



Shared health
Soins communs
Manitoba

Francophone Health

HSIQ Learning Together Series

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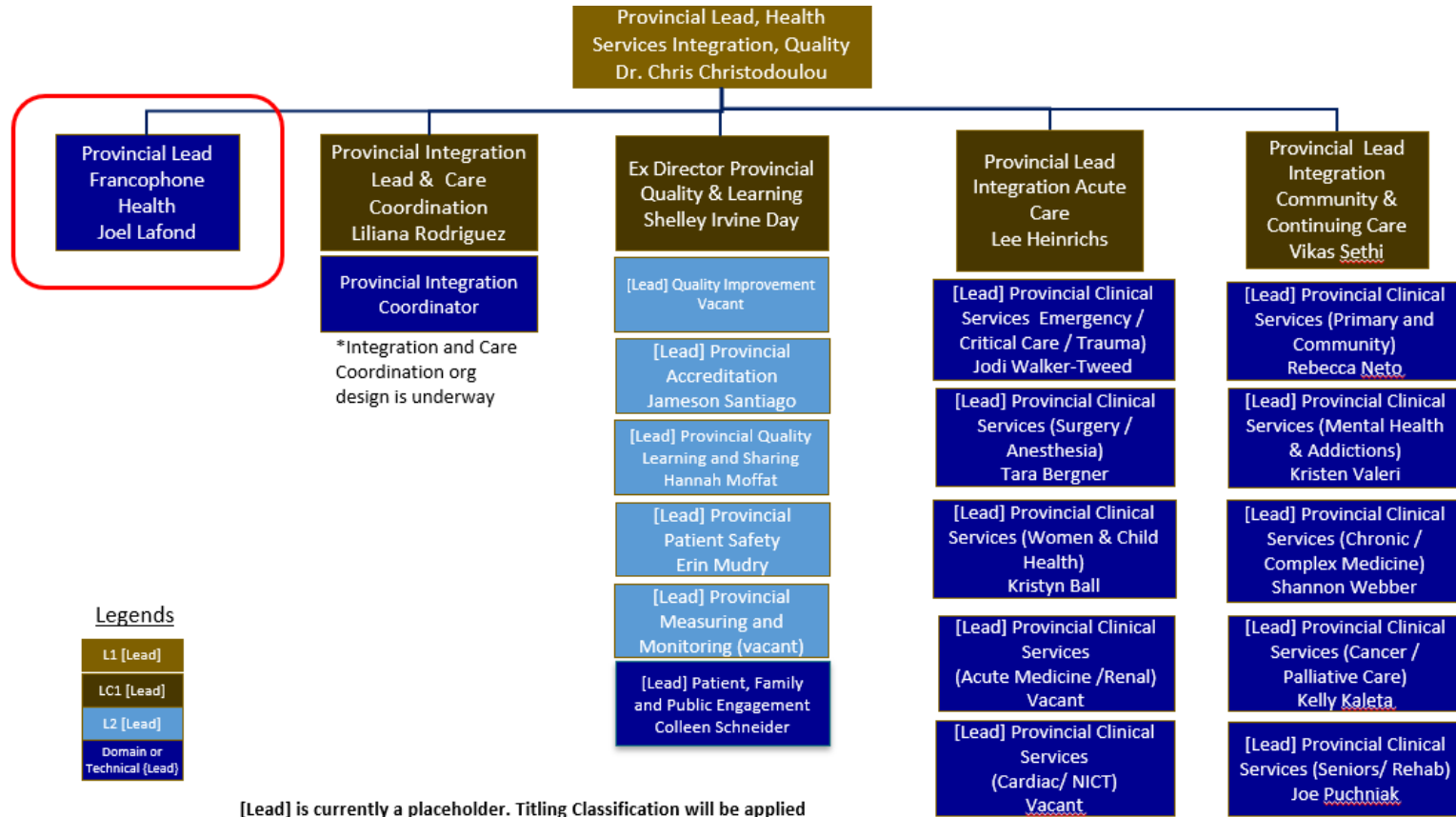
Health services across Manitoba are provided in facilities located on the original lands of First Nations, Inuit, and on the homeland of the Métis Nation. Manitoba's health authorities respect that First Nations treaties were made on these territories, acknowledge harms and mistakes, and we dedicate ourselves to collaborate in partnership with First Nations, Inuit, and Métis peoples in the spirit of reconciliation.

