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2012 Collection of Official Languages Resources

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

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***THE COUNCIL OF
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Message from the Clerk of the Privy Council



Hello! Bonjour!

I am happy to once again join you in celebrating, Linguistic Duality Day in the federal public service. On the second Thursday in September, we come together to commemorate our rich heritage as an officially bilingual country and to recognize the qualities and strengths that make our institutions uniquely Canadian.

Recognizing the equal status of both official languages in our federal public service enriches us all. It demonstrates respect for our colleagues and for all Canadians, and in actively supporting official bilingualism we deepen our personal sense of cultural identity.

Your commitment to linguistic duality is demonstrated in the new and expanded edition of the *2012 Collection of Official Language Resources* published by the Council of the Network of Official Languages Champions. I am pleased to see the range and variety of ideas, tools and best practices in promoting the use of both official languages in the workplace. I am impressed with the creativity, thoughtfulness and originality of your input. Thank you and keep your innovative ideas coming!

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

As we celebrate Linguistic Duality Day, we can go forward with confidence that bilingualism is truly an integral part of our everyday actions in the public service of Canada.

Wayne G. Wouters

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



Hello! Bonjour!

I am very pleased to serve as the new Chair of the Council of the Network of Official Languages Champions. As Chief Executive Officer of the Translation Bureau, this is a role that is near to my heart. I'm also a strong believer in the power of networks and I know that there is infinite value in pooling our resources as we all work to support linguistic duality throughout the federal public service.

I am especially proud to be able to share with you the *2012 Collection of Official Languages Resources*, which gives you one-stop access to a wide range of official languages tools, resources and best practices that reflect the collective efforts and experience of the community of official language practitioners. This second edition of the Collection has been enriched by your contributions, the invaluable input we have received from across the country and from official language minority communities.

What kinds of resources will you find in the 2012 Collection? Everything from practical tools to help employees use both official languages in their work to guides and tools that have been developed for official languages planning, plus training resources and much more. I encourage you to take advantage of the wealth of information that has been made available to you in this Collection and encourage your colleagues to do so too. The Collection can be downloaded on the Council of the Network's Web site <http://osez-dare.ainc-inac.gc.ca>.

Since we are already looking ahead to updating the Collection again next year, I would also like to invite you to continue to share your accomplishments and success stories with us for the third edition. Please contact Diane Lalonde-Spring, the Coordinator of the Council of the Network of Official Languages Champions, at diane.lalonde-spring@tbs-sct.gc.ca or 613-957-7184 to provide your input.

In the meantime, I have no doubt that you will find this year's *Collection of Official Languages Resources* to be an indispensable tool in your work over the coming year. Working in collaboration allows us to benefit from each other's expertise and successes. You play a key role in promoting and encouraging the use of both of our official languages in the federal public service. I look forward to building on the strength of this network together, as we all continue to support Canada's linguistic duality.

Donna Achimov

Table of Contents

<i>Advancement of English and French (Part VII of the OLA)</i>	1
Atlantic Canada Opportunities Agency	1
1. RDÉE-ACOA Committee	1
2. Regional Coordinators Committee—Implementation of Section 41 of the <i>Official Languages Act</i>	1
3. Regional Coordinator's Guide—Implementation of Section 41 of the <i>Official Languages Act</i>	1
Canada Border Services Agency	1
4. Partnership with Collège Boréal	1
5. Presentation on Part VII and OLMCs	1
Canada Revenue Agency	2
6. Manager's Guide for Implementing Part VII of the <i>Official Languages Act</i>	2
7. Official Language Minority Communities Interview Questionnaire	2
8. Part VII Checklist for Reviewing Operations	2
9. Partnerships with English Educational Institutions	2
10. Student Ambassador Program	2
Canadian Heritage	2
11. Interdepartmental Networks of Official Languages Coordinators Contributing to Implementation of Section 41 of the OLA (Part VII) in the Regions	2
12. Support for Implementation of Part VII	4
Citizenship and Immigration Canada	5
13. Document: Best Practices Manual on Francophone Immigration in Canada	5
14. Francophone Immigration Outside Québec Web Page	5
15. Strategic Plan to Foster Immigration to Francophone Minority Communities	5
Department of National Defence	5
16. Defence Administrative Orders and Directives (DAOD) 5039-3: "Support to Official Language Minority Communities and Recognition of English and French in Canadian Society"	5
Fédération des communautés francophones et acadienne du Canada	5
17. Community Profiles	5
18. Community Strategic Plan	5
19. Immigration Portal	6
20. Map of French Language in Canada	6
21. The FCFA on Facebook	6
22. The FCFA on Twitter	6
Health Canada	6
23. Action Plan for 2009-2013, in Support of Part VII of the <i>Official Languages Act</i>	6
24. Official Languages Wiki	6
25. Policy to Support Official Language Minority Communities	7
26. Reports of the Consultative Committees for English and French-Speaking Minority Communities	7
27. Studies and Statistics on Official Language Minority Communities Disseminated or Funded by Health Canada	7
Justice Canada	7
28. 2011-2016 Action Plan for the Implementation of Section 41 of the <i>Official Languages Act</i>	7
29. Departmental Policy Statement	7
30. "Justice in Official Languages" Newsletter	8
Office of the Commissioner of Official Languages	8
31. Annual Report 2010-2011	8

Pacific Federal Council	8
32. Consultation Session with Official Language Minority Communities	8
Prince Edward Island Federal Council	8
33. Forum on Part VII of the <i>Official Languages Act</i> (OLA): “Official Languages...Interaction Leads to Understanding”	8
Public Works and Government Services Canada	8
34. Official Languages Kit for Tenants	8
Quebec Community Groups Network	9
35. 2012-2017 Community Priorities and Enabling Strategies of the English-speaking Community of Quebec	9
36. QCGN “Daily Briefing” Electronic Bulletin	9
37. QCGN Facebook Page	9
38. QCGN Sheila and Victor Goldbloom Distinguished Community Service Award	9
39. QCGN Twitter Account	9
40. QCGN Web site	10
41. QCGN YouTube Account	10
Royal Canadian Mounted Police	10
42. Information Kit for New Francophone Members and Their Families	10
43. Official Language Minority Communities Satisfaction Questionnaire	10
Statistics Canada	10
44. Portrait of Official-Language Minorities in Canada	10
<i>Communications with and Services to the Public (Part IV of the OLA)</i>	11
Atlantic Canada Opportunities Agency	11
1. Bilingual Services to the Public—ACOA’s Obligations	11
Canada Border Services Agency	11
2. Official Languages Mouse Pad and Pocket Translator	11
3. Training Session: A Quality Bilingual Greeting	11
Canada Economic Development	11
4. Procedure on the Active Offer of Service in Both Official Languages	11
Canadian Air Transport Security Authority	11
5. Bilingual Cue Card	11
Canadian Food Inspection Agency	11
6. Employee’s Guide to Delivering Services in Both Official Languages	11
Citizenship and Immigration Canada	12
7. Active Offer Checklists for Employees and Managers	12
Correctional Service Canada	12
8. Information Sheet on Practical Expressions for Active Offer	12
9. Pocket Card for Active Offer	12
Department of National Defence	12
10. Active Offer Tent Card	12
Federal Economic Development Agency for Southern Ontario	12
11. Active Offer Toolkit: Bring it! Speak it! Use it!	12

Health Canada	12
12. Active Offer Poster.....	12
13. Document: Elements of Service to the Public to be Offered in Both Official Languages.....	12
14. Frequently Used Bilingual Phrases.....	13
15. “Hello/Bonjour” Service to the Public Toolkit.....	13
16. “Hello/Bonjour” Sticker.....	13
17. “Hello/Bonjour” Video on the Active Offer of Service to the Public.....	13
18. “One Moment Please” Card.....	13
19. Policy on Service to the Public.....	13
20. Service to the Public Brochure.....	13
21. The “Hello/Bonjour” Video’s On line Comprehension Test.....	13
22. Welcoming Messages (on the telephone, in person, by E-mail)	13
Natural Resources Canada	14
23. Video on Active Offer.....	14
24. “Would you know what to say?” Posters on the Active Offer over the Phone.....	14
Prince Edward Island Federal Council	14
25. Colloquium on Mutual Respect and Active Offer.....	14
Public Prosecution Service of Canada	14
26. Welcome Messages (telephone or e-mail).....	14
Public Service Commission of Canada	14
27. Active Offer Guide.....	14
Public Works and Government Services Canada	14
28. Active Offer of Service in Both Official Languages Handbook.....	14
29. Quick Reference on Active Offer.....	14
30. Useful Expressions for Greeting the Public Handbook.....	15
Service Canada—Atlantic Region	15
31. Team Leader Engagement on Active Offer Monitoring.....	15
Statistics Canada	15
32. Personalized Voicemail Greetings.....	15
<i>Complaints</i>	<i>17</i>
Atlantic Canada Opportunities Agency	17
1. Official Languages Complaints Process	17
Canadian Food Inspection Agency—Quebec	17
2. E-mail Address for Receiving Complaints.....	17
Health Canada	17
3. Guidelines for Official Languages Complaints.....	17
Office of the Commissioner of Official Languages	17
4. Document: Filing a Complaint with the Office of the Commissioner of Official Languages.....	17
<i>Language of Work (Part V of the OLA)</i>	<i>19</i>
Alberta Federal Council	19
1. Annual Bilingual Meeting.....	19

Atlantic Canada Opportunities Agency	19
2. Document: Language of Work at ACOA—Rights and Responsibilities	19
Canada Border Service Agency	19
3. Language of Work Information Session for Employees and Managers	19
Canadian Heritage	19
4. Guidelines on Language of Work at Canadian Heritage	19
Correctional Service Canada	19
5. Chairing Bilingual Meetings Poster	19
6. Right to Communicate in the Language of Choice Poster	19
7. Tent Card for Boardrooms	19
Council of the Network of Official Languages Champions	20
8. DARE! OSEZ! Brochure	20
Department of National Defence	20
9. Holding Bilingual Meetings Poster and Brochure	20
Health Canada	20
10. Bilingual Meetings Poster	20
11. Chart on Language of Work—Services Offered in Both Official Languages	20
12. Chart on Official Languages in Communications Between Employees	20
13. Language of Work—It's your right! It's a question of respect! Brochure	20
14. Language of Work Poster	20
15. Official Languages in Unilingual Regions Brochure	20
16. Policy on Language of Work	21
17. Policy on Language of Work Support Document	21
18. Protocol for Managing Bilingual Meetings Checklist	21
Human Resources and Skills Development Canada	21
19. Departmental Language of Work Strategy—Part V of the <i>Official Languages Act</i>	21
20. Frequently Asked Questions (FAQs)—Official Languages Statistical Tables in the HRSDC People Management Dashboards	21
21. Managers' Responsibilities for Language of Work in Unilingual Regions / in Bilingual Regions and Distribution of Documents Within Designated Bilingual Regions for Language of Work Purposes	21
22. Official Languages Self-Assessment Guide for Managers—for Bilingual Regions for Language of Work Purposes / for Unilingual Regions for Language of Work Purposes	21
23. Table Card for Bilingual Meetings	22
Justice Canada	22
24. "Help me to improve my English / Aidez-moi à améliorer mon français" Tags and Signs	22
Office of the Commissioner of Official Languages	22
25. An On line Self-Assessment Tool for Managers	22
Public Prosecution Service of Canada	22
26. Bilingual Meetings Poster	22
Public Safety Canada	22
27. Emergency Management Vocabulary	22
Public Works and Government Services Canada	22
28. Bilingual Meetings Bookmark	22
29. Chairing Bilingual Meetings Quick Reference	22
30. Chairing Bilingual Meetings Tent Card	23

31. Communication Between Employees.....	23
32. Language of Work Poster.....	23
33. Non-Imperative Staffing: What to Do Before Starting the Process.....	23
34. Post-Language Training Tool.....	23
35. Who Chooses the Language of Supervision? Leaflet.....	23
Royal Canadian Mounted Police	23
36. Bilingual E-mail Templates.....	23
37. Reference Tools on the Language of Communication in the Workplace.....	23
Statistics Canada	23
38. Bilingual E-mail Templates.....	23
39. Bilingualism Facilitation Program.....	24
40. Bilingual Meeting Workshops.....	24
Translation Bureau	24
41. Templates of Telephone Greetings, Voicemail Messages and E-mail Messages	24
<i>Linguistic Profile of Positions</i>	25
Atlantic Canada Opportunities Agency	25
1. Determining Linguistic Requirements Form.....	25
2. Information Document on Linguistic Profiles.....	25
Canadian Heritage	25
3. The Linguistic Profiler and Manager's Guide.....	25
Citizenship and Immigration Canada	25
4. Directive on the Linguistic Identification of Positions.....	25
Health Canada	25
5. Incumbent's Options Form.....	25
6. Letter: Change made to the Language Requirements from Bilingual to Unilingual.....	25
7. Letter: Change made to the Language Requirements from Unilingual to Bilingual—Employee Does Not Meet	25
8. Letter: Change made to the Language Requirements from Unilingual to Bilingual—Employee Meets.....	26
9. Letter: Change made to the Linguistic Profile—Employee Does Not Meet.....	26
10. Letter: Change made to the Linguistic Profile—Employee Meets.....	26
11. Linguistic Identification of Positions Module.....	26
Human Resources and Skills and Development Canada	26
12. Chart: Determining the Linguistic Components of an Organization.....	26
13. Guidelines on Language Requirements of Positions and Staffing of Bilingual Positions.....	26
Natural Resources Canada	26
14. How to Objectively Determine the Language Requirements and Linguistic Profiles of Positions.....	26
Public Works and Government Services Canada	26
15. Reference Guide and Form: Linguistic Review of a Position.....	26
Royal Canadian Mounted Police	27
16. Guide for the Linguistic Identification of Positions.....	27
Treasury Board of Canada Secretariat	27
17. Determining the Linguistic Profile of Bilingual Positions—The ABCs of Linguistic Profiles at Your Fingertips	27

