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Annual Report on Official Languages

2010-11





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Message from the President of the Treasury Board

As President of the Treasury Board, I am pleased to table in Parliament this 23rd annual report on official languages for the 2010–11 fiscal year, in accordance with section 48 of the *Official Languages Act*.

At the midpoint of the implementation of the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future*, the government is pursuing its commitment to advance linguistic duality in federal institutions.

The human resources management regime has undergone changes over the preceding year, allowing deputy heads to have flexibility and to be able to exercise stronger leadership in human resources management, particularly in implementing the *Official Languages Act* in their respective institutions. Deputy heads are primarily responsible for human resources management in their organizations and therefore must ensure that their organizations continue to make efforts to advance linguistic duality in the public service, while making effective use of their resources.

In an environment where the government must exercise sound management of Canadian taxpayers' money, it is important that federal institutions continue their efforts to ensure that members of the public are able to communicate and receive services in the language of their choice, as stipulated in the *Official Languages Act* and the *Official Languages (Communications with and Services to the Public) Regulations*. Federal institutions must also continue to work toward creating a work environment that is conducive to the effective use of both official languages. Having a public service that is representative of the population and that strives for excellence and efficiency in delivering services to Canadians involves sound human resources management, including official languages.

More than 40 years after the *Official Languages Act* came into effect, linguistic duality has become an integral part of our Canadian identity and a distinctive characteristic of the Canadian public service. This report demonstrates that the efforts made by federal institutions, as well as the ongoing leadership provided by them, are just some examples of the progress that has been made so far.

Original signed by

The Honourable Tony Clement,
President of the Treasury Board and Minister for FedNor

Speaker of the Senate

Dear Mr. Speaker,

Pursuant to section 48 of the *Official Languages Act*, I hereby submit to Parliament, through your good offices, the 23rd annual report on official languages covering the 2010–11 fiscal year.

Sincerely,

Original signed by

The Honourable Tony Clement,
President of the Treasury Board and Minister for FedNor

November 2011

Speaker of the House of Commons

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Pursuant to section 48 of the *Official Languages Act*, I hereby submit to Parliament, through your good offices, the 23rd annual report on official languages covering the 2010–11 fiscal year.

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Introduction

The Office of the Chief Human Resources Officer (OCHRO) plays an enabling role in supporting the approximately 200¹ federal institutions that are subject to the *Official Languages Act* (the Act) in order to ensure that they are able to fulfil their linguistic obligations under Parts IV, V and VI of the Act. OCHRO provides institutions with guidance, coordination and the tools they need to achieve their official languages objectives.

This 23rd annual report covers the application of Parts IV, V and VI of the Act for the 2010–11 fiscal year, with a focus on the results of the Official Languages Program.

For 2010–11, the last year of the three-year cycle from 2008 to 2011, OCHRO asked 59 organizations² to report on the implementation of the following elements of the Official Languages Program: communications with and services to the public in both official languages, language of work, human resources management, governance and Official Languages Program monitoring. For communications with and services to the public, OCHRO completed an initial assessment of the implementation of the Supreme Court of Canada decision in *Desrochers* (CALDECH).

The five elements were assessed using multiple-choice questions. The organizations also had to answer six narrative-type questions that enabled the collection of information on best practices in governance. The information was also used for the other activities carried out by the Official Languages Centre of Excellence. The highlights that follow provide an overview of the implementation of the Official Languages Program in 2010–11.

The statistical tables in this report reflect the results for all federal institutions.³

Implementation of the Official Languages Program

Communications with and Services to the Public in Both Official Languages (Part IV of the Act)

As of March 31, 2011, federal institutions had 11,664 offices and points of service, of which 4,009 (34.4%) were required to offer bilingual services to the public.

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1. Eighty institutions that belong to the core public administration and 120 Crown corporations, privatized entities, separate agencies and departmental corporations.
 2. Four of the 59 institutions did not submit an annual review to OCHRO.
 3. The statistics for the core public administration are from the Position and Classification Information System (PCIS), and the statistics for institutions that are not part of the core public administration are from the Official Languages Information System II (OLIS II). For the 24 institutions that did not submit information, the tables provided at the end of this report reflect the statistics provided by these institutions for the previous year.