Order of Presentation

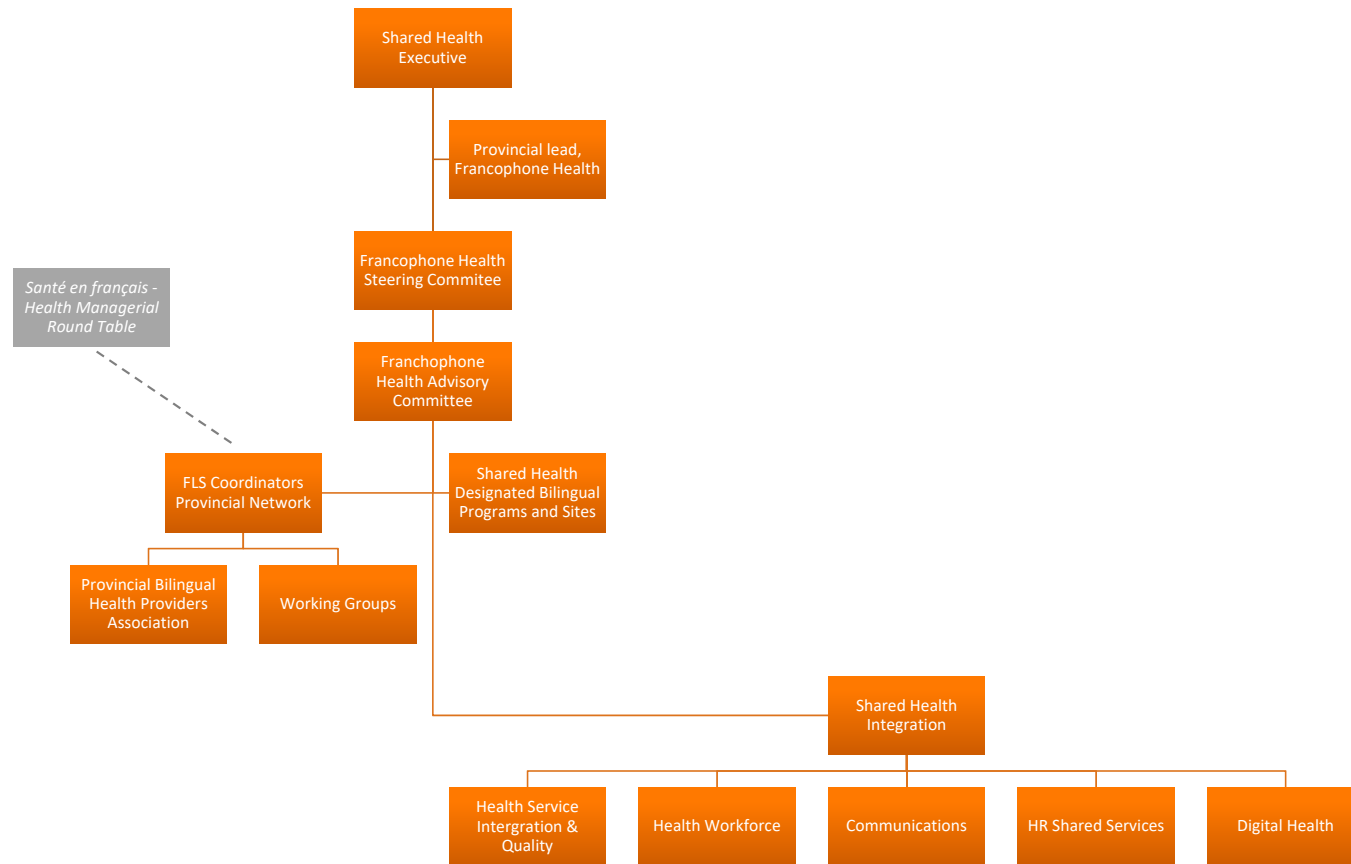
- What is Francophone Health?
- History of Manitoba's Francophone Community
- Manitoba's Francophone Community – Current Status
- Moving Forward – Strategic Plans
- Practical Implementation, Resources and Tools
- Discussion & Questions

What is Francophone Health?

What is Francophone Health?



What is Francophone Health?



What is Francophone Health?

Why did we change our name?

- Illustrate the broader scope of our involvement and integration into the health-care system.
- Population-centered approach:
 - Focus based on entire population possessing similar health concerns or characteristics
 - Based on an assessment of community needs
 - Addresses the broad determinants of health of a particular population
 - Considers multiple levels of practice, models of care, and service delivery

What is Francophone Health?

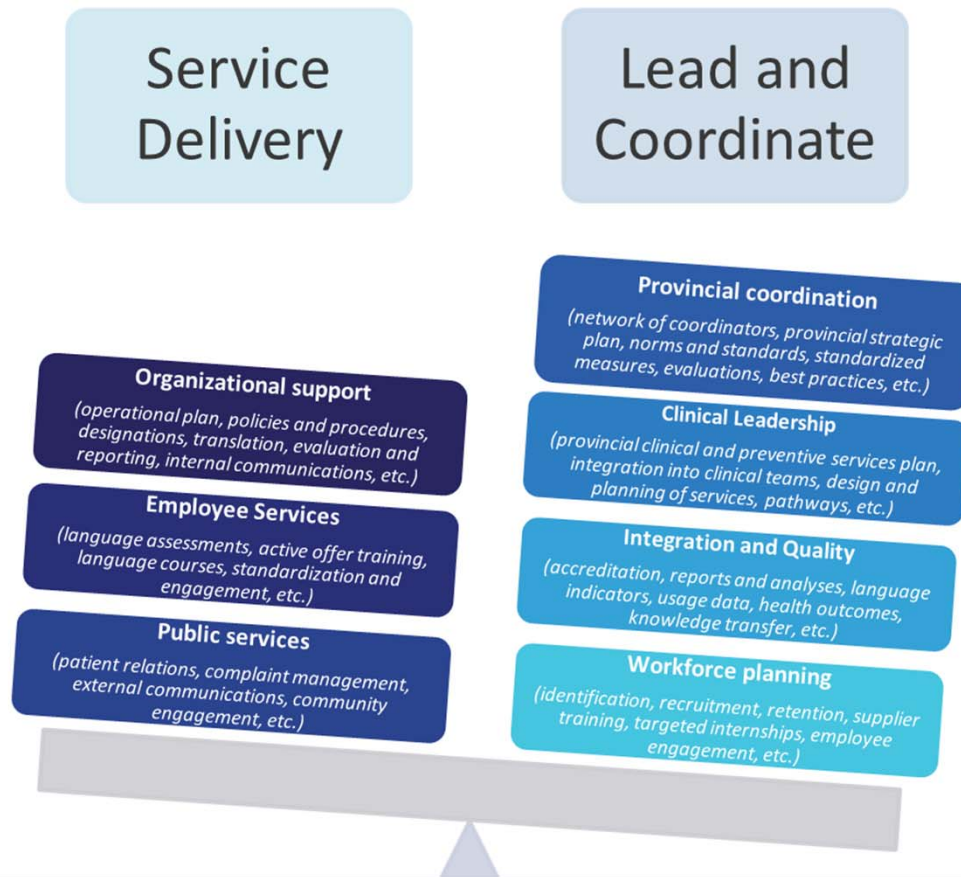
Provincially – Lead & Coordinate:

- Provincial Health Care French Language Services Strategic plan
- The provincial Clinical and Preventative Services Plan (CPSP)
- And other Acts, Regulations and Policies relevant to French Language Services.

SDO – Direct Service Delivery:

- Shared Health must **communicate in both official languages** (French/English) when addressing the external audience.
- Designated bilingual sites/programs have an added obligation to provide **direct services** in French such as having designated bilingual positions, practicing Active Offer, ensuring signage and wayfinding in designated areas are bilingual, etc.

