business reference materials and books, which are made available throughout Manitoba by way of the 31 C/MBSC regional sites.
- SBDB participated in preliminary discussions regarding the branch's involvement in the proposed new business development centre (BDC).

Intergovernmental Affairs and Trade

The Department of Intergovernmental Affairs and Trade continues to actively embrace the concept of a pro-active approach to delivering government French language services. The Canada-Manitoba Infrastructure Secretariat offers a bilingual service and communications protocol for all Federal-Provincial Agreements, including all public information materials, signage, Web sites, media advisories, and news releases.

The Canada/Manitoba Infrastructure Secretariat is involved in extensive discussions with a number of Francophone organizations related to potential projects under the Canada/Manitoba Infrastructure Program (CMIP) and the Canada-Manitoba Economic Partnership Agreement (EPA). The Canada-Manitoba EPA is contributing \$600,000 over three years towards the Economic Development Council for Manitoba Bilingual Municipalities (CDEM) tourism and Entreprises Riel initiatives.

Active participation in the Partnership Committee for the Economic Development of Francophones in Manitoba ensures that scarce provincial resources are focused on the highest priorities of the Francophone community to address the economic and human resource development needs of the community. This Committee is a partnership intended to support the development and enhance the vitality of the Francophone community in Manitoba.

The province of Manitoba is contributing \$1.925 million (\$1.425 million under EPA and \$500,000 under CMIP) towards upgrades to the Centre culturel franco-manitobain (CCFM) and the addition of a new theatre for the Cercle Molière.

Manitoba Trade participated in two international trade shows in 2004/05. The first was preparatory mission to Alsace (France) in October 2004 to pursue activities of cooperation which was followed by a successful trade mission to Alsace in early March 2005.

Public consultation processes are ever mindful of the need to provide simultaneous translation services to actively solicit input in both languages. Reports for public release are consistently translated and made available in both French and English. All program areas ensure that bilingual staff is available to provide French language services when needed; designated areas make an active offer of French wherever possible. Departmental Web sites are almost all completely bilingual. Special Web sites set up for specific projects, particularly pages aimed at engaging the general public, are provided in both official languages.

Recruitment for bilingual employees continues to be a priority for the department, as the department attempts to balance program delivery needs with reduced staffing complements.

Justice

French-Language Provincial Court Services in South-Eastern Manitoba

A significant achievement in 2004/05 was the official opening on September 20, 2004, of the Department of Justice Bilingual Provincial Court Circuit covering the Rural Municipalities of Ritchot, Taché and De Salaberry which sits every 4th Tuesday of each month. The opening of the Provincial Court Circuit in St. Pierre-Jolys offers a convenient service for people and police agencies in that part of Manitoba.

Since 2004, a Generalist/Clerk of Court has been on location in St. Pierre-Jolys to provide enhanced FLS on a broad range of issues related to the Justice System, which includes Maintenance Enforcement, Pardon Application Guidance, Small

Claims Court/Court of Queen's Bench, Victim Services, Legal Aid Manitoba and Summary Conviction Court. A video phone has been installed in St. Pierre-Jolys for people wanting to deal with their matter in French. If a magistrate is not available, the Generalist arranges a link with a French-speaking magistrate located elsewhere in the province.

Policy and Procedure for the Translation of Court Documents

In February 2005, a *Policy and Procedure for the Translation of Court Documents* and a *Policy and Procedure for Interpretation Services in the Courtroom* were approved by the Judiciary for implementation and distribution to ensure a consistent practice in all courthouses in Manitoba with all stakeholders having been consulted. Managers/supervisors across the province have ensured that all of their respective staff members are aware of the importance of compliance and have provided one-on-one assistance to new staff members dealing with the policies for the first time.

Availability of Departmental Information in Both Official Languages

The Department of Justice continues to increase the availability of departmental information by ensuring that any new documents are available in both official languages and bilingual information is easily accessible by the public. All staff members are aware of the importance of the active offer concept and calling upon a bilingual staff member should the need arise in their transactions with the public. As well, the Department continues to increase the availability of bilingual employees to deliver services to the public in both official languages.