Official Languages Act —Rights and Obligations **29**

Atlantic Canada Opportunities Agency **29**

1. Official Languages Policy.....29

Canada Economic Development **29**

2. Document: Linguistic Rights and Responsibilities.....29

Canadian Air Transport Security Authority **29**

3. Policy on Official Languages.....29

Canadian Heritage **29**

4. Official Languages Intranet.....29

Justice Canada **29**

5. *Official Languages Act*—A Summary29

6. Official Languages Legal Awareness Program.....29

Office of the Commissioner of Official Languages **30**

7. “Language Rights 2009-2011”30

8. Overview of the *Official Languages Act*.....30

Public Prosecution Service of Canada **30**

9. Overview of the *Official Languages Act* Paper Cube.....30

Royal Canadian Mounted Police **30**

10. Official Languages Kit.....30

11. Official Languages Reference Guide30

Treasury Board of Canada Secretariat **30**

12. A Description of Official Languages (Communications with and Services to the Public) Regulations.....30

13. BUROLIS31

14. Official Languages Policies Web Page.....31

15. President of the Treasury Board’s Annual Report on Official Languages.....31

Other Regional Good Practices **33**

Alberta Federal Council **33**

1. Themed Meetings on Official Languages33

Atlantic Canada Opportunities Agency **33**

2. Official Languages Integrated Committee33

3. Official Languages Management Committee.....33

Prince Edward Island Federal Council **33**

4. Prince Edward Island Federal Council Official Languages Committee.....33

Quebec Federal Council **33**

5. Official Languages Committee of the Quebec Federal Council33

6. Official Languages Interdepartmental Network.....34

7. Special Session of the Quebec Federal Council on Official Languages34

Planning, Promotional and Information Tools **35**

Canada Economic Development **35**

1. Presentations for New Employees.....35

Canada School of Public Service, Canadian Heritage and Treasury Board Secretariat	35
2. OL-Pardy! Quiz.....	35
Canadian Air Transport Security Authority	35
3. Procedure on Official Languages for Employees.....	35
Canadian Food Inspection Agency	35
4. Manager's Guide to Delivering Services in Both Official Languages.....	35
Canadian Food Inspection Agency—Quebec	35
5. Creation of an Official Languages Committee and Annual Action Plan.....	35
6. Official Languages Information Capsules.....	35
Canadian Security Intelligence Service	36
7. Agenda.....	36
8. Award Focussing on Linguistic Duality.....	36
9. Official Languages Day.....	36
Council of the Network of Official Languages Champions	36
10. DARE! OSEZ! Video.....	36
11. DARE! OSEZ! Web Site.....	36
12. Linguistic Duality Day.....	36
Department of National Defence	37
13. "Let's Talk" Newsletter.....	37
14. Various Promotional Items.....	37
Health Canada	37
15. Official Languages Action Plan 2011–2013.....	37
16. Promotional Official Languages Notepad.....	37
Human Resources and Skills and Development Canada	37
17. Departmental Procedures on the Application of the "Public Service Official Languages Exclusion Approval Order".....	37
18. Key Guiding Principles—Official Languages and Human Resources Planning and Staffing Activities.....	37
19. Toolkit to Cease Payment of the Bilingualism Bonus.....	37
National Capital Commission	38
20. Award of Excellence in Official Languages.....	38
21. Telephone Greeting and E-mail Signature Protocol.....	38
22. Quiz on French and English Expressions.....	38
Natural Resources Canada	38
23. 2011–2014 Official Languages Action Plan.....	38
24. Governance Structure for the Management of NRCan's Official Languages Program.....	38
Office of the Commissioner of Official Languages	38
25. "Beyond Words" Newsletter.....	38
26. "Discover Our Official Languages" Trivia Game.....	39
27. Organizing a Major Sporting Event in Canada: A Practical Guide to Promoting Official Languages.....	39
Public Works and Government Services Canada	39
28. "Dialogue" Electronic Bulletin.....	39
29. "Did you know?" Electronic Capsule.....	39
Quebec Federal Council	39
30. Special Issue of the Quebec Federal Council Bulletin on Linguistic Duality.....	39

Royal Canadian Mounted Police	39
31. Official Languages Action Plan 2012–2015	39
32. Posters: Preserving our Official Languages...Our Heritage and Identity	39
33. “The Dispatch” Newsletter	40
Statistics Canada	40
34. Divisional Official Languages Coordinators Network	40
35. Official Languages Excellence Award	40
36. Subcommittee of Official Languages Coordinators	40
Translation Bureau	40
37. Tip of the Week and Flash Quiz	40
Transport Canada—NCR Programs	40
38. Guide to Official Languages in Transfer Payment Programs	40
Veterans Affairs Canada	40
39. Network of Official Languages Ambassadors	40
<i>Roles and Responsibilities</i>	<i>41</i>
Atlantic Canada Opportunities Agency	41
1. Official Languages Accountability Network	41
Canada Border Service Agency	41
2. Guides for Employees and Managers on Official Languages	41
Canada Economic Development	41
3. Official Languages Accountability Framework	41
Canadian Heritage	41
4. List of Contact Persons for Implementation of Section 41 in Federal Institutions	41
Council of the Network of Official Languages Champions	41
5. Role and Responsibilities of the Official Languages Champion	41
Department of National Defence	41
6. Role and Competency Profile of Coordinators of Official Languages	41
Farm Credit Canada	42
7. Toolkit for Managers	42
Health Canada	42
8. Official Languages Accountability Framework	42
9. Role and Responsibilities of the Official Languages Coordinators	42
Justice Canada	42
10. Official Languages Governance Chart	42
Natural Resources Canada	42
11. Official Languages Guide for Managers and Employees	42
Treasury Board of Canada Secretariat	42
12. Lists of Official Languages Contact Persons	42

<i>Second Language Evaluation</i>	43
Canadian Food Inspection Agency	43
1. Preparing for Your Second Official Language Training.....	43
Public Service Commission of Canada	43
2. Second Language Writing Skills Self-Assessment.....	43
3. Tripartite Review Board and Detailed Feedback.....	43
4. Video: How Well Do I Speak French?.....	43
<i>Second Language Maintenance</i>	45
Atlantic Canada Opportunities Agency	45
1. Mercredi en français.....	45
Canada Border Services Agency	45
2. “Help Me Practice My English / Aidez-moi à pratiquer mon français” Poster.....	45
Canada Economic Development	45
3. Interdepartmental Twinning Program.....	45
4. “Today, in English please! / Aujourd’hui en français s.v.p.!” Pins.....	45
5. Workshops to Maintain Second Language Skills.....	45
Canada Revenue Agency	45
6. Assistant Commissioner Coffee Chat.....	45
7. Newspapers in the Minority Official Language.....	45
8. Official Language Info-Capsules.....	46
9. Toastmasters.....	46
Canada School of Public Service	46
10. On line Products for Official Language Acquisition and Maintenance.....	46
Canadian Food Inspection Agency	46
11. Maintaining your Second Official Language.....	46
12. Official Languages Resource Centre.....	46
Canadian Food Inspection Agency—Quebec	46
13. English Lunch and Learn Events.....	46
14. Fridays in English.....	46
15. Interdepartmental Twinning at English Sessions	47
16. “Learn in Your Car” CDs.....	47
17. “Parlons anglais” (Let’s Speak English) DVD and CD	47
Canadian Heritage	47
18. Language Buddy Program.....	47
Council of the Network of Official Languages Champions	47
19. DARE! OSEZ! Poster	47
Health Canada	47
20. Language Retention Kits: French as a Second Language and English as a Second Language.....	47
Justice Canada	48
21. Competency Development Tool Kit for Communicating in Your Second Official Language.....	48

Natural Resources Canada	48
22. “Do you want to practice with me?” Poster.....	48
Ontario Federal Council	48
23. French Language Maintenance Classes.....	48
Prince Edward Island Federal Council	48
24. “Allons-y en Français!” Challenge.....	48
Privy Council Office	48
25. Language Twinning Program.....	48
26. Language Twinning Program Partnership.....	49
27. Language Twinning Video Vignettes.....	49
28. Promotional Posters	49
Public Safety Canada	49
29. Frunchs.....	49
Public Works and Government Services Canada	49
30. Tips for Maintaining your Second Official Language.....	49
Quebec Federal Council	49
31. Bilingual Dictation.....	49
Statistics Canada	50
32. English and French as a Second Language Educational Toolboxes.....	50
Transport Canada—Atlantic Region	50
33. Canada School of Public Service Virtual Training.....	50
34. “Lingo Wednesdays” / “Mercredi en mots” E-mails.....	50
Veterans Affairs Canada	50
35. Dare Today. . . Osez Aujourd’hui Program.....	50
<i>Second Language Training</i>	<i>51</i>
Canada Border Services Agency	51
1. Testimonial Videos	51
Canadian Heritage	51
2. Corporate Official Languages Strategic Fund.....	51
Canadian Nuclear Safety Commission	51
3. French Immersion Weeks.....	51
4. Internal Part-Time English Language Training Offered from June to September.....	51
5. Internal Part-Time French Language Training Offered from June to September.....	51
Citizenship and Immigration Canada	51
6. Directive on Second Language Training.....	51
Justice Canada	52
7. Language Pairing Project.....	52
8. National Capital Region Non-Statutory Language Training Intranet Site.....	52
9. National Capital Region Non-Statutory Language Training Program.....	52
Natural Resources Canada	52
10. Language Training Centre.....	52
11. Self-Study Centre.....	52

Office of the Commissioner of Official Languages	52
12. Web Map of Second-Language Learning Opportunities at Canada's Universities.....	52
Office of the Privacy Commissioner of Canada	53
13. Policy and Guidelines on Second Language Training.....	53
Privy Council Office	53
14. Meeting Challenges in Your Second Official Language Pamphlet.....	53
Royal Canadian Mounted Police	53
15. Accelerated English Language Training Program.....	53
Statistics Canada	53
16. Internal Language Training Program.....	53
17. Language Teletraining Program in Regional Offices.....	53
Translation Bureau	54
18. Language Training in Canada	54
Treasury Board of Canada Secretariat	54
19. Centralized Language Training Program for Employees.....	54
Western Economic Diversification Canada	54
20. Official Languages Training Policy.....	54
<i>Writing Tools and Tips</i>	55
Canadian Heritage	55
1. Canadian Heritage English Writing and Style Guide.....	55
Statistics Canada	55
2. Statistics Canada Style Guide.....	55
3. Subcommittee on Terminological and Linguistic Standardization.....	55
4. term@stat.....	55
Translation Bureau	55
5. Language Portal of Canada.....	55
6. Language Quizzes.....	55
7. Linguistic Recommendations and Reminders.....	56
8. TERMIUM Plus®.....	56
9. Translation Bureau Publications	56
10. Writing Tools.....	56

Atlantic Canada Opportunities Agency

1. RDÉE–ACOA Committee

This committee is a collaborative body between RDÉE (Réseau de développement économique et d'employabilité) and the Agency. Each affiliate organization from each of the four Atlantic provinces has a representative on the committee, which serves as a means of gathering feedback from the official language minority communities (OLMCs) on how the government is responding to their needs in the area of economic development. This committee meets three times a year on average and maintains a constant dialogue with the OLMCs. The creation of the committee is a best practice that yields positive results, as it provides a forum for exchanging information on the development of an economic strategy with the OLMCs in Atlantic Canada.

Gerry.Morrissey@acoa-apeca.gc.ca, 506-851-2415

2. Regional Coordinators Committee—Implementation of Section 41 of the *Official Languages Act*

This committee is responsible for the Agency's implementation of Part VII of the Act. Each regional office is represented on the committee by coordinators responsible for issues related to Part VII of the OLA. The committee serves many purposes, including evaluating project proposals from the community under the Economic Development Initiative, considering policy and program issues at the Agency from an official languages perspective and maintaining a dialogue with official language minority communities.

Ghislaine.Savoie@acoa-apeca.gc.ca, 506-851-7953

3. Regional Coordinator's Guide—Implementation of Section 41 of the *Official Languages Act*

The Agency developed this guide to serve as an orientation tool for account managers in their role as regional coordinators of implementation of Part VII of the Act. The guide covers the 2005 amendment to the OLA and implementation of Part VII and includes the tools provided by Canadian Heritage. The guide also outlines the Agency's Official Languages Policy, the coordinators' role, particularly their role on the RDÉE–ACOA Committee, the workings of the various committees, the Agency's action plan and report on achievements, and other relevant information.

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Canada Border Services Agency

4. Partnership with Collège Boréal

In 2011, meetings took place to discuss a partnership between the CBSA and Collège Boréal to train border services officers from the CBSA's Southern Ontario Region in their second language. This partnership was a success, as it allowed officers to receive language training and thus improve their second language skills. Thanks to this partnership, the CBSA established a close relationship with representatives of the French community in southern Ontario, raised their awareness of the hiring process and was able to determine what changes should be made to better reflect their reality.

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5. Presentation on Part VII and OLMCs

A presentation called "Focus on Linguistic Communities" was uploaded to the CBSA's intranet and sent to the Agency's regional offices to assist them in their implementation of Part VII of the *Official Languages Act*. This tool provides an overview of the official language minority communities (OLMCs) across Canada and outlines several regional CBSA initiatives that support the vitality of OLMCs. It also includes tips and a wealth of resources promoting the implementation of best practices.

Gabriel.LaMothe@cbsa-asfc.gc.ca, 613-957-3223

Canada Revenue Agency

6. Manager's Guide for Implementing Part VII of the *Official Languages Act*

This tool provides managers with information on their responsibilities under Part VII of the Act, how to meet these responsibilities and the impact of Part VII on their programs.

Lise.Boulay@cra-arc.gc.ca

7. Official Language Minority Communities Interview Questionnaire

This questionnaire, entitled "Interview with the Association Representing the Official Language Minority Communities," is used by CRA regional representatives to guide their discussions with representatives of the OLMCs so that they can identify the communities' needs within the CRA's mandate.

Lise.Boulay@cra-arc.gc.ca

8. Part VII Checklist for Reviewing Operations

This tool helps managers review the impact of their programs on official language minority communities and assess the full recognition of the use of English and French in their programs.

Lise.Boulay@cra-arc.gc.ca

9. Partnerships with English Educational Institutions

To increase the representation of Anglophones in the CRA's Quebec Region workforce, the Quebec Regional Call Centre has partnered with Concordia University and the Dawson Cégep, both English speaking institutions, on a co-op program aimed at recruiting Anglophone students. The program gives students an opportunity to acquire practical and relevant work experience while fulfilling their study program requirements. It also allows the CRA to contribute to the development of English-speaking communities in Quebec by playing a responsible corporate employer role in these communities. In 2009, this initiative received Concordia University's *Outstanding Commitment to CO-OP Award*.

Lucie.Veilleux@cra-arc.gc.ca

10. Student Ambassador Program

The CRA's Quebec Region has a student ambassador at Concordia University, who conducts various activities, such as holding information booths, in order to inform students of career possibilities in the CRA and the advantages of working at the Agency.

Lucie.Veilleux@cra-arc.gc.ca

Canadian Heritage

11. Interdepartmental Networks of Official Languages Coordinators Contributing to Implementation of Section 41 of the OLA (Part VII) in the Regions

British Columbia

Interdepartmental Network of Official Languages Coordinators—British Columbia (INOLC-BC)

This network of regional coordinators is responsible for implementation of section 41 of the *Official Languages Act* and is coordinated by Canadian Heritage.

Isabelle.Major@pch.gc.ca, 604-666-6933

Alberta

Interdepartmental Official Languages Network of Alberta

This network is focussed on implementation of parts IV, V, VI and VII of the *Official Languages Act*.

