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# ***2011 Collection of Official Languages Resources***

***THE COUNCIL OF  
THE NETWORK OF OFFICIAL  
LANGUAGES CHAMPIONS***

Canada 

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# ***2011 Collection of Official Languages Resources***

***THE COUNCIL OF  
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LANGUAGES CHAMPIONS***

## Message from the Clerk of the Privy Council



Hello! Bonjour!

In 2009, I declared the second Thursday in September *Linguistic Duality Day* throughout the federal public service. Canada's two official languages are key elements of our public service. They are a strength that makes our institutions uniquely Canadian.

Recognition of our official languages demonstrates respect for colleagues and Canadians. It is a matter of institutional and constitutional sustainability, of reinforcing the benefits of bilingualism, and of making Canadian values more vibrant in our daily life. It is also an important part of our great country's founding principles and heritage.

I am very pleased to support this initiative of the Council of the Network of Official Languages Champions. The *2011 Collection of Official Language Resources* brings together some of the successful official languages tools and good practices developed and implemented by various public service departments, agencies, Crown corporations, regional federal councils and community groups. I am impressed with the excellent ideas and resources that have been developed to date.

I encourage you to make use of these valuable resources. Please feel free to use them directly or as models to promote and advance the Official Languages Program in your own workplace.

Thank you for joining me in celebrating Linguistic Duality Day. Your efforts in promoting official languages in your respective institutions are making a difference!

Wayne G. Wouters

## Message from the Chair of the Council of the Network of Official Languages Champions



Hello! Bonjour!

The Council of the Network of Official Languages Champions is extremely pleased to have brought together this collection of existing official languages tools and best practices to support you in your work.

In this first edition, you will find useful resources developed and currently being used by your peers to promote and encourage the use of both of our official languages.

You can quickly access important information on the advancement of our official languages, language of work, determining linguistic profiles of positions, rights and obligations, roles and responsibilities and service to the public.

There is also a wealth of practical information on how to encourage the use of both official languages. There are some great resources on planning, promotional and information tools, writing tools and tips, regional good practices and second-language evaluation, training and maintenance.

The *2011 Collection of Official Languages Resources* is a good start, but we're sure there are many more tools and good practices out there and we want to hear about them! This collection will be updated annually to celebrate Linguistic Duality Day. It can be downloaded on the Council of the Network's Web site <http://osez-dare.ainc-inac.gc.ca>. We encourage you to share your official languages resources and success stories in next year's edition by communicating with Diane Lalonde-Spring at [diane.lalonde@tbs-sct.gc.ca](mailto:diane.lalonde@tbs-sct.gc.ca) (613) 957-7184.

Thank you to everyone for sharing their valuable tools and good practices. Your efforts in advancing linguistic duality within the federal Public Service along with your dedication to the Official Languages Program are remarkable. I look forward to our continued partnership.

Michel Roy



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# Advancement of English and French (Part VII of the OLA)

## Canadian Heritage

### 1. Bulletin-41-42

Publication promoting measures taken by federal institutions to support the development of official-language minority communities and promote linguistic duality, and to reflect concrete results stemming from interdepartmental coordination. <http://www.pch.gc.ca/bulletin41-42/index-eng.cfm>  
France.Caissy@pch.gc.ca (819) 994-3577

### 2. Coordinator's Guide – Implementation of section 41 of the *Official Languages Act* (OLA)

Guide orienting the work of national coordinators responsible for the implementation of section 41 of the OLA. It contains general information on the *Act*, on part VII, on section 41 as well as on official-language minority communities (OLMCs). It presents efficient and proactive ways and examples to support the development of OLMCs. It presents the role that section 41 national coordinators play within their respective federal institutions.  
France.Caissy@pch.gc.ca (819) 994-3577

### 3. Educating Coordinators Responsible for the Implementation of Section 41 about Issues Facing the Acadian and Francophone Communities

We organize three annual meetings where the coordinators responsible for the implementation of section 41 within federal institutions can share their best practices and discuss issues and developments relating to the federal commitment deriving from Part VII of the *Official Languages Act*. We frequently invite a representative of the Acadian and Francophone communities in Nova Scotia to these meetings to present a major initiative or describe an area of activity.  
Martin.Paquet@pch.gc.ca (902) 426-8394

### 4. Good practices – Implementation of section 41 of the *Official Languages Act* (OLA)

Compendium assisting federal institutions in optimizing their contribution to the development of official-language minority communities and the promotion of English and French in Canadian society.  
<http://www.pch.gc.ca/pgm/lo-ol/ci-ic/llo-ola-eng.cfm>  
France.Caissy@pch.gc.ca (819) 994-3577

### 5. Guide for federal institutions – Part VII of the *Official Languages Act* (OLA)

Guide orienting the conduct of federal government institutions in the performance of their responsibilities concerning the implementation of the Government's commitment stated in section 41 of the OLA. It takes into account the amendments made to the *Act* in November 2005. It concerns some 200 institutions of the federal government subject to the *Act*. It applies equally to members of management committees, who constitute the highest level of decision making, to those responsible for the development of policies and programs, to middle management and to officers who implement programs and services. A fact sheet and a bookmark are also available. <http://www.pch.gc.ca/pgm/lo-ol/outils-tools/guide-eng.cfm>  
France.Caissy@pch.gc.ca (819) 994-3577

### 6. One pager “A glance at section 41 of the *Official Languages Act* (OLA)”

Guide situating part VII of the OLA in the global context of the *Act*. It illustrates briefly each part of the *Act* and presents initiatives put forward by some federal institutions with regard to the implementation of Part VII.  
France.Caissy@pch.gc.ca (819) 994-3577

### 7. Part VII – Official Languages Champion's Guide – Implementation of section 41 of the *Official Languages Act* (OLA)

Guide informing official languages champions about their role in implementing section 41 of the OLA. It contains general information on the *Act*, on part VII, on section 41 as well as on official-language minority communities (OLMCs). It presents efficient and proactive ways and examples to support the development of OLMCs.  
France.Caissy@pch.gc.ca (819) 994-3577

## **8. Support for New Coordinators Responsible for the Implementation of Section 41**

Twice a year, we organize an information session for new coordinators responsible for the implementation of section 41 in order to introduce them to the Nova Scotia 41 Network, to discuss their role and the support provided by Canadian Heritage and to give them an overview of the Acadian and Francophone communities in Nova Scotia. Between sessions, the official responsible for interdepartmental coordination is still available to meet one-on-one with a new coordinator. These sessions and meetings are particularly useful for coordinators who have never previously worked in section 41 implementation.

Martin.Paquet@pch.gc.ca (902) 426-8394

## **9. Tripartite Forum**

In fall 2009, the official in charge of interdepartmental coordination for Nova Scotia organized a tripartite forum in Halifax, bringing together 100 representatives of federal institutions, provincial departments and Acadian and Francophone community organizations. Government representatives were able to learn about the issues facing the Acadian and Francophone communities and community organization representatives were informed about the programs offered by governments. Over the following two years, “mini” tripartite fora were organized in the region by community organizations.

Martin.Paquet@pch.gc.ca (902) 426-8394.