All information on the Court Web site (<http://www.manitobacourts.mb.ca>) continues to be reviewed and sent for translation to ensure its availability to the public in both official languages while new and/or updated bilingual Court documentation continues to be provided to the BSCs for easy public access.

The Public Trustee's Office

The Public Trustee's office provides service in both official languages to clients, families of clients or deceased persons, and to children or children's families. Francophone clients are assigned to bilingual staff.

Legal Translation Branch

The Legal Translation Branch falls under the jurisdiction of the Legislative Counsel and Assistant Deputy Minister of Justice. The branch currently has a six-person staff made up of a director, an assistant director and four translators. When circumstances so require, it also calls on freelance translators.

The principal mandate of the Legal Translation Branch is to translate the province's statutes and regulations, pursuant to the decision handed down by the Supreme

Court of Canada in the 1985 *Reference re Language Rights in Manitoba*. It also contributes to the work of the Legislative Assembly by producing the French version of order papers, votes and proceedings, Speaker's rulings, and committee reports so that the enactment process can proceed in both official languages. In this context, the translators attend meetings of the Assembly's standing committees in order to translate amendments to bills on-site.

Labour and Immigration

In 2004/05, the Department of Labour and Immigration continued to provide services in either official language in its day-to-day operations, communications and delivery of its programs and services. The Department continued to develop printed and electronic information in both English and French, in accordance with FLS Policy, including updating and expanding its Web site. The Department continued to fund and to provide informational materials to the BSCs.

The Workplace Safety and Health Division addressed specific service needs resulting from joint initiatives with the Workers Compensation Board. Communications materials such as a poster commemorating the *Day of Mourning for Workers Killed and Injured on the Job*, the *SAFE Workers of Tomorrow Student Resource Book*, and all *SAFE Work* bulletins and newsletters were translated and distributed.

Communication regarding the Minimum Wage announcement was done in both official languages. The Manitoba Labour Board increased its usage of Translation Services to translate documentation relative to applications and hearings before the Board. The Board has also assisted in referrals from the BSCs.

The Immigration and Multicultural Division received funding from the federal government through the Memorandum of Understanding, Provincial Nominee Program and Language Clauses, Francophone Initiative, and has undertaken to create promotional tools to encourage French-speaking immigrants to settle in Francophone communities in Manitoba. Part of this initiative is a complete redesign of the Division's French Web site. A joint Canada-Manitoba initiative will help to connect Francophone immigrants to community resources and has expanded supports in the Francophone community.

All areas of the department have made a concerted effort to ensure that its communication materials, including Web site content, are in a bilingual format in accordance with FLS requirements. The Department continues its referral and usage of the BSCs as a service option for Francophone clients. In conjunction with the Collège universitaire de Saint-Boniface, the Employment Standards

Branch conducted a beginners' French course, in house, to promote interest in French language studies. Seven staff members have completed the course.

Transportation and Government Services

During 2004/05, Transportation and Government Services (TGS) continued to respect the FLS policy and to work toward the fulfilment of the Chartier Report. Forms, public information documents, public hearings, building and highway signs in designated areas were made available in both official languages. The translation of signage on roads was addressed in a consistent, continuous manner that occasionally went beyond designated areas.

A process was developed to ensure that TGS staff, including Security Guards at the Legislative Building, are well versed in the active offer concept to ensure easy access to bilingual Legislative Building staff so that visitors can converse in the official language of their choice. This process will have an annual follow-up component, to ensure that the policy and process are regularly reinforced.

The Road Condition Information Services continued to be available in both official languages on the Internet, by automated voice system, and in person, receiving immediate service from Translation Services in emergency situations, to ensure that critical information is available in both languages.

Accommodation Services Division has worked closely with the FLS Secretariat and provincial departments in the planning and development of three additional BSCs proposed for Ste. Anne-des-Chênes, St. Laurent and St. Vital.

The Deputy Minister, Government Services, is co-chairing a joint Government of Manitoba—City of Brandon committee to oversee the redevelopment process of the former Brandon Mental Health Centre. Extensive public consultation was conducted in 2004/05. Invitations to open houses and a public questionnaire were distributed in hard copy and on the TGS Internet site in both official languages. Advertisements for the open houses were placed in the English and French language newspapers.