Marie.Gaudet@pch.gc.ca, 780-495-4584

InterAction meeting and InterAction Digest

Canadian Heritage organizes in conjunction with ACFA (Association canadienne française de l'Alberta) the InterAction meeting, which aims to foster networking and information exchange, particularly between federal departments and agencies and Franco-Albertan community organizations. Thanks in part to the collaboration of the Interdepartmental Official Languages Network of Alberta, the InterAction 2011 meeting provided an opportunity to launch the InterAction Digest, which contains relevant information about the Francophone community organizations and is aimed at all levels of government in Alberta.
Marie.Gaudet@pch.gc.ca, 780-495-4584

Saskatchewan

Interdepartmental Network of Official Languages Coordinators—Saskatchewan (INOLC–S)

This network is focussed on implementation of parts IV, V, VI and VII of the *Official Languages Act*.
Frederique.Baudemont@pch.gc.ca, 306-975-5800

Manitoba

Interdepartmental Network of Official Languages—Manitoba (INOL–M)

This network is focussed on implementation of parts IV, V, VI and VII of the *Official Languages Act*.
Diane.Dorge@pch.gc.ca, 204-984-4875

Ontario

Ontario Official Languages Interdepartmental Network (OOLIN)

This network is focussed on implementation of parts IV, V, VI and VII of the *Official Languages Act*.
Sylvie.Paradis@pch.gc.ca, 416-952-2647

Quebec

Interdepartmental Official Languages Network

This network is focussed on implementation of parts IV, V, VI and VII of the *Official Languages Act*.
Jacqueline.Ritchi@pch.gc.ca, 514-283-5895

Working Group on Arts, Culture and Heritage with the English-speaking Communities of Quebec

This interdepartmental working group constitutes a formal mechanism for sharing information and identifying avenues to explore in the areas of art, culture and heritage.
Jacqueline.Ritchi@pch.gc.ca, 514-283-5895

New Brunswick

New Brunswick Regional Network of Section 41 Coordinators

This network of regional coordinators is responsible for implementation of section 41 of the *Official Languages Act* and is coordinated by Canadian Heritage.
Raphaelle.Valay-Nadeau@pch.gc.ca, 506-851-2302

Community-Government Exchange Table—New Brunswick

This consultative committee is comprised of representatives of federal departments and agencies and of Francophone and Acadian communities and is co-chaired by SANB (Société de l'Acadie du Nouveau-Brunswick) and Canadian Heritage.
Raphaelle.Valay-Nadeau@pch.gc.ca, 506-851-2302

Prince Edward Island

Francophone Resource Development Committee

This tripartite federal-provincial-community committee is focussed on dialogue and community access to government programs and services.
Lizanne.Thorne@pch.gc.ca, 902-566-7154

Nova Scotia Section 41 Coordinators Network

This network is composed of regional coordinators responsible for implementation of section 41 of the *Official Languages Act* and is coordinated by Canadian Heritage. The network holds three annual meetings, where the coordinators responsible for implementation of section 41 in federal departments and agencies can share their best practices and discuss issues and developments surrounding the federal commitment arising from Part VII of the Act. The network frequently invites a representative of the Acadian and Francophone communities in Nova Scotia to its meetings to present a major initiative or describe an area of activity.

Martin.Paquet@pch.gc.ca, 902-426-8394

Information Sessions for New Coordinators

Twice a year, an information session is organized for new coordinators responsible for 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 available to meet one on one with the new coordinators. These sessions and meetings are particularly useful for the coordinators who have not previously worked on section 41 implementation.

Martin.Paquet@pch.gc.ca, 902-426-8394

Tripartite Forum

In the fall of 2009, the officer in charge of interdepartmental coordination for Nova Scotia organized a tripartite forum in Halifax, bringing together 100 representatives of federal departments and agencies, provincial departments and Acadian and Francophone community organizations. The government representatives were able to learn about the issues facing the Acadian and Francophone communities, and the community organization representatives were informed about the programs offered by the 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

Newfoundland and Labrador

Francophone Affairs Steering Committee

This tripartite federal-provincial-community committee is focussed on dialogue and coordination.

James.Prowse@pch.gc.ca, 709-772-5645

12. Support for Implementation of Part VII

Canadian Heritage helps federal departments and agencies contribute at their full potential to implementation of Part VII of the *Official Languages Act*. The Department coordinates the national network of contact persons for implementation of section 41 in federal organizations, facilitates relations between communities and federal organizations and produces a range of information tools, such as the:

Guide for federal institutions—Part VII of the *Official Languages Act*

One-pager “A glance at section 41 of the *Official Languages Act*”

Guide on Part VII—Implementation of section 41 of the *Official Languages Act*

Good practices—Implementation of section 41 of the *Official Languages Act*

Good practices—Fostering the recognition and use of both English and French in Canadian society

Tool for reflection on optimizing the contribution of a federal organization, on the basis of its mandate

Official Languages Annual Report—Achievements of Designated Federal Institutions—Implementation of Section 41 of the *Official Languages Act*.

http://www.gcpeia.gc.ca/wiki/Publications-_Section_41

France.Caissy@pch.gc.ca, 819-994-3577

Citizenship and Immigration Canada

13. Document: Best Practices Manual on Francophone Immigration in Canada

This collection of best practices—an innovative tool developed in 2010 by the Metropolis Project in conjunction with the Ministerial Conference on the Canadian Francophonie—is a clear demonstration of the proactive approach taken by the various players from across the country to develop integrated services for Francophone clients. This manual sets out a comprehensive continuum of objectives, actions and results—from community promotion to immigrant recruitment, integration and retention—and reflects the richness of these initiatives.

http://canada.metropolis.net/publications/francophon_manual_e.pdf

Christiane.Desautels@cic.gc.ca, 613-957-5932

14. Francophone Immigration Outside Québec Web Page

Located on CIC's Web site, this page (see the FIOQ Web page below) provides information on Francophone communities in Canada and all the services available to newcomers in these communities. This page is regularly revised to ensure that all information and links posted to it are current. It also includes a link to a tool available on CIC's site directing newcomers to free settlement services: <http://servicesfornewcomers.cic.gc.ca>. In addition, to create greater visibility for the Francophone Immigration Outside Quebec page, the following home page was created for it: <http://www.cic.gc.ca/francophone>.

FIOQ Web page: <http://www.cic.gc.ca/english/newcomers/francophone/index.asp>

Christiane.Desautels@cic.gc.ca, 613-957-5932

15. Strategic Plan to Foster Immigration to Francophone Minority Communities

This plan addresses immigration to Francophone minority communities and calls for the proactive management of a series of long-term initiatives. The section on the implementation of the plan proposes strategies for 2006 to 2013 that are aimed at better integration of French-speaking immigrants living outside Quebec and the recruitment, integration and retention of new French-speaking immigrants.

<http://www.cic.gc.ca/english/resources/publications/settlement/plan-minorities.asp>

Christiane.Desautels@cic.gc.ca, 613-957-5932

Department of National Defence

16. Defence Administrative Orders and Directives (DAOD) 5039-3: “Support to Official Language Minority Communities and Recognition of English and French in Canadian Society”

Published in July 2010, this directive was developed under Part VII of the *Official Languages Act*. It aims to encourage corporate stakeholders (i.e. Level 1 coordinators, commanders, managers and employees responsible for developing policies and programs) to take positive measures in support of official language minority communities. These measures include awareness campaigns, consultations and communication.

Nathalie.Lauzon@forces.gc.ca, 613-995-8963

Fédération des communautés francophones et acadienne du Canada

17. 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. *Profiles* is based on data from the Federal Census and is available in both official languages.

<http://profil.fcfca.ca/>

Diane Côté, d.cote@fcfa.ca, 613-241-7600

18. Community Strategic Plan

One year after the June 2007 Summit of Francophone and Acadian Communities, 40 Francophonie organizations that are actors in the development of these communities adopted the Community Strategic Plan, thus providing

a vision for the future of the communities. This 10-year plan for cooperation and mobilization of the Francophone and Acadian communities around the overall results and strategies identified at the summit defines concrete actions to make the summit vision a reality, with short, medium and long-term target dates. The plan is the key tool for Francophone and Acadian communities to take charge of their development.

http://www.fcfa.ca/fr/Plan_Strategique_Communauteire__27

Diane Côté, d.cote@fcfa.ca, 613-241-7600

19. 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 French-speaking newcomers to Canada.

<http://immigrationfrancophone.ca/>

Roukya Abdi Aden, Roukya@fcfa.ca, 613-241-7600

20. 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 at the national and provincial/territorial levels. The map is available in both official languages.

Diane Côté, d.cote@fcfa.ca, 613-241-7600

21. The FCFA on Facebook

The FCFA's Facebook page shows the achievements of Francophone and Acadian communities, provides news about the Fédération and the directions it is taking, and lists interesting articles and resources on La Francophonie and linguistic duality. "Like" our page and gain access to a wealth of information and news about our communities!

www.facebook.com/fcfacanada

Serge Quinty, s.quinty@fcfa.ca, 613-241-7600

22. The FCFA on Twitter

The FCFA has two Twitter accounts. The first, @fcfacanada, gives live updates on the daily activities of the Fédération and its member organizations. The FCFA is especially prolific during its annual general assemblies and certain major events in which it participates. The second, @fcfaimmigration, gives daily updates on recent developments regarding immigration in Francophone and Acadian communities.

www.twitter.com/fcfacanada

www.twitter.com/fcfaimmigration

Serge Quinty, s.quinty@fcfa.ca, 613-241-7600, and Sylvie Moreau, s.moreau@fcfa.ca, 613-241-7600

Health Canada

23. Action Plan for 2009-2013, in Support of Part VII of the *Official Languages Act*

This report, which is available on the wiki (see below) or on request through Health Canada's Web site, sets out objectives in terms of outputs and outcomes that the Department should achieve by 2013 in support of official language minority communities. A report on the results connected with this action plan is submitted to Canadian Heritage on a yearly basis.

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

24. Official Languages Wiki

This tool, which can be found on Health Canada's intranet, allows employees of the Department to obtain information on their rights and obligations with respect to official languages and to keep up with current events organized by the two divisions 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 to GCPEDIA so that it can be accessed by all federal employees. This would 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, or the Société Santé en français, outside of Quebec.
Roger.Farley@hc-sc.gc.ca, 613-954-7467

25. Policy to Support Official Language Minority Communities

Health Canada adopted this internal policy in 2004 so that its programs would better meet the needs of official language minority communities and favour their development. Under this policy, Health Canada's branches and regional offices 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 Department's Web site as soon as it is available.

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

26. Reports of the Consultative Committees for English and French-Speaking Minority Communities

These reports have helped to lay the foundations of 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*. As a result of these committee reports, Health Canada has created a three pronged strategy that targets human resources, networking and community health projects and is aimed at improving official language minority communities' access to health services. 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

27. Studies and Statistics on Official Language Minority Communities Disseminated or Funded by Health Canada

These studies are *Language Barriers in Access to Health Care*, prepared by Sarah Bowen for Health Canada, and *Health Care Professionals and Official Language Minority Communities in Canada: 2001 and 2006*, conducted by Statistics Canada and funded by Health Canada. To improve Anglophone and Francophone minority communities' access to health care, Health Canada has made these documents available (see the links below), as well as a CD-ROM containing statistics on health professionals and Census data on official language minority communities.

<http://www.statcan.gc.ca/pub/91-550-x/91-550-x2008001-eng.htm>

<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

Justice Canada

28. 2011-2016 Action Plan for the Implementation of Section 41 of the Official Languages Act

This is Justice Canada's second five-year action plan for implementation of section 41. It confirms the Department's commitment to act in its areas of responsibility in order to comply with its obligations under section 41. The plan differs from the previous one in that it focusses on organizational logic, whereas the previous plan was rooted in community logic. Available on line (see the link below), the 2011–2016 plan also identifies positive steps that go beyond mere compliance with Part VII of the Act. http://www.justice.gc.ca/eng/pi/franc/41/2011_2016/index.html

Andrée.Duchesne@justice.gc.ca, 613-954-7233

29. Departmental Policy Statement

Justice Canada has adopted a policy statement that helps its employees understand the direction established by the Department for implementation of section 41. The Department of Justice ensures that those responsible for departmental initiatives within the framework of the Program Alignment Architecture follow the policy. In concrete terms, this means that when implementing organizational strategies, programs and policies, the Department of Justice ensures that the information at the Executive Committee's and staff's disposal allows them to consider the needs and

issues of Anglophone and Francophone minority communities in Canada and Canada's objectives of promoting the recognition and use of French and English.

Andrée.Duchesne@justice.gc.ca, 613-954-7233

30. “Justice in Official Languages” Newsletter

The Department of Justice puts out an e-newsletter on its activities and initiatives aimed at improving Justice Canada services in both official languages and those of its partners. Access to justice is essential to all communities, including official language minority communities. Published three times a year and distributed to over 550 subscribers, the newsletter (see the link below) comments on various access to justice issues and highlights inspiring practices that are moving access to justice forward in all provinces and territories.

<http://www.justice.gc.ca/eng/pi/franc/justice/new-bul/index.aspx>

Andrée.Duchesne@justice.gc.ca, 613-954-7233

Office of the Commissioner of Official Languages

31. Annual Report 2010–2011

Part VII of the *Official Languages Act* is one of the primary tools for ensuring that linguistic duality remains a value, a characteristic that strengthens our country's unity and contributes to Canada's economic, cultural and social development and international reputation. The 2010–2011 Annual Report of the Commissioner of Official Languages examines the support provided by federal departments and agencies for the development of English-speaking communities in Quebec and French-speaking communities in the rest of Canada, as well as their support for the promotion of linguistic duality in Canadian society. There is no miracle solution or universal cure to ensure that all federal departments and agencies meet their obligations under the Act. Compliance with the Act requires novel approaches and new ways of doing things. Federal organizations must take positive measures by undertaking concrete initiatives.

http://www.ocol-clo.gc.ca/html/ar_ra_2010_11_e.php

Nelson.Kalil@ocol-clo.gc.ca, 613-995-0374

Pacific Federal Council

32. Consultation Session with Official Language Minority Communities

The Pacific Federal Council's Official Language Committee used the Canada Revenue Agency questionnaire entitled “Interview with the Association Representing the Official Language Minority Communities” to guide a one-day consultation session between the Council and these communities.

Sylvie.Stonehouse@cra-arc.gc.ca

Prince Edward Island Federal Council

33. 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. This forum was attended by representatives from the federal and provincial governments and the Francophone minority community. The forum included a presentation on sections 41 and 42 of the Act, allowed for an exchange of best practices between federal and provincial representatives and established a dialogue between the community and the federal and provincial organizations in Prince Edward Island.

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

Public Works and Government Services Canada

34. Official Languages Kit for Tenants

Developed in partnership with the RGA (Regroupement des gens d'affaires de la capitale nationale), this kit provides PWGSC's commercial tenants with useful tools and resources for serving their bilingual clientele.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

Quebec Community Groups Network

35. 2012-2017 Community Priorities and Enabling Strategies of the English-speaking Community of Quebec

This report presents a community development plan for the next five years. These priorities and strategies were charted to help the community and its partners in the public and private sectors work together towards strengthening the community's vitality. This report is the culmination of a consultation conducted throughout Quebec with the voluntary participation of individuals and community sector organizations. This five-year plan also acts as the cornerstone for the English-speaking community's priority actions.

