

# ONBOARDING

BILINGUAL EMPLOYEES

# Congratulations!/Félicitations!

Congratulations on accepting a designated bilingual position! We hope you will find this opportunity to serve your francophone clients or patients fulfilling!

The Winnipeg Regional Health Authority is committed to providing French Language services to the French-speaking community. As an employee holding a designated bilingual position, you are required to actively offer services in French to clients, patients and families.

Thank you for your commitment and for helping the region to reach its goal of enhancing the patient experience.

# MISSION, VISION, VALUES

## MANDATE

- ▶ The mandate of FLS is to assist the Winnipeg Health Region in promoting and providing health services in French in accordance with its FLS policies, the Government of Manitoba FLS Policy, and regulations established under the legislation governing the Regional Health Authorities of Manitoba.

## VISION

- ▶ The Winnipeg Health Region envisions a health care system in which designated bilingual or francophone facilities, programs, services and agencies ensure an active offer and effective delivery of services to Francophones in French.

## MISSION

- ▶ Providing leadership and support to enhance the effective delivery of health care services to Winnipeg's francophone population.

## VALUES

- ▶ Dignity - as a reflection of the self-worth of every person
- ▶ Care - as an unwavering expectation of every person
- ▶ Respect - as a measure of the importance of every person
- ▶ Equity - promote conditions in which every person can achieve their full health potential (or best health possible)
- ▶ Accountability - as being held responsible for the decisions we make

# FRANCOPHONE HEALTH TEAM MEMBERS

- ▶ Rachel Ferguson  
Executive Lead Francophone Health  
[rferguson@ggh.mb.ca](mailto:rferguson@ggh.mb.ca)
- ▶ Lise Alcock  
Francophone Health Coordinator  
431-276-8752  
[lalcock@wrha.mb.ca](mailto:lalcock@wrha.mb.ca)
- ▶ Angèle Matyi  
Francophone Health Coordinator  
431-276-8730  
[amatyi@wrha.mb.ca](mailto:amatyi@wrha.mb.ca)
- ▶ General FLS E-MAIL  
[FLS@WRHA.MB.CA](mailto:FLS@WRHA.MB.CA)

# Services provided by Francophone Health

- ▶ Language Testing/Evaluations
- ▶ Translation of documents for the public
- ▶ Language Training and Workshop opportunities for WRHA employees
- ▶ Tutoring and Discussion Groups to enhance your French
- ▶ Support for Hiring Managers for Designated Bilingual Positions
- ▶ Francophone Health Web Page with online learning links, dictionaries, lexicons etc.
- ▶ Awareness, presentations and resources to internal/external stakeholders of the importance of services in both official languages and WRHA as an employer of choice.
- ▶ Representation on various internal/external committees to ensure a Francophone lens.

# Expectations and responsibilities as a Bilingual Employee

- ▶ Wearing of bilingual identifier
- ▶ Greetings of an Active Offer with public and clients
- ▶ Serving francophone clients in their language of choice
- ▶ Bilingual voicemail
- ▶ Bilingual E-mail signature
- ▶ Bilingual Business Cards
- ▶ Responses to emails in the chosen language of the recipient
- ▶ Translation of documents intended for the public
- ▶ Ensuring you maintain the level of French that is required for your position
  
- ▶ If you need assistance with translation of your voicemail, e-mail signature or business card, please contact [FLS@wrha.mb.ca](mailto:FLS@wrha.mb.ca).

# Language Training

- ▶ These classes are financed by Santé en français and taught by the Université de Saint-Boniface.
- ▶ Employees contribute \$50 towards the classes that may be reimbursed from the employee professional allowance. To be verified with your manager/supervisor.

## Eligibility criteria for students as follows:

- ▶ Must be employed in a permanent position.
- ▶ Must be employed in a designated bilingual position, or by a designated bilingual facility, program, service or agency.
- ▶ Must have direct contact with patients, residents, clients or the public in the workplace.
- ▶ Must be committed to actively participate in a minimum of 24 hours of the 33 hours required per session regarding French language training in order to achieve bilingual status.
  
- ▶ Three sessions are offered per year. Sessions are 11 weeks long with classes of 3 hours/week.
  - ▶ Fall: September to December
  - ▶ Winter: January to March
  - ▶ Spring: April to June
  
- ▶ An email with all course information and registration is sent out several weeks prior to the start of classes, advertised in Health Care Connections and can be found on the Francophone Health Website at [Evening Courses / Daytime Workshops - WRHA Professionals](#)

# Language Training

## Rosetta Stone

- ▶ WRHA has purchased Rosetta Stone licences for WRHA employees. Rosetta Stone Foundations is an online language course that lets you immerse yourself in your new learning language. New vocabulary is introduced with images and these language components are then linked together in even more complex combinations. In this way, intuition and the ability to combine are addressed and the learning material is retained in the long term memory.
- ▶ Licences are loaned out for a 3 month period and there is a time commitment to respect. Contact Francophone Health if you would like more information.

## Workshops

Francophone Health hold workshops throughout the year. Information is sent out to a distribution list, appears in Health Care Connections and the Francophone Health website and is also sent out to managers.

- ▶ Active Offer with Ease
- ▶ Clinical Interviews
- ▶ Vocabulary Builder and more
- ▶ If you would like to be added to the distribution list send an email to [fls@wrha.mb.ca](mailto:fls@wrha.mb.ca)



# What is an Active Offer?

## What is an Active Offer?

- ▶ An Active Offer is an open invitation to the public to use one of the two official languages. The public is confident from the very first point of contact that Health Services in French are available.
- ▶ Services in French are clearly evident, readily available, visible and easily accessible at all times (whether they are delivered orally, in writing, or electronically) and of comparable quality to those offered in English, without the individual having to ask for them. It's a constant offer, based on a person-centered approach.

# Why is an Active Offer important?

- ▶ Interactions with the health care system are often stressful and confusing, and will be even more so when a francophone client has to communicate in English, which is their second, or possibly even their third language. There are also some francophones who speak no English at all.
- ▶ When a patient is in pain, is afraid, is nervous, is elderly, is confused or is in emotional crisis, their natural reflex is to resort to their mother tongue - their language of comfort.
- ▶ Your decision to serve your clients in French is an important one because research has shown that a patient who receives care in their mother tongue is also more likely to have a positive health outcome.
- ▶ Your efforts will truly make a difference in the francophone client's experience in the health system.

# Active Offer Guide and Tips

How to provide an Active Offer?

- ▶ <https://www.youtube.com/watch?v=txsdSClddd&rel=0>

LMS Active Offer Courses (Eng & FR)

- ▶ [Link to LMS Login and Active Offer Courses](#)

A historical look at Manitoba's Francophonie Culture

- ▶ [De chants et de batailles - YouTube](#)

# Francophone Health Website

- ▶ Online French exercises
- ▶ Online Dictionaries and Lexicons
- ▶ Translation Request forms and policies
- ▶ General Staff Resources and News
- ▶ Useful Links
- ▶ Onboarding tools and forms for Managers hiring into Designated Bilingual Positions
- ▶ Evening Courses/Daytime Workshops information page
  - ▶ [Practical Suggestions to Maximize your French](#)
  - ▶ [Practical Suggestions to Maximize your English](#)

[Website Link: Francophone Health - WRHA Professionals](#)