

Active Offer in Healthcare Training on LMS Frequently Asked Questions

What is the French-Language Services (FLS) Policy?

The French-Language Services (FLS) Policy provides a framework for public bodies in the offer of government services to Francophones and to Manitoba's Francophone community. 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. - *Statement of Policy*. By the implementation of an active offer of French language services, the French-speaking population of Manitoba can be made to feel that it is indeed a constituent part of one of the fundamental characteristics of Canada.

What is Active Offer?

The set of measures taken by designated public 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. The main points of the active offer concept of French language services are as follows:

- The active offer concept applies to all services provided to the general public. This concept encompasses all communications in the official language of the clientele's choice, either by phone, in person, in writing, or by electronic methods.
- The active offer concept means that the service providers publicize the availability of services in both official languages and create an environment where the public is completely at ease in dealing with provincial government offices in either English or French.
- Members of the general public are convinced from the outset that using the official language of their choice will not result in a diminished quality of service, wherever this service is offered.

Therefore, an active offer of French language services means:

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

What is a 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 French in accordance with the requirements of the French-Language Services (FLS) Policy, the active offer concept and the Multi-Year Strategic FLS Plan of his or her designated public body.

Why do we need to take Active Offer in Healthcare Training on LMS?

The Health authorities are required, by law, to offer services in both official languages to the public through the concept of Active Offer. Access to health services in one's own language is about equity, quality of care and patient safety. French language Services in Manitoba:

- Occur within an officially bilingual country (recognized in the Canadian Charter of Rights and Freedoms);
- Are constitutionally entrenched (legislation, courts, education);
- Are governed by a provincial law (entrenching principles for offering services in French);
- Are subject of a recently renewed policy (services across government).

Is the Active Offer in Healthcare training mandatory? Is there are a deadline to complete the training?

Yes. All healthcare employees must complete the Active Offer in Healthcare training. You can begin your training right now by visiting <https://manitoba-ehealth.learnflex.net/>, logging in to your LMS account, and searching for "Active Offer in Healthcare" to register.

I am a casual/temporary employee; do I need to take this training?

Yes. All healthcare employees must complete the Active Offer in Healthcare training. If you have a regional email address, you can begin your training right now by visiting <https://manitoba-ehealth.learnflex.net/>, logging in to your LMS account, and searching for "Active Offer in Healthcare" to register. If you do not have a regional email address, please contact your supervisor for other training options.

I work in administration, not with patients; do I need to take this training?

Yes. All healthcare employees must complete the Active Offer in Healthcare training. You can begin your training right now by visiting <https://manitoba-ehealth.learnflex.net/>, logging in to your LMS account, and searching for "Active Offer" to register. Active Offer is everyone's responsibility no matter of your role or site you work in.

Can the training be done as a group?

No. The Active Offer in Healthcare training has not been set up for group facilitation. The Active Offer in Healthcare training module on LMS is interactive and is intended for individual learning. However, it's highly recommended to discuss the Active Offer in Healthcare training with your team at team meetings, huddles, etc.

What do I do if I am having trouble accessing the LMS?

If you have any questions or issues with creating an account in the LMS please contact the Manitoba eHealth Service Desk at 204-940-8500.

What do I do if I don't have a computer?

You may email accessibility@wrha.mb.ca to discuss other ways you can get trained.

How do I access the LMS course?

To register for a course in the LMS:

- Go to <https://manitoba-ehealth.learnflex.net>
- Log in. If you are a **new user**, click on the link to **create an account** and follow the prompts.
- Select the **Courses/Registration** tab.
- In the Search Box in the upper right corner, search for **Active Offer in Healthcare**.
- Click the **Register** button beside the module.
- If you have any questions or issues with creating an account in the LMS please contact the Manitoba eHealth Service Desk at 204-940-8500.

I have already done similar training elsewhere. Do I need to do it again?

Yes. Equivalent training will not be accepted.

If my question is not addressed here, is there someone who can help me?

Yes. Please email the Francophone Health Coordinator for your region. [Contact Us - Shared Health - Health Providers \(sharedhealthmb.ca\)](#)