## **Fédération des communautés francophones et acadienne du Canada (FCFA)**

### **10. Community Profiles**

*Profiles of the Francophone and Acadian Communities of Canada* is a compendium of up-to-date information on Francophone and Acadian communities at the national, provincial and territorial levels. It describes the situation of Canada's Francophonie as a whole and compares the realities of the French fact throughout Canada. This edition is based on data from the 2006 federal census. *Profiles* is available in both official languages. <http://profils.fcfa.ca/>  
Diane Côté dcote@fcfa.ca (613) 241-7600

### **11. Community Strategic Plan**

One year after the June 2007 Sommet des communautés francophones et acadienne (Summit of Francophone and Acadian Communities), 40 organizations of the Francophonie (leaders' forum) adopted the Community Strategic Plan (Plan stratégique communautaire PSC). This vision of the future of the communities was designed as a tool for cooperation and mobilization of the Francophone and Acadian communities of Canada around the overall results and the strategies identified at the summit. By adopting the PSC, the actors in the communities' development defined concrete actions to make the summit vision a reality. The Community Strategic Plan is for a ten-year period, with short, medium and long-term target dates. It is the key tool for Francophones to take charge of their development. [http://www.fcfa.ca/fr/Plan\\_Strategique\\_Communautaire\\_\\_27](http://www.fcfa.ca/fr/Plan_Strategique_Communautaire__27)

Diane Côté dcote@fcfa.ca (613) 241-7600

### **12. Immigration Portal**

The portal for immigration in Canada's Francophone and Acadian communities is a gateway to a wealth of information on the communities themselves and the services and resources for French-speaking immigrants. For over 250 organizations and institutions in various sectors of the Canadian Francophonie, brought together in thirteen networks, the portal is also a source of information on all the partners working to recruit, welcome and integrate new French-speaking arrivals in Canada. <http://immigrationfrancophone.ca/>

Roukya Abdi Aden Roukya@fcfa.ca (613) 241-7600

### **13. Map of French Language in Canada**

This map, the product of collaboration between the Ministerial Conference on the Canadian Francophonie and the FCFA, shows at a glance where Canada's French-speaking communities are. It also provides an overview of the communities' vitality on the national and provincial/territorial levels. The map is available in both official languages. Diane Côté dcote@fcfa.ca (613) 241-7600

## **Health Canada**

### **14. Action Plan for 2009/2010 - 2012/2013, in Support of Part VII of the *Official Languages Act***

This report, which is available on the wiki or on request through Health Canada's Web site, sets objectives in terms of outputs and outcomes which the department should achieve between 2009 and 2013 in its approach in support of

official language minority communities. A report on results in concomitance with this Action Plan is submitted to Canadian Heritage on a yearly basis.

Roger.Farley@hc-sc.gc.ca (613) 954-7467

### **15. Official Languages Wiki**

This tool - which can be found on Health Canada's Intranet server - allows employees of the department to obtain information on their rights and obligations as they pertain to official languages, as well as to keep up with current events organized by the two divisions that are responsible for official languages at Health Canada. All the information provided on the wiki is up to date in both official languages and constitutes in this sense a model of bilingual communication in a Web 2.0 context for the department. Health Canada's official languages wiki could eventually move towards GCPEDIA so that it may be accessible to all federal government employees. This would also allow the sharing of studies such as those relating to the Official Languages Health Contribution Program, including some that have been conducted by the Community Health and Social Services Network in Quebec, as well as by the Société Santé en français outside of Quebec.

Roger.Farley@hc-sc.gc.ca (613) 954-7467

### **16. Policy to Support Official Language Minority Communities**

Health Canada adopted an internal policy in December 2004 in the hope that its programmes will better meet the needs of official language minority communities and favour their development. In virtue of this policy, branches and regional offices of Health Canada are required to report their activities in support of official language minority communities. This policy is currently under review and an up-to-date version will be provided on the departmental Web site as soon as it is available.

Roger.Farley@hc-sc.gc.ca (613) 954-7467

### **17. Reports of the Consultative Committees for English and French-Speaking Minority Communities**

The reports of the Consultative Committees for English and French-Speaking Minority Communities have allowed the foundations to be laid for the Official Languages Health Contribution Program which constitutes one of the elements of the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future*. It is because of the reports of these committees that Health Canada has created a three-pronged strategy - targeting human resources, networking and community health projects - so that an improvement in the access to health services for official language minority communities can be achieved. These reports are available on Health Canada's Web site. <http://www.hc-sc.gc.ca/ahc-asc/branch-dirgen/rapb-dgrp/pd-dp/olcldb-baclo-eng.php>

Roger.Farley@hc-sc.gc.ca (613) 954-7467

### **18. Studies and Statistics on Official Language Minority Communities Disseminated or Funded by Health Canada**

These studies are comprised of the *Language Barriers in Access to Health Care* report which was prepared by Sarah Bowen for Health Canada and provided on the department Web site, in addition to the *Health Care Professionals and Official Language Minority Communities in Canada: 2001 and 2006* report conducted by Statistics Canada and funded by Health Canada. These documents - in addition to a CD-ROM which contains statistics on health professionals and Census data on official language minority communities - are made available by Health Canada, which seeks to improve the access of health care to Anglophone and Francophone minority communities in Canada. <http://www.statcan.gc.ca/pub/91-550-x/91-550-x2008001-eng.htm> and <http://www.hc-sc.gc.ca/hcs-sss/pubs/acces/2001-lang-acces/index-eng.php>

Roger.Farley@hc-sc.gc.ca (613) 954-7467

## **Office of the Commissioner of Official Languages**

### **19. Discover Our Official Languages Trivia Game**

Explore the rich history and culture of Canada's English and French-speaking communities with this trivia game. The map of Canada will help you locate these communities, which are found throughout the country. [http://www.ocol-clo.gc.ca/html/other\\_autres\\_publications\\_e.php](http://www.ocol-clo.gc.ca/html/other_autres_publications_e.php)

Emilie.Brassard.Duperre@ocol-clo.gc.ca (613) 943-3604

## Prince Edward Island Federal Council

### 20. Forum on Part VII of the *Official Languages Act* (OLA)

#### *“Official Languages... Interaction Leads to Understanding”*

A tripartite forum on Part VII of the OLA was held in June 2011. The forum included representatives from the federal and provincial governments and the minority francophone community. The objectives of the forum included: a presentation on Sections 41 and 42 of Part VII of the OLA; an exchange of best practices between representatives of federal institutions; and to establish a dialogue between the community and the federal and provincial institutions in Prince Edward Island.

Catherine.Macinnis@acoa-apeca.gc.ca (902) 368-0889

## Quebec Community Groups Network (QCGN)

### 21. QCGN Daily Briefing

The Daily Briefing is an electronic bulletin that contains news about QCGN members and partners throughout the province and includes a press review of both French and English-language national newspapers with stories about the English-speaking community of Quebec and Official Language minority communities across Canada. The press review covers a wide range of issues that affect minority language communities including politics, education, health care, arts, culture and heritage and so on. Furthermore, it features a searchable archives system that allows subscribers to recover past articles. The Daily Briefing is the ideal tool to absorb daily news about Official Languages minority Communities in a record time! To subscribe, go to <http://www.shiftportal.com/vcrb/>

Roseline.Joyal@qcgnc.ca or info@qcgnc.ca (514) 868-9044 ext. 257

### 22. QCGN Facebook Page

The QCGN Facebook Page gathers virtually multiple partners and stakeholders of the English-speaking community of Quebec and encourages informal discussions between followers. The Facebook Page also contributes to spreading the word about events organized by the QCGN or its member organizations. Join us and participate to the vitality of the English-speaking community! [www.facebook.com/QCGNmtl](http://www.facebook.com/QCGNmtl)

Roseline.Joyal@qcgnc.ca or info@qcgnc.ca (514) 868-9044 ext. 257

### 23. QCGN Sheila and Victor Goldbloom Distinguished Community Service Award

The Sheila and Victor Goldbloom Distinguished Community Service Award was established by the Quebec Community Groups Network during its 15th anniversary in 2009 to celebrate individuals who have gone above and beyond in contributing to the vitality and understanding of English-speaking Quebec. The award celebrates individuals like Victor and Sheila Goldbloom, who have dedicated their lives to ensuring English-speaking Quebec remains a vibrant community within Quebec and Canada. Contributions can be in any and all regions of Quebec and in any field from business to academia; from youth to seniors; from health and social services to arts and culture; and any other area such as heritage, the environment and sports. The jury will consider the impact of the nominee's contributions as well as other factors including leadership, commitment as well as the breadth and impact of their work. The Award ceremony takes place in the fall of each year during a celebration of the English-speaking community of Quebec. <http://www.qcgnc.ca/goldbloom/>