What is Francophone Health?



Why Offer Services in French?

Findings:

- The Francophone population in minority contexts is not only **aging more rapidly**, but is **less wealthy** and is **culturally marginalized** (*Bouchard et al., 2013*)
- **67%** of Francophones in MB find it important to receive health services in French, yet **40%** of them have difficulty receiving health services in French (*Landry, 2014*)
- **Language barriers** have a significant impact on accessibility of care, patient safety, and quality and outcome of care, and may incur additional costs due to readmission or prolonged hospitalization (*Bowen, 2015*)
- Patients who did not speak the same language as their provider had a **70%** greater chance of being admitted to hospital (*Lee, 1998*)

Why Offer Services in French?



[Video Link](#)

Why Offer Services in French?

Full access to French-language health and social services has obvious benefits.



Health

Tangible positive effects on the health of Francophones in a minority setting.



Quality

Enhanced quality of service delivery, treatments and results.

Efficiency

A reduction in consultation times, number of tests required, and diagnostic errors.



Clarity

Clearer communication of people's needs, fears and pain.

Economy

Decreased costs for Manitoba's health care system.



"I tried to understand with my very limited knowledge of English, but I really didn't know what people were asking me"

- Patient

"In times of crisis, comprehension and communication are easier done in French for me."

- Patient

"...I always feel at home when I receive services in French."

- Patient

Why Offer Services in French?

Access to health and social services in one's own language means far more than simply being respectful of that person's culture, very often it is **indispensable for improving health**, and is an important part of our patients taking ownership of their own health.

Access to health services in one's own language is about **equity, quality of care, and patient safety.**

History of Manitoba's Francophone Community

History of Manitoba's Francophone Community



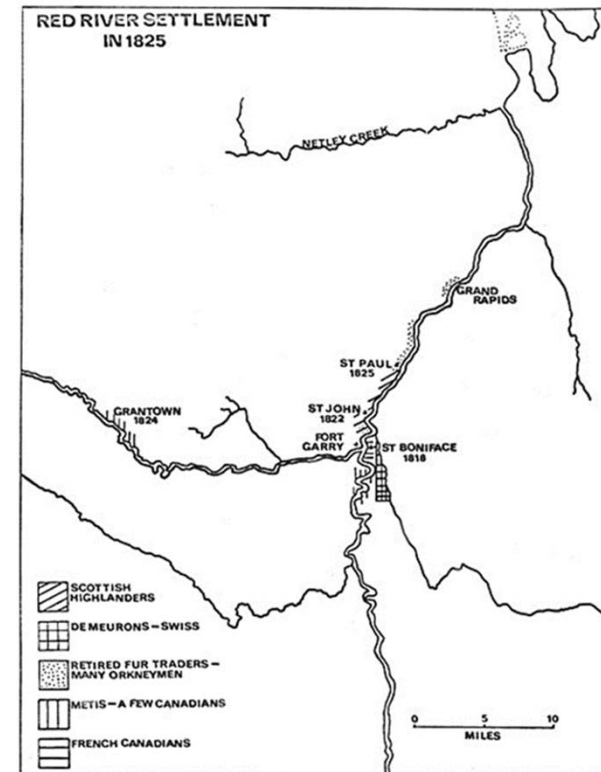
Métis traders, circa 1872

Source: Archives of Manitoba, Boundary Commission (1872-74) 165, N11932.

- The **first French speakers in Manitoba** arrived in 1738 (*La Vérendrye & sons*)
- Fur traders and voyageurs (*primarily of European French ancestry*) established a more **permanent presence** in the mid-18th century
- Many of them married Indigenous women, whose **descendants** formed a distinct culture, collective consciousness, traditions and language – They called themselves the **Métis**
- The Red River Settlement is the birthplace of the Métis Nation

History of Manitoba's Francophone Community

- The Red River Colony featured a **mixture of languages and ethnicities**:
 - First Nations
 - Scottish / English / Irish / Swiss settlers
 - French-Canadian settlers
 - Métis, both Francophones and Anglophones



Source: <https://www.redriverancestry.ca/Web-Pictures/Web-Maps/RED-RIVER-SETTLEMENT-1825.jpg>

History of Manitoba's Francophone Community



Riel's (centre) first provisional government, 1869.

Source: <https://www.thecanadianencyclopedia.ca/en/article/manitoba-act>

- When Manitoba entered Confederation in 1870, Francophones (*both Métis and French-Canadians*) represented a **light majority** of the population.
- The linguistic and cultural duality was reflected in the provincial constitution by insisting on **protections for language**, education, and Métis land rights in the Manitoba Act, 1870.

History of Manitoba's Francophone Community

- Between 1870 and 1885, **English-speaking immigrants** (*Ontarian and British*) far exceeded the number of French-speaking immigrants. Francophones quickly became a minority population.
- The new Anglophone majority began to **pressure** the government to **change the language laws** from the Manitoba Act.



Louis Riel

Source: http://shsb.mb.ca/en/educational_resources/Louis_Riel

History of Manitoba's Francophone Community

“Today is the saddest day in my career... Instead of negotiating with us, the government dealt with those that oppressed us.”

– Archbishop Langevin

- In the end, none of these promises were respected:
 - In 1890, the Official Language Act made **English the only official language** of Manitoba.
 - By 1916, the right to **French language education** guaranteed in the Manitoba Act was **stripped away**. French could neither be taught as a language nor used as a language of instruction in Manitoba's public schools.

History of Manitoba's Francophone Community

- The struggle over the rights of francophones in Manitoba to receive an education in their mother tongue is regarded as one of the **most important “school crises” in Canadian history**, with major short-term and long-term consequences.
- Prairie schools were to be the vehicles by which francophones and immigrants would be **assimilated**.



Prairie Classroom, 1915
Source: Glenbow Archives

History of Manitoba's Francophone Community



The Commission on Bilingualism and Biculturalism, 1963-1971, established under Prime Minister Lester Pearson to examine cultural dualism in Canada.

