



Interlake–Eastern
Regional Health Authority

Office régional de la santé
d'Entre-les-Lacs et de l'Est

FRENCH LANGUAGE SERVICES

PLAN

2018-2023

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Université de St. Boniface "Meet and Greet" March 2017 - Picture courtesy of Lori Carriere

INTRODUCTION

The French Language Services Regulation (46/98) of *The Regional Health Authorities Act* (C.C.S.M. c. R34) requires that designated Regional Health Authorities (RHAs) in the province of Manitoba develop French Language Services (FLS) Plans. In keeping with this requirement the Interlake-Eastern Regional Health Authority developed its FLS Plan for 2018 to 2023. Within the context of overall provincial and regional strategies, the FLS Plan supports an integrated approach in ensuring and improving access to health services in French in the Interlake-Eastern region.

The Senior Leadership structure of Interlake-Eastern Regional Health Authority, established in 2012, includes a Vice President of Community Service and Chief Allied Health Officer that has responsibility for FLS. In addition to this, the region has two French Language Services Coordinators; one in the east based out of Pine Falls and one in the west based out of St. Laurent.

This 5-year FLS Plan for 2018-2023 will be accompanied by an annual FLS action plan. The annual FLS action plans will be developed by the Interlake-Eastern Regional Health Authority French Language Services Committee in collaboration with community partners, stakeholders and the regional management team.

The foundation for the Interlake-Eastern Regional Health Authority's 2018-2023 French Language service delivery plan was set by our 2013-2018 plan. The 2013-2018 plan was the first for the newly-formed health authority.

The following process was followed for the development and approval of this plan:

1. A draft of the five-year FLS Plan was developed by the Interlake-Eastern Regional FLS team, in close collaboration with RHA Senior Leadership. Careful consideration was given to address feedback received from the francophone community over the last five years.
2. The draft was shared with Santé en français and the Francophone Affairs Secretariat for initial review and feedback.
3. The plan was presented to the RHA Senior Leadership Team and approved in principle.
4. The plan was presented to the RHA Board of Directors and approved.
5. Presentations of the plan were delivered to the community for final review and feedback.
6. The plan was presented for review and approval to the Santé en français Board of Directors. This is a high-level review with one of its main objectives being to ensure that all the steps in the process set out in the Regional Health Authority (RHA) Framework for Developing a Multi-year Strategic French Language Services Plan were followed.
7. The plan was submitted for review and approval by the Francophone Affairs Secretariat and Manitoba Health, Seniors and Active Living.

Final Approval:

8. Approval and signing of the plan by the appropriate senior authority of the RHA.
9. Approval and signature of the plan by Santé en français.
10. Submission by the RHA to the Francophone Affairs Secretariat of the five-year FLS Plan signed by the RHA, to forward to relevant Ministers for approvals.
11. Approval and signature of the plan by the Minister of Health, Seniors and Active Living.
12. Signature by the Minister responsible for Francophone Affairs.
13. One copy of the plan with all required official signatures will be retained by the Interlake-Eastern RHA and one will be retained by the Francophone Affairs Secretariat.

LINGUISTIC DUALITY

In Canada, linguistic duality is one of the fundamental dimensions of history. As a multicultural society, Canada's two official languages, English and French, have retained their special status as languages used in the public domain.

Access to health services in one's own language:

- a) "means far more than simply respect for that person's culture: it is, at times, indispensable for improving health and for people's taking ownership of their own health."¹
- b) "has a positive impact beyond demonstrating simple respect for that individual's culture; it is vital for the improvement of individual health and the well-being of the community".²

"Without language, one cannot talk to people and understand them; one cannot share their hopes and aspirations, grasp their history, appreciate their poetry, or savor their songs."

— Nelson Mandela, Long Walk



← Look for any of these symbols that identify the persons and locations that offer services in French in designated bilingual Manitoba Health facilities.

¹ Consultative Committee for French-Speaking Minority Communities - Report to the Federal Minister of Health, 2001

² Canadian Nurse- March 2006 volume 102 Number 2

DEFINITIONS

Active Offer

The set of measures taken to ensure that French language services (FLS) are readily available, publicized, easily accessible and that the quality of these services is comparable to that of services offered in English.

Source: Government of Manitoba's *Guidelines Manual for the Implementation of FLS*.

Bilingual (Employee)

An individual with the ability to communicate proficiently in two or more languages. For the purpose of this document, bilingual refers to individuals with proficiency in both official languages (having sound knowledge and command of English and French).

Bilingualism Required

The requirement to be able to communicate in both official languages, which is a *bona fide* occupational requirement for designated bilingual positions.

Source: WRHA Policy Statement.

Clientele

Any individual seeking service in any site, program or service in Interlake-Eastern RHA.

Designated Bilingual Health Facilities, Programs and Services

Facility programs and services that are required to actively offer services in both French and English, pursuant to the Government of Manitoba French Language Services Policy (Manitoba FLS Policy see *Appendix B*; for a listing of bilingual facilities, see *Appendix E*).

Designated Bilingual Position

A position that must be filled by an individual who speaks both official languages and who is able to adequately deliver comparable service in both official languages, in accordance with the requirements of the FLS Policy, the Active Offer concept and the Interlake-Eastern RHA FLS Plan.

Source: adapted from WRHA Policy Statement.

Francophone

Those persons in Manitoba whose mother tongue is French and those persons in Manitoba whose mother tongue is not French but who have a special affinity for the French language and who use it on a regular basis in their daily life. Source: <http://web2.gov.mb.ca/laws/statutes/ccsm/pdf.php?cap=f157>

French Language Services Coordinator

An RHA employee with particular and specific responsibilities for implementation of French language services in accordance with the Provincial French Language Services Policy.

Source: <https://www.gov.mb.ca/fls-slf/activeoffer.html>

French Language Services

The set of written, verbal, audio-visual and electronic communications in the French language which provides information or assistance to the members of the Francophone community and which is comparable to the community's English language communications.

Source: Government of Manitoba's *Guidelines Manual for the Implementation of FLS*.

Interpreter services

Use of the services of an authorized and trained/qualified individual who facilitates spoken or visual language communication between two or more parties who do not share a common language by delivering, as faithfully as possible, the original message from a source into a target language.

Source: Interlake-Eastern RHA policy GA-10-P-60 Interpreter Services Language Access.

Knowledge of French refers to whether a person can conduct a conversation in French. For a child who has not yet learned to speak, the child is considered to have a knowledge of French if he or she is learning to speak it at home. Source: Adapted from Census Canada

Service Delivery Points

Locations where RHA services are provided, including but not limited to RHA facilities, community services offices or the client's home or workplace.

Source: <http://www.wrha.mb.ca/about/fls/plan-definitions.php>

The Interlake-Eastern Regional Health Authority undertakes to provide health care services in French to its Francophone population in accordance with:

- The Government of Manitoba French Language Services (FLS) Policy (on page 28)
- French Language Services Regulation 46/98 of *The Regional Health Authorities Act* (C.C.S.M. c R34) http://www.manitoba.ca/fls-slf/pdf/fls_policy.pdf
- Bilingual and Francophone Facilities and Programs Designation Regulation 131/2013 of *The Regional Health Authorities Act* <https://www.gov.mb.ca/fls-slf/acts.html>
- Manitoba Health, Seniors and Active Living Designation Policy for Francophone and Bilingual Facilities, Programs and Services
- Manitoba Health, Seniors and Active Living French Language Services Plan Reporting Policy
- Manitoba Health, Seniors and Active Living Human Resources French Language Policy for Health Care Services
- Manitoba Health, Seniors and Active Living Patient Experience Survey Policy (Section 5.6 French language requirements)
- The Francophone Community Enhancement and Support Act (C.C.S.M. c. F157) <http://web2.gov.mb.ca/bills/41-1/b005e.php>

GUIDING PRINCIPLES

The following principles will guide the RHA in its implementation of FLS based on the Active Offer concept:

1. The Government of Manitoba's FLS Policy shall be the basis for all decisions and actions.
2. The Interlake-Eastern Regional Health Authority shall provide its French language services in a pro-active manner. To this end, the Interlake Eastern Regional Health Authority shall ensure that:
 - a) Wherever possible services in French are evident, readily available, and easily accessible to the general public, and are equitable to those provided in English to the Francophone communities.
 - b) Administrative policies, contracts for services from outside agencies, and the setup or reorganization of programs and services will take into account the requirement that French language services be actively provided where applicable.
 - c) In accordance with the Manitoba Health, Seniors and Active Living Policy "Designation Policy for Francophone and Bilingual Facilities, Programs and Services", designated bilingual facilities will have a public notice visible in the affected service areas indicating their designation. The notice shall be clearly visible to the public.
3. Management and senior leadership, who will play a critical role in creating an ambiance, culture and milieu where employee and client interaction occurs in French, shall support FLS and the Active Offer concept. In addition, they shall facilitate ongoing education to employees and ensure an environment that is favourable to the recruitment and retention of bilingual employees. As a general rule, designated bilingual positions shall be located in designated bilingual areas, pursuant to the Government of Manitoba's FLS Policy.
4. The regional FLS committee shall play a key leadership role to ensure appropriate and consistent implementation of the Active Offer of French language services and shall be supported by the regional leadership team.

5. The RHA shall consult with our French communities and make the public aware of its commitment to the Active Offer of FLS (promotional activities, articles, etc.).
6. Programs, services, resources and public information in one official language shall have a parallel counterpart in the other official language, taking into account the targeted audience or area.
7. Partnerships with other designated bilingual RHAs and community groups/organizations shall be encouraged to allow for collaboration on the implementation of French language services inter-regionally.



Photo courtesy of Diane Dubé

REGIONAL PROFILE

Interlake-Eastern Regional Health Authority is responsible for the planning and delivery of health care service to meet the needs of the population we serve.

With an area of 61,000 square kilometers, the region extends east to the Ontario border, north to the 53rd parallel, west to the eastern shores of Lake Manitoba and south to Winnipeg's north perimeter dipping down just past Winnipeg to slightly below the Trans-Canada Highway eastwards to Ontario. A significant portion of the region is considered northern with a remote area accessible only by air, water or a winter road system.

There are over 124,000 people living in the region with a population that increases exponentially over the summer with cottage owners and vacationers enjoying the multitude of lakes and beaches within our boundaries. We are culturally diverse with Indigenous populations comprising 22 per cent of the region's residents inclusive of 17 First Nation communities. We are designated as an official Bilingual Services regional health authority.