Rita.Legault@qcgnc.ca or info@qcgnc.ca (514) 868-9044 ext. 223

### 24. QCGN Twitter Account

The QCGN Twitter account gives updates on news about the English-speaking communities of Quebec, includes links to QCGN press releases, and updates on QCGN members and partners and informs followers of upcoming events within the community. The Twitter page gives followers the pulse on politics in Canada and in Quebec around issues affecting our linguistic minority. <http://twitter.com/#!/qcgnc>

Roseline.Joyal@qcgnc.ca or info@qcgnc.ca (514) 868-9044 ext. 257

### 25. QCGN Web site

The QCGN Web site was revamped in 2010 to better inform its member organizations, provincial and national stakeholders, the media and the public at large. The Web site is available in both official languages and the content is constantly updated to reflect issues affecting the development of the English-speaking communities of Quebec. You will also find a great variety of QCGN publications and reports, press releases and media coverage, a section dedicated to



QCGN members, a library containing reference literature, a calendar of upcoming events, interactive maps, as well as many videos and photos. You can also subscribe to automatic updates (RSS feeds), receive email updates, read our twitter feeds and become a fan of our Facebook page. To register to the QCGN Web site: <http://www.qcgn.ca/registration/> Roseline.Joyal@qcgn.ca or info@qcgn.ca (514) 868-9044 ext. 257



## Communications with and Services to the Public (Part IV of the OLA)

### Canada Border Services Agency

#### 1. Active Offer of Service: A Quality Bilingual Greeting

This on-line training session, which lasts approximately 20 minutes, helps the Canada Border Services Agency (CBSA) employees gain a better understanding of the obligations deriving from the *Official Languages Act*. The training covers the reasons active offer is provided and ways to provide this service effectively on the telephone and in person. Launched in 2009 for the Vancouver Olympic Games, this training is still being used by officers on a regular basis. It is available through the CBSA's intranet site.

Isabelle.Lemieux@cbsa-asfc.gc.ca (613) 957-3304

#### 2. Official Languages Mouse Pad and Pocket Translator

These two tools were launched in 2009 for the Vancouver Olympic Games. Each tool features key phrases pertaining to quality active offer that officers can refer to quickly. The pocket translator is laminated and can be kept alongside an officer's identification card.

Isabelle.Lemieux@cbsa-asfc.gc.ca (613) 957-3304

### Canadian Food Inspection Agency

#### 3. Employee's Guide to Delivering Services in Both Official Languages

Part of the Official Languages Resource Centre on the Canadian Food Inspection Agency Intranet, this guide provides employees with information on the roles and responsibilities of employees who are required to provide service in both official languages, an English – French glossary of terms, common expressions in English and French, as well as tips and reminders for providing service in both official languages both in person and over the phone.

Michael.Jones@inspection.gc.ca (613) 221-5636

### Citizenship and Immigration Canada

#### 4. Active Offer Checklists for Employees and Managers

These Active Offer Checklists are quick reference guides created for employees and managers to ensure delivery of quality bilingual services to clients.

Christina.Scherf@cic.gc.ca (613) 946-6968

### Federal Economic Development Agency for Southern Ontario

#### 5. Active Offer Toolkit: Bring it! Speak it! Use it!

FedDev Ontario's active offer toolkit is one of the many ways in which we are helping build our bilingual capacity at FedDev Ontario. The toolkit is designed to help employees indicate to members of the public that they may freely choose the official language that they wish to be served in and, perhaps more importantly, that they feel comfortable using the official language of their choice. The toolkit includes: an active offer process, which provides instructions and message examples; an active offer checklist, which describes key practices for our offices; frequently used expressions; and frequently asked questions. These tools include information such as: initial greetings with the public, our Agency's visual cues (such as signs with written text and the official languages symbol), our voicemail messages, as well as other useful tips to help guide staff in providing bilingual services. This toolkit was distributed to staff and is also available on Intranet.

Grace.Hodder@feddevontario.gc.ca (705) 750-4821

### Health Canada

#### 6. Elements of Service to the Public to be Offered in Both Official Languages

The document sets out the Pictograms English/Français and Français/English and all the elements of service to the public that must be offered in both official languages and delivered in the clients' official language of choice.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **7. Frequently Used Bilingual Phrases**

The list of frequently used bilingual phrases can be used in all situations of reception, whether on the phone or in person.  
Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **8. Health Canada's Active Offer Poster**

The poster reminds employees of the importance to greet clients in both official languages at all times to ensure that Canadians are served in the official language of their choice in all regions of the country.  
Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **9. Health Canada's Brochure on Service to the Public**

The brochure on Service to the Public contains information on the *Official Languages Act* and related policies, as well as recommendations to effectively serve the Canadian public in both official languages.  
Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **10. Health Canada's Policy on Service to the Public**

Health Canada's Policy on Service to the Public stipulates what must be done and made available in both official languages to ensure that Canadians are served in the official language of their choice.  
Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **11. Hello/Bonjour Sticker**

The sticker *Hello/Bonjour* may be affixed to the computer screen, the telephone receiver or any other area that is readily accessible to remind employees that they must greet members of the public in both official languages at all times.  
Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **12. One Moment Please Card**

The card *One moment please* is intended for employees in unilingual regions who must, under certain exceptional circumstances, ask a bilingual colleague to serve members of the public in the official language of their choice.  
Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **13. Welcoming Messages (on the telephone or in person)**

The series of bilingual messages helps employees in developing their own message given by phone or email.  
Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **Prince Edward Island Federal Council**

### **14. Colloquium on Mutual Respect and Active Offer**

Sessions were offered to public servants in Prince Edward Island on mutual respect and active offer. The sessions objectives included: to improve client service and increase 'active offer' compliance; to gain an appreciation for values fundamental to serving minority language clients; to review obligations under Part IV of the *Official Languages Act*; to examine principles of mutual respect and to share best practices in service delivery.  
Catherine.Macinnis@acoa-apeca.gc.ca (902) 368-0889

## **Service Canada – Atlantic Region**

### **15. Team Leader Engagement on Active Offer Monitoring**

Service Canada Centre Team Leaders have been engaged across the Atlantic region to play an active role in monitoring active offer within their designated offices and to contribute monitoring results to the regional Business Expertise Unit for analysis. An active offer monitoring tool as been developed to record observations of the active offer of service and to make suggestions or recommendations for the improvement of service. The observation tool identifies key areas to review when monitoring the active offer of service. The tool can be used to discuss the progress, issues and recommendations with managers, supervisors and team leaders and to remind them of the importance for complete adherence to the *Official Languages Act*. It can also be used as a self-help tool for monitoring the active offer of service.  
Doug.Wentzell@servicecanada.gc.ca (902) 426-6923

## Complaints

### Canadian Food Inspection Agency – Quebec

#### 1. Creation of an Email Address for Receiving Complaints

The official languages committee of the Canadian Food Inspection Agency's Quebec Office has created an email address to receive any complaints by employees relating to official languages. These complaints are then discussed with the appropriate authorities to find solutions.

