

**Improving Government Service Delivery Through Service Clustering**

**Prince George Hotel, Halifax, Nova Scotia**

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**MANITOBA BILINGUAL SINGLE WINDOW INITIATIVE  
(Franco-Manitoban Centres)**

**Presentation made by:**

**Laurent A. Bisson, B.A., C.M.A.  
Project Manager - Single Window Initiative**

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Recommendations pertaining to the CSC's, extracted from:  
Report and Recommendations on French Language Services within the Government of  
Manitoba

Prepared by the Commissioner Honourable Judge Richard Chartier / May 1998

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Observation pertaining to the Single Window Approach, extracted from:  
NO TURNING BACK: Official Languages in the Face of Government Transformations  
Report of the Task Force on Government Transformations and Official Languages

Prepared for the President of the Treasury Board, the Honourable Marcel Massé  
January 1999

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Recommendations and Rationale pertaining to the Single Window Approach, extracted from:  
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## **French Language Services in Manitoba**

The services provided by the Government of Manitoba are offered, to the extent possible, in both official languages in areas where the French-speaking population is concentrated. The designated areas are shown on the accompanying map.

## **Community Service Centres (CSC's)**

### **RECOMMENDATION NO. 3**

That Community Service Centres (CSC's) "Centres de services communautaires" be set up in the designated bilingual areas.

### **RECOMMENDATION NO. 4**

That there be at least one CSC each in the Seine River, Red River and Mountain areas, a CSC sensitive to the Métis reality to serve the population of the White Horse Plain area, a CSC in old St.-Boniface, and one in South St.-Vital to serve St.-Vital and St.-Norbert.

### **RECOMMENDATION NO. 5**

That the CSC's be located in Francophone towns or villages with a high or very high degree of vitality.

### **RECOMMENDATION NO. 6**

That the use of French as the language of work and day-to-day operations be encouraged in the CSC's and designated bilingual offices.

(Extracted from the report "*Above All, Common Sense*")

## **Single Window Approach**

The Task Force believes that, like partnerships, the single window approach may be a cost-effective method of delivering services to minorities. The federal government and its administration have shown an interest in the single window approach to service delivery and have implemented it. It is our view that federal departments and agencies should build on their reflections and past experience, and actively explore opportunities for innovation, so that they may fulfil their obligation to offer communities quality services in both official languages.

(Extracted from the report "*NO TURNING BACK : Official Languages in the Face of Government Transformations*")