Economically the region is diverse and includes agriculture, fishing, mining, forestry, hydroelectric power and tourism. Seasonal recreation is abundant and this activity has a direct impact on the demand for health care services in the region. There is significant disparity across the region both in terms of health and economic status. The majority of our residents report they are in good to excellent health.

The Interlake-Eastern RHA assesses and prioritizes health services based upon the most current information available and best practices. A region-wide focus is placed on health and wellness. Strong community partnerships are essential to our success and value a collaboration approach. We welcome participation with all community groups and are committed to providing comprehensive, integrated and accessible health care services in the achievement of strategic priorities within the Interlake-Eastern RHA.



“Language has been described as medicine’s most essential technology—its principal instrument for conducting its work. It has been observed that without language, the work of a physician and veterinarian would be nearly identical.”

Sarah Bowen, B. A., M. Sc.
Language Barriers in Access to Health Care
Health Canada
November 2001

PROFILE OF THE INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY'S FRANCOPHONE POPULATION / FRANCOPHONE COMMUNITIES*

According to the 2016 Census (see Appendix I: Knowledge of French for Interlake-Eastern communities for a complete listing)

2016 Statistics Canada information for IERHA Designated Communities*			
Manitoba	1,278,365	109,945	8.6%
IERHA	125,385	7210	5.7%
Rural Municipality / Town	total responses	Knowledge of French**	Percentage of Total Population
Alexander, RM ¹	3,333	510	15.3%
Powerview-Pine Falls	1,316	240	18.2%
St. Clements ²	10,875	725	6.7%
St. Laurent, RM ³	1,338	410	30.6%
Victoria Beach, RM	398	50	12.6%
Woodlands, RM ⁴	3,416	155	4.5%
<p>*Information Retrieved June 19, 2018 from http://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E</p> <p>**taken from Knowledge of official languages and includes responses that listed: French; English & French.</p> <p>¹ includes designated community of St-Georges</p> <p>² RM of St. Clements is not designated, however Grand Beach and the communities of Grand Marais are.</p> <p>³ includes designated community of Oak Point</p> <p>⁴ the RM of Woodlands is not designated, however a designated corridor runs through the RM of Woodlands connecting the RMs of St. Laurent and St. François Xavier (Southern Health-Santé Sud). The community of Marquette, located within Woodlands is also Designated. (See Appendix C: Map Of Designated Areas - Government Of Manitoba's French Language Services Policy).</p>			

St. Laurent/Oak Point

St. Laurent, a community located on the eastern shore of Lake Manitoba and serviced by Manitoba Highway 6, is 95 km from Winnipeg. It lies within the boundaries of the RM of St. Laurent.

St. Laurent originally called Fond du Lac was a Saulteaux/Metis fishing site when first visited by Roman Catholic priests in 1826. It was established as a parish in 1858 and Father Laurent Simonet became the first resident priest in 1864.

A heritage site is located on the north boundary in Oak Point signifies the northern most tip of the Province of Manitoba in the 1800s. Due to the distinct cultural identity in the RM of St. Laurent it was recognized by the Smithsonian Institute in 2004-2005.

St. Laurent is a multicultural based municipality with a large population of Metis people in the village settlement. St. Laurent offers the choice of English or French schooling, Head Start, and Pre-Maternelle programs.

Source: <http://www.interlaketourism.com/index.php/community-profiles/rm-of-st-laurent>



*Fishing Derby, St. Laurent, Lake Manitoba
Photo Courtesy of Brigitte McDaniels*

Eastern Designated Bilingual Communities

Extending along the shores of where Lake Winnipeg meets the Winnipeg River you will find the community of Grand Marais, the Town of Powerview-Pine Falls and the Rural Municipalities of Alexander and Victoria Beach. These communities have all been designated by the province of Manitoba as areas requiring bilingual services. (See Appendix C: Map Of Designated Areas).

The village of St. Georges is a small Francophone community in the heart of the R.M. of Alexander, which offers French schooling and Junior Kindergarten. The community originates back to 1882 with the arrival of the first settlers from Châteauguay, Quebec. These Francophone settlers established homesteads throughout the area, including what would later become Powerview. The town of Powerview was established in 1951, and in 2005 joined with the neighbouring community of Pine Falls to become Powerview-Pine Falls. This community offers the choice of English or French Immersion schools. Over the years, many Francophones discovered the beautiful beaches and scenery located between Grand and Victoria beaches, with several choosing to call the area home.

DESIGNATED BILINGUAL FACILITIES

Pine Falls Health Complex:

Pine Falls Hospital
 37 Maple Street, Pine Falls
 204-367-4441
 Sunnywood Personal Care Home
 4 Spruce Street, Pine Falls
 204-367-8201
 Pine Falls Primary Health Care Centre &
 Giigewigamig Traditional Healing
 Centre
 204-367-2278

St. Laurent Community Health Centre:

51 Parish Lane, St. Laurent
 204-646-2504
 Neil Gaudry Centre
 51 Parish Lane, St. Laurent
 204-646-2504

HEALTH SERVICES IN OUR DESIGNATED SITES

Services available to the R.M of St. Laurent provided by the Interlake-Eastern Regional Health Authority include: public health, mental health, home care, community wellness, primary care nurse and nurse practitioner. These programs and services are housed at the Centre de santé communautaire de St. Laurent/St. Laurent Community Health Centre, which is a designated bilingual health facility.

The St-Laurent FLS coordinator is a Registered Nurse whose position links strongly to the primary health care program and which may include direct provision of first-contact services and coordination function to ensure continuity of care responsive to community needs.

The Neil Gaudry Centre, also located in St. Laurent, is a five-bed supportive housing facility operated in partnership between the community and Regional Health Authority, where the RHA provides companion care services to its tenants via the Home Care Program.

French language services in the eastern part of the region are targeted to residents of the communities of Powerview-Pine Falls and the RMs of Alexander and Victoria Beach (see Appendices C & D). Health services for this area are primarily based at the Pine Falls Health Complex, which includes the Pine Falls Hospital, Sunnywood Manor Personal Care Home and the new Primary Health Care Centre and Giigewigamig Traditional Healing Centre. Services include: acute care, long-term care, primary health care and community based services such as home care, mental health, public health and chronic disease prevention, community wellness and primary care nurse. The **Pine Falls FLS coordinator** position is directly integrated into the Community Wellness program and links with Public Health.

The status of designated bilingual positions is listed in Appendix A.

The Interlake-Eastern RHA works collaboratively and in partnership with other regional and provincial bilingual organizations such as HealthLinks - InfoSanté, Shared Health Services, MBTelehealth, and other designated RHAs.

What is Primary Health Care?

Many types of care you receive can be described as primary care. For example, primary care refers to those times when you receive a diagnosis, treatment or help with a health problem, or even when a health care provider talks with you about staying healthy and preventing illness.

Many people think of primary care as typically provided by family doctors, but it can include nurses, midwives, dietitians, pharmacists, mental health professionals, therapists and others.

Primary care services lead to:

- less need for hospital and emergency department visits
- safer care
- more satisfied patients
- lower health care costs

This is especially true when health care is delivered by teams of providers that may include doctors, nurses, dietitians or any number of health professionals. The care offered crosses programs and services, supports long-term doctor/patient relationships and provides faster, more focused access to primary care.

Good primary care leads to a high-quality, sustainable health care system.¹

¹Manitoba Health, Seniors and Active Living, retrieved from <http://www.gov.mb.ca/health/primarycare/public/myhts/faq.html#primarycare>.

Sunnywood Manor

The Sunnywood Manor Personal Care Home is a 20-bed long term care facility dedicated to providing high quality, individualized care to its residents in a pleasant, comfortable, home setting. All residents' rooms are private. The lounge area provides a nice sitting area for private visiting while the patio and garden provide ideal outdoor options. Spiritual Care programs offer church services conducted by local pastoral care organizations. Our Recreation Department provides a wide variety of programs that are designed to encourage Residents in meaningful programs that meet their needs, interests and abilities. Holidays and birthdays are always recognized in special ways.



Mme Evelyn Nault, Francophone resident at Sunnywood Manor in Pine Falls. Photo published with permission.



Sunnywood Manor

Giigewigamig Traditional Healing Centre

Giigewigamig (pronounced Kee-gay-ga-mik) means “place of healing” in the Anicinabe (Ojibwe) language. The centre, named by Black River First Nation Elder, Ernest McPherson, is intended to reflect the identity and healing traditions of the First Peoples of the area.

Four First Nation communities surrounding the Pine Falls Hospital (Sagkeeng, Black River, Hollow Water and Bloodvein) have united as the Giigewigamig First Nation Health Authority to manage the centre. Following protocols of the Anicinabe Nation, the chief and councils of each community have recognized the leadership of their Elders to oversee the centre.

Giigewigamig Traditional Healing Centre includes indoor and outdoor spaces for traditional First Nation healing ceremonies, teachings and approaches to palliative care; sacred fire and smudging areas, a kitchen facility where families can prepare traditional foods and medicines for their loved ones in the hospital, and overnight facilities for families supporting in-patients. Giigewigamig will also be a place of learning on First Nation history, culture and healing. The independently managed centre is the first of its kind in Manitoba and unites traditional Indigenous healing practices with Western medicine in a space that reflects the needs of the community.



Source: <http://www.ierha.ca/default.aspx?cid=15386&lang=1>



Interlake-Eastern RHA recognizes the health complex in Pine Falls as a designated bilingual facility. In recognition of the significance of Giigewigamig to Indigenous people, signage in the new Traditional Healing Centre and Primary Health Care Centre facility features three languages: Ojibway, English and French.

VALUES, VISION, MISSION AND STRATEGIC PRIORITIES



Interlake-Eastern
Regional Health Authority

Office régional de la santé
d'Entre-les-Lacs et de l'Est

OUR VALUES

Collaboration, Accessibility, Respect,
Excellence, Innovation and Quality Customer Service

OUR VISION

Connecting people and communities to excellent health services - Today and Tomorrow

OUR MISSION

In Partnership with our communities and through a culture of quality customer service, we are dedicated to delivering health services in a timely, reliable and accessible manner. We achieve our success through an engaged and empowered staff.

Manitoba Health, Seniors and Active Living Priorities and Goals...