Joanne.Riendeau@inspection.gc.ca (418) 648-7373 ext. 263

### Health Canada

#### 2. Health Canada's Guidelines for Official Languages Complaints

The *Guidelines for Official Languages Complaints* sets out the roles and responsibilities of the parties involved in the Official Languages complaints process.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### Office of the Commissioner of Official Languages

#### 3. Filing a Complaint with the Office of the Commissioner of Official Languages

When and how to file a complaint with the Office of the Commissioner of Official Languages. Available in HTML and PDF formats, or you can order the booklet. [http://www.ocol-clo.gc.ca/html/complaint\\_plainte\\_e.php](http://www.ocol-clo.gc.ca/html/complaint_plainte_e.php)

Emilie.Brassard.Duperre@ocol-clo.gc.ca (613) 943-3604



## Language of Work (Part V of the OLA)

### Alberta Federal Council

#### 1. Annual Bilingual Meeting

Since 2009, the Alberta Federal Council has made one of its monthly meetings fully bilingual. Members are encouraged to communicate in the official language of their choice. While no simultaneous interpretation is available, members who are not bilingual are encouraged to pair up with a bilingual co-worker for a French summary of the highlights (“Translating Buddy System”).

Marcel.Preville@afc-cfa.gc.ca (780) 495-5413

### Canada Border Service Agency

#### 2. Guides for Employees and Managers on Official Languages

These two guides are posted on the Canada Border Service Agency’s official languages’ intranet site and can be downloaded easily. The guides explain the roles and responsibilities of each individual with respect to official languages, including service to the public and language of work. The guides also contain information on linguistic profiles, language training, active offer and communications between the regions.

Isabelle.Lemieux@cbsa-asfc.gc.ca (613) 957-3304

### Canadian Food Inspection Agency

#### 3. Manager’s Guide to Delivering Services in Both Official Languages

This guide provides managers of bilingual offices with information on how to ensure they have competent and efficient teams to provide services to English-speaking and French-speaking clients. The Guide includes information on setting language profiles of positions, recruiting qualified bilingual employees, language training, setting up a bilingual office and a self-evaluation checklist.

Michael.Jones@inspection.gc.ca (613) 221-5636

### Canadian Heritage

#### 4. Guidelines on Language of Work at Canadian Heritage

The purpose of these guidelines is to ensure the Department’s environment is one that is conducive to the use of both official languages. These guidelines set out the rights and responsibilities of employees relating to language of work as outline in the *Official Languages Act* and the legislative and policy instruments.

Chantalle.Lambert@pch.gc.ca (819) 934-2502

### Council of the Network of Official Languages Champions

#### 5. DARE! OSEZ! Brochure

This brochure provides managers with key messages about official languages and includes a questionnaire that managers can use to begin a dialogue on this topic with their employees. It also comes with a DVD of the *DARE! OSEZ!* video. <http://osez-dare.ainc-inac.gc.ca>

Diane.Lalonde@tbs-sct.gc.ca (613) 957-7184

### Health Canada

#### 6. Chart on Language of Work - Services to be Offered in Both Official Languages

The chart on *Language of Work - Services Offered in Both Official Languages* outlines the services that must be offered in the official language of choice of employees working in designated bilingual regions, as well as services that must be available in both official languages in unilingual regions.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

#### 7. Chart on Official Languages in Communications Between Employees

The chart on *Official Languages in Communications between Employees* indicates which official language employees should use with their internal clientele, if they occupy a bilingual position in a designated bilingual region.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652





## **8. Health Canada's Brochure on Language of Work - It's your right! It's a question of respect!**

Health Canada's brochure entitled *Language of Work - It's your right! It's a question of respect!* uses a question and answer model to address different themes, such as supervision, work instruments, personal and central services, meetings and the role of senior management.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **9. Health Canada's Brochure on Official Languages in Unilingual Regions**

Health Canada's brochure entitled *Official Languages in Unilingual Regions* describes the official languages rights and responsibilities of managers and employees working in unilingual regions.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **10. Health Canada's Policy on Language of Work**

*Health Canada's Policy on Language of Work* outlines the employees' official languages rights and responsibilities and managers' obligations. The policy specifies all the work elements that must be available in both official languages to ensure that Health Canada is a workplace conducive to the use of both official languages in designated bilingual regions.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **11. Health Canada's Policy on Language of Work – Support Document**

The support document for the Department's Language of Work Policy provides further information on the *Health Canada Policy on Language of Work* with respect to the rights and obligations of employees and managers. It also facilitates the interpretation and understanding of the various components of the Treasury Board Secretariat Language of Work Policy.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **12. Health Canada's Poster on Bilingual Meetings**

The poster outlines six key elements to achieve successful and efficient meetings in both official languages.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **13. Health Canada's Poster on Language of Work**

The Health Canada Poster on Language of Work has been installed in all conference rooms in designated bilingual regions, to remind everyone of the importance of creating an environment conducive to the use of both official languages and to encourage employees to express themselves in the official language of their choice.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **14. Protocol for Managing Bilingual Meetings - Check List**

The *Protocol for Managing Bilingual Meetings* is a check list to assist managers in holding bilingual meetings.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## **Justice Canada**

### **15. "Help me to improve my English / Aidez-moi à améliorer mon français" tags and signs**

These tags and signs promote the use of both official languages at work. These tools are used to encourage more employees to use both official languages in their workplace.

Stephanie.Levis@justice.gc.ca (613) 960-4855

## **Office of the Commissioner of Official Languages**

### **16. An Online Self-Assessment Tool for Managers**

As part of a study published in March 2011 entitled *Beyond Bilingual Meetings: Leadership Behaviours for Managers*, the Office of the Commissioner of Official Languages has developed a Leadership Competencies Profile for Official Languages and an online self-assessment tool based on this profile for public service managers. With this tool, managers can evaluate themselves and work to improve their performance and ability to manage bilingual personnel. They can measure their progress, learn their strengths and determine areas for improvement. The tool can give managers a clear picture of their ability to create a workplace conducive to the use of both official languages. It can also be used during performance appraisals. [http://www.ocol-clo.gc.ca/html/other\\_autres\\_publications\\_e.php](http://www.ocol-clo.gc.ca/html/other_autres_publications_e.php).

Diane.Allard@ocol-clo.gc.ca (613) 995-0938

## **Royal Canadian Mounted Police**

### **17. Bilingual Email Templates**

In the spirit of the overwhelmingly popular *Out of Office* templates sent out each year as vacation season approaches, the Official Languages Directorate has provided employees with templates for bilingual emails. These templates were created so that all employees could easily carry out their official languages obligations in their day-to-day communications.

Nathalie.Cote@rcmp-grc.gc.ca (613) 843-6192

# Linguistic Profile of Positions

## Canadian Heritage

### 1. The Linguistic Profiler and Manager's Guide

The linguistic profiler is our on-line tool that guides managers in making the required decisions to ensure the right linguistic profile for a position. The guide provides managers with the important facts that will determine the language designation of a position.