Source: <https://www.thecanadianencyclopedia.ca/en/article/official-languages-act-1969#>

- In 1969, the federal government passed the Official Languages Act, making **French and English** the official languages of Canada of **equal status**.
- In Manitoba, **French education** was **slowly restored** beginning in the mid-1950s until French was recognized as an official language of education in 1970.

History of Manitoba's Francophone Community

- Between 1976 and 1979, Saint-Boniface insurance broker (and Métis) Georges Forest used a unilingual parking ticket to **challenge Manitoba's language law**... and won.
- In 1979, the Supreme Court of Canada ruled that the 1890 act making English the only **official language of Manitoba was unconstitutional**.



Source: La Liberté, December 20, 1979, P. 1
<http://peel.library.ualberta.ca/newspapers/LBT/1979/12/20/1/>



Language laws unconstitutional

Manitoba faces \$15 million translation cost, validity of 200 Quebec bills cast into doubt

By Peter Stadler
STAFF WRITER
 Ottawa — The Supreme Court of Canada ruled today that both the Manitoba Official Language Act and Quebec's French Language Charter are unconstitutional.
 The 5-4 decision, which was handed down in a unanimous ruling, was the first time since 1982 that the Supreme Court has struck down a law passed by a provincial legislature.
 The ruling was handed down in a unanimous decision by the Supreme Court of Canada today. The court ruled that the Manitoba Official Language Act and Quebec's French Language Charter are unconstitutional.
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History of Manitoba's Francophone Community



Source: La Liberté, December 20, 1983, P. 15
<http://peel.library.ualberta.ca/newspapers/LBT/1979/12/20/1/>

- **Half of the province's** 670,000 voters at that time remained firmly **opposed** to entrenchment, while only 30 per cent supported securing French rights.
- Debate over how the government of Manitoba should deal with this ruling led to the **French Language Crisis of 1983-1984.**

History of Manitoba's Francophone Community

- **Anti-French sentiment** became so pronounced that the offices of the Société franco-manitobaine (SFM) were firebombed, anti-French graffiti littered the streets of St. Boniface and the SFM's President had to relocate his family out of province due to death threats.
- **Less than 40 years ago** Manitoba's francophone minority community was further **alienated** and **marginalized**.



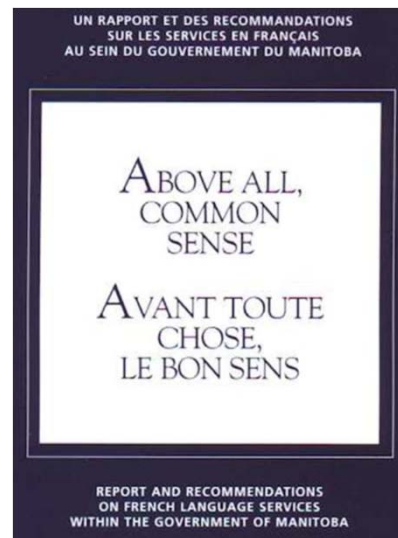
Au Club Belge...



Des graffiti sur le mur de l'ouest de l'immeuble de la SFM.

Source: La Liberté, December 20, 1979, P. 1
<http://peel.library.ualberta.ca/newspapers/LBT/1979/12/20/1/>

History of Manitoba's Francophone Community



- Eventually, **tensions cooled**, and the government of Manitoba realized it had **unavoidable obligations**.
- Gauthier Report (1990) & Chartier Report (1999)
- Provincial French Language Services Policy (1989, 1999 & 2017).

History of Manitoba's Francophone Community

- French Language Services Regulation in The Regional Health Authorities Act (1998)
- Bilingual and Francophone Facilities and Programs Designation Regulation (131/2013) of The Regional Health Authorities Act (2013)
- The Francophone Community Enhancement and Support Act (2016)



Rochelle Squires, Minister responsible for Francophone Affairs and Daniel Boucher, Président-directeur général of the Société Franco-Manitobaine announce the Francophone Community Enhancement and Support Act on June 30, 2016

Source:
<https://news.gov.mb.ca/news/index.html?item=38513>



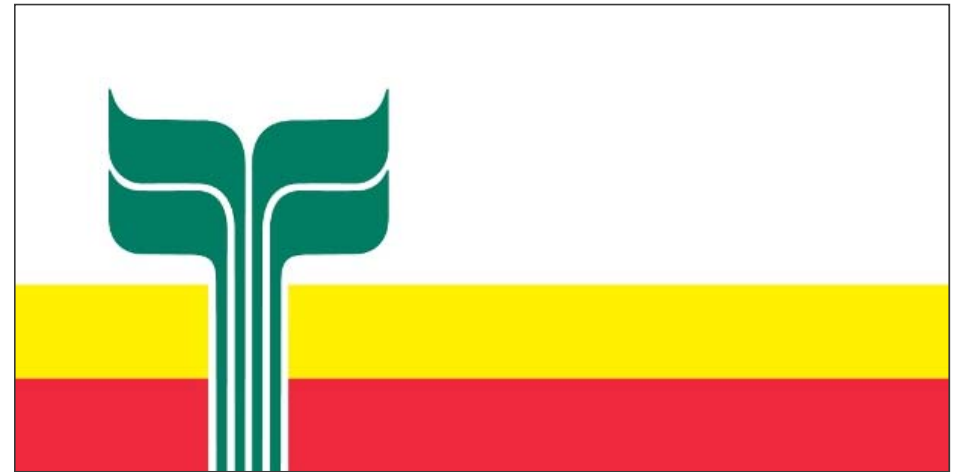
Hon. Rochelle Squires - Minister responsible for Francophone Affairs

Source: <https://manitoba.ipac.ca/2017/12/12/blog-reflections-on-supporting-a-bilingual-public-service/>

Manitoba's Francophone Community – Current Status

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Francophone: Francophones are persons whose mother tongue is French, as well as persons whose mother tongue is not French but who have a special affinity for the French language and who use it on a regular basis in their daily life (*definition as per the Francophone Community Enhancement and Support Act*).