Stephen.Thompson@qcgnc.ca, 514-868-9044, ext. 228

36. QCGN "Daily Briefing" Electronic Bulletin

This electronic bulletin 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 (OLMCs) across Canada. The press review covers a wide range of issues that affect OLMCs, including politics, education, health care, arts, culture, heritage and so on. Furthermore, it features a searchable archives system that allows subscribers to recover past articles. The *QCGN Daily Briefing* is the ideal tool for disseminating daily news about OLMCs 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

37. QCGN Facebook Page

The QCGN Facebook page brings together multiple partners and stakeholders of the English-speaking community of Quebec virtually and encourages informal discussions between fans. The page also contributes to spreading the word about events organized by the QCGN or its member organizations. Join the QCGN and participate in the vitality of the English-speaking community!

www.facebook.com/QCGNmtd

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

38. 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 in 2009 for its 15th anniversary in order to celebrate individuals who have gone above and beyond in contributing to the vitality and an 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 made in any and all regions of Quebec and in any area—from business to academia, youth to seniors, health and social services to arts and culture, or heritage, the environment and sports. The jury considers the impact and breadth of each nominee's contributions and work, as well as other factors, including leadership and commitment. The award ceremony takes place every fall 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

39. 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 in the community. The account also allows followers to keep their finger on the pulse of politics in Canada and Quebec affecting the English-speaking minority community.

<http://twitter.com/#!/qcgnc>

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

40. QCGN Web site

The QCGN Web site was revamped in 2010 so as 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 its content is constantly updated to reflect issues affecting the development of the English speaking communities of Quebec. It also contains 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, and many videos and photos. Visitors can also register (see the link below) for e-mail updates or RSS feeds, read the Twitter messages or become a fan of the Facebook page.

<http://www.qcgn.ca/registration/>

Roseline.Joyal@qcgn.ca or info@qcgn.ca, 514-868-9044 ext. 257

41. QCGN YouTube Account

The QCGN YouTube account is another way of interacting with QCGN and following its latest activities. QCGN will be using this tool more and more, as it allows the network to show concretely what it is up to.

www.youtube.com/TheQCGN

Roseline.Joyal@qcgn.ca, 514-868-9044 ext. 257

Royal Canadian Mounted Police

42. Information Kit for New Francophone Members and Their Families

An information kit is distributed to new Francophone members and their families who are posted to regions where they must work and live in their second official language. These kits contain documentation on the RCMP Official Languages Program, as well as information on the various services and programs available to them in the local official language minority communities.

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

43. Official Language Minority Communities Satisfaction Questionnaire

To address possible concerns regarding its services, the RCMP consults with official language minority communities at roundtable discussions, where it hands out the above satisfaction questionnaire to ensure that the discussions met the attendees' needs, including the provision of adequate services in their language of choice.

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

Statistics Canada

44. Portrait of Official-Language Minorities in Canada

In 2011 and 2012, Statistics Canada published 11 detailed provincial and territorial portraits of official-language minorities in Canada on its Web site. Each portrait contains a wealth of statistics on various characteristics of these minorities. In addition to demographic data, the portraits provide information on areas considered a priority by official language minority communities, such as health, media, arts and culture, immigration and justice. They also include useful information on employment and income characteristics, subjective vitality and linguistic identity. Much of the data in these portraits were taken from the censuses of population and the Survey on the Vitality of Official-Language Minorities, which Statistics Canada conducted after the 2006 Census.

<http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=89-642-x&CHROPG=1&lang=eng>

Jean-Pierre.Corbeil@statcan.gc.ca, 613-951-2315

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

Atlantic Canada Opportunities Agency

1. Bilingual Services to the Public–ACOA's Obligations

This document provides ACOA employees and employees of organizations acting on behalf of the Agency with information on their roles and responsibilities in terms of providing service to the public in both official languages. It also explains the Agency's official languages obligations for offices that are designated bilingual, for those that are designated unilingual and for Web sites. This document is available on the Agency's intranet site.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

Canada Border Services Agency

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 for making a quality active offer that officers can refer to quickly. The pocket translator is laminated so that officers can keep it alongside their ID card.

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

3. Training Session: A Quality Bilingual Greeting

This approximately 20 minute on line training session helps CBSA employees gain a better understanding of their obligations under the *Official Languages Act*. The training covers why an active offer is provided and how to provide this service effectively on the phone and in person. Launched in 2009 for the Vancouver Olympic Games, this training is still being used by officers on a regular basis and is available through the CBSA's intranet site.

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

Canada Economic Development

4. Procedure on the Active Offer of Service in Both Official Languages

This procedure, available on CED's intranet site, provides employees with instructions on how to make an active offer of service in person, by phone and in writing. It provides sample voicemail messages and signature blocks for employees holding bilingual or unilingual positions.

Josee.Duchesneau@dec-ced.gc.ca, 514-496-7759

Canadian Air Transport Security Authority

5. Bilingual Cue Card

The cue card features key words and useful phrases in English and French that screening officers can refer to quickly to help them better serve passengers in the latter's official language of choice. It is designed to be attached to screening officers' security pass clips.

Annie.Proulx@catsa-acsta.gc.ca, 613-949-1558

Canadian Food Inspection Agency

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

Part of the Official Languages Resource Centre on the CFIA's intranet, this guide provides information on the roles and responsibilities of employees required to provide service in both official languages, an English-French glossary of terms, common expressions in English and French, and tips and reminders for providing service in both official languages in person and over the phone.

Nicola.Sullivan@inspection.gc.ca, 613-221-561

Citizenship and Immigration Canada

7. Active Offer Checklists for Employees and Managers

These 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

Correctional Service Canada

8. Information Sheet on Practical Expressions for Active Offer

This information sheet contains practical expressions with details on their pronunciation to help employees welcome members of the public in English and French, as well as details on how to effectively provide an active offer in person, on the phone and by visual symbols in designated bilingual sites.

Veronique.Moguo@csc-scc.gc.ca, 613-992-7814

9. Pocket Card for Active Offer

The pocket card contains basic expressions designed for unilingual employees working in reception areas who, in certain exceptional circumstances, must greet a member of the public from an official language minority community before referring the person to a bilingual colleague.

Veronique.Moguo@csc-scc.gc.ca, 613-992-7814

Department of National Defence

10. Active Offer Tent Card

This tent card, entitled “Active Offer of Services in Both Official Languages,” defines and describes the active offer and suggests concrete ways of putting it into practice in the workplace. It reminds employees working in designated bilingual offices or regions to clearly show their ability to serve the public in both official languages.

Nathalie.Lauzon@forces.gc.ca, 613-995-8963

Federal Economic Development Agency for Southern Ontario

11. 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 the employees feel comfortable using both official languages. The toolkit includes an active offer process with instructions and message examples, an active offer checklist describing key practices for FedDev Ontario offices, frequently used expressions and frequently asked questions. Specifically, these tools include initial greetings with the public, FedDev Ontario’s visual cues (such as signs with written text and the official languages symbol), FedDev Ontario’s voicemail messages and useful tips to help guide staff in providing bilingual services. This toolkit was distributed to staff and is also available on FedDev Ontario’s intranet.

Paul.Chayer@feddevontario.gc.ca, 613-954-7830

Health Canada

12. Active Offer Poster

This poster reminds employees of the importance of greeting clients in both official languages at all times to ensure that Canadians are served in their official language of choice in all regions of the country.

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

13. Document: Elements of Service to the Public to be Offered in Both Official Languages

This document provides English-Français and Français-English pictograms 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

14. Frequently Used Bilingual Phrases

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

15. “Hello/Bonjour” Service to the Public Toolkit

Health Canada’s Service to the Public toolkit was created for employees who deal directly with the public and are therefore the first point of contact for millions of Canadians who use the Department’s services. The toolkit contains examples of bilingual telephone and e-mail greetings, a list of common phrases in both official languages, an explanation of what employees can do to ensure that they implement the active offer on a daily basis, and many more tools to help employees better serve Canadians in their official language of choice.

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

16. “Hello/Bonjour” Sticker

This sticker can be affixed to a computer screen, a 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

17. “Hello/Bonjour” Video on the Active Offer of Service to the Public

This approximately eight minute video provides practical tips and concrete examples to foster awareness among front-line employees of the importance of greeting clients in both official languages at all times, so that Canadians are served in their official language of choice in all regions of the country.

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

18. “One Moment Please” Card

This card is intended for employees in unilingual regions who must, under certain exceptional circumstances, greet a member of the public from an official language minority community before referring the person to a bilingual colleague.

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

19. 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 their official language of choice.

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

20. Service to the Public Brochure

The Service to the Public brochure contains information on the *Official Languages Act* and related policies, as well as recommendations on how to effectively serve the Canadian public in both official languages.

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

21. The “Hello/Bonjour” Video’s On line Comprehension Test

The on line test that accompanies the Service to the Public video is made available to all departmental employees on Health Canada’s intranet. Managers who supervise employees serving the public must ensure that their employees take the test in order to verify that they fully understand their responsibilities and are familiar with the basics of excellent service to the public, as explained in the video.

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

22. Welcoming Messages (on the telephone, in person, by E-mail)

This series of bilingual messages helps employees develop their own messages.

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

Natural Resources Canada

23. Video on Active Offer

This video ensures that all employees are aware of their obligations with respect to communications and service delivery. In addition to raising awareness among employees, the video provides instructions on how to clearly make an active offer of service in both official languages.

Marie-Madeleine Farma Chourouba, mfarmach@rncan.gc.ca, 613-996-6728

24. “Would you know what to say?” Posters on the Active Offer over the Phone

These posters direct employees to the video on making an active offer of service in both official languages, as well as to the official languages wiki, which has a host of tools to help revitalize the use of both official languages in the Department. The posters are also used to promote and raise awareness of both official languages.

Marie-Madeleine Farma Chourouba, mfarmach@rncan.gc.ca, 613-996-6728

Prince Edward Island Federal Council

25. Colloquium on Mutual Respect and Active Offer

At this colloquium, public servants in Prince Edward Island attended sessions on mutual respect and the active offer of service in both official languages. The sessions' objectives were to improve client service and increase active offer compliance, to gain an appreciation of values fundamental to serving official language minority community 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

Public Prosecution Service of Canada

26. Welcome Messages (telephone or e-mail)

This series of bilingual messages is posted on the Public Prosecution Service of Canada's Web site to help employees develop their own phone or e-mail message. Before the summer vacation period, a reminder is sent to employees concerning the importance of having bilingual out-of-office messages.

Louise.Levesque@ppsc-sppc.gc.ca, 613-960-8396

Public Service Commission of Canada

27. Active Offer Guide

This guide provides practical tips, key phrases and information on how to use standard greetings and salutations, record voicemail greetings and prepare signature blocks. The guide also contains an active offer checklist.

Melanie.Cote-Stone@psc-cfp.gc.ca, 613-992-6976

Public Works and Government Services Canada

28. Active Offer of Service in Both Official Languages Handbook

This handbook for PWGSC employees gives information on service delivery in both official languages.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

29. Quick Reference on Active Offer

This checklist for PWGSC employees involved in the active offer of service ensures that they do not overlook anything.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

30. Useful Expressions for Greeting the Public Handbook

This handbook for PWGSC employees contains a list of useful expressions for providing bilingual service.
QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

Service Canada—Atlantic Region

31. Team Leader Engagement on Active Offer Monitoring

Service Canada Centre team leaders across the Atlantic Region play an active role in active offer monitoring in their designated offices and send their monitoring results to the regional Business Expertise Unit for analysis. An active offer monitoring tool has 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 progress, issues and recommendations with managers, supervisors and team leaders and to remind them of the importance of 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

Statistics Canada

32. Personalized Voicemail Greetings

This list of bilingual messages with instructions helps employees create a voicemail greeting in both official languages. It includes examples of messages for a regular work day and for short and extended absences.
Anik.Demers@statcan.gc.ca, 613-951-6405

Complaints

Atlantic Canada Opportunities Agency

1. Official Languages Complaints Process

This document, which is available on the Agency's intranet site, explains when and how an ACOA employee can make an official language complaint.

Ginette.LeBlanc@acoa-apeca.gc.ca, 506-851-6508

Canadian Food Inspection Agency–Quebec

2. E-mail Address for Receiving Complaints

The CFIA's Quebec Office official languages committee has created an e-mail address for receiving complaints from 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

3. Guidelines for Official Languages Complaints

These guidelines set out the roles and responsibilities of the parties involved in the Department's official languages complaints process.

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

Office of the Commissioner of Official Languages

4. Document: Filing a Complaint with the Office of the Commissioner of Official Languages

This document explains when and how to file a complaint with the Office of the Commissioner of Official Languages. It is available in HTML and PDF formats, or a booklet can be ordered.

http://www.ocol-clo.gc.ca/html/complaint_plainte_e.php

Jean-Philippe.Nadeau@ocol-clo.gc.ca, 613-943-0414

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 their official language of choice. While no simultaneous interpretation is available, members who are not bilingual are encouraged to pair up with a bilingual colleague for a French summary of the highlights (“Translating Buddy System”).

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

Atlantic Canada Opportunities Agency

2. Document: Language of Work at ACOA–Rights and Responsibilities

This document, available on the Agency’s intranet site, provides information to ACOA employees on their rights and obligations with respect to language of work. It also explains the responsibility of ACOA offices that are designated bilingual for language of work purposes and of those designated unilingual.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

Canada Border Service Agency

3. Language of Work Information Session for Employees and Managers

This information session on language of work rights and obligations is regularly given to employees and managers to raise their awareness of the subject. The presentation covers such subjects as the challenges faced at the CBSA, supervision, the delivery of personal and central services, and communications. The participants discuss case studies based on actual events encountered daily to debunk myths and are provided with tools to effectively manage challenges related to language of work.

Gabriel.LaMothe@cbsa-asfc.gc.ca, 613-957-3223

Canadian Heritage

4. Guidelines on Language of Work at Canadian Heritage

The purpose of these guidelines is to ensure that the Department provides a work environment conducive to the use of both official languages. These guidelines set out employees’ rights and responsibilities relating to language of work, as outlined in the *Official Languages Act*, other legislation and policy.

Nicole.McDougall@pch.gc.ca, 819-934-2502

Correctional Service Canada

5. Chairing Bilingual Meetings Poster

This poster, designed to be displayed in boardrooms, consists of tips on chairing meetings in both official languages.

Veronique.Moguo@csc-scc.gc.ca, 613-992-7814

6. Right to Communicate in the Language of Choice Poster

This poster aims to foster employees’ awareness of their right to communicate in their official language of choice in designated bilingual regions.

Veronique.Moguo@csc-scc.gc.ca, 613-992-7814

7. Tent Card for Boardrooms

This tent card is displayed in boardrooms at designated bilingual sites for work purposes. It is a reminder of what to take into consideration when setting up meetings at designated bilingual sites.

Veronique.Moguo@csc-scc.gc.ca, 613-992-7814

Council of the Network of Official Languages Champions

8. 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-Spring@tbs-sct.gc.ca, 613-957-7184

Department of National Defence

9. Holding Bilingual Meetings Poster and Brochure

These two items promote bilingual conversations during meetings. They inform employees of their right to speak in either official language at meetings. They also provide tips favouring the coexistence of both official languages and advice on how to chair bilingual meetings properly.

Nathalie.Lauzon@forces.gc.ca, 613-995-8963

Health Canada

10. Bilingual Meetings Poster

This poster outlines the six key elements of successful and efficient meetings in both official languages.