Capacity Building, Health System Innovation, Health System Sustainability, Improved Access to Care, Improved Service Delivery, Improved Health Status & Reducing Health Disparities Amongst Manitobans

OUR STRATEGIC DIRECTIONS

Building for Tomorrow

Innovation, Learning and Growth

Keep it Going & Moving It Forward

Expanding Opportunities

The Best We Can Be

Getting Better, Staying Healthy

Building for Tomorrow: We are committed to making the most of our human and financial resources to ensure that we are in the best position possible to serve our communities today and into the future. All decisions are based on evidence, ethics and efficiency.

Innovation, Learning and Growth: We embrace new ideas, explore opportunities, focus on innovation, and build and strengthen partnerships.

Keeping It Going & Moving It Forward: We will meet the needs of our clients and patients by sustaining our current levels of care and service delivery. We will choose wisely, have the courage to address challenges, focus on our priorities and take action to provide the best care possible.

Expanding Opportunities: We welcome everyone we serve with approachable, accessible and appropriate care and services by providing the right care, in the right place, and at the right time. We want to contribute to the vibrancy and health of the communities we serve.

The Best We Can Be: Each healthcare experience is as unique as the person being cared for. We will deliver quality and safe care by doing it right and doing it well through a person-centered experience. We will be accountable for using human and financial resources wisely.

Getting Better, Staying Healthy: Challenges related to education, income, culture, and social factors can make it harder to stay healthy. It is important to us to work with everyone to improve their health. We plan to do this through strong partnerships and by working together to find new ways to improve the health and well-being of everyone we serve. We will create a legacy of health and wellness for generations to come.

OVERVIEW OF CURRENT STATUS

The Interlake-Eastern Regional Health Authority has a Regional French Language Services Committee which includes representation from leadership and the FLS Coordinators. The Regional FLS committee is chaired by the Vice President of Community Services and Chief Allied Health Officer. Members of the regional leadership team will be invited to the regional FLS committee on an ad-hoc basis or working groups for matters that relate to French language services in their respective program services.

The Interlake-Eastern Regional Health Authority has a number of designated position in key areas where francophone community members are likely to access or request information (see Appendix A, Designated Bilingual Positions). Our organization also has a number of employees that have self-declared their French competency and this information is available in Appendix A.

In our commitment to providing services in French, the Interlake-Eastern RHA encourages the French-speaking staff members to wear a Hello-Bonjour badge to identify themselves to fellow staff and to the public. French speaking clients self-identify either directly or by their response to active offer.

The Interlake-Eastern Regional Health Authority has a French Language Services page on our website where information is readily available in both official languages. We work with Santé en français to facilitate the translation of various print materials into French.

New employees participate in a mandatory orientation program, which includes information on French Language Services and Active Offer. Information is provided on the role of our French Language Services Coordinators and the various services and opportunities available to them as new employees.

The mandate of the regional FLS committee

- To liaise with Interlake-Eastern's designated communities, Santé en français and the Francophone Affairs Secretariat.
- To promote ongoing availability of health services for the Francophone population.
- To develop annual action plans which support this 5-year FLS plan.
- To provide recommendations to the RHA's Senior Leadership Team as to measures required for the implementation of the plan.
- Establish policies to support implementation of the French Language Services Plan related to communication in both official languages, the designation of bilingual positions and the recruitment of designated bilingual positions.
- To support regional managers and directors in the implementation of the FLS plan.
- To foster the commitment of employees for the implementation of the plan.
- To review and monitor the progress of the implementation of this 5-year French Language Services Plan.
- Report annually on FLS in the region as per Manitoba Health, Seniors and Active Living French Language Services Plan Reporting Policy ADMIN 5.28.
- Provide regular updates to the senior leadership team.

Interlake-Eastern Regional Leadership Team (RLT)

The Interlake-Eastern Regional Leadership team has representation from all program and service areas and includes Senior Leadership including the CEO. The Regional Leadership Team develops and implements a program management and service delivery culture that emphasizes accountability, collaboration, communication, flexibility, innovation and tolerance. The Regional Leadership Team cultivates the development of policies, processes and procedures as well as evaluation and accountability mechanisms and frameworks to ensure the sustainable delivery of healthcare to those who access Interlake-Eastern RHA health services.

In 2016, all RLT members received training on Active Offer as part of IERHA's commitment to maintaining and supporting our FLS Plan and service delivery.

The Interlake-Eastern Regional Health Authority (RHA) undertakes to provide health care services in French to its Francophone population in accordance with the Government of Manitoba's French Language Services (FLS) FLS Policy, Manitoba Health's Designation Policy for Francophone and Bilingual Facilities, Programs and Services, and Regulation 46/98 of the Regional Health Authorities Act (C.C.S.M. c R34).

To assist in this task, the Regional FLS committee shall consult with Francophone communities. As part of this consultation, specific meetings with Francophone and immersion schools are undertaken.

Interlake-Eastern RHA has specifically advertised for Francophone representatives on our local Health Involvement Groups (LHIGs) and our Board of Directors. Unfortunately, these recruitment efforts have not been successful; however, the Interlake-Eastern RHA remains committed to continuing these efforts.

In the absence of specific Francophone designates in these roles, the Interlake-Eastern RHA works to engage the Francophone communities' feedback, utilizing our Tell Us process, providing French Language Services questionnaires at wellness events (see Appendix G), etc.

Community Consultations on the 2018-2023 IERHA French Language Services Plan

On June 13th in St. George and June 14th in St. Laurent, members of the public were invited to join members of the IERHA French Language Services Committee and IERHA Senior Leaders to discuss the newly developed IERHA FLS Plan for 2018-2023. Our communities were engaged in robust positive discussions regarding a number of health services delivered in communities and offered feedback and suggestions as to opportunities to continue to improve service delivery.



Read More:

The Interlake Spectator & Stonewall Argus; Thursday, June 21, 2018. *IERHA taking French speaking communities seriously.*

The Lac du Bonnet Clipper; Thursday, June 21, 2018. *IERHA French services plan in St-Georges.*

The Express Weekly News, Thursday, June 28, 2018. *Interlake-Eastern RHA CEO Ron VanDenekkar visits St. Laurent.*



*Interlake-Eastern 2017 AGM FLS Display Powerview-Pine Falls, Manitoba
Photo courtesy of Lori Carrie*

Implementation Tools



Bonjour
Hello

Active Offer

- Hello / Bonjour identifiers for bilingual staff
- Active offer training at regional orientation
- Workshops tailored to programs and services



↑ Bilingual capacity

- Bilingual Position Designation Working Group
- Linguistic self-declaration process
- Bilingual recruitment strategies
- French language learning opportunities for staff



Resources to support staff

- Policies
- French keyboards, glossaries, medical vocabulary apps, etc.
- Translation services
- Interpretation services



Community Engagement

- Bilingual Voice of the Client satisfaction form & French Language Services questionnaire available for feedback
- Community meetings
- Advertising in both official languages for Local Health Involvement Groups and the Board of Directors.

REPORTING ON OUR PROGRESS

BUILDING FOR TOMORROW

Linguistic Self-Declaration Campaign

January 2017, the Interlake-Eastern RHA implemented a [linguistic self-declaration campaign](#) to capture the bilingual French/English capacity of the staff of our region. The first stage of this process was to distribute the linguistic self-declaration form to current employees and tabulate those results (February –March 2017). 814 employees responded to the campaign, of these 48 chose not to declare and 30 identified as able to speak French. The self-declaration form has now been incorporated permanently into the hiring package and captures the bilingual capacity of our new hires (*see Appendix A for more information regarding bilingual capacity*). As of March 31, 2018, 77 staff members self-identified as able to speak English and French. This process has also been rolled out for new physicians working with the RHA, including fee-for-service, and we are working toward self-declaration for our existing physician group. Once complete, this information will be recorded and shared with our primary care connector program so as to ensure residents requiring bilingual services can be paired with bilingual physicians when available.

In our commitment to providing services in French, the Interlake-Eastern RHA encourages French-speaking staff members to wear a Hello-Bonjour badge to identify themselves to fellow staff and to the public. Staff pursuing French language classes through the Université de St. Boniface receive a badge that says “J’apprends le français” (I’m learning French) that recognizes their efforts and lets others know they’d like to practice their budding skills.

Designation of Bilingual Positions

We have established a working group, consisting of representatives from our human resources, regional leadership and senior leadership teams, to work with our Regional FLS Committee on [reviewing our existing position designation process](#). Please refer to our 2018-2023 Action Plan.

Increased Accessibility and Promotion of French Language Training

French language learning opportunities are available to staff by class participation (Fall, Winter, Spring sessions available in-class, via MBTelehealth, or by webinar) or our self-directed learning opportunities Rosetta Stone, Pimsleur or Rocket French CDs. Over the five years, 49 staff members accessed learning opportunities a total of 69 times. Various online resources are also available on our internal StaffNet page. [Regular promotion of classes and resources](#) is achieved through our staff newsletter and is also accessible to staff via our intranet.

INNOVATION, LEARNING AND GROWTH

Expand and promote use of technology

A [French Language Services webpage](#) was posted in both official languages on our website to inform the general public of French Language Services and Active Offer. Our internal staff webpage was expanded and regularly updated to provide staff with information and resources to aid them in the deliver of services in French. Innovative resources and tools, such as Santé en français’ medical vocabulary app “Lexigo santé,” are also regularly promoted in our staff e-newsletter.

Creative solutions to address resource gaps

Our team participated in provincial subcommittees and working groups of “La Table des Gestionnaires” including a Human Resources committee, a subcommittee that reviewed feasibility of a survey to capture the Francophone client experience, and a working group that developed a new provincial Active Offer video.

KEEPING IT GOING AND MOVING IT FORWARD

Active Offer Training

[Over 100 leaders attended a two part Active Offer workshop](#) that was delivered at the 2016 spring and fall regional leadership team meetings. [Active Offer has been incorporated into regional orientation](#) for all new staff and a new program specific presentation has been developed and was piloted with Homecare case coordinators in January of 2018.

EXPANDING OPPORTUNITIES

Partnerships, Recruitment and Retention

The Manitoba Metis Federation (MMF) worked with us to create the Knowledge Network which provides the mechanism for MMF engagement with their respective Regional Health Authorities (RHAs).

In 2017, 3rd year nursing students from the Université de Saint Boniface did a community health project with École communautaire Aurèle Lemoine, the Francophone School in St. Laurent that focused on mental health.