Classification Administration Officer: (819) 953-5085

## Health Canada

### 2. Form – Incumbent's Options

This form sets out the incumbent's options following the change made to the language requirements and/or the linguistic profile of his/her position. The form must be signed by the employee and the responsible manager once the employee has chosen an option.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### 3. Letter – Change made to the Language Requirements - from Bilingual to Unilingual

Letter to inform the employee of the change made to the language requirements of his/her position, from bilingual to unilingual.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### 4. Letter – Change made to the Language Requirements from Unilingual to Bilingual - Employee Does Not Meet

Letter to inform the employee of the change made to the language requirements of his/her position from unilingual to bilingual, when the employee does not meet the new language requirements.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### 5. Letter – Change made to the Language Requirements from Unilingual to Bilingual - Employee Meets

Letter to inform the employee of the change made to the language requirements of his/her position from unilingual to bilingual, when the employee meets the new language requirements.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### 6. Letter – Change made to the Linguistic Profile - Employee Does Not Meet

Letter to inform the employee of the change made to the linguistic profile of his/her position, when the employee does not meet the new linguistic profile.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### 7. Letter – Change made to the Linguistic Profile - Employee Meets

Letter to inform the employee of the change made to the linguistic profile of his/her position, when the employee meets the new linguistic profile.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### 8. Module – Linguistic Identification of Positions

The Module Linguistic Identification of Positions ensures that the language requirements of all positions in Health Canada are set objectively and fulfill the department's linguistic obligations to the public and to employees.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## Treasury Board of Canada Secretariat

### 9. Determining the Linguistic Profile of Bilingual Positions – The ABCs of Linguistic Profiles at Your Fingertips

<http://www.tbs-sct.gc.ca/ollo/appollo/LP-PL/default.aspx> This tool has been designed to help managers, as well as human resources and official languages specialists, identify the linguistic profiles of bilingual positions objectively and consistently, while applying the *Qualification Standards in Relation to Official Languages*. It does not replace the Standards but rather it helps the user apply them. Users are asked to answer a series of questions on the duties of the

bilingual position that must be carried out in the second official language. By using the tool, managers establish a linguistic profile in a manner that meets the Treasury Board Secretariat policy requirements. The tool can be used for the vast majority of positions, except those requiring technical or specialized language skills (Code P). A printable final report presents the profile and the functions associated with a particular position. This report can also be saved as a PDF document. This tool was updated in June 2011.

Patrice.Savard@tbs-sct.gc.ca (613) 948-3579

# Official Languages Act – Rights and Obligations

## Canadian Food Inspection Agency

### 1. Official Languages Resource Centre

This Intranet site was developed to help Canadian Food Inspection Agency employees find everything they need to apply their second official language and help them learn skills to help learn, maintain and improve their second official language. Michael.Jones@inspection.gc.ca (613) 221-5636

## Canadian Heritage

### 2. Official Languages Intranet

Our Official Languages intranet is an important source of information for all employees. It includes a section dedicated to Parts IV, V, VI and VII of the *Official Languages Act*, writing resources and among others, on laws and regulations. Chantalle.Lambert@pch.gc.ca (819) 934-2502

## Justice Canada

### 3. Official Languages Act – A Summary

This document provides a general explanation of the different parts of the *Official Languages Act*. <http://osez-dare.ainc-inac.gc.ca/tr/ola-eng.asp>  
Marie.Tremblay@justice.gc.ca (613) 941-4037

### 4. Official Languages Legal Awareness Program

This detailed PowerPoint presentation provides useful information on the purpose, the nature and the implementation of the constitutional rights in terms of official languages as well as of the *Official Languages Act*. Marie.Tremblay@justice.gc.ca (613) 941-4037 or Alison.Williams@justice@gc.ca (613) 957-4929

## Office of the Commissioner of Official Languages

### 5. Overview of the Official Languages Act

Overview of the key sections of the *Act* including service to the public, language of work and promotion of English and French. Available in HTML and PDF formats, or you can order the paper version. [http://www.ocol-clo.gc.ca/html/act\\_loi\\_e.php](http://www.ocol-clo.gc.ca/html/act_loi_e.php)  
Emilie.Brassard.Duperre@ocol-clo.gc.ca (613) 943-3604

## Royal Canadian Mounted Police

### 6. Official Languages Kit

As part of its awareness campaign entitled “Our Heritage, Our Advantage,” the Royal Canadian Mounted Police’s Official Languages Directorate has developed a kit containing many tools designed to inform employees about their official languages rights and obligations. The kits are distributed through the internal employee orientation program, at presentations and awareness activities. Nathalie.Cote@rcmp-grc.gc.ca (613) 843-6192

### 7. Official Languages Reference Guide

The Official Languages Reference Guide is a tool developed by the Royal Canadian Mounted Police’s Official Languages Directorate to help employees understand and exercise their official languages rights and obligations under the *Official Languages Act*, the Regulations, and related policies and directives. Nathalie.Cote@rcmp-grc.gc.ca (613) 843-6192

## Treasury Board of Canada Secretariat

### 8. BUROLIS

BUROLIS is the Government of Canada's publicly accessible database that identifies federal facilities' official languages obligations under the *Official Languages (Communications with and Services to the Public) Regulations* (the Regulations). It lists the offices of institutions subject to the Regulations and those having obligations pursuant to a provision of the *Official Languages Act*. <http://www.tbs-sct.gc.ca/ollo/AppOlo/burolis/default.aspx>

Viviane.Beaudoin@tbs-sct.gc.ca (613) 952-2975

### 9. Official Languages Policies Web Site

<http://www.tbs-sct.gc.ca/chro-dprh/pol-eng.asp#olo>

This Web page presents all current official languages policy instruments of the Treasury Board Secretariat (TBS). It also includes a link to other TBS policies related to official languages, such as the Federal Identity Program Policy, and a link to the relevant legislation.

Chantal.Terrien@tbs-sct.gc.ca (613) 948-3575

## Other Regional Good Practices

### Alberta Federal Council

#### 1. Themed Meetings on Official Languages

The Alberta Federal Council or the Alberta Federal Public Service Community of Interest on Official Languages occasionally organizes themed meetings and invites a range of people (e.g. the Commissioner of Official Languages, representatives of the Government of Alberta and of various associations) to give presentations and talk with the members of the Council and/or employees of federal institutions.

Marcel.Preville@afc-cfa.gc.ca (780) 495-5413

### Quebec Federal Council

#### 2. Official Languages Committee of the Quebec Federal Council

With members from key departments, the Official Languages Committee (OLC) has a support function vis-à-vis the Quebec Federal Council in that it is mandated to provide information and/or undertake activities related to Part IV (service delivery), Part V (language of work), Part VI (equitable representation), and Part VII (community development) of the *Official Languages Act*. Guided by a strategic plan, the OLC attempts to address official languages issues from a comprehensive perspective, showing the interconnectedness of the different components of the *Act*.

Marc.Lemay@pch.gc.ca (514) 283-5797

#### 3. Official Languages Interdepartmental Network

Working under the aegis of the Official Languages Committee (OLC), the Official Languages Interdepartmental Network (OLIN) is a network of representatives from federal departments in the Quebec region with responsibilities for Parts IV to VII of the *Act*. Its mandate is to share and/or develop tools and best practices related to these components of the *Act* and to report to the OLC. A central goal for OLIN in 2010 was to broaden and strengthen the representation of Part VII, and at the same time, increase the focus on official-language minority community development so as to promote a better understanding of the link between this aspect of the *Act* and those pertaining to human resource management in official languages. Inviting OLIN members to meet with the National Coordinators Network for section 41 as well as representatives from Quebec's English-speaking linguistic minority for an exchange of information helped contribute to achieving progress towards this goal.

Beverley.Caplan@pch.gc.ca (514) 283-8601 or Kathleen.Wheelley@hc-sc.gc.ca (514) 283-0949

#### 4. Special Session of the Quebec Federal Council on Official Languages

Every year the Quebec Federal Council holds a special session on official languages. This is an opportunity for members to discuss common issues and exchange best practices. In 2010, the president of the Atlantic Opportunities Development Agency was invited to speak to her report called *Workplace and Workforce Task Force* in which a number of practical approaches aimed at promoting linguistic duality in the federal public service were identified. The Commissioner of Official Languages has also been a key speaker at a number of these meetings.

Marie-France.Chagnon@tpsgc-pwgscc.gc.ca (514) 496-3774





## Planning, Promotional and Information Tools

### Canadian Food Inspection Agency – Quebec

#### 1. Creation of an Official Languages Committee and Annual Action Plan

The Quebec Area Office of the Canadian Food Inspection Agency has an official languages committee mandated to implement an annual action plan with respect to service to the public, language of work, equitable representation of language groups and advancement of English and French.

