

**Policy and Procedure**

Title:	<b>Official Languages – French Language Services</b>
Policy Number:	01.006
Effective Date:	June 15, 1995
Revised Date:	November 1, 2019
Approving Body:	President and CEO
Authority:	CancerCare Manitoba Act
Responsible Officer:	President and CEO
Delegate:	Communications Lead
Contact:	CCMB Communications
Applicable to:	All CCMB Staff and Physicians

1.0 **BACKGROUND:**

CancerCare Manitoba respects Canada's linguistic duality and recognizes the Government's commitment to the French speaking population of Manitoba.

CancerCare Manitoba is designated as a provider of French Language Services as part of the Government of Manitoba's French Language Services Policy.

CancerCare Manitoba is committed to its Value of Respect for People: dignity, fairness, openness, equity, collaboration, co-operation, sensitivity to cultural diversity and identity, compassion, privacy, confidentiality.

2.0 **PURPOSE:**

To provide guidance to the organization on the provision of French Language Services at CancerCare Manitoba facilities.

3.0 **DEFINITIONS:**

3.1 FLS – French Language Services.

4.0 **POLICY:**

4.1 CancerCare Manitoba will offer, to the extent possible within its resources and capabilities, comparable health services in both official languages.

4.2 CancerCare Manitoba, as the Provincial agency responsible for cancer control, will gradually and progressively implement French Language Services to:

- Provide quality service in the official language of the clientele's choice;
- Make this service readily available and accessible to the client; and
- Provide a comparable service in both official languages for all oral and written communications related to the service.

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5.0 **PROCEDURE:**

**Service to the Public, Patients and Families/Caregivers**

5.1 **Verbal Communication**

5.1.1 **Enquiry/All Points of Entry**

- a. Bilingual personnel at reception desks (MacCharles Unit, St. Boniface Unit, and Manitoba Breast Screening Program) shall, to the extent possible, greet the public and patients in both official languages. Signs indicating availability of services in both official languages shall be on display whenever bilingual personnel are available.
- b. Personnel in all other departments able to communicate in both official languages shall visibly display their capacity and willingness to do so.

5.1.2 **Telephone**

Bilingual Receptionists shall identify their department with a greeting such as:

- "CancerCare Manitoba bonjour"

This indicates to the caller that the service is available in both official languages. The bilingual greeting must only be used when personnel can respond to the official language of the caller's choice.

5.1.3 **Patient Interaction**

- a. The preferred language of the patient shall be recorded on the admission data sheet. This will facilitate communication with the patient by staff in either of the official languages.
- b. Staff in all departments who can speak both official languages will be encouraged to speak to patients and communicate with them in the language of the patient's choice.
- c. All reasonable efforts shall be made to access services in French for patients and families/caregivers who have indicated such a preference through staff or, alternatively, interpreters.
- d. A list of French speaking staff available for interpretation services shall be established and maintained.
- e. Where a bilingual consent form is not suitable, an interpreter will be utilized to communicate in the language of the patient/family choice.

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## 5.2 Written Communication

### 5.2.1 Correspondence

CancerCare Manitoba shall respond to written communication with the patient, family/caregiver or public in the official language used by the correspondent.

### 5.2.2 Public Relations

All official public communications relevant to CancerCare Manitoba cancer control services shall be in both official languages.

### 5.2.3 Signage

- All directional signs, interior and exterior, shall be in both official languages.
- Posters, bulletins, and general information sheets relevant to CancerCare Manitoba for patients and public shall be in both official languages.
- Signs indicating availability of services in both official languages shall be posted in areas where there is public access. Such signs are to be posted only when such a service is actually readily available.

### 5.2.4 Publications

Patient/family information publications of CancerCare Manitoba, where possible, will be available in both official languages.

### 5.2.5 Forms

Consent forms shall be in a bilingual format; except where the consent form is extremely technical in nature and difficult to translate.

### 5.2.6 Library Services

Selected French-language material (books, magazines, video tapes, etc.) shall be made available in the Patient Information Library and waiting rooms.

### 5.2.7 Translation

Translation of any and all written or audio-visual material shall be coordinated by the French Language Services Coordinator, using the services of Santé en Français.

## Service Providers

### 5.3 Staff

Reasonable efforts shall be made to ensure that French-speaking health care staff are available. Active service in French means having designated staff in place capable of offering services in French. Increasing the number of staff capable of communicating in French may be done on a gradual basis through attrition.

French language training will be offered, in cooperation with the Santé en Français Resources Unit, to unilingual English-speaking employees in key areas in order to

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increase the number of French-speaking staff.

### 5.3.1 Designated Positions

- a. Positions at CancerCare Manitoba shall be designated bilingual according to the following criteria:
  - Direct patient contact positions in high traffic first contact areas;
  - The French Language Services Implementation Committee shall recommend designated French language positions, areas and staff functions at CancerCare Manitoba to the President and CEO.
- b. In the hiring of staff for designated positions, linguistic abilities in both official languages shall be recognized as a requirement for the position.
- c. First contact departments or positions shall have bilingual capacities as a requirement. First contact positions or departments are defined as the positions or departments who, as part of their significant roles, have first contact with patients and families/caregivers or the public.