TGS Administrative Services Division undertook an audit of the TGS Internet site. A re-vamp of the site, scheduled for 2005/06, will involve consultation with the FLS Facilitator assigned to TGS as to the appropriate concurrent translation to French of Web pages when appropriate.

Air Services Branch, Supply & Services Division, has taken the lead amongst the provinces to develop aviation regulations for "state" governmental air operations. All documents relating to this project will be translated to French for the benefit of provincial counterparts.

The transfer of the Division of Driver & Vehicle Licencing to Manitoba Public Insurance led to the departure from the department of thirty (30) designated bilingual positions and thus of a large component of the TGS French Language Service Plan, originally drafted in August 2001. A process was begun to review and update the Plan, including a review of translated forms and documents. The updated plan is expected to be released in 2005/06.



Crown Corporations
and Extra-Departmental
Organizations

Manitoba Arts Council

The Manitoba Arts Council (MAC), an arm's-length agency of the Province of Manitoba, was established in 1965 to promote the study, enjoyment, production and performance of works in the arts. The Council makes awards to professional arts organizations and individuals in all art forms including arts education, literary arts, performing arts, and visual arts. The Council uses a peer assessment process in making awards. The main criterion used to assess application is artistic excellence.

MAC prints and publishes all public information and Web site materials in French and English. Press releases, job advertisements and general correspondence with the arts community are always in both official languages. Correspondence to Francophone clients is provided in the language of choice and jury materials may be submitted in the applicant's language of choice. MAC ensures that there is a minimum of one Francophone jury member on all juries with French applications. Advisory panels use simultaneous interpretation services as is the case with all national conferences hosted by MAC. Front reception services, in person and by telephone, are provided in both official languages. There are two Francophone members on MAC's 15 member Board of Directors, two designated bilingual staff positions (Communications Manager and Receptionist) with two additional staff able to function in French.

During 2004/05, the following initiatives were undertaken:

- The hiring of a translation intern to create a French/English lexicon to ensure language usage consistency and to review/revise all French administrative documents for clarity and accuracy against English source documents.
- In fall 2004, MAC held the first all-Francophone jury in response to high numbers of French-language applicants for Writer's Grants.
- On October 30, 2004, MAC held a full-day consultation in French with the Francophone arts community to determine needs and develop recommendations for Council.
- MAC advertised three jobs requesting bilingual applications: Program Manager, Program Assistant, and Program Consultant – Organizations.

Manitoba Film and Sound Recording Development Corporation

The Manitoba Film and Sound Recording Development Corporation (MF&S) continued the process of implementing its FLS Plan as approved in February 2004. The 2003/04 Annual Report was produced in a fully-bilingual format for the first time. Translation work began on the Corporation's numerous program guidelines and application forms and program one-sheets. All Sound Program guidelines and application forms are now available in a bilingual format as well as the Film, Sound and Tax Credit one-sheets. Work is in progress on the translation of the full Film programs and tax credit packages.

As in the previous year, MF&S had French language representation from its staff during the CUSB Career Expo. With the departure of a non-bilingual incumbent in a recently-designated bilingual position, MF&S was able to fill that position with a bilingual individual.

Manitoba Hydro

Manitoba Hydro is willing to offer more than the minimum FLS required by policy to its customers when the opportunity arises. This was the case when it became possible for Manitoba Hydro to expand its telephone services in French to customers living outside designated bilingual districts. The decision was made to include the telephone number for the French line at the call centre on the bills of customers living outside designated bilingual districts, thus ensuring that all Manitobans can now choose the FLS option over the phone.

Over the course of 2004/05, Manitoba Hydro incorporated a promotional facet to as many projects as possible, both new and existing. A new initiative was launched in keeping with Manitoba Hydro's commitment to Public Safety: a 28-page booklet dealing with emergencies that Manitobans could face with regards to electricity and natural gas. The French language Public Safety guide, *Guide de préparation aux situations d'urgence*, was produced and promoted in a safety brochure that was distributed as part of the free-standing insert in *La Liberté* in the fall of 2004.