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

11. Chart on Language of Work—Services Offered in Both Official Languages

This chart outlines the services that must be provided to employees in their official language of choice in designated bilingual regions, as well as the services that must be available in both official languages in unilingual regions.

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

12. Chart on Official Languages in Communications Between Employees

This chart indicates which official language employees should use with their internal clients if they occupy a bilingual position in a designated bilingual region.

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

13. Language of Work—It's your right! It's a question of respect! Brochure

This brochure uses a question and answer format 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

14. Language of Work Poster

This poster 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 their official language of choice.

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

15. Official Languages in Unilingual Regions Brochure

This brochure describes the official languages rights and responsibilities of managers and employees working in unilingual regions.

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

16. Policy on Language of Work

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

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

17. Policy on Language of Work Support Document

This support document provides information on Health Canada's Policy on Language of Work, particularly with respect to employees' and managers' rights and obligations. It also facilitates the interpretation and understanding of the various sections of the Treasury Board Secretariat's Policy on Language of Work.

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

18. Protocol for Managing Bilingual Meetings Checklist

This protocol is a checklist that helps managers hold bilingual meetings.

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

Human Resources and Skills Development Canada

19. Departmental Language of Work Strategy—Part V of the *Official Languages Act*

HRSDC has developed this strategy, including a series of Questions and Answers, in order to help managers and employees meet their language of work obligations. HRSDC's implementation of this strategy demonstrates its leadership and creativity in fulfilling its language of work responsibilities and in fostering a corporate culture where the use of both official languages is encouraged and valued. The strategy promotes greater awareness of the importance of using both official languages in the workplace and provides employees with innovative learning tools to maintain their language skills and indicators to measure their progress.

Heather.Quinn@hrsdc-rhdcc.gc.ca, 819-997-7114

20. Frequently Asked Questions (FAQs)—Official Languages Statistical Tables in the HRSDC People Management Dashboards

These Questions and Answers for managers deal with the official languages statistical charts found in the Department's People Management Dashboards (PMDs). They also provides details about the official languages data contained in the PMDs and show how this information can help managers develop human resources action plans that meet the Department's official languages goals and obligations and are in line with the Departmental Language of Work Strategy.

Heather.Quinn@hrsdc-rhdcc.gc.ca, 819-997-7114

21. Managers' Responsibilities for Language of Work in Unilingual Regions / in Bilingual Regions and Distribution of Documents Within Designated Bilingual Regions for Language of Work Purposes

HRSDC developed these three documents to raise managers' awareness of their obligations and the language of work procedures.

Heather.Quinn@hrsdc-rhdcc.gc.ca, 819-997-7114

22. Official Languages Self-Assessment Guide for Managers—for Bilingual Regions for Language of Work Purposes / for Unilingual Regions for Language of Work Purposes

HRSDC has developed these two guides in order to support managers in assessing the performance of their organization or work unit in terms of its official languages responsibilities and to take the necessary actions, based on the results of this self-assessment, to correct or improve the situation.

Heather.Quinn@hrsdc-rhdcc.gc.ca, 819-997-7114

23. Table Card for Bilingual Meetings

This table card encourages meeting attendees to use their official language of choice. Each attendee must feel perfectly free to participate, using either English or French or both at the same meeting, according to his/her choice.

Heather.Quinn@hrsdc-rhdcc.gc.ca, 819-997-7114

Justice Canada

24. “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. They 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

25. An On line 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 on line 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

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

Public Prosecution Service of Canada

26. Bilingual Meetings Poster

This laminated poster outlines six key elements of successful and efficient meetings in both official languages.

Louise.Levesque@ppsc-sppc.gc.ca, 613-960-8396

Public Safety Canada

27. Emergency Management Vocabulary

This year, Public Safety published its Emergency Management Vocabulary. This publication features more than 200 terms and definitions frequently used in emergency management (EM). It is meant to facilitate collaboration and standardization of EM terminology across the federal government. The publication demonstrates Public Safety's work to promote a common and consistent approach to EM within the Government of Canada as part of its legislative responsibility under the *Emergency Management Act*, and offers a tangible example of how Public Safety is working to promote the use of both official languages in the EM field.

Andre.Gilbert@ps-sp.gc.ca, 613-990-2491

Public Works and Government Services Canada

28. Bilingual Meetings Bookmark

This bookmark provides a brief and concise description of a successful bilingual meeting.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

29. Chairing Bilingual Meetings Quick Reference

This leaflet contains a checklist for successful bilingual meetings.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

30. Chairing Bilingual Meetings Tent Card

This bound tent card contains pages describing techniques on how to chair bilingual meetings.
QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

31. Communication Between Employees

This diagram printed on cardstock shows how to communicate with other regions.
QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

32. Language of Work Poster

This poster reminds employees that they have the right to use their official language of choice.
QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

33. Non-Imperative Staffing: What to Do Before Starting the Process

This tool for managers explains what to do before starting a non-imperative staffing process.
QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

34. Post-Language Training Tool

This tool for managers helps them support employees returning from language training.
QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

35. Who Chooses the Language of Supervision? Leaflet

This leaflet explains the role of supervisors in regions designated bilingual.
QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

Royal Canadian Mounted Police

36. Bilingual E-mail Templates

Every year, as the vacation season approaches, the RCMP's Official Languages Directorate sends employees the overwhelmingly popular Out of Office templates for bilingual e-mails. 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

37. Reference Tools on the Language of Communication in the Workplace

These quick reference tools help employees determine which language to use when communicating with other federal employees. The individual and institutional responsibilities with regard to Part V of the *Official Languages Act* are illustrated in the following four tools/tables: Communications Between Employees—Individual Responsibilities; Services to Employees—Linguistic Rights of Employees; Communications Between Regions—Institutional Responsibilities; and Web Sites—Institutional Responsibilities.
Nathalie.Cote@rcmp-grc.gc.ca, 613-843-6192

Statistics Canada

38. Bilingual E-mail Templates

These general-use bilingual e-mail templates for absences, meeting invitations, retirements and so on promote internal bilingual communications.
Anik.Demers@statcan.gc.ca, 613-951-6405

39. Bilingualism Facilitation Program

This program is available to Statistics Canada's divisions, branches and fields interested in improving their official languages situation. A facilitator is assigned to a work environment for a specific period of time. His or her role is to advise and support management and employees in creating and maintaining a bilingual workplace. The facilitator proposes solutions based on the reality of the environment. He or she suggests customized tools and mechanisms and works with employees to implement them, thus ensuring that they can be easily maintained in the long term.

Anik.Demers@statcan.gc.ca, 613-951-6405

40. Bilingual Meeting Workshops

These workshops on holding a bilingual meeting and the associated challenges include a rather original in-house video aimed at engaging the participants. In the discussions that follow, the participants learn best practices and are encouraged to apply them.

Anik.Demers@statcan.gc.ca, 613-951-6405

Translation Bureau

41. Templates of Telephone Greetings, Voicemail Messages and E-mail Messages

The Bureau's directive on Standardization of Telephone Greetings, Voice Mail Messages and E-mail Messages provides various groups of Bureau employees (language professionals, managers, etc.) with bilingual templates that were created so that everyone can easily fulfill their official languages obligations in their day to-day communications.

Josée Leduc, Bureau delatraduction. TranslationBureau@tpsgc-pwgsc.gc.ca, 819-997-3300

Linguistic Profile of Positions

Atlantic Canada Opportunities Agency

1. Determining Linguistic Requirements Form

This form, available on the Agency's intranet, is completed by hiring managers to determine the language profile of a position. This document helps managers to reflect on the following key elements: the delivery of services to the public, the status of the position, supervision of the position, and the delivery of internal services to employees in designated bilingual regions for language of work purposes.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

2. Information Document on Linguistic Profiles

This document, available on the Agency's intranet, explains to hiring managers the different proficiency levels, the various types of service to the public (spoken, written and visual communication), management positions or functions, supervision requirements, and personal and central services.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

Canadian Heritage

3. The Linguistic Profiler and Manager's Guide

The Linguistic Profiler is an on line tool that helps Canadian Heritage managers make decisions to ensure that a position's linguistic profile is accurate. The guide provides managers with important facts that will help determine the language designation of a position.

Classification Administration Officer, 819-953-5085

Citizenship and Immigration Canada

4. Directive on the Linguistic Identification of Positions

This directive is designed to ensure that the linguistic designation of positions is established appropriately and aligned with statutory obligations under the *Official Languages Act* and the Treasury Board Secretariat's policies and directives.

Christina.Scherf@cic.gc.ca, 613-946-6968

Health Canada

5. Incumbent's Options Form

Following a change to a position's language requirements and/or linguistic profile, this form sets out the incumbent's options. It 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

6. Letter: Change made to the Language Requirements from Bilingual to Unilingual

This letter is used to inform employees that their position's language requirements have been changed from bilingual to unilingual.

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

7. Letter: Change made to the Language Requirements from Unilingual to Bilingual—Employee Does Not Meet

This letter is used to inform employees that their position's language requirements have been changed from unilingual to bilingual and that they do not meet the new language requirements.

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

8. Letter: Change made to the Language Requirements from Unilingual to Bilingual—Employee Meets

This letter is used to inform employees that their position's language requirements have been changed from unilingual to bilingual and that they meet the new language requirements.

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

9. Letter: Change made to the Linguistic Profile—Employee Does Not Meet

This letter is used to inform employees that their position's linguistic profile has been changed and that they do not meet the new linguistic profile.

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

10. Letter: Change made to the Linguistic Profile—Employee Meets

This letter is used to inform employees that their position's linguistic profile has been changed and that they meet the new linguistic profile.

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

11. Linguistic Identification of Positions Module

This module ensures that the language requirements of all positions at 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

Human Resources and Skills and Development Canada

12. Chart: Determining the Linguistic Components of an Organization

HRSDC developed this chart to help managers to identify what factors they must consider when determining the language requirements of positions, to establish the linguistic profile of a bilingual position or determine the minimum number of bilingual positions required in their area of responsibility, and therefore to confirm their bilingual capacity in terms of services to the public or employees.

Heather.Quinn@hrsdc-rhdcc.gc.ca, 819-997-7114

13. Guidelines on Language Requirements of Positions and Staffing of Bilingual Positions

HRSDC developed these guidelines, as well as a presentation and Questions and Answers, to ensure that language requirements are established for all positions in the Department and that all positions are staffed in compliance with the *Official Languages Act* and the *Public Service Employment Act*, in order to fulfill the organization's official language obligations to the public and to its employees.

Heather.Quinn@hrsdc-rhdcc.gc.ca, 819-997-7114

Natural Resources Canada

14. How to Objectively Determine the Language Requirements and Linguistic Profiles of Positions

This tool consists of a detailed questionnaire that helps managers easily and objectively determine positions' language requirements and linguistic profiles.

Marie-Madeleine Farma Chourouba, mfarmach@rncan.gc.ca, 613-996-6728

Public Works and Government Services Canada

15. Reference Guide and Form: Linguistic Review of a Position

This guide and form are tools that enable managers to assess the language obligations associated with a position.

These obligations reflect the duties of the employees or their work units, as well as language obligations with respect to services to the public and language of work.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

Royal Canadian Mounted Police

16. Guide for the Linguistic Identification of Positions

This guide is an instructional tool for managers and human resources and official languages specialists to assist them with the accurate identification of the linguistic requirements of all positions within each work unit at every hierarchical level in order to ensure adequate bilingual capacity throughout the RCMP.

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

Treasury Board of Canada Secretariat

17. Determining the Linguistic Profile of Bilingual Positions—The ABCs of Linguistic Profiles at Your Fingertips

This tool is designed to help managers, as well as human resources and official languages specialists, objectively and consistently identify the linguistic profiles of bilingual positions, while applying the Qualification Standards in Relation to Official Languages. It does not replace the standards, but rather helps users apply them. Users are asked to answer a series of questions on a bilingual position's duties that must be carried out in the second official language. By using the tool, managers establish a linguistic profile in a manner that meets TBS's policy requirements. This tool can be used for all 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.

<http://www.tbs-sct.gc.ca/ollo/appollo/LP-PL/default.aspx>

Chantal.Terrien@tbs-sct.gc.ca, 613-946-0519

***Official Languages Act*—Rights and Obligations**

Atlantic Canada Opportunities Agency

1. Official Languages Policy

This integrated policy establishes respect for the linguistic rights of the public the Agency serves as a core value at ACOA and reaffirms the Agency's duty under the *Official Languages Act* to serve the public in their official language of choice. The policy also reflects the Agency's approach to official languages whereby the commitment to serve the public in their official language of choice is complemented by an undertaking to consider the needs and realities of the official language minority communities in program development and delivery.

Gerry.Morrissey@acoa-apeca.gc.ca, 506-851-2415

Canada Economic Development

2. Document: Linguistic Rights and Responsibilities

This document was initially prepared by PWGSC and then tailored to the Agency. Available on CED's intranet, it informs employees and managers about their linguistic rights and responsibilities with regard to language of work and services to the public.

Josee.Duchesneau@dec-ced.gc.ca, 514-496-7759

Canadian Air Transport Security Authority

3. Policy on Official Languages

This policy outlines CATSA's obligations pursuant to parts IV, V, VI and VII of the *Official Languages Act* and confirms CATSA's commitment to develop programs and procedures that enhance compliance with its requirements under the Act.

Annie.Proulx@catsa-acsta.gc.ca, 613-949-1558

Canadian Heritage

4. Official Languages Intranet

This intranet site 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*, as well as writing resources and other resources on legislation and regulations.

Nicole.McDougall@pch.gc.ca, 819-934-2502

Justice Canada

5. *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

6. Official Languages Legal Awareness Program

This detailed PowerPoint presentation provides useful information on the purpose, nature and realization of constitutional official languages rights and 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

7. “Language Rights 2009-2011”

This report summarizes and analyses court decisions on language rights in 2009-2010 and 2010-2011. While not exhaustive, it is intended as a reference tool for people interested in judicial interpretation of these rights.

http://www.ocol-clo.gc.ca/html/lr_dl_2009_11_e.php

Johane.Tremblay@ocol-clo.gc.ca, 613-995-9069

8. Overview of the *Official Languages Act*

This overview of the key sections of the Act includes details on service to the public, language of work and promotion of English and French. It is available in HTML and PDF formats, or a hard copy can be ordered.

http://www.ocol-clo.gc.ca/html/act_loi_e.php

Jean-Philippe.Nadeau@ocol-clo.gc.ca, 613-943-0414

Public Prosecution Service of Canada

9. Overview of the *Official Languages Act* Paper Cube

This paper cube summarizes parts IV, V, VI and VII of the Act.

Louise.Levesque@ppsc-sppc-gc.ca, 613-960-8396

Royal Canadian Mounted Police

10. Official Languages Kit

As part of its awareness campaign entitled “Our Heritage, Our Advantage,” the RCMP’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 during awareness activities.

