

Strategic Plan, 2005–06 to 2008–09

Canada–Manitoba Agreement on French-Language Services

GENERAL OBJECTIVE:

Support the development, delivery and expansion of quality government services in French for Manitoba's Francophone community and support initiatives with structuring effects intended to enhance its vitality.

INTRODUCTION

The French Language Services Policy (FLS Policy) has been in existence since 1989. In 1999, the FLS Policy was revised to bring it up to date and to reflect changes proposed by Judge Richard Chartier in his report on French-language services entitled *Above All, Common Sense*. The purpose of the policy is to give French-speaking Manitobans and the institutions that serve them access to comparable government services in the language of the laws of Manitoba.

As a result of the three agreements on the promotion of official languages that the governments of Manitoba and Canada have signed over the last fifteen years, considerable progress has been made in terms of the French-language services provided by the Government of Manitoba and the development of Manitoba's Francophone community. In the framework of the last agreement, Manitoba adopted an action plan covering four areas of activity: government services, health and social services, support for municipalities designated as bilingual, and community development. Tangible results have been achieved in each of these areas.

During the period covered by the last agreement, a remarkable dynamism developed in the area of Francophone affairs that gave rise to a substantial increase in needs. Spurred by the Ministerial Conference on Francophone Affairs (MCFA) and the federal Action Plan on Official Languages in particular, the federal and provincial governments now work in areas of Francophone affairs, including early childhood, economic development, immigration and access to justice, that had previously been touched on little or not at all.

It should be noted that some substantial initiatives in these new fields of operation will be financed in whole or in part through envelopes from federal departments other than Canadian Heritage. The agreement will nonetheless play a supporting role in that context, giving the government of Manitoba the necessary latitude to support priority activities that are aimed at supplementing those initiatives but do not meet the funding criteria of the envelopes used to finance them.

The areas of activity that are the focus of the new agreement have been inspired by the general development plan of Manitoba's Francophone community and the priorities identified by the members of the MCFA. The proposed initiatives stem from the discussions and work of several community consultation mechanisms including advisory committees chaired or coordinated by the French Language Services Secretariat such as the Advisory Committee on French Language Social Services, the Working Group on the Enhancement of French Language Services in Manitoba's Justice System, the Working Group on the Development of French Language Tourism, and the Partnership Committee on the Economic Development of Francophones in Manitoba.

BACKGROUND

Structure

- There has been a minister officially responsible for the government's FLS Policy since 1989.
- The French Language Services Secretariat (FLSS), founded in 1981, answers to the Minister responsible for French Language Services.
- The FLSS, whose mandate includes all administrative authorities subject to the French Language Services Policy, is charged with guiding and monitoring implementation of the policy. In fulfilling its mandate, it tries to ensure that the concept of an active offer of services is respected, and makes recommendations to that effect.

Provincial and Municipal Government Services

- Judge Richard Chartier studied the FLS Policy and presented his report in May 1998. By the end of the 2003–2004 financial period, 20 of the report’s 29 recommendations of the report had been fully implemented, and four, partially.
- The establishment of six fully bilingual government service centres is underway. The first three centres were officially opened in 2002–2003.
- All the departments and certain government agencies have updated their FLS plans or are in the process of doing so. A large number of public documents and forms are bilingual.
- Road signs in the designated areas have been bilingual since 1992.
- The signage in designated offices is bilingual.
- The Centre culturel franco-manitobain (CCFM), a Crown corporation, receives provincial funding.
- The City of Winnipeg is required by provincial legislation to provide French-language services in the designated areas of Winnipeg.
- Nine villages and six rural municipalities have adopted policies concerning the delivery of their services in both official languages, and they and the City of Winnipeg belong to the Manitoba Association of Bilingual Municipalities. A translation service is in place for the bilingual municipalities. The libraries in these municipalities have a fairly good selection of material in French.
- Each of the bilingual municipalities has established a community development corporation (CDC) to provide economic and business development assistance in their region in both official languages.

Health and Social Services

- The provincial Advisory Committee on Health Services in French was created in 1991. It was dissolved and replaced by the community-based Conseil communauté en santé early in 2001.
- More than 30 health organizations (hospitals, long-term care facilities, and units responsible for centralized programs) have been designated under the FLS Policy. Each of these organizations has developed a plan for implementing French-language services. To varying degrees, they all offer such services.
- A resource service, *Santé en français*, was established in 1993 to support the designated agencies and institutions in the implementation of their policies and plans; among other things, this office provides language training and translation for the institutions.
- According to a provincial regulation, eight regional health authorities are required to provide French-language services.
- There are approximately 19 Francophone nursery schools and a number of Francophone daycare centres.
- The Advisory Committee on French Language Social Services has been in existence since 1998.
- Some fifteen provincially-funded social service agencies and organizations are required to provide services in French. Others will be designated in the future.