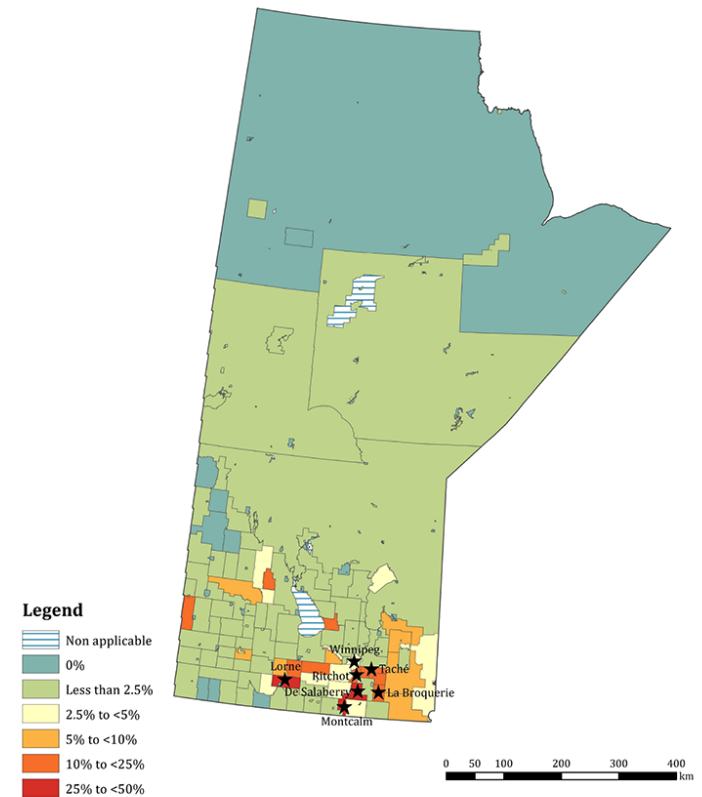


The Franco-Manitoban flag, Original concept of Cyril Parent (1980).

Manitoba's Francophone Community – Current Status

- Francophone population in Manitoba (2016): **109,935**
- All of Manitoba's health authorities are **designated bilingual**, except for NRHA.
- Health Standards Organization (HSO) now recognizes **linguistic norms as a standard** in ensuring patient-centred quality care focused on safety and equity.

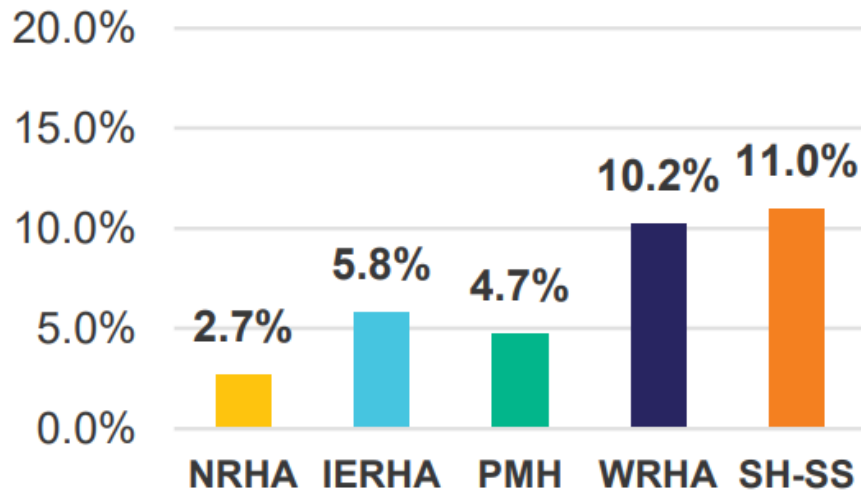
Map 1
Proportion of the population with French as a first official language spoken, census subdivisions, Manitoba, 2016



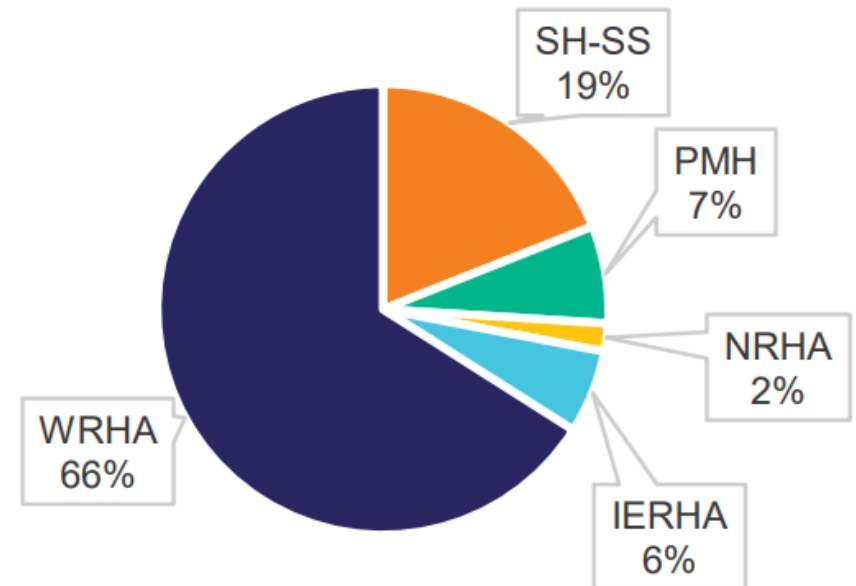
Source: Statistics Canada, Census of Population, 2016.

