



<p>Team Name: French Language Services</p> <p>Team Lead: Regional Director – Communications and FLS</p> <p>Approved by: Executive Director – Mid</p>	<p>Reference Number: ORG.1111.PL.001</p> <p>Program Area: Communications/French Language Services</p> <p>Policy Section: French Language Services</p>
<p>Issue Date: September 18, 2014</p> <p>Review Date:</p> <p>Revision Date: November 1, 2018</p>	<p>Subject: French Language Services (FLS) – General Policy</p>

**POLICY SUBJECT:**

French Language Services (FLS) – General Policy

**PURPOSE:**

The purpose of the policy is to facilitate the Active Offer of French-language health services and the delivery of health services in both official languages with integrity, compassion, excellence and respect, in accordance with the:

- Government of Manitoba French Language Services Policy (ORG.1111.PL.001.SD.01);
- French Language Services Regulation under the Manitoba Regional Health Authorities Act (ORG.1111.PL.001.SD.02); and
- Concentration of francophone population in Southern Health-Santé Sud as indicated in the Government of Manitoba French Language Services Policy and current census data (ORG.1111.PL.001.SD.03).

**BOARD POLICY REFERENCE:**

Executive Limitation (EL-1) – Global Executive Restraint & Risk Management  
 Executive Limitation (EL-2) – Treatment of Clients  
 Executive Limitation (EL-3) – Treatment of Staff

**POLICY:**

1. Southern Health-Santé Sud engages in Active Offer of French-language health services and the delivery of health services in both official languages. To this end, the Region ensures that:
  - 1.1 Applicable sites and positions are designated bilingual (see policy ORG.1111.PL.003 FLS – Designation of Bilingual Sites and Positions);
  - 1.2 Designated sites and positions are located in but not limited to areas of higher francophone population, in communities with a high degree of francophone vitality, and/or serving the francophone population;

- 1.3 The Region promotes an organizational culture conducive to Active Offer of French-language health services and the delivery of health services in both official languages.
  - 1.4 The development and/or restructuring of sites, programs and services adheres to the French Language Services (FLS) policy requirements;
  - 1.5 The region commits to working with regional and provincial partners to ensure that services provided by external agencies and designated Affiliate Health Corporations adhere to the provincial requirement that health services in both official languages are offered and delivered, where applicable; and
  - 1.6 The service delivery model includes a navigation process for access to bilingual health services across the region. This model includes various components including a framework for designation of bilingual positions in Southern Health-Santé Sud, partnerships with other sites, distance technologies and networks.
2. Collaboratively with the FLS Unit, Southern Health-Santé Sud sites, programs and services implement the Region's FLS Strategic Plan and policies, provide leadership and support decision-making and education to:
    - 2.1 the organization on appropriate and consistent implementation of FLS policy including but not limited to bilingual designation as well as recruitment, selection and retention of designated bilingual positions;
    - 2.2 employees in their commitment to Active Offer of French-language health services and the delivery of health services in both official languages; and
    - 2.3 community and partners on Active Offer of French-language health services and the delivery of health services in both official languages within the Region.
3. A bilingual member of the Senior Leadership Team is assigned the French Language Services (FLS) portfolio and oversees the FLS Unit, working collaboratively in an integrated approach with internal and external stakeholders to:
    - 3.1 Facilitate access to bilingual health services;
    - 3.2 Promote awareness of and support of Active Offer of French-language health services and the delivery of health services in both official languages in the Region; and
    - 3.3 Submit a Southern Health-Santé Sud FLS Strategic Plan taking into consideration the FLS Regulation (RR46/98) under the Regional Health Authorities Act (C.C.S.M. c. R34), including mechanisms for evaluation of its progress and success and to develop an annual FLS Team Action Plan.

Additionally, the FLS Unit is supported by the following FLS structure: the Southern Health-Santé Sud FLS Advisory Committee (regional); the *Table de concertation rurale du Sud* (community); *Santé en français* (provincial); the Francophone Affairs Secretariat (provincial); and the *Société santé en français* (national).

4. Under the auspices of the Table de concertation rurale du Sud, the community is consulted in the development of the FLS Strategic Plan, FLS policies and other related matters. The Table ensures continual linkages are maintained with the Southern Health-Santé Sud francophone community.

#### **DEFINITIONS:**

**Active Offer of French-language health services:** The set of measures taken to ensure that French-language services are readily available, publicized, easily accessible and that the quality of these services is comparable to that of services offered in English. The Active Offer of French-language health services ensures that the services offered by the region, whether they are provided by oral, written or digital methods, are easily accessible in both official languages in designated areas where there is a large francophone population.

**Bilingual:** Both official languages (English and French).

**Bilingual Format:** English and French content are presented with equal visual weight.

**Communications in Official Languages:** The set of written, verbal, audio-visual and digital communications by which information or assistance is provided to the francophone community, and which are comparable to those offered in English.

**Designated Bilingual Position:** A position that is to be filled by an individual who is proficient in both official languages (English and French). These positions are designated in accordance with the requirements of the Government of Manitoba French Language Services Policy, the Active Offer of French-language health services concept and the Southern Health-Santé Sud policies.

**Designated Affiliate Health Corporation:** A designated independent legal entity, that is to say, a non-devolved institution that is not directly administered by Southern Health-Santé Sud.

**Designated Bilingual Site:** A site that delivers its services in both English and French and whose primary language of operation is English.

**Designated Francophone Site:** A site that delivers its services in both English and French or in French only, and whose primary language of operation is French.

**External Agency:** Essentially public (as in services rendered, functions performed, or source of income received), although under private ownership or control (ex. Shared Health).

**Francophones:** 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

**Francophone Vitality:** A set of characteristics or resources that promote or contribute to the linguistic advancement of the community.

**SUPPORTING DOCUMENTS:**

- [ORG.1111.PL.001.SD.01](#) Government of Manitoba French Language Services Policy
- [ORG.1111.PL.001.SD.02](#) French Language Services Regulation under the Manitoba Regional Health Authorities Act
- [ORG.1111.PL.001.SD.03](#) Concentration of francophone population in Southern Health-Santé Sud
- [ORG.1111.PL.001.SD.04](#) Development and Approval Process for Multi-Year Strategic FLS Plans of RHAs
- [ORG.1111.PL.002](#) French Language Services (FLS) – Communications in Official Languages
- [ORG.1111.PL.003](#) French Language Services (FLS) – Designation of Bilingual Sites and Positions
- [ORG.1111.PL.004](#) French Language Services (FLS) – Translation

**REFERENCES:**

- Chartier, Honourable Judge Richard. [Above All, Common Sense](#) – Report and Recommendations on French Language Services within the Government of Manitoba (Commissioned by the Government of Manitoba). May 1998
- The Manitoba Regional Health Authorities Act (C.C.S.M c. R34) – [French Language Services Regulation](#) 46/98. March 30, 1998
- [Francophone Community Enhancement and Support Act \(2016\)](#)
- Provincial [Human Resources French Language Policy for Health Care Services](#) (username: mbshared; password: mbpolicy)
- Provincial [Designation Policy for Francophone and Bilingual Facilities, Programs and Services](#) (username: mbshared; password: mbpolicy)
- Provincial [French Language Services Plan Reporting](#) (username: mbshared; password: mbpolicy)