Judicial Services in Manitoba

- French has official status in the Manitoba courts.
- Franco-Manitoban and other judges able to hear proceedings in French sit at all levels of court.
- Consecutive interpretation is provided in the courts as needed.
- A working group made up of representatives of the Department of Justice, the FLSS and the Francophone community of Manitoba was set up in late 1996 to find practical ways of improving French-language services in the judicial system.
- Manitoba established a bilingual circuit court in St-Pierre-Jolys in September 2004, the first in all of Canada.

Immigration

- The Manitoba Immigration Council was created in June 2004 to help the government develop its immigration strategies.
- In 2003–2004, the Accueil francophone initiative allowed a position to be created within the St. Boniface Bilingual Service Centre for the purpose of providing settlement assistance to immigrants.
- Appendix A of the Canada–Manitoba Agreement on Immigration signed in June 2003 includes a clause on FLS to the effect that, where there is sufficient demand, settlement and integration services be available in either official language.

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PLANNED ACTIONS/MEASURES 2005–2006 to 2008–2009	EXPECTED RESULTS	PERFORMANCE INDICATORS	ANNUAL PROVINCIAL AND FEDERAL CONTRIBUTIONS																		
Objective 1: Support the administrative structures and support services made available to government authorities to help them implement the French Language Services Policy.																					
<p>Maintain and enhance the organizational capacities of the FLSS and its team of facilitators.</p> <p>Support administrative authorities in the implementation of their French-language service obligations and support their promotional and awareness-raising activities among the Francophone population and the civil service.</p> <p>Monitor the evolution of the French-language services offered by the various administrative authorities of the provincial government.</p> <p>Set up and ensure the operation of bilingual service centres (BSCs) in the urban and rural areas, where members of the public can obtain services from all three levels of government in the official language of their choice.</p>	<ul style="list-style-type: none"> • Improvement in the delivery of government services in French; • Improvement in the quality of French-language services; • Additional resources to meet the translation needs of the provincial government. 	<ul style="list-style-type: none"> • Establishment and operation of BSCs in the urban and rural areas; • Increase in the number of service points practicing the active offer of French-language services; • Degree of client satisfaction, based on a survey; • Number of key managers and frontline workers in the Government of Manitoba enrolled in language training; • Volume of translation, based on statistics from Translation Services. 	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 150px;">Federal:</td> <td style="text-align: right;">\$350,000 (05–06)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$375,000 (06–07)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$400,000 (07–08)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$400,000 (08–09)</td> </tr> <tr> <td>Provincial:</td> <td style="text-align: right;">\$350,000 (05–06)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$375,000 (06–07)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$400,000 (07–08)</td> </tr> <tr> <td></td> <td style="text-align: right;"><u>\$400,000 (08–09)</u></td> </tr> <tr> <td>Total</td> <td style="text-align: right;"><u>\$3,050,000</u></td> </tr> </table>	Federal:	\$350,000 (05–06)		\$375,000 (06–07)		\$400,000 (07–08)		\$400,000 (08–09)	Provincial:	\$350,000 (05–06)		\$375,000 (06–07)		\$400,000 (07–08)		<u>\$400,000 (08–09)</u>	Total	<u>\$3,050,000</u>
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Objective 2: Support French-language service development, planning, and delivery in priority areas under the jurisdiction of governmental and paragonovernmental bodies.									
<p><u>General measures</u></p> <p>Support governmental and paragonovernmental bodies so that they are able to offer a wider range of services, resources and programs adapted to the needs of the Francophone community.</p> <p>Encourage and support expansion of the networks for communication and collaboration between the government and Manitoba’s Francophone communities.</p> <p>Support the development of services, resources and programs enabling the Francophone community to better showcase its cultural, artistic and linguistic heritage.</p> <p>Support the development of services, resources and programs that answer the needs of the Francophone community in the area of sports and recreation.</p> <p>Support initiatives to recruit bilingual staff and train bilingual professionals within various paragonovernmental bodies.</p> <p>Support initiatives to facilitate the integration of Francophone immigrants.</p>	<ul style="list-style-type: none"> • Access to a greater variety of French-language services in priority areas; • Improvement in the quality and delivery of French-language services, including services for women, seniors, and youth. • Participation by the provincial government in a comprehensive strategy for Francophone cultural development in Manitoba; • Increased visibility of the French fact; Francophone brand; • Contribution to the identity development of Francophone youth; • Greater number of bilingual professionals. 	<ul style="list-style-type: none"> • Number of new services established in the priority areas; • Number of supported activities or initiatives that have facilitated access to communication and services in French, contributed to identity development, or reinforced the Francophone space; • Number of supported activities that have promoted the province or enhanced the profile of Manitoba's Francophone community; • Plan for recruiting bilingual professionals; • Number of bilingual professionals hired. 	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 150px;">Federal:</td> <td style="text-align: right;">\$500,000 (05–06) \$550,000 (06–07) \$600,000 (07–08) \$600,000 (08–09)</td> </tr> <tr> <td>Provincial:</td> <td style="text-align: right;">\$500,000 (05–06) \$550,000 (06–07) \$600,000 (07–08) \$600,000 (08–09)</td> </tr> <tr> <td>Total</td> <td style="text-align: right;"><u>\$4,500,000</u></td> </tr> </table>	Federal:	\$500,000 (05–06) \$550,000 (06–07) \$600,000 (07–08) \$600,000 (08–09)	Provincial:	\$500,000 (05–06) \$550,000 (06–07) \$600,000 (07–08) \$600,000 (08–09)	Total	<u>\$4,500,000</u>
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Objective 2: Support French-language service development, planning, and delivery in priority areas under the jurisdiction of governmental and paragovernmental bodies.			
<p><u>Health, Social Services and Early Childhood</u></p> <p>Fund support services provided to the designated regional health authorities and health and social services institutions: assistance with the development of FLS plans, translation, language training and documentary resources, etc.</p> <p>Support the Conseil communauté en santé (CCS) in order to facilitate the coordination of, and access to, high quality health and social services in French.</p> <p>Provide support for the implementation and delivery of FLS for early childhood, seniors, the disabled, etc.</p>	<ul style="list-style-type: none"> • Access to a greater variety of French-language services in the fields of health, social services and early childhood, including services for seniors and the disabled. 	<ul style="list-style-type: none"> • Number of new services established in the priority areas; • Number of bilingual professionals hired; • Model of integrated early childhood services for the provinces and territories; • Continued development and operation of the early childhood centres. 	<p>See previous page</p>

