

## **WRHA Francophone Health French Language Testing**

If you are selected to continue in the hiring process, you will be tested for French language proficiency to determine if you meet the requirements of the position. The level of proficiency required is dependent on the position you have applied for. Speaking and listening skills are always tested for designated bilingual positions. Depending on the needs of the position, written expression, grammar and reading comprehension may also be tested. If you have previously been tested by WRHA Francophone Health, and your results meet the requirements of the position, you will not be retested if the results are less than two years old. Please inform the hiring manager if you have already been tested, and the hiring manager will contact Francophone Health to determine if you require further testing.

### **Oral test**

Oral comprehension and oral expression are evaluated through a face to face interview or over the phone, usually lasting no more than 15 minutes. You are tested for language proficiency only and not on the technical vocabulary or content of your answers. Ensure that you understand the questions before answering. Perfection is not required. We are looking for the ability to comfortably and accurately communicate in French.

### **Written tests**

*Written expression (60 minutes):* You will be asked to write 15 – 20 lines on a topic that will be assigned at the time of the testing. For this test only, you will be given access to a French dictionary, an English/French dictionary and a Bescherelle. Keep the language simple. Use present tense verbs where possible. Take the time to re-read/review your text. Be attentive to details such as accents, punctuation, plural forms, conjugations, noun and adjectives accords, etc. Take your time and feel free to use the full time allotted. Some errors such as verb conjugations are costly because you are provided with the tools to avoid them.

*Grammar (30 minutes):* This test consists of 40 multiple choice questions and 10 short answer questions. Read the questions carefully. Take the time to review your answers.

### **Reading comprehension**

*Reading comprehension (30 minutes):* Reading comprehension is evaluated by giving you a text to read followed by 10 multiple choice questions to answer. Read the text/questions carefully. Take the time to review your answers.

### **Results**

Test results are usually ready within 1 – 2 business days. The official results are sent to the hiring manager and/or human resources officer. You can obtain the results from the hiring manager. If you apply for another bilingual position within two years, your test scores will still be valid and you will not need to be re-tested unless you didn't meet the linguistic requirements of the new position.

### **Condition of Employment**

If there are no candidates that meet the linguistic requirements of the position, at the discretion of the manager, candidates who meet a minimum acceptable level can be hired on condition of employment. An employee hired on condition of employment will need to actively work to meet and maintain the required linguistic level. Follow-up testing will occur periodically. Enrollment in the evening language training program offered by Francophone Health will be done on the employee's own time and at their own expense (\$50 per session).

### **What does it mean to work in a designated bilingual position?**

You will be required to actively offer services in French to clients, patients and families. The service is offered regardless of your personal assessment of their need or their preference.

### **What is an Active Offer?**

It is an offer of services in French, ensuring that such services are evident, readily available, and easily accessible and of comparable quality to those offered in English. The elements of an Active Offer you are required to follow are:

- bilingual greetings (in person and by telephone)
- bilingual voice mail messages, email signatures and out-of-office messages
- wearing a provided green Hello/Bonjour identifier so clients, patients and families can easily identify your bilingual status
- bilingual business cards
- ensuring that WRHA or program specific education materials provided to the public are in a bilingual format. If they are not, bring it to the attention of your manager, who will arrange for their translation.

### **What if I need more support with my French?**

If you are hired, WRHA Francophone Health provides various classes, workshops and tools to employees to facilitate the delivery of services in French.

### **Why are services in French required?**

The Manitoba French Language Services policy established in 1989 ensures that services provided by the Government of Manitoba are offered, to the extent possible, in both official languages.

There are many Franco-Manitobans who have little or no knowledge of English and require health services in French. Winnipeg is welcoming very high numbers of immigrants and refugees from French-speaking countries, many of whom do not speak English. Even those who are fluent may prefer to receive their care in their mother tongue. This makes the interaction more comfortable for them, reduces the many risks associated with language barriers and ensures greater compliance which can lead to more positive health outcomes.

Should you require more information, contact:

Francophone Health Coordinators  
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