Université de Saint Boniface 3rd year nursing students

Photo courtesy of Lori Carriere

In March 2017, we also had the privilege of meeting faculty of nursing and social work students at the Université de Saint Boniface career fair. In 2017, Interlake-Eastern also signed a 5-year agreement with the Université de St. Boniface for student practicum placements.

The 2017 Annual General Meeting of the IERHA took place in Powerview-Pine Falls and included a large Health Fair. An FLS booth was part of this fair and efforts were undertaken to provide resources in both official languages.

THE BEST WE CAN BE

Policies

Over the last five years the Interlake-Eastern RHA has developed and implemented our first **3 French Language Services Policies**; GA-12-P-10 French Language Services Policy, GA-12-P-20 Active Offer Policy, GA-12-P-30 Translation Policy.

Translation of Documents

The Interlake-Eastern Regional Health Authority has made many of its reports, plans and publications, as well as certain consent forms, available in French. We continue to make communications in the client's official language of choice a priority.

From 2013/2014 to 2016/2017 the number of documents the RHA translated increased from 36 documents in 2013/2014 to 83 documents in 2016/2017, representing an increase of 131%. Requests for translation continues to grow.

**131%
increase!**

A bilingual community town hall event was held in St-Georges in February of 2015. All print and electronic communications for the event (including PowerPoint presentations) were in bilingual format and interpreters were on site to provide interpretation services to those who required the service.

In 2016-2017 and again in 2017-2018, Interlake-Eastern launched its Healthy Together Now program simultaneously in both official languages including posters, e-newsletters and website.

GETTING BETTER, STAYING HEALTHY

To ensure data from our Francophone population was captured in our 2014 Community Health Assessment, all communications used in the collection of data were available in both official languages and French focus groups were held in each of our designated regions. Although there was participation in both the focus group and surveys, the 2014 CHA was unable to complete additional analysis and reporting of the French-speaking population. The provincial CHA indicator criteria provided by Manitoba Health, Seniors and Active Living helped to inform and guide the IERHA decision. Due to the limited availability of data collected, reporting on this population individually was not suitable as important factors such as validity, reliability and representativeness of the responses were considered.

Bilingual staff attended community events such as the "Foire de la petite enfance" and Mobile wellness events in St-Georges, St. Laurent, Powerview-Pine Falls and Victoria Beach.

A "Coffee on us" campaign ran annually in the Interlake-Eastern region for Mental Health Awareness week. Bilingual resources and promotions are made available. In 2016 École communautaire Aurèle Lemoine in St. Laurent hosted a "Pause café" and Bilbiothèque Allard Library in St-Georges hosted a bilingual "Coffee on us/Pause café". Both events were manned by bilingual staff from the RHA.

A healthy eating presentation took place in 2017 in partnership with the St. Laurent Centre de la petite enfance et de la famille using bilingual resources from the community wellness program at their open house. (See Sunnywood Manor picture on page 12)

Full access to French-language health and social services has obvious benefits.



Health

Tangible positive effects on the health of Francophones in a minority setting.



Quality

Enhanced quality of service delivery, treatments and results.

Efficiency

A reduction in consultation times, number of tests required, and diagnostic errors.



Clarity

Clearer communication of people's needs, fears and pain.



Economy

Decreased costs for Manitoba's health care system.



ACTION PLAN FOR FRENCH LANGUAGE SERVICE DELIVERY

In planning for the delivery of French language services for the Interlake-Eastern RHA, we recognize the importance of an integrated approach that aligns with provincial health priorities and overall strategic focus of the RHA. Therefore, the FLS plan includes strategic actions that support and strengthen our overall regional strategic plan. The FLS plan for the Interlake-Eastern region is therefore not a stand-alone plan, but rather a cohesive and important component of our overall strategic plan. The annual progress and evaluation of these strategic priorities is linked to operations through the annual operating report.

Provincial Priority - Capacity Building



Interlake-Eastern RHA Strategic Direction - Building for Tomorrow

We are committed to making the most of our human and financial resources to ensure that we are in the best position possible to serve our communities today and into the future. All decisions are based on evidence, ethics and efficiency.

1. Increase bilingual workforce serving designated centres.

Target: A 10% increase in the bilingual workforce annually.

Expected Timeline:

current and ongoing

- Continue to collaborate with Human Resources to expand and refine the process to designate positions as bilingual and subsequently implement the process.
- Continue to identify bilingual capacity within the RHA through the self declaration process with updates provided annually through the Annual Report process.
- Continue to collaborate with Human Resources and Santé en français on recruitment strategies for designated positions.
- Collaborate with Consortium national de formation en santé (CNFS) for bilingual student practicums.
- As a part of our annual reporting process, establish a reporting outcome measure template and report on progress annually.

Outcome measures:

- Number of designated positions.
- Number of designated positions filled with bilingual incumbents.
- Number of designated positions filled with non-bilingual incumbents.

Provincial Priority - Health System Innovation



Interlake-Eastern RHA Strategic Direction - Innovation, Learning and Growth

We embrace new ideas, explore opportunities, focus on innovation, and build and strengthen partnerships.

1. Expand and promote use of technology.

Expected Timeline:

2019 to 2020

- Develop a policy and process for accessing supporting technologies for all staff to facilitate communication in both official languages. (eg. French keyboards, apps for medical vocabulary, etc.)

2. Explore existing models of bilingual personal care homes.

Expected Timeline:

2019 to 2021

- Explore innovative model of a bilingual small house PCH.
- Develop rapport and relationship with partner organizations offering bilingual personal care home services to leverage their lessons learned.

Pending a PCH project approval.

Provincial Priority - Health System Sustainability**Interlake-Eastern RHA Strategic Direction - Keeping It Going & Moving It Forward**

We will meet the needs of our clients and patients by sustaining our current levels of care and service delivery. We will choose wisely, have the courage to address challenges, focus on our priorities and take action to provide the best care possible.

1. Build internal capacity. Target: Of the approximately 125 regional leaders, train 3 leadership groups/tables in Active Offer per fiscal year until complete. Target: To train 60% of regional managers and 90% of managers with clinical programming responsibility in Active Offer.	Expected Timeline: 15 per year over each of the 5 years
<ul style="list-style-type: none"> ○ Continue to promote and support French language training available for all staff. ○ Provide a leadership-focused Active Offer training for leaders in the organization, to incorporate Active Offer concepts into key leadership activities (i.e. customer service). ○ Promote additional in depth Active Offer training for focused key clinical areas, that will enhance the mandatory Active Offer training that is received at regional orientation. ○ Continue to promote French Language training and professional development opportunities in French to all staff. 	Outcome measures: <ul style="list-style-type: none"> ○ Number of Active Offer training sessions. ○ The number of staff/ leaders trained by program area.
2. Supporting bilingual staff.	Expected Timeline: Current and ongoing
<ul style="list-style-type: none"> ○ Ensure that bilingual staff are aware of the various supports available to them from our FLS team. <ul style="list-style-type: none"> ➢ The initial welcome letter to the FLS program will be distributed 100% of the time for every employee and physician that self identifies. ➢ A French Language Services webpage will be maintained on the IERHA intranet and will include information and resources to assist our bilingual staff. 	<ul style="list-style-type: none"> ○ The number of hits to our intranet page annually. ○ The number of letters sent/ over the number of newly declared bilingual employees per year.

Provincial Priority - Improved Access to Care**Interlake-Eastern RHA Strategic Direction - Expanding Opportunities**


We welcome everyone we serve with approachable, accessible and appropriate care and services by providing the right care, in the right place, and at the right time. We want to contribute to the vibrancy and health of the communities we serve.

1. Improve access to bilingual primary care providers. Target: An increase in bilingual Primary Care providers.	Expected Timeline: 2018 to 2019 and ongoing
<ul style="list-style-type: none"> ○ In partnership with the physician services team, survey primary care providers for their language capabilities. ○ Develop a database of bilingual primary care providers and link this to the Primary Care Connector (Doctor Finder Program). ○ Continue to collect information on our overall bilingual staff capacity. 	Outcome measures: <ul style="list-style-type: none"> ○ The number of bilingual Primary Care providers. <i>*Current baseline is 0</i>
2. Explore the feasibility of developing bilingual personal care home (PCH) beds as part of the region's overall PCH bed development plan. Target: One bilingual pod within one new PCH project.	Expected Timeline: 2018 to 2021
<ul style="list-style-type: none"> ○ Collaborate with community groups submitting PCH proposals to advocate inclusion of bilingual pods. ○ For those proposals which are approved, ensuring Francophone community members and Santé en français are involved with planning tables. 	Outcome measures: <ul style="list-style-type: none"> ○ Number of bilingual PCH beds.

Provincial Priority - Improved Service Delivery**Interlake-Eastern RHA Strategic Direction - The Best We Can Be**

Each healthcare experience is as unique as the person being cared for. We will deliver quality and safe care by doing it right and doing it well through a person-centered experience. We will be accountable for using human and financial resources wisely.

1. Build bilingual capacity in customer service. Target: 75% of staff will have completed customer service training by March 31, 2019.	Expected Timeline: Current and ongoing
<ul style="list-style-type: none"> ○ Ensure training for all staff on customer service including components related to serving customers who speak either official language. ○ Explore the feasibility and regional capacity to enhance our Tell Us/customer concern process to include bilingual regional leaders. 	Outcome measures: <ul style="list-style-type: none"> ○ Percentage of staff who've completed the Customer Service module.
2. Prepare for implementation of Communication in Minority Language Situations Standard.	Expected Timeline: To be determined
<ul style="list-style-type: none"> ○ Assess our organization against the Standards once the standards are finalized by the Health Standards Organization (HSO) and available for accreditation with Accreditation Canada. 	Outcome measures: <ul style="list-style-type: none"> ○ Based upon elements of the standards.
3. Develop an organizational French glossary of standardized terminology.	Expected Timeline: 2021 to 2023
<ul style="list-style-type: none"> ○ Review and consider glossaries from other organizations. 	Outcome measures: <ul style="list-style-type: none"> ○ Target of 250 words. <i>*Current baseline of 0</i>
4. Explore opportunities to develop a translation plan for website and print materials.	Expected Timeline: 2021 to 2023 <i>*Note: Pending release of Provincial Clinical and Preventative Service Plan and centralization of some services under Shared Health</i>
<ul style="list-style-type: none"> ○ Ensure the material on the French Language Services webpage is and remains current and accurate. ○ Establish a working group including the communications team to determine a process and schedule to work through the conversion of priority areas on the website to be bilingual. <ul style="list-style-type: none"> ➤ Develop procedures to ensure that future material be published in bilingual format. ➤ Implement procedures and processes once developed. ○ The French Language Service Coordinators, working with regional managers, will ensure that existing priority print material is available in both official languages. <ul style="list-style-type: none"> ➤ The priority areas will include client consent forms, client newsletters, discharge documentation and client pamphlets (pending note above). 	Outcome measures: <ul style="list-style-type: none"> ○ Number of webpages available in bilingual format. ○ Number of documents translated.