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

11. Official Languages Reference Guide

The Official Languages Reference Guide is a tool developed by the RCMP’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

12. A Description of Official Languages (Communications with and Services to the Public) Regulations

Written for a wide audience, this document presents the Regulations in some detail so that readers gain a general understanding of their content. Pursuant to section 32 of the *Official Languages Act*, the Regulations define what constitutes “significant demand” and “nature of office,” as referred to in the *Canadian Charter of Rights and Freedoms* and the *Act*, and spell out the circumstances under which members of the public can communicate with federal institutions and receive services in the official language of their choice.

http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/offlang/dolr01-eng.asp

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

13. BUROLIS

BUROLIS is the Government of Canada's publicly accessible database that identifies federal organizations' official languages obligations under the Official Languages (Communications with and Services to the Public) Regulations. This database lists the offices of the departments and agencies subject to the Regulations, as well as those required to provide communications and services in both official languages 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

14. Official Languages Policies Web Page

This Web page presents all current TBS official languages policies. It 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.
<http://www.tbs-sct.gc.ca/chro-dprh/pol-eng.asp#olo>
Sharon.Ginsberg@tbs-sct.gc.ca, 613-957-6283

15. President of the Treasury Board's Annual Report on Official Languages

In accordance with Part VIII of the *Official Languages Act*, the President of the Treasury Board has the mandate to table an annual report to Parliament on the status of official languages programs in the various federal departments and agencies for which he has responsibility. This annual report covers the application of parts IV, V and VI of the Act.
<http://www.tbs-sct.gc.ca/reports-rapports/ol-lo/index-eng.asp>
Chantal.Terrien@tbs-sct.gc.ca, 613-946-0519

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 departments and agencies.

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

Atlantic Canada Opportunities Agency

2. Official Languages Integrated Committee

The Official Languages Integrated Committee ensures a coordinated approach to implementation of parts IV, V, VI and VII of the *Official Languages Act* at the Agency. This committee is composed of the four Section 41 regional coordinators, the Head Office Manager for Official Languages (Part VII), the head office development officer (Part VII), the Director of Human Resources (parts IV, V and VI) and the human resources officer responsible for parts IV, V and VI.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

3. Official Languages Management Committee

The Official Languages Management Committee establishes the direction and identifies official language priorities for the Agency. Once priorities are identified, the work is delegated to the appropriate manager responsible for official languages. This committee acts as the link between the official languages champion and the Official Languages Integrated Committee.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

Prince Edward Island Federal Council

4. Prince Edward Island Federal Council Official Languages Committee

One of the PEI Federal Council's four priorities is official languages. A member of the council has been named "champion" in support of this priority. Council members have identified individuals in their organizations as members of the PEI Federal Council Official Languages Committee. The committee is a collaborative network of federal public servants who have a responsibility under the Official Languages Act. The goal of this committee is to create a culture in which linguistic duality is recognized as an integral, positive part of PEI's federal public service, which is centered on the core values of respect and inclusion. An action plan for 2012-2015 has been developed focussing on the following three objectives: develop and maintain bilingual capacity; cultivate a culture of linguistic duality and develop vehicles for linguistic duality within PEI; and foster dialogue with Francophone and Acadian communities.

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

Quebec Federal Council

5. Official Languages Committee of the Quebec Federal Council

With members from key departments, this committee fulfils a support function for the Quebec Federal Council in that it is mandated to provide information and/or undertake activities related to parts IV to VII of the *Official Languages Act*. Guided by a strategic plan, this committee attempts to address official languages issues from a comprehensive perspective, showing the interconnectedness of the different parts of the Act.

Marc.Lemay@pch.gc.ca, 514-283-5797

6. Official Languages Interdepartmental Network

Working under the aegis of the Quebec Federal Council's (QFC) Official Languages Committee (OLC-QFC), this network is composed of representatives from federal departments in Quebec who are responsible for parts IV to VII of the Act. The network's mandate is to share and/or develop tools and best practices related to these parts of the Act and to report to the OLC-QFC. A central goal for the network since 2010 has been to broaden and strengthen representation of Part VII and at the same time increase focus on official language minority community development so as to promote a better understanding of the link between Part VII of the Act and aspects of human resource management in the area of official languages. Inviting network members to meet with the National Coordinators Network for Section 41 and representatives from Quebec's English speaking linguistic minority at an information session in 2011 helped contribute to achieving progress toward this goal.

Kathleen.Wheeley@hc-sc.gc.ca, 514-283-0949

7. Special Session of the Quebec Federal Council on Official Languages

Every year, the Quebec Federal Council (QFC) holds a special session on official languages to discuss common issues and exchange best practices. In December 2010, the QFC's Official Languages Committee organized a one-day meeting on the implementation of the Roadmap for Canada's Linguistic Duality 2008-2013 and its impact on Quebec's English-speaking communities. With the Roadmap mid-way through its life cycle, this session was an important opportunity for committee members—in particular, those receiving resources under the Roadmap for Quebec—to reflect on the success and challenges associated with the delivery of this initiative. The discussion culminated in an activity where possibilities for collaboration across departments, particularly in terms of program delivery, outreach and federal-provincial agreements, were identified.

Marc.Lemay@pch.gc.ca, 514-283-5797

Canada Economic Development

1. Presentations for New Employees

These presentations are available on the new employee page on CED's intranet. They provide new employees with an overview of parts IV, V, VI and VII of the *Official Languages Act*.

Josee.Duchesneau@dec-ced.gc.ca, 514-496-7759

Canada School of Public Service, Canadian Heritage and Treasury Board Secretariat

2. OL-Pardy! Quiz

This quiz has questions on parts IV, V, VI and VII of the *Official Languages Act*. It is in *PowerPoint* format and is available in three versions: English, French and bilingual.

http://www.gcpeia.gc.ca/wiki/Publications_-_Section_41

France.Caissy@pch.gc.ca, 819-994-3577

Canadian Air Transport Security Authority

3. Procedure on Official Languages for Employees

This procedure provides the Human Resources branch with instructions on how to manage official languages in the following areas: identification of language requirements, staffing, post-appointment, second language training, records and reporting.

Annie.Proulx@catsa-acsta.gc.ca, 613-949-1558

Canadian Food Inspection Agency

4. 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 providing services to English-speaking and French-speaking clients. The guide includes information on establishing the language profiles of positions, recruiting qualified bilingual employees, language training and setting up a bilingual office, as well as a self-evaluation checklist.

Nicola.Sullivan@inspection.gc.ca, 613-221-5615

Canadian Food Inspection Agency—Quebec

5. Creation of an Official Languages Committee and Annual Action Plan

The Canadian Food Inspection Agency's (CFIA) Quebec Area Office 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

6. Official Languages Information Capsules

These information capsules on the Agency's various official languages directives are e-mailed periodically to all employees. They remind employees of their obligations with respect to language of work and bilingual services to the public, they give practical advice on e-mail signature blocks, voice mailbox messages, automated e-mail absence messages, etc., and they provide information on useful Web sites, such as the Language Portal of Canada, *Termium Plus*® and the Translation Bureau's site.

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

Canadian Security Intelligence Service

7. Agenda

This unique planner, entitled “Official Languages enrich us all / Les langues officielles sont une de nos richesses,” can be used at any point during the year. The pages on the right-hand side list the days of the week in a generic fashion (Monday to Friday) without any specific dates, which allows the owner to add them if desired. There is sufficient space to enter notes or meetings scheduled for that day, and there is a tip taken from the Language Portal of Canada at the bottom of each page. On the top left-hand side of each page is a word of the week with its definition, followed by information on various official languages topics (e.g. a bit of history on the Service’s Official Languages Program, a brief overview of the different parts of the *Official Languages Act*, information on second language evaluations, on maintaining language proficiency, on the active offer, samples of bilingual voicemail and e-mail messages, etc.). The agenda also contains a one-page calendar for each year (2011-2015) as a reference tool, and sections for “My contacts” and “Notes.” The 5 ½” x 8 ½” agenda has a total of 108 pages and begins with a table of contents for ease of reference. Theresa Dias, LOEOLE@smtp.gc.ca, 613-288-4827

8. Award Focussing on Linguistic Duality

The Diversity and Linguistic Duality award was created to recognize and reward exemplary contributions by employees who visibly and actively promote workforce inclusiveness and respect for the active use of both official languages. Theresa Dias, LOEOLE@smtp.gc.ca, 613-288-4827

9. Official Languages Day

The Service celebrates its linguistic duality by holding an Official Languages Day every year, and has done so since 2010. A number of activities are organized to celebrate and promote linguistic duality, such as notable guest speakers and fun games (Wheel of Official Languages, Charivari, Jeopardy, dictation by our official languages champion, crosswords, etc.). Employees have an opportunity to meet the official languages team at the kiosks, where they can also obtain information on second language learning and maintenance tools, Second Language Evaluation (SLE) testing, commonly used expressions that cannot be translated word for word, etc. In addition, PWGSC representatives were invited to host a kiosk, which allowed our employees to learn more on all the tools available via the Translation Bureau (e.g. Termium, the Language Portal Web site, etc.). Theresa Dias, LOEOLE@smtp.gc.ca, 613-288-4827

Council of the Network of Official Languages Champions

10. 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. Departments, agencies and Crown corporations 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-Spring@tbs-sct.gc.ca, 613-957-7184

11. DARE! OSEZ! Web Site

This Web site includes all of the tools developed by the Council of the Network of Official Languages Champions to support the official languages champions within their organizations. It outlines the roles and responsibilities of the champions and major official languages stakeholders.

<http://osez-dare.ainc-inac.gc.ca>

Diane.Lalonde-Spring@tbs-sct.gc.ca, 613-957-7184

12. Linguistic Duality Day

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

Diane.Lalonde-Spring@tbs-sct.gc.ca, 613-957-7184

Department of National Defence

13. “Let’s Talk” Newsletter

The “Let’s Talk” newsletter is a bimonthly electronic publication that addresses official languages within the Department of National Defence and the Canadian Forces. This newsletter provides news, information, tips, expert advice and lessons learned with regard to official languages and allows employees to express themselves on various issues and questions. Thanks to this source of information, employees are kept up to date on changing issues related to official languages in the Department, their official languages rights and obligations, official languages governance, and the various learning options available to them.

Nathalie.Lauzon@forces.gc.ca, 613-995-8963

14. Various Promotional Items

An information package containing a wide range of promotional tools is available to employees and official languages coordinators. This kit includes posters, fact sheets on the language rights of civilian and military personnel, “Hello/ Bonjour” stickers, brochures, note pads, bags, pens and calendars. These tools promote employees’ rights and obligations with respect to official languages.

Nathalie.Lauzon@forces.gc.ca, 613-995-8963

Health Canada

15. Official Languages Action Plan 2011–2013

This action plan pertaining to parts IV, V and VI of the *Official Languages Act* sets out concrete and specific measures for Health Canada executives, managers and employees.

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

16. Promotional Official Languages Notepad

This useful notepad promotes the use of both official languages among Health Canada employees.

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

Human Resources and Skills and Development Canada

17. Departmental Procedures on the Application of the “Public Service Official Languages Exclusion Approval Order”

HRSDC developed these procedures, as well as a presentation and Questions and Answers, to help managers implement the Exclusion Approval Order and the Public Service Official Languages Appointment Regulations in order to fulfill the organization’s official languages obligations to the public and to its employees.

Heather.Quinn@hrsdcc.gc.ca, 819-997-7114

18. Key Guiding Principles—Official Languages and Human Resources Planning and Staffing Activities

This document contains tips to help managers ensure that their human resources strategies and action plans take official languages considerations into account, as the latter will have a major impact on HRSDC’s obligations and employees’ rights.

Heather.Quinn@hrsdcc.gc.ca, 819-997-7114

19. Toolkit to Cease Payment of the Bilingualism Bonus

HRSDC developed this toolkit to help managers meet their obligations in terms of official languages and to manage bilingualism bonus cases in diverse situations.

Heather.Quinn@hrsdcc.gc.ca, 819-997-7114

National Capital Commission

20. Award of Excellence in Official Languages

This award was created to recognize and compensate employees' outstanding achievements, attitudes and/or behaviours in the area of official languages. Employees can submit nominations for colleagues who, they feel, exemplify excellence in official languages. The employee with the most nominations receives the Award of Excellence in Official Languages during Les Rendez-vous de la Francophonie.

Stephanie.Rochon@ncc-ccn.ca, 613-239-5724

21. Telephone Greeting and E-mail Signature Protocol

This document serves as a reference tool for employees to use for their voice messaging and e-mail signature. All new employees receive a copy at their orientation session.

Stephanie.Rochon@ncc-ccn.ca, 613-239-5724

22. Quiz on French and English Expressions

This fun quiz was created in 2011 for employees to celebrate Linguistic Duality Day. The object of the game is to try to match as many French expressions to their English equivalent. For example, "To have other fish to fry" = "Avoir d'autres chats à fouetter."

Stephanie.Rochon@ncc-ccn.ca, 613-239-5724

Natural Resources Canada

23. 2011–2014 Official Languages Action Plan

This action plan consists of a series of specific initiatives that allow NRCan to meet the requirements and act in the spirit of the *Official Languages Act* and to comply with the Official Languages Regulations and any related policies. Entitled "Beyond Obligations: Revitalizing Official Languages at NRCan," this action plan is the impetus for real change, promoting a culture in which the Department proactively assumes its responsibilities under the Act.

Marie-Madeleine Farma Chourouba, mfarmach@rncan.gc.ca, 613-996-6728

24. Governance Structure for the Management of NRCan's Official Languages Program

One of NRCan's most significant accomplishments with respect to official languages is the implementation of an official languages governance structure based on collective leadership and a comprehensive approach. Collective leadership means that all sectors, managers and employees are mobilized and accountable for their obligations under the *Official Languages Act*. Although overseen by the Executive Committee, which sets the key annual priorities and monitors progress, the governance structure is essentially the responsibility of the Official Languages Action Group. This action group is made up of sectoral and regional champions and coordinates the sectors' and regions' implementation of the action plan. It meets on a monthly basis to discuss official languages issues and provides guidance on initiatives. In conjunction with NRCan's Official Languages Expertise Centre, the action group provides the essential tools and support that the sectors need to implement the action plan. This official languages governance model allows the Department to approach issues related to various parts of the Act in an integrated, horizontal fashion. It also allows information to be centralized for more effective reporting and resource management.

Marie-Madeleine Farma Chourouba, mfarmach@rncan.gc.ca, 613-996-6728

Office of the Commissioner of Official Languages

25. "Beyond Words" Newsletter

"Beyond Words" is an e-newsletter produced by the Office of the Commissioner of Official Languages, showcasing initiatives, celebrations and the use of both official languages by Canadians. E-mail subscription is available.

http://www.ocol-clo.gc.ca/html/beyondwords_audeladesmots_e.php

Jean-Philippe.Nadeau@ocol-clo.gc.ca, 613-943-0414

26. “Discover Our Official Languages” Trivia Game

The rich history and culture of Canada’s English and French-speaking communities is explored by this trivia game. The map of Canada will help players locate these communities, which are found throughout the country.

http://www.ocol-clo.gc.ca/html/other_autres_publications_e.php

Jean-Philippe.Nadeau@ocol-clo.gc.ca, 613-943-0414

27. 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 departments and agencies 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

Marcel.Fallu@ocol-clo.gc.ca, 613-996-9083

Public Works and Government Services Canada

28. “Dialogue” Electronic Bulletin

This information bulletin on everything involving official languages includes a wealth of practical exercises and articles in both official languages.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

29. “Did you know?” Electronic Capsule

This is an electronic capsule that provides facts on official languages.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

Quebec Federal Council

30. 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’s bulletin for September-October 2010 and 2011. The bulletin described the activities undertaken by the Region 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>

Nicolino.Frate@tpsgc-pwgsc.gc.ca, 514-496-3798

Royal Canadian Mounted Police

31. Official Languages Action Plan 2012–2015

This action plan is aligned with the RCMP’s corporate strategy, priorities and core values and focuses on improving performance towards full compliance with the *Official Languages Act*, particularly with respect to Part IV—Communications With and Service to the Public, Part V—Language of Work, and Part VII—Advancement of English and French.