Manitoba Hydro's English language Web site has a section for children and teachers with an important safety component. Since a good part of this section is made up of components purchased from other companies, it was not possible to mirror the English site in French. It was decided that the only way to meet requirements of the FLS Policy was to redesign the entire French site. Work on

this project was well underway during 2004/05 with an anticipated launch date of fall 2005 during the French Educators Fall SAG Conference.

Since its official opening in December 2001, the Manitoba Electrical Museum has proven quite popular in attracting school tours in English. However that was not the case in French. A concentrated effort at promoting the Museum as a prime destination for school outings was done within the French Educators' group. A noted increase in the number of French tours was seen. The Museum is now a point of interest to all school teachers, whether they are from the English or French school system. Manitoba Hydro anticipates that the number of French tours will continue to increase.

Manitoba Liquor Control Commission

The Manitoba Liquor Control Commission (MLCC) continues to hire qualified bilingual employees for designated and non-designated areas to ensure bilingual services are available to our customers both internally and externally. Communication materials, signage and Web site information are available in both official languages. Store visits are conducted annually to ensure the FLS requirements are met. Tuition re-imbusement is provided to all employees who are interested in French language training so as to strengthen their French skills. With the MLCC's very low turnover rate, non-bilingual employees are encouraged to sign up for French language training. The MLCC has received no FLS-related complaints over the last two years.

Manitoba Lotteries Corporation

During 2004/05, Manitoba Lotteries Corporation (MLC) embarked on an aggressive plan to ensure MLC's compliance with the spirit of the Government of Manitoba FLS Policy. MLC has developed and implemented corporate guidelines, FLS Policy and Procedures to assist the Corporation deliver quality FLS that are readily available and accessible.

An FLS Steering Committee, which holds monthly meetings, was created to provide direction and guidance in implementing the MLC FLS Plan. An FLS Unit has also been created. Comprised of an FLS Coordinator, an assistant FLS Coordinator, an FLS Administrator, an FLS Administrative/Support personnel and a Project Manager, all who are bilingual, the FLS Unit holds weekly meetings. A French Language Advisory Committee, to assist MLC develop corporate guidelines to deliver quality French Language Services, was created. The Advisory Committee has representation from all business units within the corporation and holds quarterly meetings.

The following improvements were put into place during the year:

- Incoming calls to the Corporate, Central Services, Video Lotto Division and the Brandon offices now include *Bonjour* in their greetings, indicating that there is service available in both official languages upon request.
- A referral list of MLC employees has been compiled. These MLC employees have indicated their ability to speak French and have been tested at the Collège universitaire de Saint-Boniface. This list is available at all reception areas and is updated monthly.
- MLC has designated various positions throughout the Corporation as bilingual and has filled the majority. The external employment application form is available in French. MLC is providing French Oral training Level 1 and Level 2 to its employees.
- Communications material and signage are produced in a bilingual or a French/English format unless cost, distribution considerations or operational requirements cause this to be impractical. Marketing Quarterly Calendars are produced in a French/English format.
- Club Regent Casino is offering a bilingual Blackjack table on Friday and Saturday nights.
- MLC, through sponsorship initiatives, has elevated its presence in the Francophone communities with initiatives such as the *Festival du Voyageur* and *La Maison des artistes visuels francophones*.

Manitoba Public Insurance Corporation

The Manitoba Public Insurance Corporation (MPI) continued to work to ensure that it provided Franco-Manitobans with quality front-line customer service throughout the corporation. Customer service levels and the quality of service provided in French are measured quarterly and reported to the Board of Directors to ensure compliance with established standards.

Driver and Vehicle Licensing operations were integrated into MPI in October 2004. The FLS coordinators of MPI and Driver and Vehicle Licensing have been working together to ensure equivalent French Language Services are offered throughout the corporation. The merger provides opportunities to draw upon a larger pool of FLS staff. MPI staff, in consultation with the Collège universitaire de Saint-Boniface, developed a day-long training session that will be delivered to designated employees in 2005/06.

In 2004/05, MPI sponsored the Junior Achievement Manitoba French language program called *The Economics of Staying in School*. Working in partnership with Jeunes Entreprises du Manitoba, the Economic Development Council for

Manitoba Bilingual Municipalities (CDEM) and the Conseil jeunesse provincial (CJP), this program targets business-related activities and courses for Francophone and French Immersion students throughout the province. In all, presentations were delivered to 11 Francophone Senior high schools and 31 combined French Immersion Senior high schools.