According to the information collected from the annual reviews, a large majority of institutions have taken effective measures to ensure the availability and quality of communications and services provided to the public in both official languages, including oral, written and electronic communications. Almost all of the institutions questioned stated that their electronic communications and website content are available and posted in both official languages simultaneously, and that the English and French versions are of equal quality. According to the data provided, a large majority of institutions produce their material in both official languages and distribute English and French versions simultaneously. The institutions also indicated that they have implemented effective measures to greet the public in both official languages on the telephone, on displays, on posters and in recorded messages. However, as in the previous year, the institutions acknowledged that they need to improve their results regarding the in-person active offer.

A large majority of the institutions indicated that they have taken effective measures to ensure that announcements and signage regarding the health, safety and security of members of the public are provided in both official languages.

A majority of institutions indicated that they have included language provisions in contracts and agreements signed with third parties acting on their behalf. However, only a small proportion of the institutions have taken steps to ensure that the language provisions are implemented.

Finally, as in the previous year, the institutions achieved exemplary results in their effective use of the media to communicate with members of the public in the official language of their choice.

Language of Work (Part V of the Act)

According to the annual reviews, most of the institutions in the designated bilingual regions have put in place effective measures to encourage the use of both official languages and to create and maintain a work environment that is conducive to the use of both official languages. What this means is the following: senior management communicates effectively with employees in both official languages in most cases; a majority of the incumbents of bilingual or reversible positions are supervised in the language of their choice; a large majority of employees obtain personal and central services in the language of their choice; and, finally, documentation, regularly and widely used work instruments, and electronic systems are available in the language of the employee's choice in a large majority of institutions. However, OCHRO noted that, as in previous years, the matter of holding bilingual meetings remains a challenge. Less than half of the institutions reported that meetings are almost always held in both official languages and that participants can use the language of their choice. A larger number of institutions reported that bilingual meetings are held either very often, often or sometimes.

In addition, a majority of the institutions questioned have implemented effective measures to ensure websites and electronic communications for employees are available in their entirety in both official languages simultaneously and that the English and French versions are of equal quality.

In the unilingual regions, a majority of institutions indicated that the language of work is the one that predominates in the province or territory in which the work unit is located. However, OCHRO found that, compared with the previous year, there was a difference in the availability of regularly and widely used work instruments in both official languages for employees who are required to provide bilingual services to the public or to employees in designated bilingual regions. Only a slight majority of the institutions indicated that such instruments are available nearly always or very often.

Human Resources Management (Including Equitable Participation)

The majority of institutions indicated that they have the necessary resources to fulfil their linguistic obligations. They were almost unanimous in indicating that the language requirements of their positions are established objectively almost always or often and that linguistic profiles correspond to the work of employees or their work units. A large majority of institutions indicated that bilingual positions are filled by candidates who are bilingual at the time of their appointment. In cases where candidates are not already bilingual, all of the institutions have put in place administrative measures to ensure that the bilingual requirements of a function are carried out in order to provide services to the public and to employees in the official language of their choice.

With regard to language training, the answers varied. Most institutions indicated that employees take language training to meet the language requirements of their position before assuming their role. However, some organizations indicated that they almost never provide such training. A majority of institutions provide employees with career development training, but some institutions do so only sometimes. Moreover, according to the reviews, most institutions provide a work environment that is conducive to the use and improvement of second language skills so that employees who return from language training are able to maintain their skills.

With regard to equitable participation, the proportion of Anglophones in federal institutions subject to the Act remained stable at 73.2% in 2010–11. The proportion of Francophones was also stable at 26.8%. In the core public administration, these rates changed slightly, from 68.6% in 2009–10 to 68.3% in 2010–11 for Anglophones and from 31.4% in 2009–10 to 31.7% for Francophones. Data collected in the 2006 Census revealed that, for 74.8% of Canadians, English is their first official language; and, for 23.6% of Canadians, French is their first official language.

Based on this data, OCHRO found that employees from both official language communities are relatively well represented in the federal institutions that are subject to the Act.

Governance

Overall, institutions have taken appropriate measures to provide strong leadership in official languages. Most institutions have an official languages action plan and put official languages on their executive committee agendas regularly or sometimes. Moreover, a large majority of champions and people responsible for official languages in the institutions in question meet regularly or sometimes. However, only a slight majority of institutions have an official languages committee that meets regularly or sometimes, and some institutions have no such committee. Finally, slightly less than the majority of institutions indicated that they include clear objectives regarding official languages in executives' and managers' performance agreements.