Manitoba's Francophone Community – Current Status

% Francophone population by Region



Manitoba Distribution of Francophones

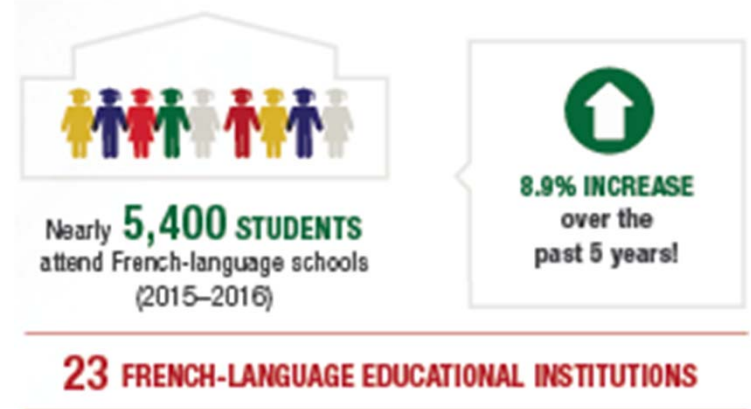
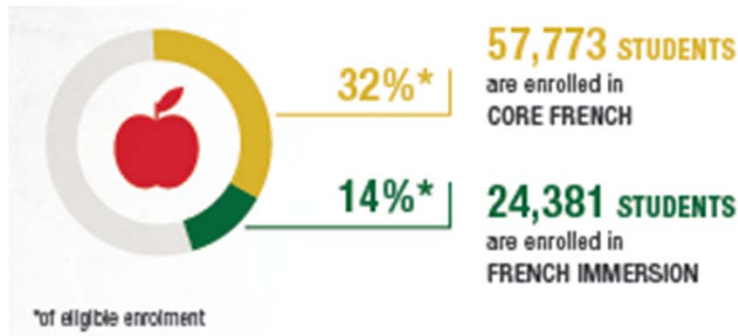


Manitoba's Francophone Community – Current Status

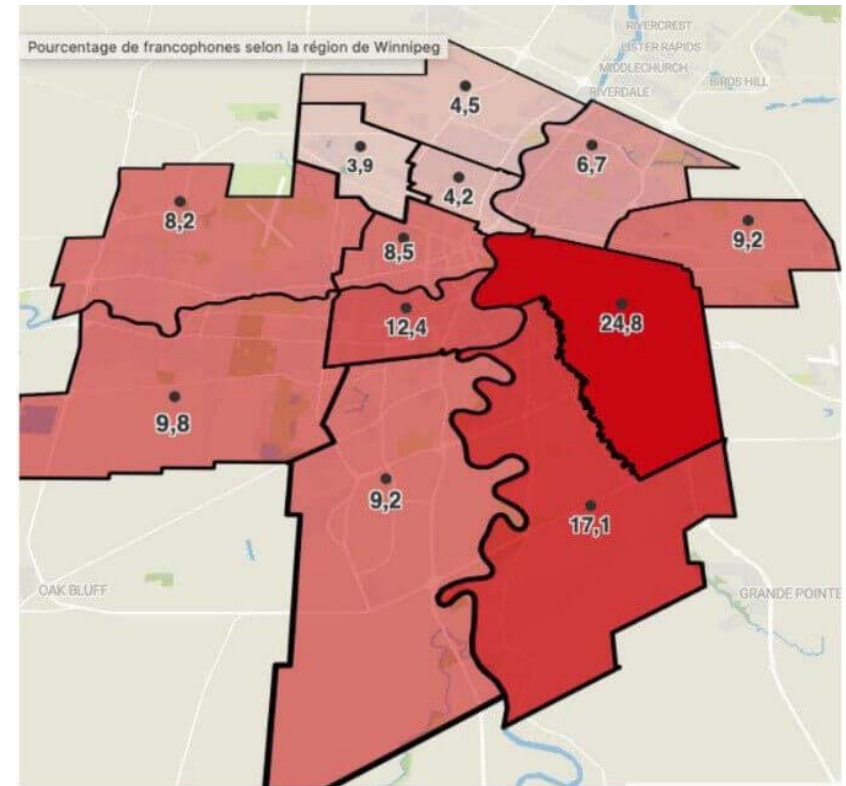
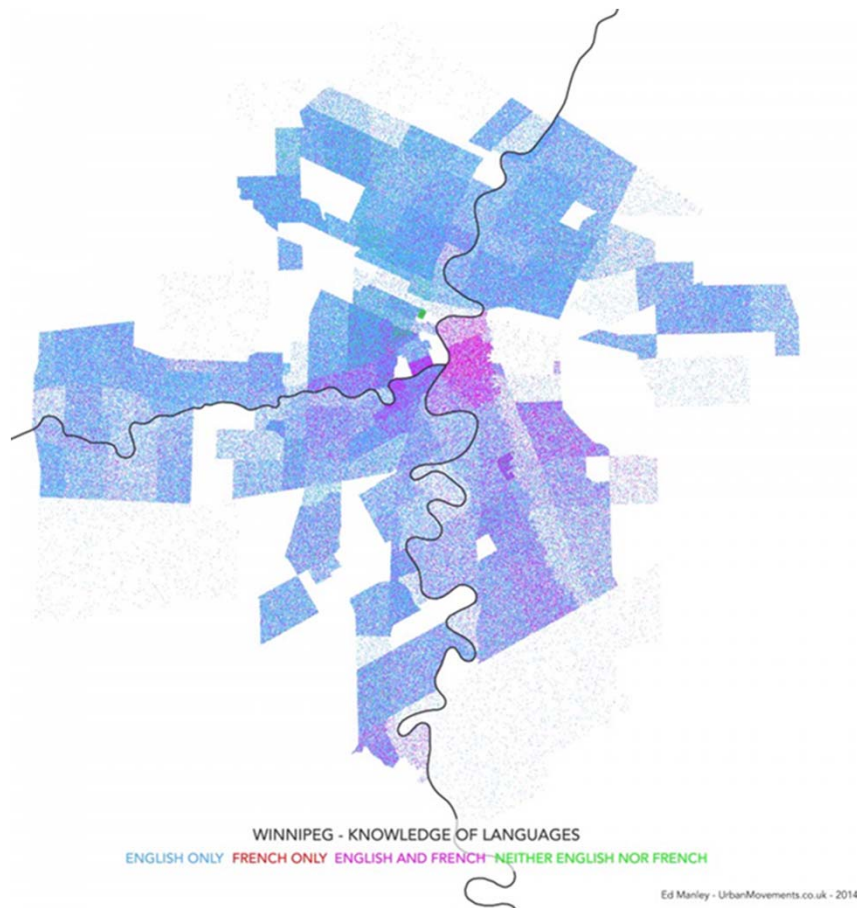
WHERE WERE FRENCH-SPEAKING IMMIGRANTS BORN?