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

32. Posters: Preserving our Official Languages...Our Heritage and Identity

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

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

33. “The Dispatch” Newsletter

As part of the celebrations surrounding the 40th anniversary of the *Official Languages Act*, the RCMP launched a newsletter entitled “The Dispatch”. This newsletter is published quarterly and features articles, columns and tools on various aspects of official languages.

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

Statistics Canada

34. Divisional Official Languages Coordinators Network

Every division of the Agency has an official languages coordinator. His or her primary role is to identify situations that promote or limit the use of both official languages in the workplace, and to offer the director suggestions on how to improve the general situation of bilingualism in the division.

Anik.Demers@statcan.gc.ca, 613-951-6405

35. Official Languages Excellence Award

Since 1999, this award has been given out every year by Statistics Canada’s Official Languages Committee to recognize major accomplishments, remarkable initiatives and best practices related to the Agency’s Official Languages Program.

Anik.Demers@statcan.gc.ca, 613-951-6405

36. Subcommittee of Official Languages Coordinators

This subcommittee is made up of one representative per field in the Agency appointed by his or her assistant chief statistician. Its mandate is as follows: to find and implement ways and tools that support divisional official languages coordinators in carrying out their tasks and to facilitate communication among coordinators; to plan and propose activities aimed at promoting bilingualism throughout the Agency; and to liaise between the Official Languages Committee and the divisional official languages coordinators.

Anik.Demers@statcan.gc.ca, 613-951-6405

Translation Bureau

37. Tip of the Week and Flash Quiz

The Language Portal of Canada’s Tip of the Week and Flash Quiz help federal employees improve their second language in just two minutes a week. The Tip and the Quiz are easy to find (both are accessible from the home page) and informative!

www.noslangues-ourlanguages.gc.ca

Josée Leduc, noslangues.ourlanguages@tpsgc-pwgsc.gc.ca, 819-997-3300

Transport Canada—NCR Programs

38. Guide to Official Languages in Transfer Payment Programs

This guide is a comprehensive resource developed to provide program managers and officers responsible for developing and implementing transfer payment programs with the guidance and tools required to ensure compliance with parts IV, V and VII of the *Official Languages Act*.

Kara.Arsenault@tc-gc.ca, 613-990-2887

Veterans Affairs Canada

39. Network of Official Languages Ambassadors

VAC’s official languages ambassadors act as advisors to their official languages champion. This network of committed individuals provides a forum for exchanging views on the situation at VAC with regard to official languages and helps address challenges and issues related to the implementation of VAC’s Official Languages Program.

John.Cathcart@vac-acc.gc.ca, 902-370-4766

Roles and Responsibilities

Atlantic Canada Opportunities Agency

1. Official Languages Accountability Network

This framework explains the roles and responsibilities of all employees, starting with the President of the Agency, followed by the Official Languages Champion, the Official Languages Management Committee, the Official Languages Integrated Committee, the Human Resources Directorate, the Policy and Programs Directorate, managers and employees.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

Canada Border Service Agency

2. Guides for Employees and Managers on Official Languages

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

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

Canada Economic Development

3. Official Languages Accountability Framework

This framework sets out the terms and conditions for implementation of the *Official Languages Act* at the Agency. It provides detailed information on the responsibilities of the various stakeholders in this area.

Josee.Duchesneau@dec-ced.gc.ca, 514-496-7759

Canadian Heritage

4. List of Contact Persons for Implementation of Section 41 in Federal Institutions

This is a list of the contact persons responsible for implementation of section 41 of the *Official Languages Act* at the national level.

France.Caissy@pch.gc.ca, 613-994-3577

Council of the Network of Official Languages Champions

5. Role and Responsibilities of the Official Languages Champion

Since duties and governance models can vary from one organization to another, this generic document was designed for departments and agencies to take from it whatever addresses their actual circumstances in applying the *Official Languages Act*. It includes a list of examples of activities that reflect the role and responsibilities of an official languages champion.

<http://osez-dare.ainc-inac.gc.ca>

Diane.Lalonde-Spring@tbs-sct.gc.ca, 613-957-7184

Department of National Defence

6. Role and Competency Profile of Coordinators of Official Languages

This document outlines the role, responsibilities and competency profile of the official languages coordinators at all levels in the Department.

Nathalie.Lauzon@forces.gc.ca, 613-995-8963

Farm Credit Canada

7. Toolkit for Managers

This toolkit on official languages was prepared for managers at Farm Credit Canada. The toolkit outlines the managers' responsibilities with respect to official languages, with particular attention paid to how the use of both official languages contributes to creating extraordinary customer and employee experiences (communications with and services to the public and language of work). Very few references are made to the legal aspects of the *Official Languages Act*; rather a values-based approach to official languages has been adopted, and using both official languages is positioned as a way of doing business and as a matter of respect.

Robert.Jerrett@fcc-fac.ca, 306-780-7651

Health Canada

8. Official Languages Accountability Framework

This framework outlines how the use of both official languages is implemented at Health Canada. It provides detailed information regarding stakeholders' responsibilities.

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

9. 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

10. 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

Natural Resources Canada

11. Official Languages Guide for Managers and Employees

This guide for managers and employees is a compilation of tools that essentially involve service to the public and language of work. It sets out the rights and responsibilities of managers and employees with regard to language.

Marie-Madeleine Farma Chourouba, mfarmach@rncan.gc.ca, 613-996-6728

Treasury Board of Canada Secretariat

12. Lists of Official Languages Contact Persons

These lists include, for each institution that is subject to the *Official Languages Act*, the name and contact information of the person responsible for official languages. It also includes contact information for the official languages champions within each department or agency and each regional federal council. It is updated with the information submitted to TBS by federal organizations. Those on the list are the best points of contact for any questions regarding official languages in a specific federal organization.

Veronique.Rainville@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 CFIA's intranet, this guide is a collection of information and ideas from various sources to assist employees with preparing for a second official language course. It outlines the employees' day-to-day work activities, what is expected of a new student, how to handle work related questions from colleagues and how to stay in touch.

Nicola.Sullivan@inspection.gc.ca, 613-221-5615

Public Service Commission of Canada

2. Second Language Writing Skills Self-Assessment

For use in staffing bilingual positions, this self-assessment tool 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 when considering whether to apply for bilingual positions or to invest their time in applying for other positions. Information about the self-assessment tool is sometimes included on external job advertisements for individual job postings.

<http://www.psc-cfp.gc.ca/ppc-cpp/psc-tests-cfp/uit-eng.htm#n4>

Personnel Psychology Centre, PPC-CPP@psc-cfp.gc.ca, 613-992-9741

3. Tripartite Review Board and Detailed Feedback

This board was formed by the Public Service Commission, in conjunction with the Language Training Centre of the Canada School of 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 Second Language Evaluation (SLE) Test of Oral Proficiency (TOP). The Board will make recommendations, which are 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 at the Personnel Psychology Centre.

<http://www.psc-cfp.gc.ca/ppc-cpp/sle-els/tripartite-eng.htm>

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

4. Video: How Well Do I Speak French?

This new video explains to federal public service applicants and federal employees 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/sle-els/top-tco-eng.htm>

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

Second Language Maintenance

Atlantic Canada Opportunities Agency

1. Mercredi en français

An e-mail is sent in both official languages every Wednesday to all ACOA employees. The e-mail includes either a word of the day, a grammar and/or vocabulary exercise, or a language tip.

Ginette.LebLANC@acoa-apeca.gc.ca, 506-851-6508

Canada Border Services Agency

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

Created in 2008, employees who want to become more proficient in their second official language can easily download this poster from the CBSA's intranet and display it in their office. The goal is to encourage their colleagues to speak to them in their second official language.

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

Canada Economic Development

3. Interdepartmental Twinning Program

This program is made possible by the partnership between CED, the Privy Council Office and the Western Economic Diversification Canada Agency. This interdepartmental program allows CED to access a pool of Anglophone participants, as there are not enough Anglophones at CED to maintain the program. Twinning is a partnership between two participants (one Anglophone and one Francophone) from different departments, whose objective is to speak with each other in both official languages in order to maintain their second language skills. It is recommended that participants speak a minimum of 20 minutes in each official language at least once a week.

Josee.Duchesneau@dec-ced.gc.ca, 514-496-7759

4. “Today, in English please! / Aujourd’hui en français s.v.p.!” Pins

These pins, which are connected to CED's Second Language Thursdays, were distributed to Agency employees who wish to practice their second official language.

Josee.Duchesneau@dec-ced.gc.ca, 514-496-7759

5. Workshops to Maintain Second Language Skills

CED provides employees with the opportunity to attend workshops to improve their spoken and written language skills for two hours a week.

Josee.Duchesneau@dec-ced.gc.ca, 514-496-7759

Canada Revenue Agency

6. Assistant Commissioner Coffee Chat

In the CRA's Prairie Region, the Assistant Commissioner (head of the region) invited bilingual employees to a French Coffee Chat. This provided them with an opportunity to practice their French language skills and get to know each other.

Estelle.Dandeneau@cra-arc.gc.ca

7. Newspapers in the Minority Official Language

In some of the CRA's Prairie Region offices, French language newspapers have been made available to employees to provide them with another opportunity to improve their French reading skills and to make them aware of the official language minority community events.

Estelle.Dandeneau@cra-arc.gc.ca

8. Official Language Info-Capsules

Just one of many initiatives for improving or maintaining employees' second official language in the CRA's Quebec Region, these info-capsules are weekly bilingual messages posted on an internal television circuit informing employees on the usage of French or English expressions, along with their equivalent in the other official language.

Lucie.Veilleux@cra-arc.gc.ca

9. Toastmasters

The CRA's Pacific Region supports a French Toastmaster's Club, including its sessions focussed on technical terminology.

Vivien.Chung@cra-arac.gc.ca

Canada School of Public Service

10. On line Products for Official Language Acquisition and Maintenance

The CSPS offers blended learning solutions and access to on line 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 on line 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.Levesque@csps-efpc.gc.ca, 819-853-6674

Canadian Food Inspection Agency

11. Maintaining your Second Official Language

Part of the Official Languages Resource Centre on the CFIA's 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.

Nicola.Sullivan@inspection.gc.ca, 613-221-5615

12. Official Languages Resource Centre

This intranet site was developed to help CFIA employees find everything they need to apply their second official language and acquire skills to help learn, maintain and improve their second official language.

Nicola.Sullivan@inspection.gc.ca, 613-221-5615

Canadian Food Inspection Agency—Quebec

13. English Lunch and Learn Events

The purpose of these events 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

14. Fridays in English

The Regional Director invites employees to communicate in English at work every Friday on a voluntary basis. 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

15. Interdepartmental Twinning at English Sessions

Federal public servants working on the Magdalen Islands have created a discussion group that meets during the week so that the participants can interact in English and thus improve their second language. They have also put in place a buddy system whereby people whose mother tongue is English are paired up 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

16. “Learn in Your Car” CDs

These 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 in their car. Level 1 focusses on the essential things to know when travelling, 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

17. “Parlons anglais” (Let’s Speak English) DVD and CD

This interactive tool 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 spoken language is possible, the learning priorities and the current level of each participant can be determined, and the participants can work at home or while in their car. 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 an integrated microphone, an exercise book and a laptop loaned by the CFIA’s Quebec Office.

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

Canadian Heritage

18. Language Buddy Program

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

Nicole.McDougall@pch.gc.ca, 819-934-2502

Council of the Network of Official Languages Champions

19. DARE! OSEZ! Poster

This poster was developed to support the work of the official languages champions, who are committed to promoting linguistic duality, but especially to encourage federal employees to communicate 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 for employees to communicate flawlessly, but to surpass themselves, maintain and develop their second language skills, and thus become better communicators.

Diane.Lalonde-Spring@tbs-sct.gc.ca, 613-957-7184

Health Canada

20. 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

21. 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 their competencies in their second official language. The tool kit contains information on training, tools and resources to help employees develop and/or maintain their second official language competencies. It also describes the Public Service Commission's Second Language Evaluation in order to help Justice Canada employees prepare to take the test.

Stephanie.Levis@justice.gc.ca, 613-960-4855

Natural Resources Canada

22. “Do you want to practice with me?” Poster

This poster was designed to promote the use of both official languages in the workplace. It clearly demonstrates that employees who display it in their offices wish to communicate in their second language.

Marie-Madeleine Farma Chourouba, mfarmach@rncan.gc.ca, 613-996-6728

Ontario Federal Council

23. French Language Maintenance Classes

In conjunction with the Canada School of Public Service, French language maintenance classes are offered to employees who would like to practice mostly their spoken French to help them maintain their B or C levels. Classes are offered for one and a half hours a week during the fall, winter and spring and are held in various locations across Ontario. Teachers facilitate discussion between students on current events or various topics of interest to the students.

Thuy.Doan@ofc-cfo.gc.ca, 416-954-5022

Prince Edward Island Federal Council

24. “Allons-y en Français!” Challenge

The “Allons-y en Français!” challenge, sponsored by the PEI Federal Council, ran during the week of Les Rendez-vous de la Francophonie. The goal of this challenge was for employees to participate in as many French activities as possible to increase their awareness of the French language and French culture. The challenge was well received. Approximately 25 people from various PEI federal departments participated. In total 12,855 minutes (214.25 hours) of French activities were recorded during the challenge period. Each participant received a certificate of participation, and prizes were given to the individual and teams who had racked up the most time during the French activities.

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

Privy Council Office

25. Language Twinning Program

This program, launched in 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 paired up. 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 PCO to find out more about the program. Justice Canada, for example, recently tried out the idea as a pilot project, with positive results.

Helene.Goulet@pco-bcp.gc.ca, 613-952-4841

26. Language Twinning Program Partnership

PCO is partnering up and expanding its horizons. Since PCO's Language Twinning Program was set up in 2008, it has inspired a number of departments to launch similar initiatives. Canada Economic Development (CED) has jumped on the bandwagon in its Montreal office. But there's a twist: this time we have developed a partnership! That means that PCO's Anglophone employees can now be paired up with Francophone employees from CED's Montreal office. This interdepartmental partnership gives PCO access to a larger pool of Francophone participants, seeing that there are often not enough in PCO to meet the demand, possibly because fewer Francophone employees feel the need to participate in the program, as they use their second language at work on a more regular basis. In addition to helping the participants maintain their language skills, this new initiative is an excellent opportunity for them to expand their contacts and knowledge of a variety of topics.

