

# FRENCH SERVICES IN THE WINNIPEG HEALTH REGION

(Also called the Winnipeg Regional Health Authority - WRHA)



Bonjour  
Hello

## WRHA - French Language Services



Winnipeg Regional  
Health Authority  
*Caring for Health*

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



## WHAT is the Winnipeg Health Region?

The WRHA is made up of more than 200 health care facilities, programs and services, including:

- 6 hospitals
- long term care facilities such as Actionmarguerite
- community services such as public health, home care, mental health
- clinical programs such as oncology, diagnostic imaging, surgery, palliative care

More than 28,000 employees work in the region.

The WRHA does not include professionals in *private practice* such as: doctors, dentists, physiotherapists, ophthalmologists, optometrists, pharmacists, audiologists, psychologists, naturopathic doctors and massage therapists.

## IMPORTANCE of service in French



The WRHA understands that service in French makes a difference to our francophone clients.

When they receive service in French, the client will:

- better explain their symptoms and better understand their health care professional

- better understand their treatment and be able to give informed consent, if necessary
- more likely follow medical advice and attend follow-up visits
- understand how to properly take their medications
- likely be more satisfied and may have a better outcome



## WHERE can I get service in French?



The Winnipeg Health Region follows provincial policy concerning which programs and facilities must offer service in French. Here is a list where you or your family can receive service in French:

**St. Boniface Hospital**

**Centre de santé St. Boniface\***

**Quick Care Clinic – St. Boniface**

**Actionmarguerite (St. Boniface and St. Vital)\***

**Health Links-Info Santé**

**Youville Centre\***

**Palliative care program**

**Buhler Eye Care Centre**

**Mental Health Crisis Response Centre**

**Public health and home care community offices (St. Boniface, St. Vital, Fort Garry and Downtown East)**

**Mental health community services (St. Boniface, St. Vital)**

**Travel Health Clinic and tropical medicine services**

**St-Amant\***

**Children's Hospital**

**Breast Health Centre**

**Birth Centre\***

**Healthy sexuality and harm reduction**

**Street Connections**

**Tuberculosis prevention and management**

**Manitoba Adolescent Treatment Centre\***

**Sara Riel\***

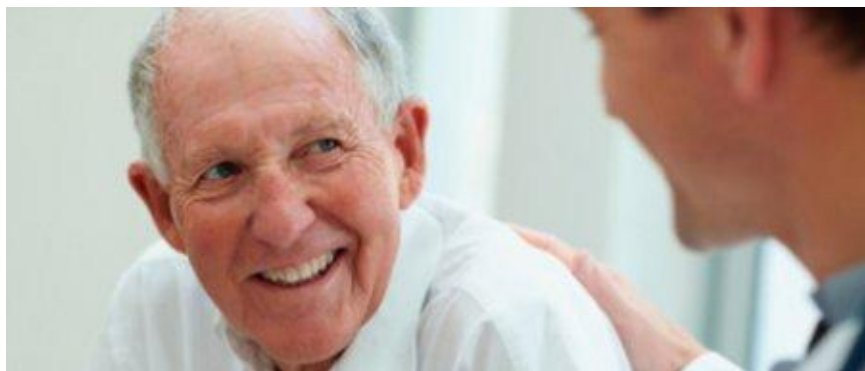
\* Independent agency funded in part or fully by the WRHA.

**WHAT if I am not offered service in French?**



**Do not be afraid to ask.** Employees who cannot offer you service themselves will either:

- find another employee who can help you
- offer you the services of a professional interpreter



The WRHA has been taking measures to make service in French more available and to better educate employees about the importance of service in French.

If during a medical visit **you are not comfortable** with medical terminology in French, do not hesitate to say or request these words in English.



### WHO can provide service in French?



The Winnipeg Health Region follows the direction of the Gauthier report which state that positions that have direct contact with patients should be filled by people who can speak both official languages.

These positions include management, reception, intake and clerical positions as well as nurses, health care aides, case coordinators, etc. The WRHA designates a certain number of these positions to fill the need.

As it is difficult to recruit doctors and other specialized health care professionals, these positions are not designated bilingual (except at the Centre de santé). Nonetheless, these professionals may offer you service in French, if they are bilingual.



*Employees who wear a Bonjour/Hello item (pin, lanyard, card-pull, magnet) can offer you service in French.*



### HOW are positions filled?

The Winnipeg Health Region makes every effort to fill designated positions with bilingual staff.

If after several postings, we are not successful in filling a position with an employee who can speak English and French, it may be offered to a non-bilingual person to ensure we do not have to restrict or delay services offered to patients.



## WHY are there unfilled positions?

There are many reasons:

- not enough health care professionals are trained in French in Manitoba
- Manitobans who receive their training elsewhere tend to remain there
- competition between other regions of Manitoba and Canada
- not all bilingual employees want to work in French
- often bilingual employees are working in non-designated positions that are more closely aligned with their career goals
- some employees may not know their medical terminology in French or fear their French will be criticized
- the position requires highly specialized training

The Winnipeg Health Region has strategies in place to overcome these challenges.





## WHAT other services in French should I expect?

The facilities, programs and services listed on page 4 and 5 must provide you with the following print materials in English and French, in a bilingual format:

- educational or information materials
- consent forms
- admission forms
- notices of appointments
- information concerning your care after surgery, or after a procedure
- non-clinical surveys and questionnaires

**If you do not receive them, ask for them.**



## **IF I have more questions?**

Send an email to: [flsfeedback-retroactionslf@sbgh.mb.ca](mailto:flsfeedback-retroactionslf@sbgh.mb.ca)

- ❖ At non-designated facilities, programs and services (those who are not listed on page 4 and 5), a direct service in French is not required, but is sometimes available. You have the right to ask for the services of an interpreter.