Provincial Priority - Improved Health Status & Reducing Health Disparities Amongst Manitobans		
	Interlake-Eastern RHA Strategic Direction - Getting Better, Staying Healthy Challenges related to education, income, culture, and social factors can make it harder to stay healthy. It is important to us to work with everyone to improve their health. We plan to do this through strong partnerships and by working together to find new ways to improve the health and well-being of everyone we serve. We will create a legacy of health and wellness for generations to come.	
	1. Continue to monitor the demographics to better understand the needs of our Francophone residents.	Expected Timeline: To be determined
	<ul style="list-style-type: none"> ○ Using a broader definition of Francophone, extend the youth Community Health Assessment questionnaire distribution to include French immersion schools in order to ensure larger data collection samples. ○ Explore the feasibility of capturing language preferences in existing client databases and records. ○ Study best practices from other jurisdictions and regional health authorities. 	Outcome measures: <ul style="list-style-type: none"> ○ Ongoing.
	2. Linking with community. Target: One bilingual Local Health Involvement Groups member.	Expected Timeline: Current and ongoing
	<ul style="list-style-type: none"> ○ Through the wellness program, continue to evolve the simultaneous delivery of programs and services. ○ Continue to advertise for bilingual members to our Board of Directors. ○ Ensure the French Language Service Questionnaire is accessible for clients at our designated sites. ○ Continue to work with Santé en français and other partners. ○ Explore alternative avenues to consult with the francophone community. ○ Continue to advertise and explore new recruitment methods to attract bilingual LHLGs membership. 	Outcome measures: <ul style="list-style-type: none"> ○ Number of bilingual members of Local Health Involvement Groups and Board of Directors. ○ Number of consultations and surveys.

SIGNATURE AND APPROVAL OF THE FLS PLAN FOR THE INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY

Ron Van Denakker, Chief Executive Officer, Interlake-Eastern Regional Health Authority

Date

Annie Bédard, Executive Director, Santé en français

Date

Honourable Cameron Friesen, Minister of Health, Seniors and Active Living

Date

Honourable Rochelle Squires, Minister responsible for Francophone Affairs

Date

Appendix A: STATUS OF DESIGNATED BILINGUAL POSITIONS MARCH 2018

Total Designated Positions and Bilingual Capacity as of March 31, 2018 <i>*FTE = Full Time Equivalent</i>	
Number of bilingual positions	27.86 FTE
Number of bilingual positions filled with bilingual staff	10.49 FTE
Number of designated positions filled with non-bilingual incumbents	9.5 FTE
Number of vacant designated positions	7.87 FTE
Number of non-designated positions filled with bilingual incumbents	37.43 FTE
Number of French speaking staff in the organization	47.92 FTE Plus 16 casuals

Bonjour | Hello

77 staff members
declared as able to
speak French and
English.

March 31, 2018

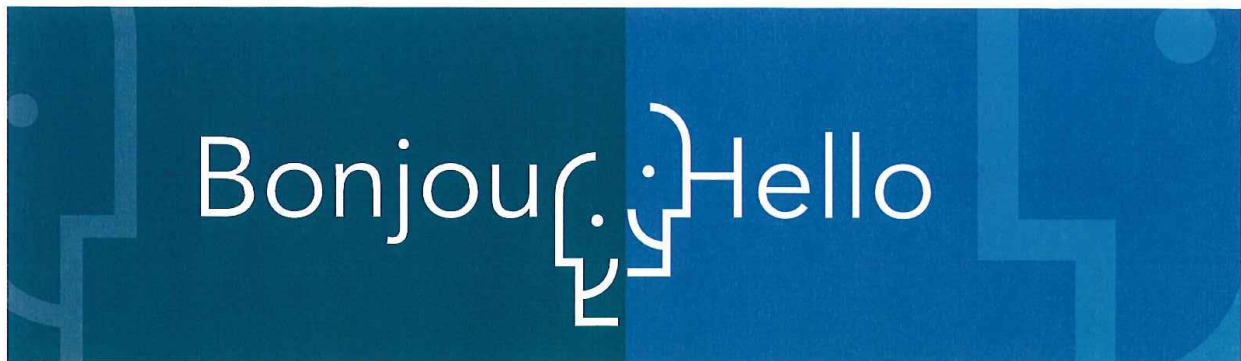
DESIGNATED BILINGUAL POSITIONS					
Position	Base	FTE	Designated Positions filled with Bilingual Incumbents	Designated Positions filled with Non-Bilingual Incumbents	Vacant Designated Positions
French Language services coordinator	St. Laurent	0.4	0.4	0	0
Primary Health Care Nurse	St. Laurent	0.6	0.6	0	0
French Language services coordinator	Pine Falls	0.4	0.4	0	0
Wellness	Pine Falls	0.6	0.6	0	0
Mental Health (regional FLS)	Oakbank	1.0	1.0	0	0
Public Health	Pine Falls	1.0	0	1.0	0
	St. Laurent	0.4	0	0.4	0
Dietitian	Pine Falls	0.4	0	0	0.4 (vacancy management)
Primary Care Reception	St. Laurent	1.0	0	1.0	0
Primary Care Reception	Pine Falls	1.0	0	1.0 term	0
Reception/ Admitting / Health Information	Pine Falls	1	0.2	0.8	0
TOTALS		7.8	3.2	4.2	0.4

DESIGNATED BILINGUAL POSITIONS - BY PERCENTAGE

At the Pine Falls Health Complex the Acute Care, Long Term Care and Home Care Programs designate positions based on a percentage of overall positions within the program.

Program	Base	Percentage of Positions Designated Bilingual	FTE Designated Bilingual	Designated Positions filled with Bilingual Incumbents	Designated Positions filled with Non-Bilingual Incumbents	Vacant Designated Positions
Acute & Long Term Care	Pine Falls Health Complex	25%	16.5 FTE	6.3 FTE	4.2 FTE	6 FTE
Home Care Program	Pine Falls Health Complex	25%	3.5	1.0 FTE	1.1 FTE	1.4 FTE
TOTALS			20	7.3	5.3	7.4

Appendix B: GOVERNMENT OF MANITOBA FRENCH LANGUAGE SERVICES POLICY



Politique sur les services en français – mai 2017

La Politique sur les services en français du gouvernement du Manitoba reconnaît le fait que la francophonie manitobaine constitue un élément de l'une des caractéristiques fondamentales du Canada. La politique a pour but de permettre à cette collectivité et aux établissements qui la servent de recevoir des services gouvernementaux comparables dans la langue des lois du Manitoba.

La Politique sur les services en français encadre les entités publiques dans l'offre de services gouvernementaux aux Francophones et à la francophonie manitobaine.

Dans la présente politique, « Francophone » se dit de toute personne de langue maternelle française ou de toute personne qui possède une affinité spéciale avec le français et s'en sert couramment dans la vie quotidienne même s'il ne s'agit pas de sa langue maternelle. De plus, « francophonie manitobaine » s'entend de la communauté au sein de la population manitobaine regroupant les personnes de langue maternelle française et les personnes qui possèdent une affinité spéciale avec le français et s'en servent couramment dans la vie quotidienne même s'il ne s'agit pas de leur langue maternelle et est utilisée au même sens que dans la Loi sur l'appui à l'épanouissement de la francophonie manitobaine.

Le gouvernement du Manitoba offre ses services dans les deux langues officielles dans les régions désignées où la population francophone est concentrée et, dans la mesure du possible, à tous les Francophones du Manitoba. Les régions désignées figurent sur la carte ci-jointe.

French-Language Services Policy – May 2017

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

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

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

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



Les entités publiques tiennent compte des objectifs de cette politique et des répercussions possibles sur la francophonie manitobaine lorsqu'elles planifient et exécutent des réorganisations et des réformes administratives ou législatives, y compris la réorganisation de frontières et de zones de services.

Les services en français sont offerts dans les Centres de services bilingues situés dans les régions désignées et établis en vertu de la Loi sur les centres de services bilingues. Ils sont également offerts dans des établissements ou bureaux complètement ou partiellement bilingues où le nombre de postes et d'employés désignés bilingues est suffisant pour garantir la prestation efficace de tels services.

Les entités publiques offrent des services en français de façon active. Le concept de l'offre active signifie que les services en français, qu'ils soient fournis oralement, par écrit ou par voie électronique, sont manifestes, facilement disponibles et accessibles au grand public, et de qualité comparable à ceux qui sont offerts en anglais.

Les ententes de services avec une tierce partie, mandatée pour offrir des services gouvernementaux au grand public au nom d'une entité publique, contiennent une clause pour prévoir l'offre de services en français.

Les entités publiques sont tenues d'élaborer un plan stratégique pluriannuel énonçant, entre autres, les services en français qu'elles prévoient fournir dans le cadre de leurs politiques, de leurs programmes et de leurs services, notamment lorsqu'il s'agit de programmes et de services dispensés par des tiers pour leur compte.

Toute la correspondance adressée à des particuliers ou à des groupes est rédigée dans la langue officielle que préfère le destinataire.

Tous les formulaires, les pièces d'identité et les certificats destinés au grand public sont bilingues.

Tous les documents d'information (écrits, audiovisuels ou électroniques) à l'intention du grand public sont publiés simultanément dans un format bilingue, sauf indication contraire du ministre responsable des Affaires francophones.

Les sites Web qui fournissent des renseignements et des services au grand public sont créés dans les deux langues officielles, sauf indication contraire de la part du ministre responsable des Affaires francophones.

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

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

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

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

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

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

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

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

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

Les affiches et les avis au public se trouvant dans des régions désignées, dans des Centres de services bilingues et dans des établissements ou bureaux complètement ou partiellement bilingues sont rédigés dans les deux langues officielles.