Other initiatives undertaken during the year include:

- expansion of MPI's intranet site to include new links and information that will assist employees in providing more efficient delivery of French language services.
- development and testing of a bilingual version of its *Virtual Driver* CD-ROM driver safety product, which is scheduled for launch in May 2005.

Initiatives that have been maintained include:

- advertising safety initiatives and public notices in French-language radio and newspapers;
- ongoing revision and, when necessary, correction of specific standard forms in French;
- MPI's long-standing support of *Le Festival du Voyageur*.

Seniors and Healthy Aging Secretariat

The Seniors and Healthy Aging Secretariat works with a number of community groups, senior-serving organizations, and non-profit groups on various issues, challenges and opportunities for older Manitobans. It is important, but often challenging, for all community groups to reflect the interests of Francophone seniors. The Secretariat provides services to Francophone seniors through bilingual staff and province-wide toll-free bilingual Seniors Information Line and Seniors Abuse Line.

In April 2003, the Manitoba government endorsed a new seniors strategy – *Advancing Age: Promoting Older Manitobans*. The Fédération des aînés franco-manitobains, Inc. (FAFM) was one of five organizations to receive \$16,000 during fiscal 2004/05. The FAFM's participation in *Advancing Age* contributed to the development of a comprehensive framework of legislation, public policy and programs for older adults in Manitoba.

The bilingual staff also worked with the Francophone community to ensure that the needs and concerns of Francophone seniors are met. All publications produced by the Secretariat are also available in French and English on the Web site (www.gov.mb.ca/sd). Presentations on elder abuse, as well as the services of the Secretariat, are available to Francophone communities across Manitoba.



Offices of the
Legislative Assembly

Elections Manitoba

Elections Manitoba's mandate is to administer provincial elections and provide the public and political participants with information regarding the electoral process. During 2004/05, Elections Manitoba held two by-elections in the electoral divisions of Minto and Turtle Mountain. Elections Manitoba worked with Translation Services in the production of all materials during the by-election. News releases, statutory advertisements and Gazette Notices were all provided in French. All election forms and manuals under both *The Elections Act* and *The Elections Finances Act* are translated into French. The Elections Manitoba Annual Reports and the Statement of the Votes for the by-elections that occurred were printed with French translation. The Elections Manitoba Web site also provides information regarding the results of previous elections and by-elections in the French language.

Office of the Ombudsman Manitoba

Ombudsman Manitoba actively offers services in French to citizens who contact the office. Inquiries or complaints received in French under *The Ombudsman Act*, *The Freedom of Information and Privacy Act* (FIPPA), and *The Personal Health Information Act* (PHIA) are responded to by bilingual staff. Information brochures, annual reports, special reports and media releases are produced in both official languages. The Office of Ombudsman Manitoba Web site is also in English and French. Several presentations in French were made to the public and media in 2004/05.



2004/05 *Challenges*

The greatest challenges throughout the administrative bodies are resources, both financial and human. Administrative bodies are continually faced with the gap between the competing priorities of program delivery and the limited human and financial resources.

Human Resources

CHALLENGES

Recruiting and retaining qualified bilingual staff where candidate selection is minimal or for technical, specialized or professional positions. It is an even greater challenge for positions in rural areas.

STRATEGIES

Work with appropriate stakeholders and the community to identify and develop training, recruitment and retention strategies.

ACTIONS TAKEN

Development of a succession plan for positions considered 'difficult to recruit' or vulnerable to turnover. Encourage non-bilingual staff to sign up for French-language training.

Recruit outside of administrative body for specific positions.

Use active outreach programs to recruit staff.

Identify and compile lists of bilingual staff not in designated bilingual positions that are willing and able to provide FLS and/or assist non-bilingual staff in bilingual positions.

Fund Francophone organizations that can offer FLS in areas such as tourism, early child care education, etc.

Human Resources (continued)

CHALLENGES

Completion of FLS Plans by administrative bodies.