Joanne.Riendeau@inspection.gc.ca (418) 648-7373 ext. 263

#### 2. Official Languages Information Capsules

Information capsules on the various official languages directives are emailed periodically to all employees. They remind employees of the obligations with respect to language of work and bilingual services to the public, they give practical advice on email signature blocks, voice mailbox messages, automated email absence messages, etc., and they provide information on useful Web sites, such as the Language Portal of Canada, Termium Plus and the Translation Bureau.

Sylvie.Brisebois@inspection.gc.ca (514) 283-3815 ext. 4225

### Council of the Network of Official Languages Champions

#### 3. DARE! OSEZ! Video

This video is intended to promote linguistic duality as an individual and organizational value and to encourage the use of best practices by new recruits and all public service employees. Institutions are encouraged to use this video in their orientation sessions for new employees. It is available on DVD and on-line. <http://osez-dare.ainc-inac.gc.ca>

Diane.Lalonde@tbs-sct.gc.ca (613) 957-7184

#### 4. DARE! OSEZ! Web site

<http://osez-dare.ainc-inac.gc.ca> This Web site includes all of the tools developed by the Council of the Network of Official Languages Champions to support official languages champions within institutions. It outlines the roles and responsibilities of official languages champions and major official languages stakeholders.

Diane.Lalonde@tbs-sct.gc.ca (613) 957-7184

#### 5. Linguistic Duality Day

The second Thursday of September has been designated Linguistic Duality Day throughout the public service. This annual celebration gives federal public service employees the opportunity to organize activities promoting official languages within their institutions.

Diane.Lalonde@tbs-sct.gc.ca (613) 957-7184

### Health Canada

#### 6. Health Canada's Official Languages Action Plan - 2011-2013

Health Canada's Official Languages Action Plan (Parts IV, V and VI of the *Official Languages Act*) January 2011 to April 2013 sets out concrete and specific measures for executives, managers and employees.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

#### 7. Promotional Official Languages Notepad

A useful notepad promoting the use of both official languages for Health Canada employees.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### Office of the Commissioner of Official Languages

#### 8. *Beyond Words* Newsletter

*Beyond Words* is a newsletter produced by the Office of the Commissioner of Official Languages, showcasing initiatives, celebrations and the use of their two official languages by Canadians. Email subscription available. [http://www.ocol-clo.gc.ca/html/beyondwords\\_audeladesmots\\_e.php](http://www.ocol-clo.gc.ca/html/beyondwords_audeladesmots_e.php)

Emilie.Brassard.Duperre@ocol-clo.gc.ca (613) 943-3604

## **9. Organizing a Major Sporting Event in Canada: A Practical Guide to Promoting Official Languages**

On March 7, 2011, the Office of the Commissioner of Official Languages published a practical guide for promoting official languages at major national and international sporting events held in Canada. The Guide is based on the *Final Report on the Vancouver 2010 Olympic and Paralympic Winter Games* and provides organizers and federal institutions with information, ideas and advice on how to take both of Canada's official languages into consideration when planning a large-scale sporting event. In addition to providing guidance for sporting event organizers, this guide can be useful for organizers of major cultural and artistic events, which involve many similar challenges. [http://www.ocol-clo.gc.ca/html/guide\\_032011\\_e.php](http://www.ocol-clo.gc.ca/html/guide_032011_e.php)  
Marcel.Fallu@ocol-clo.gc.ca (613) 996-9083

## **Quebec Federal Council**

### **10. Special Issue of the Quebec Federal Council Bulletin on Linguistic Duality**

Linguistic Duality was the subject of a special issue of the Quebec Federal Council Bulletin for September – October 2010. The bulletin described the activities undertaken by the region in the context of the bilingual dictation for Linguistic Duality Day as well as the various tools developed by the Council of the Network of Official Languages Champions for this purpose.

<http://publiservice.gc.ca/services/gfrq/cfq/bulletins/2010/septembre-octobre/index-e.html>

Marie-France.Chagnon@tpsgc-pwgsc.gc.ca (514) 496-3774

## **Royal Canadian Mounted Police**

### **11. *The Dispatch* Newsletter**

As part of the celebrations surrounding the 40th anniversary of the *Official Languages Act*, the Royal Canadian Mounted Police has launched a newsletter entitled *The Dispatch*. This newsletter is published quarterly and features articles, columns and tools on various aspects of the official languages file.

Nathalie.Cote@rcmp-grc.gc.ca (613) 843-6192

### **12. Posters – Preserving our Official Languages...Our Heritage and Identity**

These posters were designed for the “Our Heritage, Our Advantage” awareness campaign to inform employees about the importance and value both official languages have within the organization and Canadian society.

Nathalie.Cote@rcmp-grc.gc.ca (613) 843-6192

## **Veterans Affairs Canada**

### **13. Network of Official Languages Ambassadors**

Veterans Affairs Canada's (VAC) official languages Ambassadors act as advisors to our official languages champion. This group of committed individuals provide a forum or an exchange of views on the situation within VAC with regard to official languages and help address challenges and issues related to the implementation of VAC's Official Languages Program.

John.Cathcart@vac-acc.gc.ca (902) 626-2472

# Roles and Responsibilities

## Council of the Network of Official Languages Champions

### 1. Role and Responsibilities of the Official Languages Champion

Since duties and governance models can vary from one institution to another, this generic document was designed for institutions to take from it those things that address their actual circumstances in applying the *Official Languages Act*. You will find a list of examples of activities that reflect the roles and responsibilities of an official languages champion. <http://osez-dare.ainc-inac.gc.ca>

Diane.Lalonde@tbs-sct.gc.ca (613) 957-7184

## Health Canada

### 2. Health Canada's Official Languages Accountability Framework

The *Official Languages Accountability Framework* outlines how official languages are implemented at Health Canada. It provides detailed information regarding stakeholders' responsibilities.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

### 3. Health Canada's Role and Responsibilities of the Official Languages Coordinators

This document lists the official languages coordinators' responsibilities with regard to Parts IV, V, VI and VII of the *Official Languages Act*.

Ginette.Pelletier@hc-sc.gc.ca (613) 957-9652

## Justice Canada

### 4. Official Languages Governance Chart

This chart presents a diagram of the various stakeholders in the governance of official languages within the federal sphere as well as their respective roles. <http://osez-dare.ainc-inac.gc.ca>

Marie.Tremblay@justice.gc.ca (613) 941-4037

## Treasury Board of Canada Secretariat

### 5. Lists of Official Languages Contact Persons

These lists include, for each institution that is subject to the *Official Languages Act* (OLA), the name and coordinates of the person responsible for implementing the OLA. It also includes the coordinates of official languages champions within each institution and each regional federal council. It is kept up-to-date based on the information that is submitted to the Treasury Board Secretariat by federal institutions. The names on that list are your best points of contact for any questions regarding official languages in a specific federal institution.

JohanneA.Carriere@tbs-sct.gc.ca (613) 952-3020



## Second Language Evaluation

### Canadian Food Inspection Agency

#### 1. Preparing for Your Second Official Language Training

Part of the Official Languages Resource Centre on the Canadian Food Inspection Agency Intranet, this guide is a collection of information and ideas from various sources to assist employees on preparing for a second official language course. It outlines what happens to employees' day-to-day work activities, what is expected of a new student, how to handle those work related questions from colleagues and how to stay in touch.

Michael.Jones@inspection.gc.ca (613) 221-5636

### Ontario Federal Council

#### 2. Informal French Language Assessment Clinics

Informal French language assessments are offered by French assessors at the Canada School of Public Service and other French language training institutions to employees to help them determine their French language ability (i.e. beginner, intermediate, or advanced). During the 15 minute appointment, the assessors also explain the various levels and which tools and training are available to help them continue in their language development. As many employees are intimidated by a French language assessment, these clinics are successful when held in locations easily accessible and wide open to encourage not only those who have pre-registered but also drop-ins.