L'existence des services en français est rendue manifeste à l'aide de panneaux et de messages d'accueil appropriés.

Les campagnes d'information du public en anglais sont également produites en français, sous réserve des contraintes de coût et de diffusion.

Les entités publiques annoncent dans les médias français les postes vacants pour lesquels la connaissance du français est obligatoire ou un atout.

Seuls des employés bilingues sont engagés dans les Centres de services bilingues et dans les postes désignés bilingues jusqu'à ce que les exigences en matière de personnel bilingue soient respectées, sauf indication contraire de la part du ministre responsable des Affaires francophones.

Dans les Centres de services bilingues et dans les établissements ou bureaux complètement bilingues, on encourage l'usage du français comme langue de travail.

Au moment de nommer quelqu'un à un conseil, à une commission, à un organisme, etc., on tient compte des lois du Manitoba et du Canada, de cette politique et du droit de tout Manitobain et de toute Manitobaine de comparaître devant un tribunal administratif dans la langue officielle de son choix.

Les entités publiques suivantes sont visées par cette politique et elles la mettent en œuvre :

- Tous les ministères, ainsi que les commissions, conseils, corporations et organismes de service spécial qui relèvent d'eux;
- Les sociétés d'État;
- Les bureaux de l'Assemblée législative ainsi que les tribunaux administratifs soumis aux dispositions de l'article 23 de la Loi de 1870 sur le Manitoba;

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

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

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

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

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

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

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

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

- All government departments and boards, commissions, corporations and special operating agencies reporting to them;
- Crown corporations;
- Offices of the Legislative Assembly and administrative tribunals subject to the requirements of Section 23 of the Manitoba Act, 1870;

- Les services publics réglementés par la Régie des services publics et servant des régions désignées;
- Les organismes désignés qui fournissent des services de santé et des services sociaux ainsi que les Offices régionaux de la santé et les Régies de services à l'enfant et à la famille qui sont désignés;
- D'autres entités, comme peut l'indiquer le ministre responsable des Affaires francophones.

Le mandat du Secrétariat aux affaires francophones est défini dans la Loi sur l'appui à l'épanouissement de la francophonie manitobaine et s'applique à toutes les entités publiques visées par cette politique.

Le Secrétariat aux affaires francophones a pour mandat de conseiller le gouvernement du Manitoba au sujet des affaires francophones, notamment en ce qui a trait aux mesures à prendre en vue de favoriser l'épanouissement de la francophonie manitobaine et d'appuyer son développement. Dans l'exercice de son mandat, le Secrétariat est chargé, entre autres, de guider, surveiller et coordonner la mise en œuvre de cette politique de façon à ce que le concept de l'offre active de services soit respecté.

Le ministre responsable des Affaires francophones peut ordonner aux entités publiques de prendre certaines mesures pour mieux respecter les objectifs de la politique.

Dans un souci de responsabilité publique, le Secrétariat aux affaires francophones publie un rapport annuel détaillant les résultats de la mise en œuvre de cette politique par les entités publiques visées. Le rapport annuel est établi en collaboration avec ces entités publiques.

- Public utilities governed by the Public Utilities Board and serving designated areas;
- Designated health facilities, social services agencies, Regional Health Authorities and Child and Family Services Authorities;
- Others as may be specified by the Minister responsible for Francophone Affairs.

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

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

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

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

N.B. : La politique a été adoptée en 1989 avec modifications successives en 1999, 2008 et 2017.

Disponible en médias substituts, sur demande.

Secrétariat aux affaires francophones
Palais législatif, bureau 46
Winnipeg (Manitoba) CANADA R3C 0V8

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

Available in alternate formats, upon request.

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

204 945-4915 | 1 866 267-6114 | fls-slf@leg.gov.mb.ca | www.manitoba.ca/fls-slf | www.csbsc.mb.ca

Downloaded from https://www.gov.mb.ca/fls-slf/pdf/fls_policy.pdf October 19, 2017.

Downloaded from https://www.gov.mb.ca/fls-slf/pdf/fls_policy.pdf October 19, 2017.



[illegible]

Appendix E: INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY'S DESIGNATED FACILITIES

Designated Francophone Facilities

Facility that delivers its services in both English and French, or in French only, and whose primary language of operation is French.

There are no designated Francophone facilities within the Interlake-Eastern Regional Health Authority.

Designated Bilingual Facilities

Facility that delivers its services in both English and French and whose primary language of operation is English.

The following are designated bilingual facilities within the Interlake-Eastern Regional Health Authority:

Pine Falls Health Complex
37 Maple Street
P.O. Box 2000
Pine Falls, MB R0E 1M0
204-367-4441

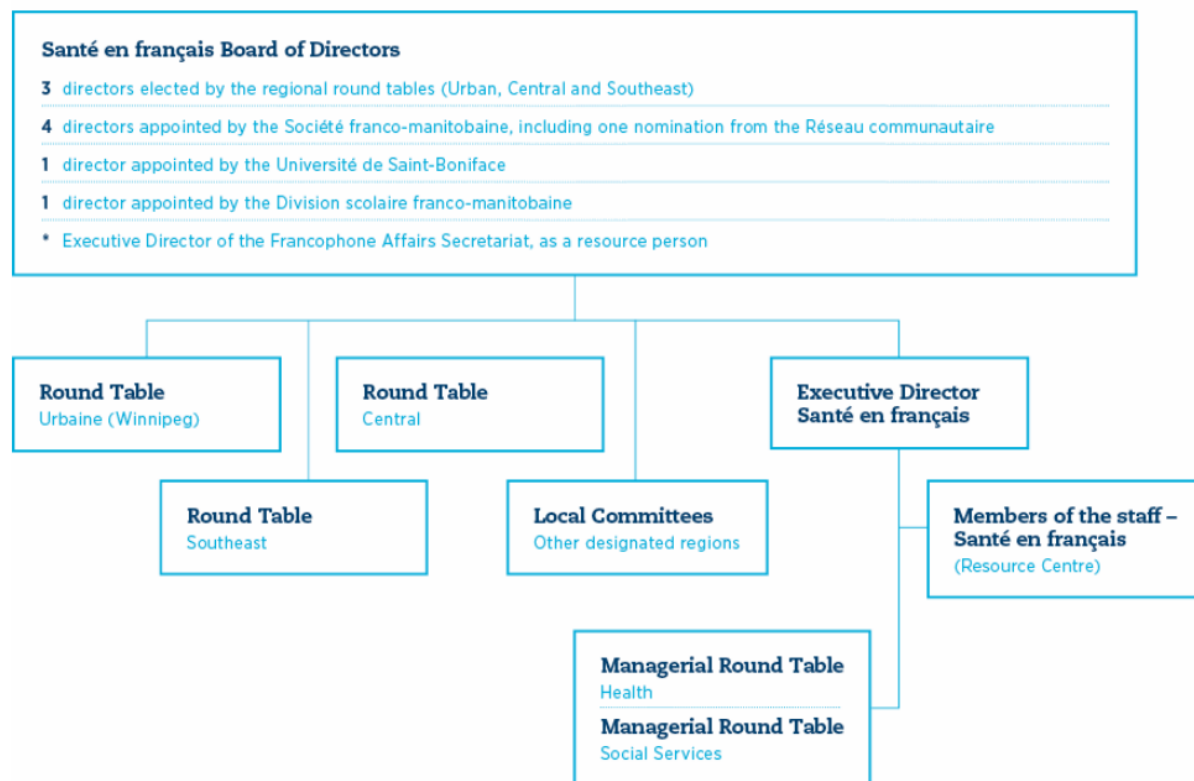


St. Laurent Health Centre
51 Parish Lane
P.O. Box 130
St. Laurent, MB R0C 2S0
204-646-2504



Appendix F: SANTÉ EN FRANÇAIS ORGANIZATIONAL CHART

SANTÉ EN FRANÇAIS ORGANIZATIONAL CHART



Downloaded from <https://santeenfrancais.com/en/about/team> February 1, 2018

Appendix G: FRENCH LANGUAGE SERVICES QUESTIONNAIRE

GA-12-F-6868 French Language Services Questionnaire - Questionnaire sur les services en français



Interlake-Eastern Office régional de la santé
Regional Health Authority d'Entre-les-Lacs et de l'Est

Questionnaire sur les services en français French Language Services Questionnaire

La Politique sur l'offre active d'Entre-les-Lacs et de l'Est stipule que l'Office régional de la santé d'Entre-les-Lacs et de l'Est doit s'assurer que les services de santé sont offerts dans les deux langues officielles dans la mesure du possible dans les régions où la population francophone est concentrée, conformément à la Politique sur les services en français du Manitoba et au Plan des services en français d'Entre-les-Lacs et de l'Est.

The Interlake-Eastern Active Offer Policy states that the Interlake-Eastern Regional Health Authority shall ensure that health services are actively offered in both Official Languages to the extent possible in those areas where the French-speaking population is concentrated, in accordance with the Manitoba French Language Services Policy and the Interlake-Eastern French Language Services Plan.

Veuillez cocher les cases indiquées ci-dessous, si vous avez reçu des services de santé dans l'une de nos régions désignées (St-Laurent, Powerview-Pine Falls/MR d'Alexander). Vous pouvez livrer le sondage par courriel à: frenchlanguage@ierha.ca ou par poste à l'attention de: Coordinatrice des services en langue française, Centre de santé communautaire de Saint Laurent, C.P. Box 130, St. Laurent, MB R0C 2S0. Ce sondage est disponible en ligne au: www.ierha.ca/about-us/community-involvement/services-en-langue-francaise.

Please complete the following if you have received health services in one of our designated areas (St. Laurent; Powerview-Pine Falls/RM of Alexander). Please send completed form by email to: frenchlanguage@ierha.ca or by mail to: French Language Services Coordinator, St. Laurent Community Health Office, P.O. Box 130, St. Laurent, MB R0C 2S0. This survey is available online at: www.ierha.ca/about-us/community-involvement/french-language-services.