STRATEGIES

Priority must be given to completing the FLS Plans. These plans outline practical ways and means by which an administrative body can actively offer and effectively provide its services in French. They identify the programs with an FLS component, specify FLS delivery points and identify the bilingual positions designated to provide services in both official languages.

ACTIONS TAKEN

Four Regional Health Authorities have implemented their FLS Plans in 2004/05. The FLS facilitators continue to work with the remaining departments and administrative bodies to complete this task.

Communications

CHALLENGES

Ensuring Translation Services has the ability to provide excellent service in spite of the gap between human and financial resources, and increasing demands and tight timeframes.

Producing documents within extremely tight deadlines that leave little or inadequate time for translation or last-minute edits.

STRATEGIES

Special funding, under the Canada-Manitoba General Agreement on the Promotion of Official Languages, to provide additional resources for translation.

Reviewing options to allow

Translation Services to increase annual allotments to departments.

Raise awareness of the requirement to produce public information documents and release them simultaneously in both official languages. Take into account the bilingual nature of documents from the beginning of the conceptualization and design phases.

ACTIONS TAKEN

Translation Services has informed units on how to 'budget' for translation and interpretation services at the beginning of the financial year to better coordinate work flow.

FLS facilitators continue to advise and guide departments and administrative bodies regarding public information material.

Use freelance translation resources to speed up translation or for extremely tight deadlines.

Involve bilingual staff at the beginning of the production process of information documents so as to address bilingual needs as they arise.

Communications (continued)

CHALLENGES

Developing, maintaining and ensuring Web sites are available simultaneously in both official languages.

Ensuring the government has the capacity to provide bilingual services in its central communications offices or units.

STRATEGIES

Raise awareness of the requirement to provide Web sites in both official languages and release them simultaneously. Encourage administrative bodies to hire bilingual staff to support the development and maintenance of Web sites in both official languages (i.e. proofreading Web sites; proofreading text converted from Word to HTML; ensuring text is accurate, complete and that the look is comparable in both official languages).

Greater emphasis on the hiring of bilingual staff to support administrative bodies in the delivery of comparable quality FLS for such matters as communication materials, press releases, media relations, and Web content coordination.

ACTIONS TAKEN

Create a term intern translation position to clear up backlog and maintain sites up to date.

Tailor, and not necessarily mirror, the production and dissemination of public service information to the Francophone community.

Ongoing discussion with relevant administrative bodies.

Ongoing discussion with relevant administrative bodies.

Communications (continued)

CHALLENGES

The French-speaking public is not always aware of what services are provided in the French language and where to obtain them. Conversely, some administrative bodies are not familiar enough with the FLS Policy and its requirements.

STRATEGIES

Intensify promotion and awareness-raising activities, targeting both the administrative bodies and the Francophone community. Integrate and normalize the implementation of the FLS Policy.

ACTIONS TAKEN

Canada-Manitoba Economic Partnership Agreement provides funding to CDEM for a four-year Tourism Plan (2003-2007), and to Entreprises Riel for assistance to the operation of their tourism information centres in St. Boniface and St. Norbert, and for economic development initiatives in the bilingual district of the City of Winnipeg (St. Boniface, St. Norbert, and St. Vital).

Funding contribution for the production of French-language tourism publication *Joie de vivre*.

Other

CHALLENGES

Choosing the appropriate mix of strategies and tools to enhance service commitments to Francophone clients, within limited financial budgets and where requests for FLS have been declined.

STRATEGIES

More consultation with the community and appropriate stakeholders to prioritize FLS and concentrate government efforts on these services. Develop government community partnerships.

ACTIONS TAKEN

The opening of the Provincial Court Circuit in St. Pierre-Jolys.

Designation of the *Conseil communautaire en santé* Board as the official representative of the Francophone communities in the areas of health and social services.

Canada/Manitoba Infrastructure Secretariat involved in extensive discussions with a number of Francophone organizations related to potential projects under the Canada/Manitoba Infrastructure Program (CMIP) and the Canada-Manitoba Economic Partnership Agreement (EPA).

Joint Canada-Manitoba initiative to help Francophone immigrants connect to community resources and expanded supports in the Francophone community.

