

## How to define the principle of “equity of access for under-served groups and individuals, including those in official language minority communities” included in the Canada-Manitoba bilateral health agreements:

A Francophone perspective (abridged)

- Access to French-language health services remains a major challenge in Manitoba.
- The bilateral health agreements agreed to in February 2024 include a principle of equity of access that directly concerns Manitoba's Francophone community.
- Based on 20 years of experience in the French-language minority health sector, Société Santé en français and Canada's 16 French-language health networks (including Santé en français in Manitoba) propose five ways to define this principle in the action plans of bilateral agreements.

### Five Ways to Move Towards Equity of Access for Francophone and Acadian Minority Communities

| Tracks                                                                              | Examples of implementation strategies                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Adopt provincial strategies to integrate active service offer.                   | <ul style="list-style-type: none"> <li>• Establish a strategy for implementing services that are culturally and linguistically appropriate to the context of Manitoba's Francophonie.</li> <li>• Continue human resources planning and the implementation of the provincial strategy for bilingual human resources.</li> </ul>                                                                                                                                 |
| 2. Proactively making health information available in both official languages.      | <ul style="list-style-type: none"> <li>• Continue building on the architecture of service plans put in place by service delivery organizations and approved by the province.</li> <li>• Identify bilingual health professionals by taking advantage of advances in data collection, among others.</li> <li>• Hold consultations with Manitoba's Francophone community to find out what their needs are for promoting French services.</li> </ul>               |
| 3. Adding the official language of need for health services in patient records.     | <ul style="list-style-type: none"> <li>• Use the new health card as a lever to collect the language variable and add it to users' records.</li> <li>• Work with the Manitoba Centre for Health Policy, among others, to implement a data disaggregation strategy.</li> <li>• Leverage the integration of data collected on the demand to perfect the planning of French-language health services.</li> </ul>                                                   |
| 4. Collecting relevant data that strengthens the service offering.                  | <ul style="list-style-type: none"> <li>• Leverage expertise of OZI to deepen understanding of the ability of health professionals and service providers to offer and deliver services in both official languages.</li> <li>• Identify the bilingual student population in English-language educational programs in order to promote the recruitment and training of the next generation of bilingual workers.</li> </ul>                                       |
| 5. Strengthening the offer of French-language health services across the continuum. | <ul style="list-style-type: none"> <li>• Promote the adoption of Accreditation Canada's Official Languages Recognition Program by health authorities and designated Francophone and bilingual institutions.</li> <li>• Implement service delivery models that aim to match bilingual resources with the needs of the population.</li> <li>• Ensure that the Francophone lens is always applied to Manitoba's Skills, Talent and Knowledge Strategy.</li> </ul> |

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