Helene.Goulet@pco-bcp.gc.ca, 613-952-4841

27. Language Twinning Video Vignettes

Three video vignettes were produced and launched on PCO's Internet site for National Public Service Week in 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.

Helene.Goulet@pco-bcp.gc.ca, 613-952-4841

28. Promotional Posters

Once a year, a new promotional poster is created to publicize and promote the Language Twinning Program. In the spring of 2011, a new concept was put forward. There are now two posters: one focusses on the need for help in a person's second language, "You don't know how to say it? A colleague can help you!," and the other focusses 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...."

Helene.Goulet@pco-bcp.gc.ca, 613-952-4841

Public Safety Canada

29. Frunchs

In the fall of 2011, Public Safety employees in the Department's Nova Scotia Region set up Frunchs, i.e. lunches designed to encourage all employees at all levels to practice their second language in a relaxed atmosphere.

Andre.Gilbert@ps-sp.gc.ca, 613-990-2491

Public Works and Government Services Canada

30. Tips for Maintaining your Second Official Language

This small card contains tips and tricks to help employees maintain their second official language.

QuestionsLO.OLQueries@tpsgc-pwgsc.gc.ca

Quebec Federal Council

31. Bilingual Dictation

For Linguistic Duality Day in 2010 and 2011, the Council developed a bilingual dictation activity under the theme "Osez: Test Your Language Skills" for federal public servants in the region. At the request of the Council, the Commissioner of Official Languages agreed to read the dictation, which was videotaped and then made available to employees on the Council's Web page on Linguistic Duality Day. In 2011, a link to the video was also sent to the Council of the Network of Official Languages Champions, who shared it with official languages champions across the country, transforming the dictation into a national activity in celebration of this special day.

Nicolino.Frate@tpsgc-pwgsc.gc.ca, 514-496-3798

Statistics Canada

32. English and French as a Second Language Educational Toolboxes

Using your second official language at every opportunity will help you communicate with more ease and confidence. To help with this, Statistics Canada has developed a French as a Second Language Toolbox and an English as a Second Language Toolbox. These toolboxes provide learners of all levels with a wide variety of resources, ranging from pronunciation to grammar and verb tenses, vocabulary, expressions, and communications strategies.

Abir.Harb@statcan.gc.ca, 613-951-1098

Transport Canada—Atlantic Region

33. Canada School of Public Service Virtual Training

To help employees acquire and maintain French as a Second Language, particularly those who have gone through the Cyclical Language Training Program, Transport Canada promoted the Virtual Language Training Centre by offering an information session in its computer training room, during which the participants could try out the virtual class. Note that this centre is free for public servants and accessible both at work and at home. The promotional message that was communicated to the participants centred on their accountability for maintaining their second official language skills. Following this activity, nine people volunteered to participate in a Canada School of Public Service pilot project in the Atlantic Region.

Ginette.Roy@tc.gc.ca, 506-851-4614

34. “Lingo Wednesdays” / “Mercredi en mots” E-mails

The goal of “Mercredis en mots” is to support employees’ efforts at maintaining and developing their second official language by encouraging them to practice it. In this regard, all Transport Canada Atlantic Region employees receive a weekly e-mail featuring advice, tips and games that enable them to increase or reinforce their linguistic knowledge and thus improve their abilities and self-confidence. The day on which employees are encouraged to speak their second official language with each other in the hallways, while on break and during meetings is Wednesday. Of course, they can always speak their second official language on other days of the week, but they are encouraged to make a special effort on Wednesdays.

Ginette.Roy@tc.gc.ca, 506-851-4614

Veterans Affairs Canada

35. Dare Today. . . Osez Aujourd’hui Program

This program brings an innovative and inclusive approach to the development of second language skills by promoting one day a week for employees to use their second official language at work. Weekly linguistic capsules have been developed in support of this initiative.

John.Cathcart@vac-acc.gc.ca, 902-370-4766

Second Language Training

Canada Border Services Agency

1. Testimonial Videos

In videos uploaded to the intranet, employees at the CBSA's language school demonstrate their second language skills and explain why bilingualism is important to them. They share their stories on using their second language and thus strengthen the CBSA's proud commitment to representing Canada's linguistic duality—all the while inspiring their colleagues to learn a second language in a fun and exciting manner. In 2012, this initiative received the CBSA's President's Award in the Official Languages category.

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

Canadian Heritage

2. Corporate Official Languages Strategic Fund

This fund assists branches and regions lacking the funds to support the language training needs of their employees.

Nadia.Frohlich@pch.gc.ca, 819-994-5521

Canadian Nuclear Safety Commission

3. French Immersion Weeks

The Commission provides staff members who are scheduled to take a Second Language Evaluation test with intensive French immersion weeks at the end of their training period.

Hakima.Adjali@cnscccsn.gc.ca, 613-943-9373

4. Internal Part-Time English Language Training Offered from June to September

New courses focussed solely on English pronunciation have been developed, taking into account the challenges of Francophone staff members and of those of Asian origin.

Hakima.Adjali@cnscccsn.gc.ca, 613-943-9373

5. Internal Part-Time French Language Training Offered from June to September

Weekly learning plans are available in electronic format so that staff members who are often called upon to work outside the office can access self-learning from anywhere during their absence.

Hakima.Adjali@cnscccsn.gc.ca, 613-943-9373

Citizenship and Immigration Canada

6. Directive on Second Language Training

This directive commits to ensuring that employees have access to second language training to meet and maintain the language requirements of bilingual positions in support of *Official Languages Act* requirements, as well as Public Service Commission and Treasury Board of Canada Secretariat policies. The Department also commits to ensuring that employees have access to second language training to fulfill their career aspirations. The key objectives of this directive are to ensure that employees have the necessary linguistic capacity to deliver on their official languages obligations; to maintain a work environment that is conducive to the use of both official languages; to improve second language skills to meet future operational needs; and to ensure that all employees have access to second language training.

Christina.Scherf@cic.gc.ca, 613-946-6968

Justice Canada

7. Language Pairing Project

This project for the participants in the Department of Justice's National Capital Region Non-Statutory Language Training Program is aimed at giving the participants a chance to use their second official 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

8. National Capital Region Non-Statutory Language Training Intranet Site

This intranet site provides Department of Justice employees with a single location where they can easily find information about the 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 official language skills.

Stephanie.Levis@justice.gc.ca, 613-960-4855

9. National Capital Region Non-Statutory Language Training Program

These part-time sessions are designed to help employees improve or maintain their oral and/or written and/or reading comprehension skills at level X, A, B or C. Short term sessions for oral proficiency are available in the spring, fall and winter, while workshops for grammar and oral proficiency, as well as semi-intensive and tutoring sessions, are available in the summer.

Stephanie.Levis@justice.gc.ca, 613-960-4855

Natural Resources Canada

10. Language Training Centre

The NRCan Language School offers NRCan employees in the National Capital Region the opportunity to improve their second-language skills in order to achieve the B or C language proficiency level. By enabling employees to communicate in both official languages, the Department is investing in linguistic duality and placing value on bilingualism.

Stephanie.Renaud@nrcan-rncan.gc.ca, 613-947-6277

11. Self-Study Centre

NRCan offers employees the opportunity to maintain or improve their knowledge of French or English through the self-study centre. The centre has a host of self-learning tools in both official languages. The centre's documentation has been updated and expanded to include the most recent self-learning language tools available. Employees can borrow books, CD-ROMs, audio material and reference documents for a period of two weeks. In addition, employees can meet with an on-site teacher who can advise them on their choice of tools.

Stephanie.Renaud@nrcan-rncan.gc.ca, 613-947-6277

Office of the Commissioner of Official Languages

12. 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 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

Stephanie.Vanderpool@ocol-clo.gc.ca, 613-947-0950

Office of the Privacy Commissioner of Canada

13. Policy and Guidelines on Second Language Training

In pursuing our commitment that Canadians are served in both official languages, and to better interact with our international colleagues, the Office of the Privacy Commissioner of Canada has reviewed and updated its learning policy and guidelines to address second language training. This approach aims to establish and formalize a process for providing access to language training to those who wish to maintain or improve their language skills to meet the language requirements of bilingual positions, as well as those who wish to improve their proficiency in their second official language. Based on feedback received, and in the spirit of creating a work environment conducive to the attainment of bilingualism objectives, in-house language sessions lasting half a day per week will be offered to staff in 2012-2013 to help them improve their ability to communicate and deliver services in both official languages.
Anne.Desjardins@priv.gc.ca, 613-995-9691

Privy Council Office

14. Meeting Challenges in Your Second Official Language Pamphlet

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/her language skills and/or prepare for the Second Language Evaluation. The subjects addressed are answering open questions, developing ideas and using complex structures.
Helene.Goulet@pco-bcp.gc.ca, 613-952-4841

Royal Canadian Mounted Police

15. Accelerated English Language Training Program

The RCMP developed this training program to meet the specific needs of newly engaged unilingual francophone members. This is a 13-week accelerated learning program, which takes place after the Cadet Training Program at Depot, in Regina. The curriculum for this training has a strong policing orientation, and language proficiency development is supported through practical policing scenario-based learning. This compliments the existing English Second Language Training Program, which was developed and implemented in 2008. Both programs were designed to prepare Francophone members to work safely in their second official language.
Nathalie.Cote@rcmp-grc.gc.ca, 613-843-6192

Statistics Canada

16. Internal Language Training Program

The Agency's on-site Language Training Centre provides Statistics Canada employees and, occasionally, employees of other departments with an enriching and rewarding experience through its French as a Second Language and English as a Second Language courses to meet statutory requirements and for career development purposes (part-time training, full-time training, Second Language Evaluation preparatory workshops and self-paced learning). The Centre's team of professionals provides customized service to guide employees on all aspects of training: planning, pedagogical advice, progress reports, success strategies, information kit for learners and liaison with managers.
Abir.Harb@statcan.gc.ca, 613-951-1098

17. Language Teletraining Program in Regional Offices

This new in-house learning solution gives regional Statistics Canada employees access to the same part-time language courses for career development purposes as employees in the National Capital Regional (NCR). The courses are given in a virtual classroom setting, with the teacher at Statistics Canada's Language Training Centre in the NCR and the students connected via videoconferencing. Thanks to WebEx, the Public Works and Government Services Canada videoconferencing tool, the teletraining program has proven to be very effective.
Abir.Harb@statcan.gc.ca, 613-951-1098

Translation Bureau

18. Language Training in Canada

This section of the Language Portal of Canada lists Canadian Web sites that deal with such language training topics as learning or teaching English as a first or second language, learning or teaching French as a first or second language, and literacy. Users will find lists of on line tools and reference works, teaching institutions, and organizations working in these fields.

<http://www.noslangues-ourlanguages.gc.ca/decouvrir-discover/formation-training/formation-training-eng.html>

Josée Leduc, noslangues.ourlanguages@tpsgc-pwgsc.gc.ca, 819-997-3300

Treasury Board of Canada Secretariat

19. Centralized Language Training Program for Employees

This program promotes group language training in either English or French as a second language. The program offers full-time, semi-full-time and summer full-time sessions, as well as day or night part-time sessions. The training is offered at the beginner, intermediate and advanced levels to employees wishing to improve or maintain their oral and/or written and/or reading comprehension skills up to the C level. Courses are also available on either English or French grammar. Additionally, the program offers workshops for employees who want to prepare for the second language evaluation tests.

Jocelyne.Samson@tbs-sct.gc.ca, 613-996-9550

Western Economic Diversification Canada

20. Official Languages Training Policy

This policy applies to indeterminate WD employees, other than those for whom there is a statutory obligation to provide language training under the Public Service Official Languages Appointment Regulations.

Vivian.Mattia@wd-deo.gc.ca, 780-495-2992

Canadian Heritage

1. Canadian Heritage English Writing and Style Guide

This guide has a French equivalent, 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, or Marie-Anne.Marin@pch.gc.ca, 819-994-4239

Statistics Canada

2. Statistics Canada Style Guide

This guide and its French equivalent, the *Guide de rédaction de Statistique Canada*, were developed to answer typical questions about grammar, style and page layout that arise when writing texts. Using real-life examples from the field of statistics, these guides help support consistent language use across the Agency.

Sally.Fletcher@statcan.gc.ca, 613-951-6804, or Paula.Gherasim@statcan.gc.ca, 613-951-1107

3. Subcommittee on Terminological and Linguistic Standardization

The mandate of this subcommittee is to standardize the Agency's terminology and usage in both official languages with a view to improving the quality and homogeneity of written communications. It reports to Statistics Canada's Official Languages Committee.

Lila.Turenne@statcan.gc.ca, 613-951-6172

4. term@stat

This terminology databank contains over 25,000 English and French terms specific to the Agency's activities and is available to all of its employees. This tool helps foster terminological standardization and thus improves written communications at Statistics Canada.

Lila.Turenne@statcan.gc.ca, 613-951-6172

Translation Bureau

5. Language Portal of Canada

This 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. The Portal allows the use of 2,800 Canadian on line language resources, including articles, games and language exercises, articles signed by our contributors in the language field and writing tips. 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. www.noslangues-ourlanguages.gc.ca

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6. Language Quizzes

These language quizzes allow federal employees to put their knowledge of grammar to the test. Some questions are easy, but this can be deceiving, as others require a bit more concentration.

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

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7. Linguistic Recommendations and Reminders

Consistency is key when communicating with the Canadian public. The Bureau therefore provides 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>

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8. TERMIUM Plus®

Managed by the Bureau, TERMIUM Plus® is the Government of Canada's terminology and linguistic data bank, containing nearly four million terms in English and French, including approximately 220,000 terms in Spanish and 18,000 in Portuguese. The Government of Canada's first mobile linguistic application, ourlanguages.gc.ca on the go!, will be launched in the fall of 2012. It will allow mobile phone users not only to consult TERMIUM Plus® free of charge on the Internet, but also to access it from their iPhone or Blackberry. In addition to providing the latest terminology in nearly all fields, TERMIUM Plus® can find complete expressions and the equivalent of an acronym, initialism or abbreviation in either official language.

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9. Translation Bureau Publications

Over the years, the Bureau has issued over 600 glossaries and vocabularies containing terms specific to departments' various fields of activity. The most recent ones can be consulted on line or downloaded from the Bureau's Web site. The same goes for issues of "Language Update", the Translation Bureau's journal, which provides solutions to common writing and translation problems, articles on new terms, and language industry news.

<http://btb.gc.ca/btb.php?lang=eng&cont=307>

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10. Writing Tools

The Canadian Style, *Writing Tips*, *the Dictionnaire des cooccurrences*, *ConjugArt* and the *Guide du rédacteur* are just a few of the writing tools provided by the Translation Bureau. Offering solutions to the many language problems in English and French, the various tools are grouped together in one place, a page on the Language Portal of Canada. They are arranged so that after selecting the type of language problem that interests you (grammar, punctuation, vocabulary, etc.), the tools best able to meet your needs are highlighted.

<http://www.noslangues-ourlanguages.gc.ca/bien-bien/outils-tools-eng.html>

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**To share your accomplishments and success stories for the
2013 edition of this Collection, please contact:**

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