1. Avez-vous reçu un message d'accueil bilingue (Hello/Bonjour)? Did you receive a bilingual greeting (Hello/Bonjour)? <input type="checkbox"/> Oui/Yes <input type="checkbox"/> Non/No
2. Vous a-t-on demandé dans quelle langue vous étiez le plus à l'aise de recevoir un service? Were you asked which language you were most comfortable receiving service in? <input type="checkbox"/> Oui/Yes <input type="checkbox"/> Non/No
3. Quels services avez-vous reçus en français? Which services have you received in French? <input type="checkbox"/> Soins directs/ Direct care <input type="checkbox"/> Information sur la santé-éducation sanitaire/ Health information-education <input type="checkbox"/> Information générale sur la région d'Entre-les-Lacs et de l'Est/ General Interlake-Eastern Information <input type="checkbox"/> Autre/ Other: _____
4. Saviez-vous que les publications ou les communications indiquées ci-dessous sont offertes en français? Were you aware that the following publications/communications are available in French? <u>ORS d'Entre-les-Lacs et de l'Est/ Interlake-Eastern RHA:</u> <input type="checkbox"/> Rapport annuel/ Annual report <input type="checkbox"/> Plan des services en français/ French Language Service Plan <input type="checkbox"/> Publicité/ Advertisements <input type="checkbox"/> Documents liés à la promotion de la santé/ Health Promotion Material <input type="checkbox"/> Plan stratégique/ Strategic plan <input type="checkbox"/> Page Web sur les services en français/ French Language Services Webpage
5. Quel était votre niveau de satisfaction relative à l'offre des services en langue française?*
What was your level of satisfaction with staff effort to provide Active Offer?*
<input type="checkbox"/> Très satisfait/ Very Satisfied <input type="checkbox"/> Satisfait/ Satisfied <input type="checkbox"/> Assez insatisfait/ Somewhat satisfied <input type="checkbox"/> Insatisfait/ Not satisfied
6. Commentaires/ Comments: _____

*L'offre active est l'ensemble des mesures prises par les entités publiques pour faire en sorte que les services en français soient manifestes, facilement disponibles, accessibles et connus et que la qualité de ces services soit comparable à celle des services offerts en anglais.

*Active Offer is the set of measures taken by designated administrative bodies to ensure that French language services are evident, readily available, easily accessible, and publicized, and that the quality of these services is comparable to that of services offered in English.

Le questionnaire est une adaptation autorisée, tiré du Sondage communautaire du Programme des services en français de l'ORSW.
Questions adapted with permission from WRHA French Language Services Program Community Survey.

Form #GA-12-F-6868/ Formulaire no. GA-12-F-6868

Revised June 2018/ Révisé juin 2018

Policy GA-12-P-20/ Politique no. GA-12-P-20

Appendix H: REGIONAL FLS COMMITTEE TERMS OF REFERENCE

MANDATE

The Regional FLS committee will develop and support the implementation of the regional FLS plan as per the Government of Manitoba French Language Services Policy.

The goal is to ensure people and communities within the RHA are able to connect, in the official language of their choice, to excellent health services, today and tomorrow.

The Regional FLS Committee shall:

- Provide recommendations to the RHA's Senior Leadership Team as to measures required for the adequate implementation of the plan.
- Liaise with the Francophone populations of our region; Santé en français; and the Francophone Affairs Secretariat.
- Review and monitor the progress of the implementation of this 5-year French Language Services Plan.
- Establish policies to support implementation of the French Language Services Plan related to communication in both official languages, the designation of bilingual positions and the recruitment of designated bilingual positions.
- Develop an annual FLS action plan to implement its Five-year FLS plan.
- Foster French language services development through:
 - Promoting and supporting the language training programs sponsored by Santé en français including, but not limited to: traditional oral French classes taken in Winnipeg or through the Telehealth network in-region (Français en milieu de santé) and/or other French language programs as they become available.
 - Increasing Active Offer training amongst management, staff and with community.
- Review and resolve any concerns or comments received by Interlake-Eastern RHA from the public or employees pertaining to French language services.
- Promote ongoing availability of health services for the Francophone population.
- Report annually on FLS in the region as per guidelines of the Provincial Francophone Affairs Secretariat.
- Provide regular reports to the board of directors and senior leadership team.

MEMBERSHIP

The RHA will have a Regional French Language Services Committee, which will include the following membership:

- VP Community Services and Chief Allied Health Officer, responsible for French Language Services
- French Language Services Coordinators
- Ad hoc members
 - VP of Human Resources and the Human Resource team
 - Regional Manager Communications & Public Relations
 - Members of regional leadership team for matters relating to FLS in their respective programs and services
 - Additional membership requests as required

The VP of Community Services and Chief Allied Health Officer, responsible for French Language Services, will chair the committee.

MEETINGS

The FLS committee will meet quarterly or at the call of the Chair.

Reviewed: February 2018.



IERHA Regional French Language Services Committee

Appendix I: KNOWLEDGE OF FRENCH FOR INTERLAKE-EASTERN COMMUNITIES

IERHA Catchment Area	Communities – RM/Towns	Total Responses	Knowledge of French ¹	Percentage of Population with Knowledge of French
1	Selkirk	9,700	525	5.1%
	St. Andrews	11,900	630	5.3%
	St. Clements ²	10,875	725	6.7%
	Town of Winnipeg Beach	1,145	50	4.4%
	Village of Dunnottar	765	35	4.6%
	Brokenhead Ojibway FN	515	5	1.0%
	Catchment Total:	34,900	1,970	5.6%
2	Stonewall, town	4,590	260	5.4%
	Teulon	1,165	45	3.7%
	Rockwood, RM	7,365	310	4.0%
	Rosser	1,370	45	3.3%
	Woodlands, RM ³	3,410	145	4.5%
	St. Laurent, RM ⁴	1,335	410	30.6%
	Catchment Total:	19,959	1,215	6.3%
3	RM of West Interlake	2,155	35	1.6%
	RM Coldwell	1,230	45	3.7%
	Grahamdale	1,345	25	1.9%
	Pinamootang FN	1,170	5	0.4%
	Little Saskatchewan FN	285	0	0.0%
	Lake Manitoba FN (Dog Creek)	875	5	0.6%
	Catchment Total:	7,060	115	1.6 %
No data available for Lake St. Martin FN; Eriksdale and Siglunes are captured under the RM of West Interlake				
4	RM of Fisher	1,665	55	3.3%
	Town of Arborg	1,180	20	1.7%
	RM of Bifrost	3,375	50	1.5%
	RM of Gimli	6,070	265	4.4%
	RM of Armstrong	1,790	65	3.6%
	Peguis FN	2,685	5	0.2%
	Fisher River Cree Nation (44 & 44A)	1,515	5	0.3%
	Jackhead FN	210	0	0.0%
	Catchment total:	18490	465	2.5%
No data available for Dauphin River FN				
5	Beausejour	3,130	215	6.9%
	RM Brokenhead	5,120	310	6.1%
	RM Springfield	15,265	1,400	9.2%
	Catchment Total:	23,515	1,925	8.2%

IERHA Catchment Area	Communities – RM/Towns	Total Responses	Knowledge of French ¹	Percentage of Population with Knowledge of French
6	Alexander, RM ⁴	3,330	510	15.3%
	Powerview-Pine Falls ⁴	1,295	240	18.5%
	Victoria Beach, RM ⁴	395	50	12.7%
	Lac du Bonnet RM	2,835	210	7.4%
	Lac du Bonnet town	1,060	75	7.1%
	LGD Pinawa	1,505	115	7.6%
	Sagkeeng	1,905	10	0.5%
	RM of Reynolds	1,335	140	10.5%
	Whitemouth, RM	1,530	45	2.9%
	Black River FN	695	0	0.0%
	Hollow Water FN	585	0	0.0%
	Berens River FN	1,120	5	0.0%
	Bloodvein FN	685	0	0.4%
	Little Grand Rapids FN	775	0	0.0%
	Pauingassi FN	270	0	0.0%
	Poplar River FN	850	0	0.0%
	Catchment Total:	20,170	1,400	6.9%

Cells highlighted in green indicate rural municipalities and towns that have been designated as bilingual service areas or that have a portion of their district that has been designated as a bilingual service area by the province of Manitoba.

Information retrieved June 19, 2018 from <http://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E>

¹Knowledge of French: includes individuals whose only official language spoken is French + individuals who can conduct a conversation in both official languages.

² RM of St. Clements is not designated, however Grand Beach and the community of Grand Marais, which are located within its boundaries, are designated. (see map Appendix C)

³ the RM of Woodlands is not designated, however a designated corridor runs through the RM of Woodlands connecting the RMs of St. Laurent and St. François Xavier (Southern Health-Santé Sud). The community of Marquette, located within Woodlands is also designated. (see map Appendix C).

⁴ Designated bilingual service area. (see map Appendix C)

EDUCATION

There are two full time French education schools located within the Interlake-Eastern Regional Health Authority, and 10 schools offering French Immersion programming. The table below outlines French Language Education options available to residents of the Interlake-Eastern region.

School / Daycare	School Division	Location	Grades	Enrolment * March 21, 2018
École communautaire Aurèle Lemoine	Division scolaire franco-manitobaine	St. Laurent	K-S4	74
École Communautaire Saint-Georges	Division scolaire franco-manitobaine	St-Georges	Pre-K-S4	50
Les Petits Dorés (daycare/Preschool with before & after school programming)	n/a	St. Laurent	Pre-K	47 spaces (3 ms-12 yrs)
R. W. Bobby Bend School	Interlake	Stonewall	K-4	199
École Centennial School	Interlake	Stonewall	5-8	84
Stonewall Collegiate Institute	Interlake	Stonewall	9	12
École secondaire régionale Lord Selkirk Regional Secondary	Lord Selkirk School Division	Selkirk	S2-S4	59
École Selkirk Junior High	Lord Selkirk School Division	Selkirk	7-S1	98
École Bonaventure	Lord Selkirk School Division	Selkirk	K-6	241
École Dugald School	Sunrise	Dugald	K-8	362
École Beausejour Early Years School	Sunrise	Beausejour	K-5	151
École Edward Schreyer School	Sunrise	Beausejour	S1-S4	98
École Powerview School	Sunrise	Powerview-Pine Falls	K-S4	131

Sources: All schools were contacted directly for information. In the case of dual track schools, enrollment numbers reflect students enrolled in French Immersion programming only.

