

WRHA FRENCH LANGUAGE SERVICES

ACTIVE OFFER A LOT MORE THAN HELLO/BONJOUR

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A guide to support staff in designated francophone/bilingual sites and designated bilingual positions to set **Active Offer in Motion!**

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www.wrha.mb.ca/extranet/fls/index.php

Bonjour
Hello



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé



Bonjour
Hello

WHAT IS AN ACTIVE OFFER

An offer of services in French reflects measures taken to ensure that services in French are evident, readily available, easily accessible (whether provided by oral, written or electronic methods) and of comparable quality to those offered in English.



Regardless of your role in the organization, **Active Offer** is everyone's responsibility.

The objective of **Active Offer** is to respect and to ensure that the public is aware that bilingual services are available and that the client feels completely welcome and comfortable to communicate in the official language of his/her choice. Employees in Designated Bilingual positions (DBP's) are required to make an Active Offer. All other employees should know their site plan should someone ask for their services in French.

TELEPHONE GREETINGS

Employees answer the telephone in both official languages English/French. The conversation continues in the official language chosen by the caller.



Once the caller has indicated the language of choice, you can either

- Assist the caller by responding to the request, OR
- If you are unable to respond in French, locate a bilingual colleague to assist you to provide the service in French.

If a bilingual colleague is unavailable, explain to the client that while there is nobody bilingual on the shift, all efforts will be made to accommodate him/her in French in the future or you can contact Language Access at 204-788-8585 to arrange for an interpreter.



VOICEMAIL

Pre-recorded and out-of-office email messaging are recorded appropriately in English & French format. For the bilingual recording, a recommended approach is to begin and complete the message in French to demonstrate Active Offer and to deliver the body of the message in English.

If the message contains specific information regarding office hours etc, this information should be indicated in the message in French to ensure the client does not miss important details.

SERVICE IN PERSON

Employees/reception greets the public in both official languages. The conversation continues in the official language chosen by the person. Where circumstances are such that the employee cannot respond to enquiries in French, the employee will make every effort to achieve Active Offer.

Extending the Active Offer in person also requires a two-language greeting of Hello/Bonjour!

CORRESPONDENCE

Correspondence aimed at the general public or organizations across the region is issued in both official languages.

Responses to correspondence received by email or mail are issued in the official language chosen by the client. At any time, a client may request to change his or her language of choice.

With correspondence as with all other forms of documentation, equal importance should be given to the two official languages when possible. Documents should either be prepared in a side-by-side or front to back format.



ELECTRONIC SERVICES (Website, emails & e-signatures)

The **Active Offer** of service in both official languages must always be provided at the first point of contact with the use of all electronic service delivery channels such as the region's website. Electronic information on the public website is posted simultaneously in both official languages. E-Signatures of employees in DBP's are in a bilingual format.



BILINGUAL IDENTIFYING ITEMS

Employees in DBP's are required to wear Bilingual identifying items at all times or at points of entry to clearly identify that service in English and French are both readily available. Bilingual employees that are not in DBP's are encouraged to wear bilingual identifying items. Below are some examples.

A green, teardrop-shaped sign with the word 'Bonjour' in white above a horizontal line, and the word 'Hello' in white below the line.

Bonjour
Hello



LANGUAGE TRAINING

Should you feel the need to brush up on your French skills to feel more comfortable with offering an **Active Offer**, there are many options available to you.

WRHA French Language Services offers both daytime workshops and evening French Training in partnership with Université de Saint-Boniface and Santé en français Manitoba. Employees must contribute \$50 towards the evening courses. Workshops are free of charge.

Please call French Language Services at anytime to enquire about more options. 204-235-3986.

A photograph of a hand in a white sleeve writing on a whiteboard. The text on the board is 'Parlez-vous Français?' in black marker.

Parlez-vous
Français?