Lisa.Anderson@ofc-cfo.gc.ca (416) 954-5022

### Public Service Commission of Canada

#### 3. Second Language Writing Skills Self-Assessment

The Public Service Commission has produced a second language writing skills self-assessment instrument for use in staffing bilingual positions. The self-assessment is an optional unsupervised internet test designed to provide potential applicants with basic information about their second language writing skills in relation to the second language standards. Applicants may use the test results in considering whether to apply to bilingual positions or to invest their time in applying for other positions. Information about the self-assessment tool can be included on external job advertisements for individual job postings.

Personnel Psychology Centre: PPC-CPP@psc-cfp.gc.ca (613) 992-9741

#### 4. Tripartite Review Board and Detailed Feedback

The Second Language Evaluation (SLE) Tripartite Review Board was formed by the Public Service Commission, in collaboration with the Language Training Centre of the Canada School of the Public Service, to review the cases of employees who have been unable to obtain their target level in oral interaction despite three or more attempts on the SLE Test of Oral Proficiency (TOP). The Board will make recommendations, advisory in nature, on what can be done to improve a candidate's chances of obtaining the target level. Candidates seeking more information about the strengths and weaknesses in their performance during their last TOP can request a Detailed Feedback session with the Quality Control unit for the TOP. <http://www.psc-cfp.gc.ca/ppc-cpp/sle-els/tripartite-eng.htm>

Marie-Louise.Tinant@pcs-cfp.gc.ca (613) 995-2582

#### 5. Video: How Well Do I Speak French?

A new video has been produced to explain to federal public service job applicants and other public servants who will be taking the second language Test of Oral Proficiency (TOP) what they will experience before and during their test, as well as some tips for preparing for the TOP.

<http://www.psc-cfp.gc.ca/ppc-cpp/>

Selma.Incesulu@pcs-cfp.gc.ca (613) 992-9671



## Second Language Maintenance

### Canada Border Services Agency

#### 1. “*Help Me Practice My English / Aidez-moi à pratiquer mon français*” Poster

Created in 2008, this poster can be downloaded easily from our intranet site and displayed in the offices of employees who want to become more proficient in their second language. The goal is to encourage their co-workers to speak to them in their second official language.

Isabelle.Lemieux@cbsa-asfc.gc.ca (613) 957-3304

### Canada School of Public Service

#### 2. Official Language Acquisition and Maintenance – Online Products

The Canada School of Public Service offers blended learning solutions and access to online self-assessment tools in French and English to public service employees across Canada, to help them independently improve or maintain their second official language proficiency levels. These online self-assessment tools and products include more than 50 second language tools on MyAccount, the School’s new learning management system; leading-edge technologies to support acquisition and maintenance of second language skills; self-directed language evaluation simulations and assessment products and tools; access to interactive tools designed to improve comprehension, pronunciation, grammar and writing skills (reading, writing and oral comprehension). <http://www.csps-efpc.gc.ca/cat/mod-eng.asp?mod=5> and <http://csps-efpc.gc.ca/slam/index-eng.asp>

Annie.Lévesque@csps-efpc.gc.ca (819) 953-7396

### Canadian Food Inspection Agency

#### 3. Maintaining your Second Official Language

Part of the Official Languages Resource Centre on the Canadian Food Inspection Agency Intranet, this toolkit is a collection of information and ideas from various sources to assist employees in applying and maintaining their second official language in their day-to-day activities.

Michael.Jones@inspection.gc.ca (613) 221-5636

### Canadian Food Inspection Agency – Quebec

#### 4. English “*Lunch and Learn*” Events

The purpose of this activity is to bring employees together at lunchtime to talk in English and thus maintain and improve their second language. The participants must have Level B or C language proficiency in oral English. Employees whose mother tongue is English serve as “teachers”. Participants at the same language level meet at the same time with a teacher for a free discussion in English about a pre-determined subject. No preparation or exercises are expected of the participants. The participants and teachers receive a certificate at the end of the session.

Sylvie.Brisebois@inspection.gc.ca (514) 283-3815 ext. 4225

#### 5. Fridays in English

On a voluntary basis, the Regional Director invites employees to communicate in English in their workplace every Friday. This enables employees to *break the ice* and to maintain and improve their English, using vocabulary directly related to their work.

Joanne.Riendeau@inspection.gc.ca (418) 648-7373 ext. 263

#### 6. Interdepartmental Twinning at English Sessions

Federal public servants working in the Magdalen Islands have created a discussion group that meets during the week to allow participants to interact in English and improve their second language. They have also put in place a twinning system whereby people whose mother tongue is English are matched with people who want to improve their English and the participants meet at various activities.

Chantal.Jacques@inspection.gc.ca (418) 648-4820 ext. 119

#### 7. *Learn-in-Your-Car Compact Discs*

CDs called “Apprendre en voiture – anglais, de niveaux 1, 2 et 3” (learn in your car – English 1, 2 and 3) are made available to staff. This interactive tool enables employees to maintain and improve their English while travelling. Level 1





focuses on the essential things to know for travel, while levels 2 and 3 contain more conversational elements and go into grammar and vocabulary in more depth. For each level there are three audio CDs and a listening guide containing the recorded text and grammar notes (total of three hours of listening time each).

Sylvie.Brisebois@inspection.gc.ca (514) 283-3815 ext. 4225

### **8. “*Parlons anglais*” DVD and CD**

The interactive system “*Parlons anglais*” (*Let’s Speak English*) has beginner, intermediate and advanced levels. It enables employees to maintain and improve their English. It is based on a three-pronged instructional approach whereby progress in both written and oral language is possible, the learning priorities and the current level of the participant can be determined, and the participant can work at home or while travelling. It also has voice recognition for practising pronunciation, vocabulary and grammar exercises, lessons on travel, business and day-to-day life, cultural videos on a number of cities around the world, and an integrated dictionary. It contains a DVD, a CD, a headset with integrated microphone, an exercise book and a laptop loaned by the Canadian Food Inspection Agency’s Quebec Office.

Shirley.Salah@inspection.gc.ca (514) 283-3815 ext. 4271

## **Canadian Heritage**

### **9. Language Buddy Program**

The Language Buddy Program brings together employees who wish to improve their second language skills with volunteers who help them practice.

Chantalle.Lambert@pch.gc.ca (819) 934-2502

## **Council of the Network of Official Languages Champions**

### **10. DARE! OSEZ! Poster**

This poster was developed to support the work of official languages champions committed to promoting linguistic duality, and especially to encourage federal public service employees to communicate in their second language. The poster encourages employees to speak in their second language and to invite their colleagues to do the same. The poster is a reminder not to worry about making mistakes. The goal is not to communicate flawlessly, but to surpass themselves, maintain and develop their second language skills, and thus become a better communicator.

Diane.Lalonde@tbs-sct.gc.ca (613) 957-7184

## **Health Canada**

### **11. Health Canada’s Language Retention Kits: French as a Second Language and English as a Second Language**

These two kits offer a full range of resources and tools that can help employees to maintain and improve their second language proficiency. One is for maintaining French as a second language and the other for maintaining English as a second language.

Monique.Gasengayire@hc-sc.gc.ca (613) 960-1584

## **Justice Canada**

### **12. Competency Development Tool Kit for Communicating in Your Second Official Language**

This kit is a guide to useful and varied resources that directs employees and their managers in their search for learning tools and training in order to improve or maintain competencies in their second official language. The *Tool Kit* contains information on training, tools and resources to help employees develop and/or maintain their official second language competencies. It also describes the Public Service Commission’s Second Language Evaluation in order to help Department employees prepare to take the test.