Monitoring

With a few exceptions, most institutions have regular mechanisms in place to monitor the Official Languages Program in their institution. However, only a slight majority carry out activities to measure the public's satisfaction with the availability and quality of services provided in both official languages, and less than half of the institutions regularly assess the satisfaction of employees in bilingual regions with regard to the use of both official languages in the workplace. Moreover, only a small number of institutions conduct internal official languages audits or audits that include an official languages component. On the other hand, the majority of institutions have put in place measures to improve or correct shortcomings or weaknesses identified by monitoring and audit activities.

Implementation of the Decision in *Desrochers* (CALDECH)

For the 2010–11 fiscal year, OCHRO looked at what stage institutions were at in implementing the Supreme Court of Canada decision in *Desrochers* (CALDECH), after OCHRO issued an evaluation grid and supporting document in June 2010 to federal institutions. Institutions indicated that the support and information provided by OCHRO helped them to better understand the effects of the decision and to develop implementation strategies.

Overall, OCHRO found that a majority of institutions have applied the evaluation grid to their programs and services. However, OCHRO noted that the decision is not being implemented consistently or at the same pace in all institutions. The answers provided indicated that implementation is well under way in large institutions. In smaller institutions, implementation has either just started or the institution determined from its analysis of the grid that no adjustments were necessary. Having said that, OCHRO found that several institutions are developing implementation strategies, setting up a working committee or even incorporating the

decision into their existing internal plans (official languages, human resources or communications).

Trends and Conclusion

As previously indicated, the 2010–11 fiscal year ends the first three-year cycle of OCHRO's annual reviews on official languages. OCHRO found that steady progress has been made during this cycle with regard to implementing Parts IV, V and VI of the Act. The percentage of incumbents in the core public administration who meet the requirements of their position has risen since 2008–09, from 92.5% in 2008–09 to 94.3% in 2010–11. The percentage of bilingual positions in the core public administration that require superior proficiency (level C) has remained stable at 32.2% throughout the cycle. The percentage of bilingual positions that require intermediate proficiency (level B) has increased gradually, from 64.7% in 2008–09 to 65% in 2010–11.

The percentage of staff in the core public administration who supervise employees in designated bilingual regions (i.e., supervisors and executives) has increased gradually, from 91.9% in 2008–09 to 92.7% in 2009–10, and to 94% in 2010–11. OCHRO found that 4,558 executives (96.1%) met the language requirements of their bilingual positions as of March 31, 2011.⁴

OCHRO's change in approach concerning annual reviews has helped reduce the reporting burden on institutions. They, in turn, have been able to stay on course in fulfilling their obligations.

OCHRO found that, overall, the institutions are seeing positive results in fulfilling their obligations under Part IV of the Act. They understand the importance of communicating with and serving members of the Canadian public in both official languages. However, challenges remain with regard to the in-person active offer and the monitoring of compliance with linguistic obligations by third parties acting on behalf of federal institutions. Therefore, OCHRO urges deputy heads to focus on these two areas in the next fiscal year and to introduce mechanisms to assess the results achieved in these areas.

Although institutions are making progress in implementing Part V of the Act, their performance could be improved, particularly regarding the supervision of incumbents of bilingual positions in designated bilingual regions, and with regard to holding meetings in both official languages. With this in mind, deputy heads should exercise more leadership in their institutions in order to

4. On that date, 153 executives, or 3.2%, were exempt from meeting language requirements.

improve their performance and to foster the creation of a work environment conducive to the use of both official languages.

OCHRO also finds that the sharing of best practices among institutions, through the departmental and Crown corporations advisory committees on official languages, the Best Practices Forum, and the Network of Official Languages Champions, has a positive effect on Official Languages Program governance and monitoring in the institutions. However, some challenges persist. Institutions must pursue their efforts and demonstrate increased rigour in performance measurement, monitoring and governance of the Official Languages Program.

As we approach the second three-year cycle, during which the renewal of official languages policy instruments will be completed, OCHRO hopes that institutions will pursue their efforts and continue to strive for excellence in communications with and services to the public, the creation and maintenance of a work environment conducive to the use of both official languages, and the establishment of a public service whose workforce truly reflects the Anglophone and Francophone communities.