WHERE WERE THEY BORN?

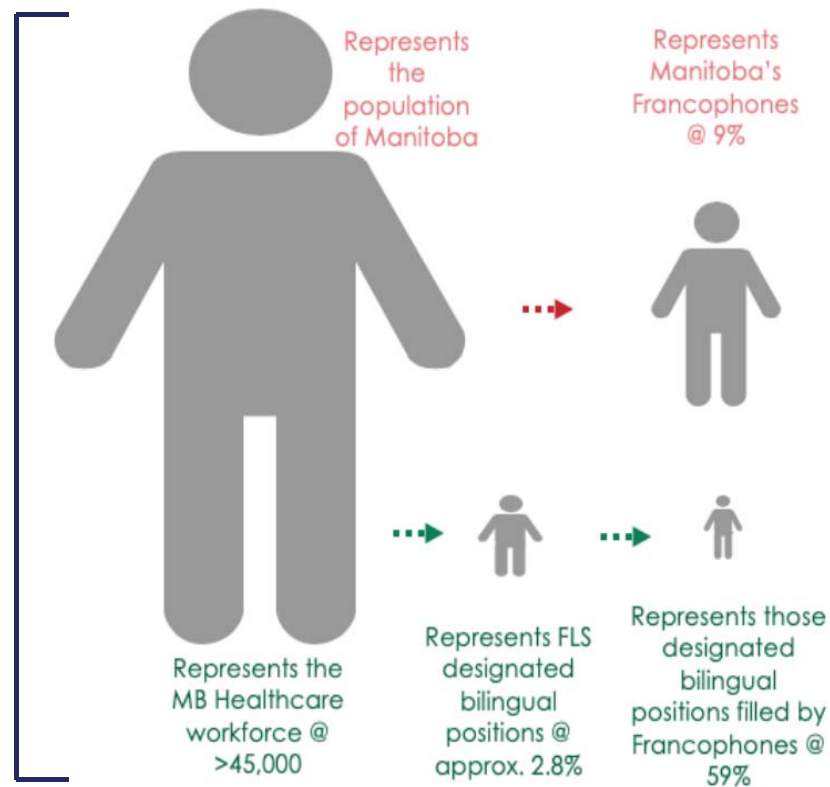


Manitoba's Francophone Community – Current Status



Manitoba's Francophone Community – Current Status

Current health-care workforce capacity in terms of designated FLS positions relative to Manitoba's Francophone population.



Manitoba's Francophone Community – Current Status

Successfully Filled Bilingual Positions:

Regional Health Authority (RHA)	Number of Bilingual Positions (2020)	Number of Successful Fill (2020)	Number of Underfill or Vacancy (2020)	Percentage of Successful Fill (%)
Interlake-Eastern	52	14	38	26.92
Northern Health Region	0	0	0	0
Prairie Mountain Health	6	3	3	50
Shared Health*	21	9	12	42.86
Southern Health-Santé Sud	712	427	285	59.97
Winnipeg Regional Health Authority	1 044	596	448	57.09
TOTAL	1 835	1 049	786	57.17

Moving Forward – Strategic Plans

Moving Forward – Strategic Plans

VISION: Every Francophone in Manitoba has access to equitable, safe, trusted, sustainable and quality care in French.

MISSION: Providing leadership and support to enhance the effective and efficient delivery of health care services to Manitoba's Francophone population.

STRATEGIC DIRECTIONS:



Moving Forward – Strategic Plans

Provincial Health Care Strategic FLS Plan 2022-2027:

- Macro (provincial)
- Fundamental strategies
- Structure-based
- Standardization
- Quality and integration

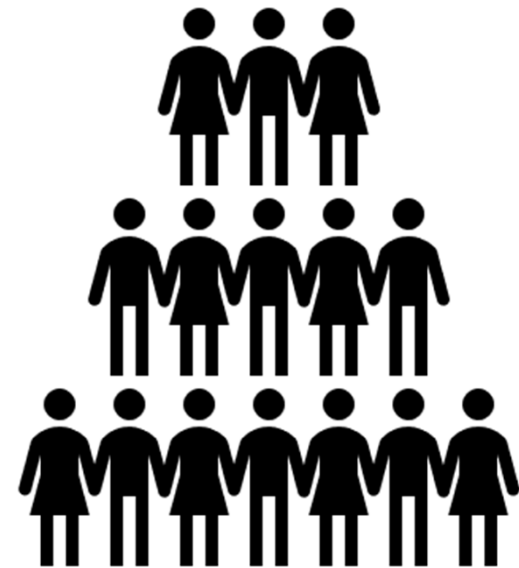
Shared Health Strategic FLS Plan 2022-2024:

- Micro (SDO)
- Direct service delivery
- Evidence-informed practices
- Integration of provincial principles and general framework

Moving Forward – Strategic Plans

Priority Francophone Populations:

- Children
- Seniors
- Immigrants/refugees
- Those with mental health conditions and addictions
- Those needing maternal care, and
- Those needing acute and palliative care.



Moving Forward – Strategic Plans

FLS Lens in Clinical Planning



PRIMARY HEALTH &
COMMUNITY SERVICE



SENIORS &
REHABILITATION



EMERGENCY, CRITICAL
CARE & ACUTE
MEDICINE



CHILD & WOMEN'S
HEALTH

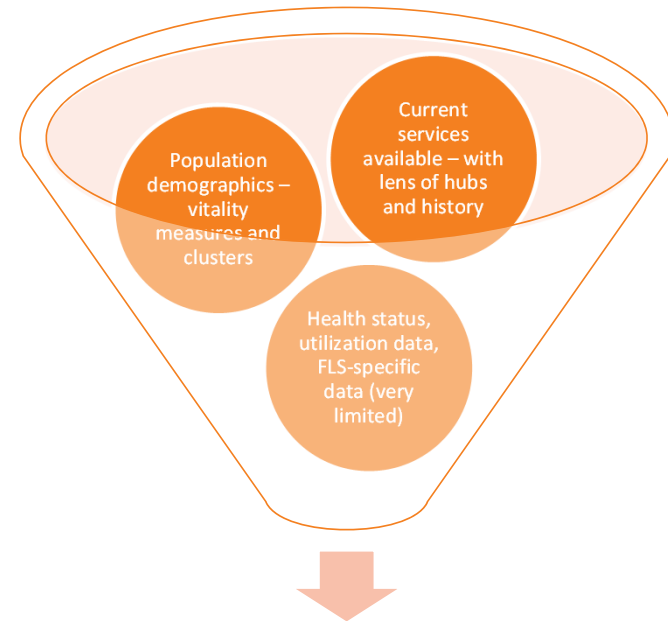


MENTAL HEALTH &
ADDICTIONS

Moving Forward

Fundamental Principle - All actions are only as effective as the ability to identify Francophones (linguistic identity) and their official language preference per service area (linguistic preference)