Stephanie.Levis@justice.gc.ca (613) 960-4855

## **Ontario Federal Council**

### **13. French Language Maintenance Classes**

In collaboration with the Canada School of Public Service, French language maintenance classes are offered to employees who would like to practice mostly their oral French to help them maintain their B or C levels. Classes are

offered for 1.5 to 2 hours a week during the fall, winter and spring and are held in various locations across Ontario and occasionally via teleconference. Teachers facilitate discussion between students on current events or various topics of interest to the students.

Lisa.Anderson@ofc-cfo.gc.ca (416) 954-5022

## **Privy Council Office**

### **14. Language Twinning Program**

This program, launched in June 2008, was developed to promote second language maintenance among Privy Council employees. It involves a partnership relationship in which an Anglophone and a Francophone are twinned. They converse and help each other in their respective second official language. A kit that serves as a participant's guide was created for the program. The participants meet once a week for 45 to 60 minutes. A few departments have already contacted us to find out more. Justice Canada, for example, recently tried out the idea as a pilot project, with positive results.

Hélène Goulet hgoulet@pco-bcp.gc.ca (613) 952-4841

### **15. Language Twinning Video Vignettes**

Three video vignettes were produced and launched on our Internet site for National Public Service Week 2011. Participants in the Language Twinning Program share their experience in the vignettes, using their second official language. The purpose of this new tool is to promote and explain the program, highlighting people's concrete experience with it and what they got out of the program.

Hélène Goulet hgoulet@pco-bcp.gc.ca (613) 952-4841

### **16. Promotional Posters**

Once a year, a new promotional poster is created to publicize and promote the Language Twinning Program. In spring 2011, a new concept was put forward. There are two posters. One focuses on the need for help in a person's second language: *You don't know how to say it? A colleague can help you!* The other focuses on people sharing their knowledge and helping others in their second official language: *Do you know the secrets of one's second language? Share them...*

Hélène Goulet hgoulet@pco-bcp.gc.ca (613) 952-4841

## **Quebec Federal Council**

### **17. Bilingual Dictation**

In order to showcase last year's Linguistic Duality Day held September 9, 2010, the Quebec Federal Council (QFC) developed a bilingual dictation under the theme *Osez: Test your Language Skills* for federal public servants in the region. At the request of the QFC, the Commissioner of Official Languages agreed to read the dictation, which was videotaped in advance and shown on the day of the event to four locations throughout the province – Montréal, Gaspé, Québec City, and Jonquière. The dictation was also accessible online via the QFC Web site.

Marie-France.Chagnon@tpsgc-pwgsc.gc.ca (514) 496-3774

## **Veterans Affairs Canada**

### **18. Dare Today... Osez Aujourd'hui**

This program brings an innovative and inclusive approach to the development of second language skills by dedicating one day a week to the use of a second language in the workplace. Weekly *linguistic capsules* have been developed in support of this initiative.

John.Cathcart@vac-acc.gc.ca (902) 626-2472

## Second Language Training

### Canadian Heritage

#### 1. Corporate Official Languages Strategic Fund

The Corporate Strategic Official Languages Fund assists branches and regions lacking the funds to support the language training needs of their employees.

Suzanne.Gervais@pch.gc.ca (819) 953-2419

### Justice Canada

#### 2. Language Pairing Project for Participants in the Department of Justice's National Capital Region (NCR) Non-Statutory Language Training Program

This component of the Department of Justice NCR Non-Statutory Language Training Program is aimed at giving Program participants a chance to use their second language regularly outside the classroom. Participants have commented that this activity greatly boosted their confidence in terms of speaking in their second official language.

Stephanie.Levis@justice.gc.ca (613) 960-4855

#### 3. National Capital Region Non-Statutory Language Training Program for Department of Justice Employees

*Short Term Session* (April to June) and *Long Term Session* (September to March): These part-time sessions, which are held three hours per week, are intended to help employees improve or maintain their oral and/or written and/or reading comprehension competency at level X, A, B or C. *Preparation for the Oral Proficiency Test*: This full-time session offered in the summer prepares the participants for the PSC's Oral Proficiency Test in the Second Official Language. *Intensive session*: This full-time session is intended for employees who want to attain the B or C level in the Public Service Commission's Oral Proficiency Test in the Second Official Language.

Stephanie.Levis@justice.gc.ca (613) 960-4855

#### 4. National Capital Region (NCR) Non-Statutory Language Training Web site

This Intranet site provides Department of Justice employees with a single location where they can easily find information about requirements for learning a second official language. The site promotes the NCR Non-Statutory Language Training Program, different official languages initiatives by various groups in the Department and a wide array of tools and courses to help employees maintain or improve their second language competencies.

Stephanie.Levis@justice.gc.ca (613) 960-4855

### Office of the Commissioner of Official Languages

#### 5. Web Map of Second-Language Learning Opportunities at Canada's Universities

This map was developed following a study called *Two Languages, a World of Opportunities: Second-language learning in Canada's universities*. It lists the second-language courses, other courses taught in the second language, support programs, networking activities and exchange programs that are offered at Canadian universities. The map is designed especially for students, teachers and parents. Students who wish to continue learning their second language or who wish to maintain their second-language skills can use it as a guide when deciding which university to attend. www.officiallanguages.gc.ca/twolanguages\_deuxlangues/index2.html?L=E

Marie-Christine.Monchalin@ocol-clo.gc.ca (613) 947-0950

### Privy Council Office

#### 6. Pamphlet: Meeting Challenges in Your Second Official Language

This pamphlet was designed in May 2011. It is intended primarily for participants in the Twinning Program, but may also be useful to anyone who wants to improve his or her language skills and/or prepare for the Second Language Evaluation (SLE). The subjects addressed are: answering open questions; developing ideas; and using complex structures.

Hélène Goulet hgoulet@pco-bcp.gc.ca (613) 952-4841



### Canadian Heritage

#### 1. Writing and Style Guide

The *Canadian Heritage English Writing and Style Guide* has a parallel French guide, the *Guide de rédaction et de style en français à Patrimoine canadien*. These two documents share the same objective of promoting the correct use of language, all the while promoting consistency of style within the Department.

Manon.Cote@pch.gc.ca (819) 997-0630 Marie-Anne.Marin@pch.gc.ca (819) 994-4239

### Translation Bureau

#### 2. Language Portal of Canada

Web site: <http://www.noslangues-ourlanguages.gc.ca/>

The Language Portal of Canada's Web site is a one-stop shop for a large number of Canadian language tools and resources developed not only by the federal government, but also by provincial and territorial governments, universities and associations. Whether it's a question of grammar, style, usage, Gallicisms or vocabulary, the Language Portal of Canada can help all public servants communicate and write more effectively in both official languages. The Portal provides on-line access to a wide range of writing tools, such as *TERMIUM Plus*<sup>®</sup>, *Writing Tips*, *The Canadian Style*, *ConjugArt*, the *Dictionnaire des cooccurrences* and more. It features numerous Canadian resources—dictionaries, glossaries and links to various Web sites.

Julie.Purdy@tpsgc-pwgsc.gc.ca (819) 934-7753

#### 3. Language Quizzes

<http://www.noslangues-ourlanguages.gc.ca/quiz/index-eng.html>

So you think you remember your grammar lessons? Well, put your skills to the test with these language quizzes. Some questions are easy, but don't be fooled, as others require a bit more concentration.

Julie.Purdy@tpsgc-pwgsc.gc.ca (819) 934-7753

#### 4. Linguistic Recommendations and Reminders

Consistency is key when you communicate with the Canadian public. The Translation Bureau therefore provides you with linguistic recommendations and reminders on various topics to help standardize vocabulary, spelling and usage in government documents. <http://btb.gc.ca/btb.php?lang=eng&cont=041>

Dominique.Ste-Marie@tpsgc-pwgsc.gc.ca (819) 994-6802