Appendix

Sources of Statistical Data

- ▶ *Burolis* is the official inventory of offices and points of service that indicates whether they have an obligation to communicate with the public in both official languages.
- ▶ The *Position and Classification Information System (PCIS)* covers the positions and employees in institutions that are part of the core public administration.
- ▶ The *Official Languages Information System II (OLIS II)* provides information on the resources held by institutions that are not part of the core public administration (i.e., Crown corporations and separate agencies).

The reference year for the data in the tables varies depending on the system: March 31, 2011, for the PCIS and Burolis, and December 31, 2010, for OLIS II.

Although the reference years may be different, the data used for reporting are based on the same fiscal year. To simplify the presentation of the tables and make comparison easier, the two data systems use the same fiscal year.

Notes

Percentages in the tables may not add up to 100% because of rounding.

The data in this report that pertain to positions in the core public administration are compiled from the PCIS, and differ slightly from the data in the Incumbent Data System.

Pursuant to the *Public Service Official Languages Exclusion Approval Order*, incumbents who do not meet the language requirements of their position would fall into one of the following two categories:

- ▶ They are exempt.
- ▶ They have two years to meet the language requirements.

The linguistic profile of a bilingual position is determined using three levels of second-language proficiency:

- ▶ Level A: minimum proficiency
- ▶ Level B: intermediate proficiency
- ▶ Level C: superior proficiency

Definitions

“Position” means a position filled for an indeterminate period or a determinate period of three months or more, according to the information in the PCIS.

“Resources” means the resources required to meet obligations on a regular basis, according to the information available in OLIS II.

“Bilingual position” means a position in which all or part of the duties must be performed in both English and French.

“Reversible position” means a position in which all the duties can be performed in English or French, depending on the employee’s preference.

“Incomplete record” means a position for which data on language requirements is incorrect or missing.

“Linguistic Capacity Outside Canada” means all rotational positions outside of Canada (rotational employees)—most of which are in Foreign Affairs and International Trade Canada—that are staffed from a pool of employees with similar skills.

In tables 5, 7, 9 and 11, the levels required in second-language proficiency refer only to oral interaction (understanding and speaking). The “Other” category refers either to positions requiring code P (specialized proficiency) or those not requiring any second-language oral interaction skills.

The terms “Anglophone” and “Francophone” refer to employees on the basis of their first official language. The first official language is the language declared by the employee as the one with which he or she has a primary personal identification.