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<p><u>Justice</u></p> <p>Establish a bilingual circuit court to sit in St. Boniface and other designated areas.</p> <p>Create measures aimed at fostering access to justice in both official languages, including through the BSCs.</p> <p>In collaboration with the Table de concertation, identify concrete ways of improving the delivery of RCMP services in French in Manitoba.</p> <p>Monitor developments in the administration of justice in both official languages and implement measures to correct the deficiencies.</p>	<ul style="list-style-type: none"> • Improvement in the delivery of government services in French and better access to French-language justice services. 	<ul style="list-style-type: none"> • Increase in the number of service points practicing the active offer of French-language services; • Number of legal professionals and officers of the court trained in French legal terminology in Manitoba and the provinces and territories of Western Canada; • Number of bilingual RCMP detachments established in the designated areas. 	<p>See previous page</p>

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Objective 3: Support French-language service development, planning and delivery in the area of economic development and the bilingual municipalities.																					
<p>Support the initiatives and facilitate the funding of proposals stemming from the work of the Partnership Committee on the Economic Development of Francophones in Manitoba.</p> <p>Provide support to the sixteen member municipalities of the Manitoba Association of Bilingual Municipalities and the community development corporations for their economic projects and other activities to help them achieve their FLS Policy implementation objectives.</p> <p>Support the City of Winnipeg in its FLS promotion, signage, translation, and language training activities and in the development, production and acquisition of French and bilingual resources and information documents.</p> <p>Support initiatives stemming from the Working Group on French Language Tourism Development as well as other Francophone tourism and entrepreneurship activities.</p>	<ul style="list-style-type: none"> • Increase in French-language communications and FLS in the bilingual municipalities; • Increased visibility of the French fact at the local, provincial, national and international levels; • Better delivery of tourism services in both official languages and increased Francophone presence in the province's promotion of tourism; • The community benefits from resources and expertise as a result of connections established with France, French-speaking countries in Africa, etc. 	<ul style="list-style-type: none"> • Number of bilingual signs in the designated areas and service centres and number of public information documents available in print or over the Internet in French; • Number of activities that have reinforced the French fact, promoted the province or enhanced the profile of Manitoba's Francophone community; • High-speed access in the rural communities of the designated areas; • Number of collaborative activities carried out. 	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 150px;">Federal:</td> <td style="text-align: right;">\$350,000 (05–06)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$375,000 (06–07)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$400,000 (07–08)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$400,000 (08–09)</td> </tr> <tr> <td>Provincial:</td> <td style="text-align: right;">\$350,000 (05–06)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$375,000 (06–07)</td> </tr> <tr> <td></td> <td style="text-align: right;">\$400,000 (07–08)</td> </tr> <tr> <td></td> <td style="text-align: right;"><u>\$400,000 (08–09)</u></td> </tr> <tr> <td>Total</td> <td style="text-align: right;"><u>\$3,050,000</u></td> </tr> </table>	Federal:	\$350,000 (05–06)		\$375,000 (06–07)		\$400,000 (07–08)		\$400,000 (08–09)	Provincial:	\$350,000 (05–06)		\$375,000 (06–07)		\$400,000 (07–08)		<u>\$400,000 (08–09)</u>	Total	<u>\$3,050,000</u>
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SUMMARY OF ANNUAL PROVINCIAL AND FEDERAL CONTRIBUTIONS				
Financial Year	2005–2006	2006–2007	2007–2008	2008–2009
Manitoba’s Contribution	\$1,200,000	\$1,300,000	\$1,400,000	\$1 400 000
Canada’s Contribution	\$1,200,000	\$1,300,000	\$1,400,000	\$1 400 000
TOTAL	<u>\$2,400,000</u>	<u>\$2,600,000</u>	<u>\$2,800,000</u>	<u>\$2 800 000</u>

April 21, 2005