Planned with a focus on French-language priority populations at core and alignment with CPSP



Province-wide FLS plan respecting multi-year FLS strategic plan, CPSP and implemented at SDO level

Moving Forward

Future state of services (in development):



Greater coordination and flexibility



Greater concentration, creation of critical masses of employees WITHOUT compromising access



Greater support for employees



Greater alignment with Francophone populations



Robust recruitment strategy in alignment with educational institutions

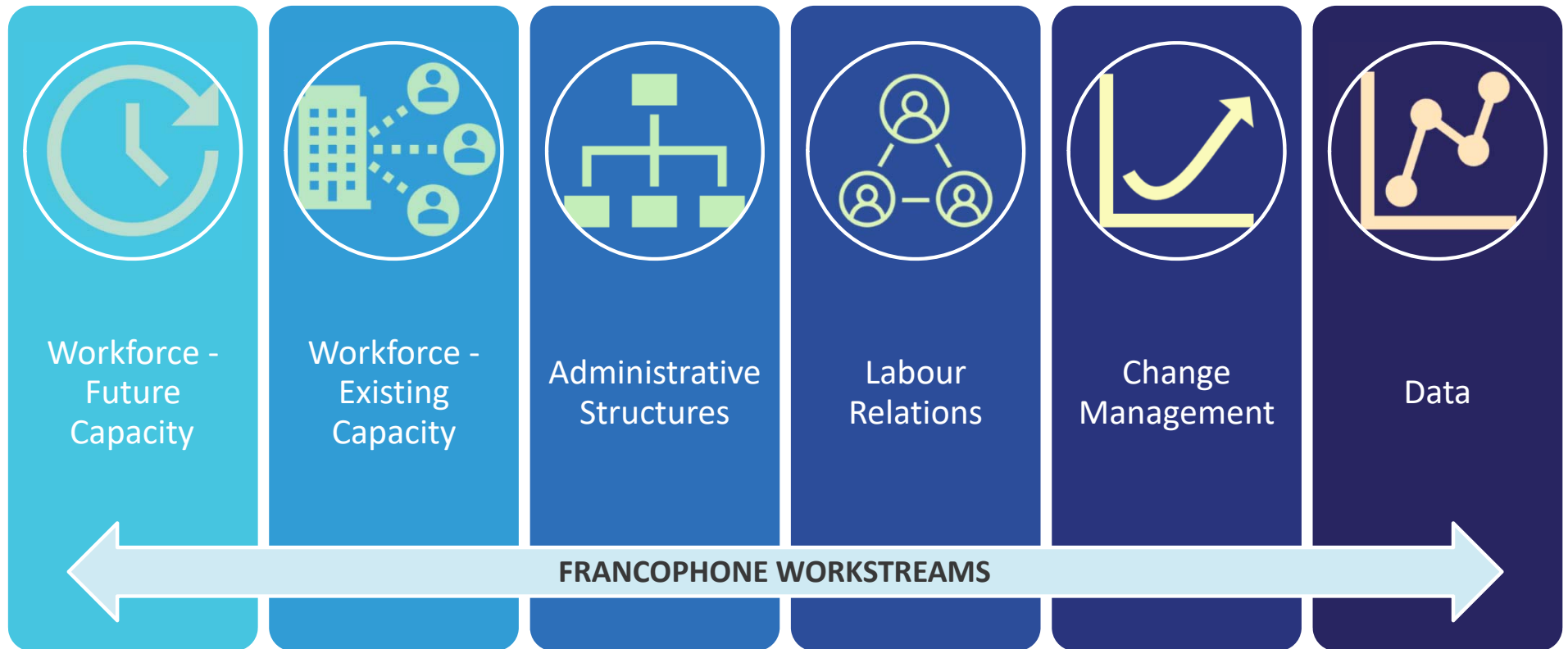


Greater understanding and ability to navigate by Francophone population



Health Standards Organization & Accreditation Canada 2020 (patient safety)

Moving Forward – Francophone Workstreams



Moving Forward

Summary:

- Fundamental to the success of these efforts is an organizational culture that normalizes and values the provision of bilingual services in health care.
- Francophone Health is supported by Shared Health leadership who will play an active role in creating the necessary ambience, culture and organizational structure.
- Ongoing evaluation and surveillance of needs and successes will support this necessary shift.

Practical Implementation, Resources and Tools

Practical Implementation, Resources and Tools

General Expectations:

1. Designated facilities are expected to provide FLS of a quality comparable to the services offered in English.
2. FLS must be readily accessible and not simply “available.”
3. The level of linguistic ability should be sufficient to allow meaningful and effective communications with a Francophone person requiring service.
4. FLS must be available orally and in writing.

Practical Implementation, Resources and Tools

- Translation Services
- Active Offer and FLS Training
- French-Language Training
- Patient Relations & Complaint Management
- Hiring Information for Supervisors & Managers
- Onboarding Information for Supervisors & Managers
- Bilingual Employee Identifying Items (Hello/Bonjour)

French-Language Training Includes:

- Evening French-Language Courses
- Daytime Workshops
- Discussion Groups and Conversations Circles
- Self-Directed Online Learning
- French Dictionaries & Lexicons

Discussion & Questions

Discussion & Questions



MERCI !

Bonjour

Hello