Statistical Tables

Table 1

Bilingual positions and bilingual employees in the core public administration

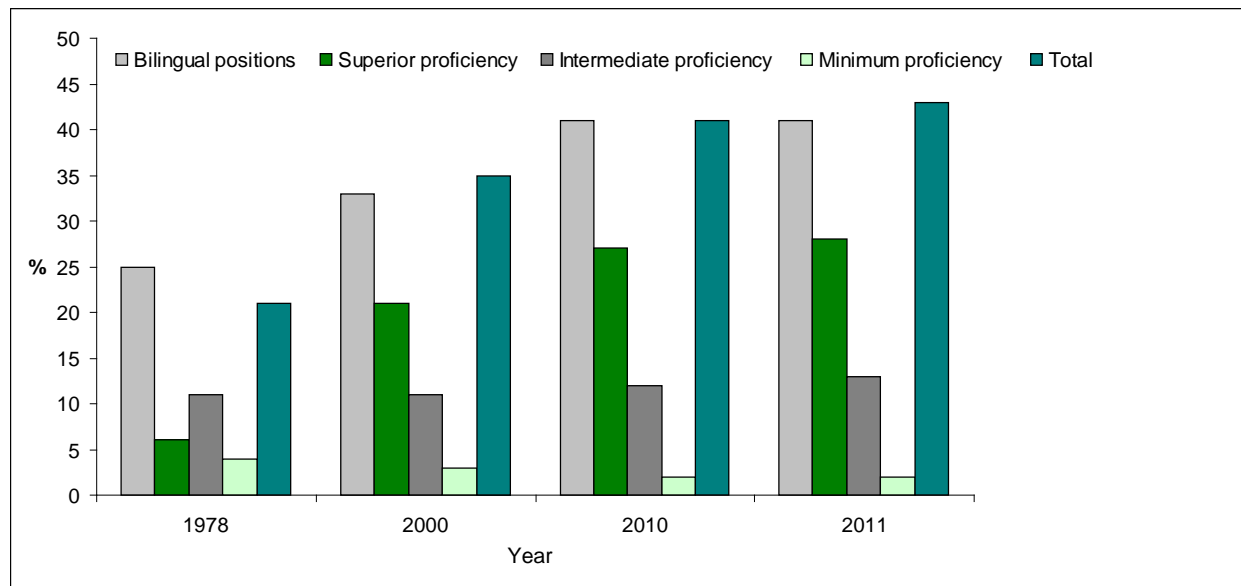


Table 2

Language requirements of positions in the core public administration

Year	Bilingual		English essential		French essential		English or French essential		Incomplete records		Total
1978	52,300	24.7%	128,196	60.5%	17,260	8.1%	14,129	6.7%	0	0.0%	211,885
2000	50,535	35.3%	75,552	52.8%	8,355	5.8%	7,132	5.0%	1,478	1.0%	143,052
2010	82,985	41.0%	102,484	50.6%	7,827	3.9%	8,791	4.3%	450	0.2%	202,537
2011	83,778	41.4%	101,648	50.3%	7,823	3.9%	8,651	4.3%	280	0.1%	202,180

Table 3

Language requirements of positions in the core public administration by province, territory or region

Province, territory or region	Unilingual positions											
	Bilingual		English essential		French essential		English or French essential		Incomplete records		Total	
British Columbia	576	3.2%	17,552	96.6%	1	0.0%	30	0.2%	4	0.0%	18,163	
Alberta	409	3.9%	10,103	95.7%	0	0.0%	34	0.3%	11	0.1%	10,557	
Saskatchewan	171	3.4%	4,804	96.4%	3	0.1%	5	0.1%	2	0.0%	4,985	
Manitoba	605	8.4%	6,610	91.3%	0	0.0%	18	0.2%	4	0.1%	7,237	
Ontario (excluding NCR)	2,769	10.7%	22,962	88.4%	11	0.0%	200	0.8%	31	0.1%	25,973	
National Capital Region (NCR)	58,833	66.3%	22,416	25.2%	195	0.2%	7,238	8.2%	119	0.1%	88,801	
Quebec (excluding NCR)	14,644	64.7%	133	0.6%	7,571	33.5%	191	0.8%	83	0.4%	22,622	
New Brunswick	3,616	52.7%	3,089	45.0%	27	0.4%	119	1.7%	11	0.2%	6,862	
Prince Edward Island	525	29.0%	1,285	71.0%	0	0.0%	0	0.0%	1	0.1%	1,811	
Nova Scotia	973	10.4%	8,311	88.8%	15	0.2%	51	0.5%	11	0.1%	9,361	
Newfoundland and Labrador	137	4.1%	3,196	95.7%	0	0.0%	8	0.2%	0	0.0%	3,341	
Yukon	20	5.6%	337	93.9%	0	0.0%	2	0.6%	0	0.0%	359	
Northwest Territories	14	2.2%	623	97.8%	0	0.0%	0	0.0%	0	0.0%	637	
Nunavut	12	5.3%	214	94.7%	0	0.0%	0	0.0%	0	0.0%	226	
Outside Canada	474	38.1%	13	1.0%	0	0.0%	755	60.6%	3	0.2%	1,245	
Total	83,778	41.4%	101,648	50.3%	7,823	3.9%	8,651	4.3%	280	0.1%	202,180	

Table 4

Bilingual positions in the core public administration – Linguistic status of incumbents

Year	Meet		Do not meet				Incomplete records		Total
			Exempted		Must meet				
1978	36,446	69.7%	14,462	27.7%	1,392	2.7%	0	0.0%	52,300
2000	41,832	82.8%	5,030	10.0%	968	1.9%	2,705	5.4%	50,535
2010	77,331	93.2%	3,625	4.4%	831	1.0%	1,198	1.4%	82,985
2011	78,981	94.3%	3,192	3.8%	617	0.7%	988	1.2%	83,778

Table 5

Bilingual positions in the core public administration – Level of second language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
1978	3,771	7.2%	30,983	59.2%	13,816	26.4%	3,730	7.1%	52,300
2000	12,836	25.4%	34,677	68.6%	1,085	2.1%	1,937	3.8%	50,535
2010	26,738	32.2%	53,659	64.7%	724	0.9%	1,864	2.2%	82,985
2011	26,956	32.2%	54,437	65.0%	648	0.8%	1,737	2.1%	83,778