Other (continued)

CHALLENGES

STRATEGIES

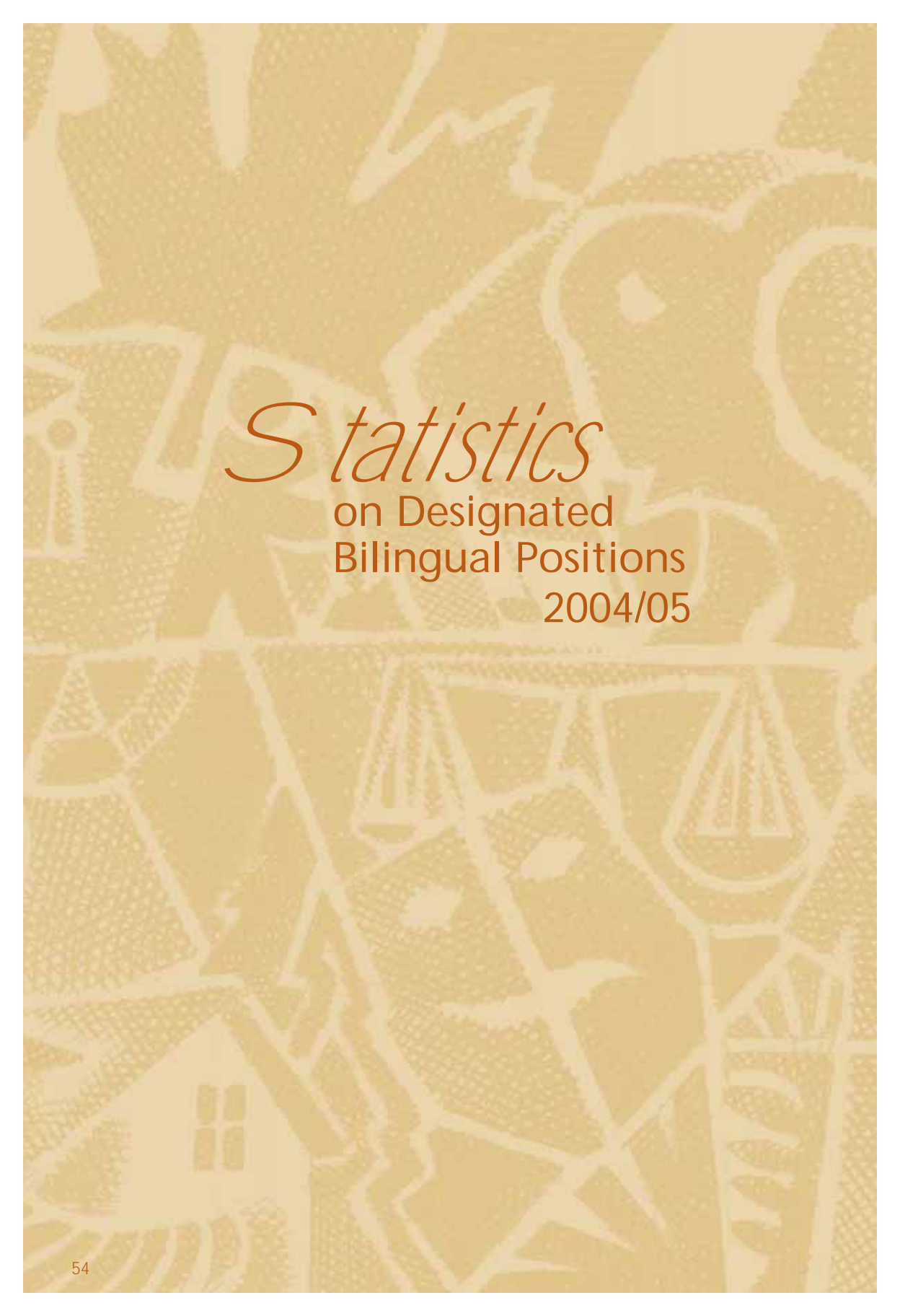
ACTIONS TAKEN

Use of the Bilingual Service Centres as a service option for Francophone clients of various departments.

Working with Francophone organizations, development of a “hub model” for early childhood centres linked with Francophone schools.

Funding of an additional 126 child care spaces in seven centres with the capacity to offer French language services, effective January 1, 2005.

