



Team Name: French Language Services Team Lead: Regional Director – Communications and FLS Approved by: Executive Director – Mid	Reference Number: ORG.1111.PL.004 Program Area: Communications/French Language Services Policy Section: French Language Services
Issue Date: September 18, 2014 Review Date: Revision Date: November 1, 2018	Subject: French Language Services (FLS) – Translation (English/French)

POLICY SUBJECT:

French Language Services (FLS) – Translation (English/French)

PURPOSE:

The purpose of this 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 and to ensure that:

- Timely, consistent, high-quality translations of Southern Health-Santé Sud authored and externally authored materials are used;
- Copyrights are respected; and
- Clients accessing materials in the official language of their choice do not incur additional costs.

Southern Health-Santé Sud pursues this 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 Authorities Act (ORG.1111.PL.001.SD.02);
- Concentration of francophone population in Southern Health-Santé Sud, as indicated in the 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. The French Language Services (FLS) Unit coordinates translation services of official languages for Southern Health-Santé Sud, ensuring the Translation Request (ORG.1111.PL.004.FORM.01) and current procedures are maintained on the Health Providers' Site (Programs & Services/French Language Services).
2. All bilingual print pieces bearing the Southern Health-Santé Sud logo and intended for the general public are translated professionally and/or are verified by the FLS Unit. The use of automated online translation Apps or tools to translate Southern Health-Santé Sud publications is prohibited, i.e. Google Translate.
3. In all instances, it is the responsibility of the site, program or service requesting the translation to ensure copyrights are observed.
4. Under current service agreements, there is no cost incurred for translations. Exceptions may include situations for urgent translations and/or revisions, in which case the cost is borne by the respective site, program or service.
5. All documents are owned by the requesting site, program or service who is responsible for storing, retrieving and distributing translated documents for future reference as required.

SUPPORTING DOCUMENTS:

- [ORG.1111.PL.001](#) French Language Services (FLS) – General Policy
- [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.FORM.01](#) Translation Request

REFERENCES:

- Southern Health-Santé Sud [Graphic Standards Manual](#)
- Santé en français Translation Guidelines
- 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 \(2016\)](#)