Table 6

Service to the Public: Bilingual positions in the core public administration – Linguistic status of incumbents

Year	Meet		Do not meet				Incomplete records		Total
			Exempted		Must meet				
1978	20,888	70.4%	8,016	27.0%	756	2.5%	0	0.0%	29,660
2000	26,766	82.3%	3,429	10.5%	690	2.1%	1,631	5.0%	32,516
2010	46,413	93.0%	2,217	4.4%	555	1.1%	746	1.5%	49,931
2011	46,102	94.3%	1,816	3.7%	396	0.8%	564	1.2%	48,878

Table 7

Service to the Public: Bilingual positions in the core public administration – Level of second language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
1978	2,491	8.4%	19,353	65.2%	7,201	24.3%	615	2.1%	29,660
2000	9,088	27.9%	22,421	69.0%	587	1.8%	420	1.3%	32,516
2010	17,645	35.3%	31,780	63.6%	340	0.7%	166	0.3%	49,931
2011	17,624	36.1%	30,912	63.2%	265	0.5%	77	0.2%	48,878

Table 8

Personal and Central Services: Bilingual positions in the core public administration – Linguistic status of incumbents

Year	Meet		Do not meet				Total		
			Exempted	Must meet		Incomplete records			
2010	53,515	93.2%	2,498	4.3%	627	1.1%	795	1.4%	57,435
2011	55,177	94.4%	2,182	3.7%	438	0.7%	668	1.1%	58,465

Table 9

Personal and Central Services: Bilingual positions in the core public administration – Level of second language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
2010	19,004	33.1%	36,774	64.0%	314	0.5%	1,343	2.3%	57,435
2011	19,176	32.8%	37,671	64.4%	303	0.5%	1,315	2.2%	58,465

Table 10

Supervision: Bilingual positions in the core public administration – Linguistic status of incumbents

Year	Meet		Do not meet				Total		
			Exempted	Must meet		Incomplete records			
2010	21,775	92.7%	996	4.2%	408	1.7%	300	1.3%	23,479
2011	22,300	94.0%	897	3.8%	301	1.3%	227	1.0%	23,725

Table 11

Supervision: Bilingual positions in the core public administration – Level of second language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
2010	11,838	50.4%	11,522	49.1%	54	0.2%	65	0.3%	23,479
2011	11,914	50.2%	11,711	49.4%	53	0.2%	47	0.2%	23,725

Table 12

Participation of Anglophones and Francophones in the core public administration by province, territory or region

Province, territory or region	Anglophones		Francophones		Unknown		Total
British Columbia	17,818	98.1%	345	1.9%	0	0.0%	18,163
Alberta	10,275	97.3%	282	2.7%	0	0.0%	10,557
Saskatchewan	4,904	98.4%	81	1.6%	0	0.0%	4,985
Manitoba	6,962	96.2%	275	3.8%	0	0.0%	7,237
Ontario (excluding NCR)	24,605	94.7%	1,368	5.3%	0	0.0%	25,973
National Capital Region (NCR)	52,142	58.7%	36,659	41.3%	0	0.0%	88,801
Quebec (excluding NCR)	1,886	8.3%	20,736	91.7%	0	0.0%	22,622
New Brunswick	3,832	55.8%	3,030	44.2%	0	0.0%	6,862
Prince Edward Island	1,612	89.0%	199	11.0%	0	0.0%	1,811
Nova Scotia	8,818	94.2%	543	5.8%	0	0.0%	9,361
Newfoundland and Labrador	3,278	98.1%	63	1.9%	0	0.0%	3,341
Yukon	343	95.5%	16	4.5%	0	0.0%	359
Northwest Territories	621	97.5%	16	2.5%	0	0.0%	637
Nunavut	207	91.6%	19	8.4%	0	0.0%	226
Outside Canada	859	69.0%	386	31.0%	0	0.0%	1,245
Total	138,162	68.3%	64,018	31.7%	0	0.0%	202,180

Table 13

Participation of Anglophones and Francophones in the core public administration by occupational category

Category	Anglophones		Francophones		Unknown		Total
Management (EX)	3,568	68.1%	1,674	31.9%	0	0.0%	5,242
Scientific and Professional	25,637	73.8%	9,080	26.2%	0	0.0%	34,717
Administrative and Foreign Service	55,385	61.3%	34,893	38.7%	0	0.0%	90,278
Technical	10,976	77.0%	3,273	23.0%	0	0.0%	14,249
Administrative Support	18,341	68.7%	8,372	31.3%	0	0.0%	26,713
Operational	24,255	78.3%	6,726	21.7%	0	0.0%	30,981
All Categories	138,162	68.3%	64,018	31.7%	0	0%	202,180