The Division scolaire franco-manitobaine (DSFM) is the only school board in Manitoba to offer full-time education in French all over the province. <https://www.dsfr.mb.ca/>



Community Garden Healthy Together Now Project - École Communautaire Aurele Lemoine, St. Laurent, Manitoba
Picture Courtesy of Brigitte McDaniels

EARLY YEARS

Les Petits Dorés is a French Language daycare located within École Aurèle Lemoine in St. Laurent that also offers pre-school programming. At École communautaire St-Georges, a 4 year-old preschool program is combined with the kindergarten class. In 2018, the province announced that 16 childcare spaces have been approved for St-Georges. This new Francophone daycare will be located within École Communautaire St-Georges.

Both communities have a *Centre de la petite enfance et de la famille (CPEF)*.

Logo used with permission



CPEF Saint-Georges

- 45 children registered
- <http://www.cpefmb.org/index.php/saint-georges>

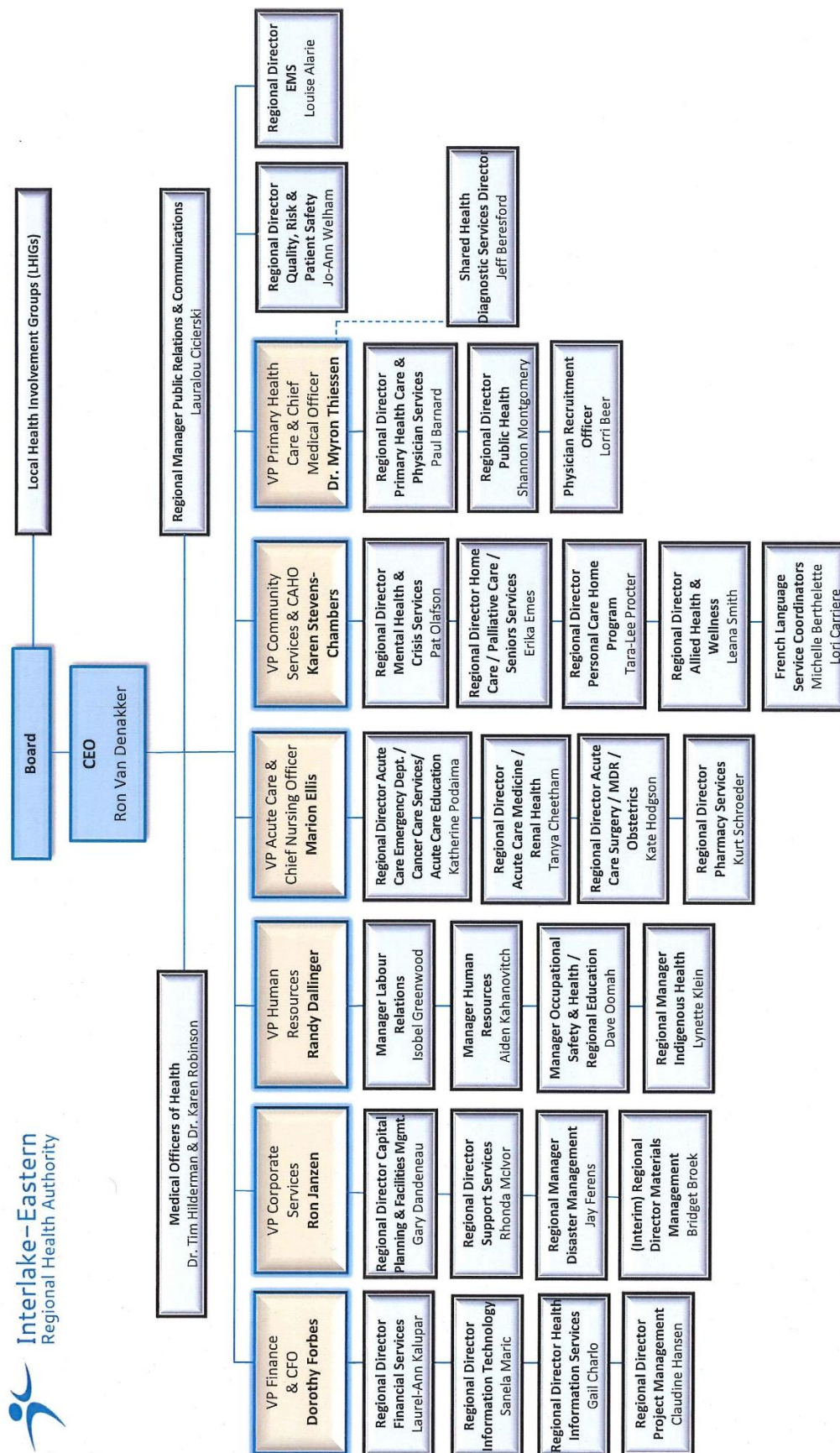
CPEF Saint Laurent

- 62 children registered
- <http://www.cpefmb.org/index.php/cpef-st-laurent>



*CPEF-St. Laurent Open House Nutrition Presentation - September 2017
Photo by Daniel Fortier*

Appendix J: INTERLAKE-EASTERN RHA ORGANIZATIONAL CHART



June 2018

Appendix K: KEY PARTNERS**Francophone Affairs Secretariat**

The Francophone Affairs Secretariat advises the government of Manitoba about Francophone affairs, including the measures to be taken to foster the enhancement of the vitality of Manitoba's Francophone community and support and assist its development. In fulfilling its mandate, the Secretariat, among other things, guides, monitors and coordinates the implementation of the French-Language Services Policy in a manner consistent with the concept of Active Offer.

The Secretariat facilitates, guides and monitors all government department activity concerning French language services. It serves as a liaison between the government and Francophone organizations in the province. The Secretariat provides assistance and guidance to the public bodies covered by the French-Language Services Policy.

The Secretariat coordinates the development of the annual appendices to the Canada-Manitoba Agreement on French-Language Services. The Secretariat assumes responsibility for matters relating to organizations (provincial, national, international) whose role it is to promote the French language and culture.

The Secretariat also deals with representations or complaints from the public about French language services.

<https://www.gov.mb.ca/fls-slf/intro.html>

Santé en français

The roots of Santé en français in Manitoba began in 1989 when a French Language Services Policy was tabled in the provincial legislature. Regional health authorities were created in 1996 and Child and Family Services Authorities in 2003, both of which required the organizations to develop and submit French-language services plans.

In December 2002, the Société Santé en français was created as a national French language health services agency. Santé en français is one of 16 French language health networks born from that national body.

Santé en français Manitoba and the 15 other provincial and territorial bodies share a common purpose: to rally health partners around priority issues in each jurisdiction.

<https://santeenfrancais.com/en/about/organization>

Local Health Involvement Groups (LHIGs)

On March 9th, 2016 Bill 6, The Regional Health Authorities Amendment Act (Improved Fiscal Responsibility and Community Involvement) mandated the creation of Local Health Involvement Groups (LHIGs) to strengthen local involvement in regional health authorities. The intent is to provide the board of the regional health authority, with advice and input on issues that affect the delivery of local health services.

Nomination/Appointment Process

On an annual basis, community members are recruited through a transparent and open public call for nominations and applications. The IERHA Board of Directors makes the final decision regarding the selection and appointment of LHIGS members. In 2017 a Francophone community call for LHIGS members took place without success; the call was repeated in 2018 and the first Francophone LHIGS member will become active in Fall, 2018!

[http://www.ierha.ca/data/2/rec_docs/26272_Local_Health_Involvement_Groups_\(LHIGs\)_-_Terms_of_Reference.pdf](http://www.ierha.ca/data/2/rec_docs/26272_Local_Health_Involvement_Groups_(LHIGs)_-_Terms_of_Reference.pdf)

Appendix L: TIMELINE – THE DEVELOPMENT OF FRENCH LANGUAGE SERVICES

Timeline The Development of French Language Services

In May 1998, Judge Richard Chartier produced the document **Above All Common Sense/Avant toute chose, le bon sens** which identified the need for completely bilingual service centres and partially bilingual centres. Subsequently, in March of 1999, the Government of Manitoba revised the FLS Policy to reflect the recommendations outlined in the Chartier Report. <http://www.gov.mb.ca/fls-slf/report/>

In October 2004, the Manitoba Government designated **Santé en français** as the official representative of the Francophone community in the areas of health and social services. Santé en français plays a leadership and coordination role to foster access to quality French language services (FLS) in health and social services. The composition of the Board of Directors and the various committees of **Santé en français**, including the Regional Round Tables and the Managerial Round Table, is based on the general philosophy that the membership of these bodies should include representation from government and the RHAs in order to promote dialogue and the development of solutions by all stakeholders together. See Appendix F. <http://santeenfrancais.com/>

In April 2012, the **Interlake-Eastern Regional Health Authority** was formed. In 2013, the Interlake-Eastern Regional Health Authority reviewed both the 2006-2011 French Language Services Plan of the former Interlake Regional Health Authority, and the 2008-2013 French Language Services Plan of the former North Eastman Regional Health Association. Consultations were held with the communities of St. Laurent and RM of Alexander, including St. Georges and Powerview-Pine Falls, and Santé en français, to develop a new 5-year Strategic Plan for 2013-2018. <http://www.ierha.ca/>

In September 2013, the Regional Health Authorities Act was amended to include protocol for bilingual and Francophone facility designation. A provincial Designation Policy for Francophone and Bilingual Facilities, Programs and Services was created by Manitoba Health as a result. These have been incorporated into the Interlake-Eastern RHA FLS plan. https://www.gov.mb.ca/fls-slf/pdf/designation_policy.pdf

In March 2014, the FLS Plan Reporting Policy was implemented. An update on the status of Interlake-Eastern's FLS plan is now included in our Annual Reports. Annual Reports are available to the public in both official languages on our website by clicking on "About us" and "publications and reports".

In March 2016, the Human Resources French Language Policy for Health Care Services was adopted by Manitoba Health, Healthy Living and Seniors establishing proficiency in French and English as a legitimate skill and valid selection criteria for the recruitment into positions that are designated as bilingual or have a bilingual/French requirement.

In June 2016, the Francophone Community Enhancement and Support Act (Bill 5) was adopted. This Bill provides a framework for enhancing the vitality of Manitoba's Francophone community and for supporting and assisting its development. It formally establishes the role of the minister responsible for Francophone Affairs, the Francophone Affairs Secretariat and the Francophone Affairs Advisory Council. Public bodies, such as government departments, specified Crown corporations and independent officers must have approved French-language services plans. <http://web2.gov.mb.ca/bills/41-1/b005e.php>