## **RECOMMENDATION NO.8 : Single window**

### **RATIONALE :**

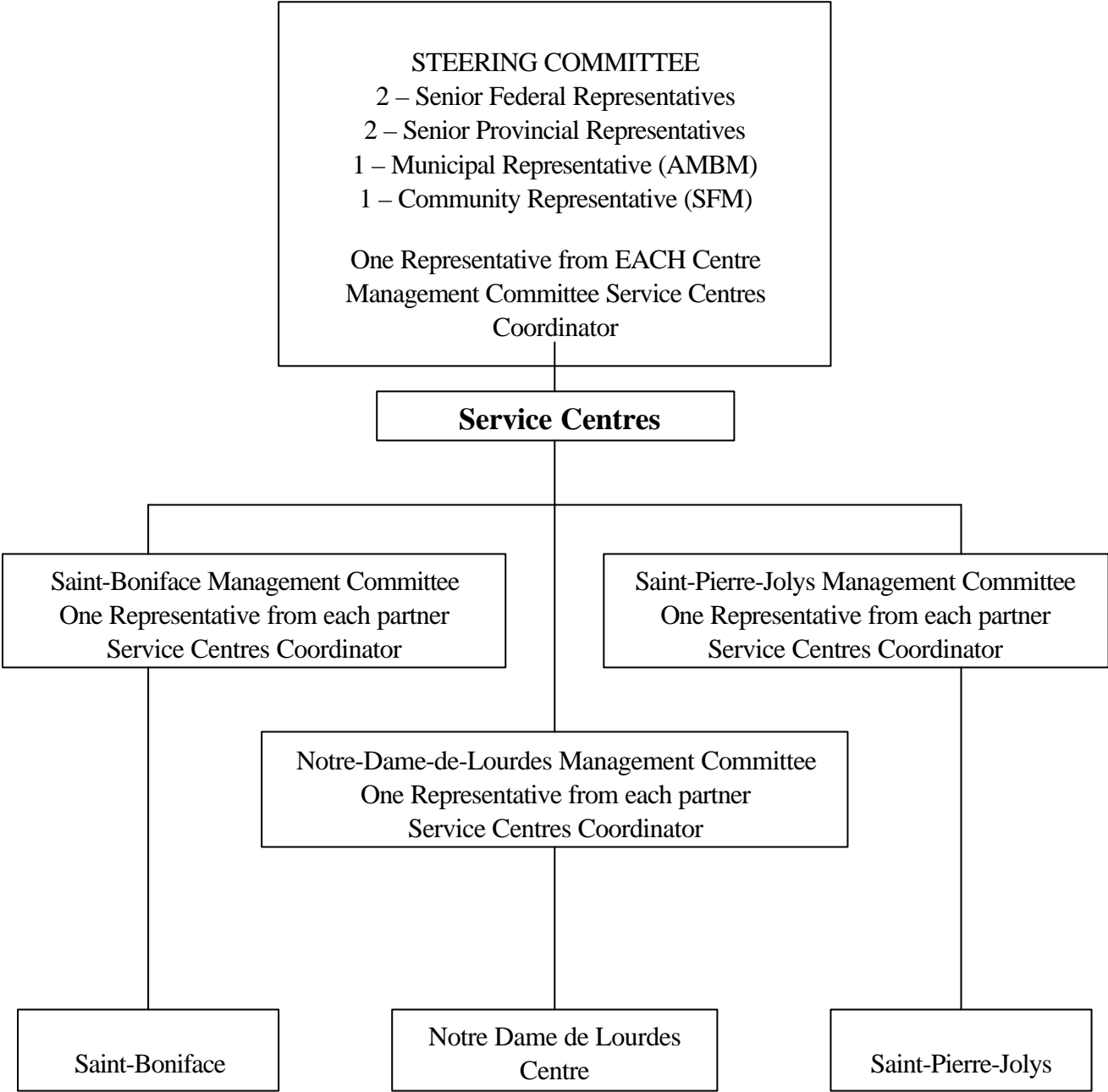
- The obligations of federal institutions with respect to service in both official languages are clearly set out in the *Official Languages Act* and its *Regulations*. When offering service in a sustained and effective manner, there are often major difficulties in terms of the allocation of bilingual resources, given the limited number of employees.
- The concept of consolidating services through a single window holds a great deal of potential. The adoption of the single window approach as a means of providing services to minority official language communities in their own language has often been raised by the associations that represent the minority groups consulted.

### **RECOMMENDATION :**

- The government should explore and, as the case may be, take full advantage of opportunities for innovation and improvement in service delivery to minority official language communities, and show that it is sensitive to the special challenges raised by the single window approach.
- The government should take special precautions when such cooperation is to take place with provinces and municipalities in order to ensure that language rights are respected.

(Extracted from the report "*NO TURNING BACK : Official Languages in the Face of Government Transformations*")

**Bilingual Government Service Centres Organizational Structure**



## **CSC's LANGUAGE POLICY**

- ✓ French language services will be provided in completely bilingual service centres located in the designated areas.
- ✓ French language services will be actively offered. The concept of active offer means that services in French, whether provided by oral, written or electronic methods, will be evident, readily available and easily accessible to the general public, and of comparable quality to those offered in English.
- ✓ All correspondence with individuals or groups will be in the official language preferred by the recipient.
- ✓ All information materials (written, audio-visual or electronic) intended for the general public will be produced in a bilingual format.
- ✓ Web sites will provide information and will facilitate interactions with the public in both official languages.
- ✓ Signs and public notices in the bilingual service centres will be in both official languages.
- ✓ Only bilingual employees will be recruited in the bilingual service centres.
- ✓ Where the staff of a bilingual service centre is completely bilingual, the management committee will encourage the use of French as the language of work.

## **CSC's MAIN IMPLEMENTATION TASKS**

- ∨ Determination of objectives
- ∨ Determination of available resources
- ∨ Identification of services to be offered in the new centres
  - ∨ Defining the Federal participation in the centres
  - ∨ Identification of space requirements
- ∨ Identification of work to be done jointly or in a parallel fashion and timelines
  - ∨ Development of the job descriptions for the shared personnel
    - ∨ Development of the "Business Operating Model"
- ∨ Development of the Federal / Provincial Cooperative agreement
- ∨ Development of the Federal / Provincial Sub-lease agreement