Table 14

Participation of Anglophones and Francophones in institutions that are not part of the core public administration by province, territory or region

Province, territory or region	Anglophones		Francophones		Unknown		Total
British Columbia	34,993	96.1%	1,403	3.9%	0	0.0%	36,396
Alberta	27,303	95.2%	1,381	4.8%	0	0.0%	28,684
Saskatchewan	7,418	96.4%	274	3.6%	0	0.0%	7,692
Manitoba	15,979	96.0%	662	4.0%	0	0.0%	16,641
Ontario (excluding NCR)	77,606	93.7%	5,176	6.3%	0	0.0%	82,782
National Capital Region (NCR)	31,295	67.2%	15,308	32.8%	0	0.0%	46,603
Quebec (excluding NCR)	7,986	15.3%	44,123	84.7%	0	0.0%	52,109
New Brunswick	7,630	75.2%	2,522	24.8%	0	0.0%	10,152
Prince Edward Island	1,448	95.7%	65	4.3%	0	0.0%	1,513
Nova Scotia	15,503	91.4%	1,460	8.6%	0	0.0%	16,963
Newfoundland and Labrador	5,613	98.0%	117	2.0%	0	0.0%	5,730
Yukon	392	94.7%	22	5.3%	0	0.0%	414
Northwest Territories	600	92.0%	52	8.0%	0	0.0%	652
Nunavut	192	85.3%	33	14.7%	0	0.0%	225
Outside Canada	753	81.3%	173	18.7%	0	0.0%	926
Total	234,711	76.3%	72,771	23.7%	0	0.0%	307,482

Table 15

Participation of Anglophones and Francophones in institutions that are not part of the core public administration by occupational or equivalent category

Category	Anglophones		Francophones		Unknown		Total
Management	10,899	75.6%	3,519	24.4%	0	0.0%	14,418
Professionals	27,318	73.5%	9,827	26.5%	0	0.0%	37,145
Specialists and Technicians	20,433	75.4%	6,675	24.6%	0	0.0%	27,018
Administrative Support	34,336	74.5%	11,777	25.5%	0	0.0%	46,113
Operational	78,005	79.2%	20,526	20.8%	0	0.0%	98,531
Canadian Forces and Regular Members of the RCMP	63,720	75.7%	20,447	24.3%	0	0.0%	84,167
All Categories	234,711	76.3%	72,771	23.7%	0	0.0%	307,482

Table 16

Participation of Anglophones and Francophones in all institutions subject to the *Official Languages Act* by province, territory or region

Province, territory or region	Anglophones		Francophones		Unknown		Total
British Columbia	52,811	96.8%	1,748	3.2%	0	0.0%	54,559
Alberta	37,578	95.8%	1,663	4.2%	0	0.0%	39,241
Saskatchewan	12,322	97.2%	355	2.8%	0	0.0%	12,677
Manitoba	22,941	96.1%	937	3.9%	0	0.0%	23,878
Ontario (excluding NCR)	102,211	94.0%	6,544	6.0%	0	0.0%	108,755
National Capital Region (NCR)	83,437	61.6%	51,967	38.4%	0	0.0%	135,404
Quebec (excluding NCR)	9,872	13.2%	64,859	86.8%	0	0.0%	74,731
New Brunswick	11,462	67.4%	5,552	32.6%	0	0.0%	17,014
Prince Edward Island	3,060	92.1%	264	7.9%	0	0.0%	3,324
Nova Scotia	24,321	92.4%	2,003	7.6%	0	0.0%	26,324
Newfoundland and Labrador	8,891	98.0%	180	2.0 %	0	0.0%	9,071
Yukon	735	95.1%	38	4.9%	0	0.0%	773
Northwest Territories	1,221	94.7%	68	5.3%	0	0.0%	1,289
Nunavut	399	88.5%	52	11.5%	0	0.0%	451
Outside Canada	1,612	74.3%	559	25.7%	0	0.0%	2,171
Total	372,873	73.2%	136,789	26.8%	0	0.0%	509,662