The following areas in CancerCare Manitoba are defined as first contact:

- Telephone Reception
  - Reception Desks
  - Intake/Patient Registration
  - Other departments or areas shall offer French language services to the extent of available human resources
- d. All departments having direct patient/public contact shall identify verbal and written linguistic requirements. In these work units positions that should be bilingual may be identified in order to facilitate the availability of French language services.
  - e. Employees shall not lose their employment due to the implementation of this policy. Notwithstanding, employees currently working in designated positions shall be encouraged to improve their French language skills.

## 5.4 Recruitment

- 5.4.1 Designated positions shall be posted in both official languages.
- 5.4.2 Where advertisement is deemed necessary for position recruitment, English and French-language media will be used.
- 5.4.3 With regards to designated positions, if a bilingual candidate meeting the necessary requirements and the responsibilities of the position cannot be recruited, the most qualified individual may be hired.

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## 5.5 **Volunteers**

The participation and active recruitment of bilingual volunteers shall be encouraged in order to assist staff in promoting an atmosphere of linguistic wellbeing.

## 5.6 **Staff Identification**

All CancerCare Manitoba personnel and volunteers who can communicate fluently in both official languages shall be provided with appropriate identification. Bilingual staff in designated positions shall clearly display this identification at all times.

## 5.7 **Language Training**

To the extent of financial resources, of the Santé en Français Resource Unit, French Language training will be offered to staff in designated positions.

## 5.8 **Administration**

### 5.8.1 **Board of Governors**

Reasonable efforts shall be made to recommend the appointment of members to CancerCare Manitoba Board of Governors who are proficient in English and in French, and who have a good understanding of the Franco-Manitoba community.

### 5.8.2 **French Language Services Committee**

This is a Committee of CancerCare Manitoba which exists to assess the appropriate linguistic requirement of CancerCare Manitoba.

### 5.8.3 **Communication**

Corporate communication with patient's families/caregivers and the general public shall be produced in English unless there is a specific indication that it is to be produced in both official languages.

### 5.8.4 **Policy Promotion**

Management staff are responsible for understanding, implementing and promoting the French Language Policy. A collaborative effort by all employees shall be encouraged.

### 5.8.5 **Hiring of Bilingual Staff**

- a. CancerCare Manitoba shall ensure that the hiring of bilingual staff is in accordance with the French Language Services Policy of the Manitoba Government. An appropriate number of bilingual staff will be hired to ensure delivery of French language services to the extent possible.
- b. New positions having direct patient and public contact shall be reviewed by the French Language Services Committee in order to determine the appropriate linguistic requirements.

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**5.8.6 Professional Development**

CancerCare Manitoba shall offer to staff, to the extent of available financial resources and priorities, through the Santé en Français Resource Unit, the opportunity to improve their linguistic proficiency in French. It is understood that available resources are subject to mechanisms of prioritization.

Management shall encourage staff to familiarize themselves with the linguistic and cultural needs of the Franco-Manitoban community.

**5.8.7 Annual Review**

A report on the language services relative to the implementation of the French Language Policy and Action Plan shall be prepared annually by the French Language Services Committee. This report shall be presented to the Board of Governors which includes the Minister of Health.

**6.0 REFERENCES:**

- 6.1 CCMB's French Language Services Plan – a multi-year strategic plan for the implementation of French Language Services.
- 6.2 French-Language Services Policy of the government of Manitoba, May 2017.

<b>Policy Contact:</b>	
All enquiries relating to this policy should be directed to:	
Name:	
Title/Position:	CCMB Communications
Phone:	
E-mail:	
Address: (if required):	

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**DOCUMENTATION**

**Policy Location:**

This policy is located (hard and e-copy formats):

- |    |  |
|----|--|
| 1. | The original signed and approved policy is on file in the Executive Office, CCMB |
| 2. | The e-copy is on file in the CCMB Governing Documents Library, SharePoint        |
| 3. |  |

**Revision History:**

Date	Version	Status	Author	Summary of Changes
dd/mm/yyyy	#	Initial, Draft Final Minor/Major revision		
15/06/1995	1	Initial		
08/12/1997	2			
03/12/2015	3	Minor revision		Minor review and revision only.
15/05/2018	3	Minor revision	S.Friedenberger	Reformatted to new template
01/11/2019	4	Minor revision	Communications	Minor updates only

**Approvals Record:**

This Policy requires approval by:

Approval Date	Name / Title	Signature
	Not required.	

**FINAL APPROVAL:**

Date	Name / Title	Signature
Nov 1 2019	Dr. S. Navaratnam President and CEO, CancerCare Manitoba	Approved by Dr. S. Navaratnam

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## **APPENDIX A**

### **Active Offer**

Active offer is defined as: “the set of measures taken by government departments, Crown Corporations and designated institutions to ensure that French language services are available and accessible, and publicized as such, and that the quality of these services is comparable to that of services offered in English”.

Therefore, an active offer of French language services means:

- Providing quality service in the official language of the clientele’s choice;
- Making this service readily available and accessible to the client; and
- Providing a comparable service in both official languages for all oral and written communications related to the service.

In summary, “the offer of French language services must be evident”. (Premier Filmon, 1991)

The following are some examples of active offer:

- Bilingual reception (written and oral);
- Wearing the “bonjour” pin or the “ENGLISH/FRANÇAIS” sticker on personnel name tags;
- Bilingual telephone greeting.