Operating grant funding for eight infant spaces at *Les Enfants Précieux Inc.*, which is the first Francophone infant child care centre in Winnipeg.



Statistics
on Designated
Bilingual Positions
2004/05

Administrative Bodies	Total Number of Designated Bilingual Positions	Number of Bilingual Incumbents	Number of Non-Bilingual Incumbents in Designated Positions	Number of Vacant Designated Positions
Departments				
Agriculture, Food and Rural Initiatives	20	7	9	4
Civil Service Commission	3	3	0	0
Conservation / Water Stewardship ¹	65	33	32	0
Culture, Heritage & Tourism	53	47	3	3
Education, Citizenship and Youth / Advanced Education and Training	127.5	117.5	6	4
Family Services and Housing ²	99	53	43	3
Healthy Child Manitoba ²	3	2	1	0
Finance ¹	35.5	26.5	9	0
French Language Services Secretariat	7	7	0	0
Health	15	12	3	0
Industry, Economic Development and Mines ¹	9 ³	4	4	1
Intergovernmental Affairs and Trade ¹	25 ⁴	16	9	0
Justice	70	51	17	2
Labour and Immigration	23 ⁵	9	13	1
Transportation and Government Services	18 ⁶	10	7	1

Administrative Bodies	Total Number of Designated Bilingual Positions	Number of Bilingual Incumbents	Number of Non-Bilingual Incumbents in Designated Positions	Number of Vacant Designated Positions
Offices of the Legislative Assembly/Crown Corporations and Extra-Departmental Organizations				
Elections Manitoba	1	1	0	0
Manitoba Arts Council	2	2	0	0
Manitoba Film and Sound Recording Development Corporation	2	1	1	0
Manitoba Hydro	32	24	8	0
Manitoba Liquor Control Commission	70	55	13	2
Manitoba Lotteries Corporation	5	4	1	0
Manitoba Public Insurance	123 ⁷	81	41	1
Seniors and Healthy Aging Secretariat	1	1	0	0
TOTAL	809	567	220	22
Percentage	100%	70.1%	27.2%	2.7%

1 In addition to the designated positions, these departments are committed to partially funding (25%) three Information Specialist positions located at the Bilingual Service Centres of St. Boniface, St. Pierre-Jolys, and Notre Dame de Lourdes.

2 Due to the ongoing reorganization of the Child and Family Services system, statistics for the 2004/05 were not available. 2003/04 statistics have been used.

3 Emergency Measures Organization (EMO) staff was transferred to Intergovernmental Affairs and Trade.

4 Includes EMO employees transferred from Industry, Economic Development and Mines.

5 Includes Manitoba Women's Directorate personnel.

6 Division of Driver and Vehicle Licensing transferred to Manitoba Public Insurance.

7 Includes employees from Driver and Vehicle Licensing transferred from Transportation and Government Services.

Comparative Data on Designated Bilingual Positions from 1999/2000 to 2004/05

Fiscal Year	1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05
Total Number of Designated Bilingual Positions	376	551	583.5	757	784	809
Increase (over reference year 1999/2000)	Reference Year	46.5%	55.2%	101.3%	108.5%	115.2%

Appendix
*S*tatement
of Policy
March 1999



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

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

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

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

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

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

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

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

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

Unless specified otherwise by the Minister responsible for French Language Services, signs and public notices in the designated areas and in the Bilingual Service Centres are in both official languages.

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

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

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

Unless otherwise specified by the Minister responsible for French Language Services, only bilingual employees are recruited in the Bilingual Service Centres and designated positions until such time as the bilingual personnel requirements are met.

Where the staff of a Bilingual Service Centre is completely bilingual, the administrative body encourages the use of French as the language of work.

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

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

- All government departments and boards, commissions, corporations and special operating agencies reporting to them;
- Crown corporations and extra departmental organizations;
- Offices of the legislative assembly and quasi-judicial agencies subject to the requirements of Section 23 of The Manitoba Act;
- Public utilities governed by the Public Utilities Board and serving designated areas;
- Designated health facilities, social services agencies and Regional Health Authorities;
- Others as may be specified by the Minister responsible for French Language Services.

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

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

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