



# Office of the Commissioner of Official Languages



For the  
period ending  
March 31, 1997



Improved Reporting to Parliament —  
Pilot Document

Canada

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## Foreword

On April 24, 1997, the House of Commons passed a motion dividing what was known as the *Part III of the Estimates* document for each department or agency into two documents, a *Report on Plans and Priorities* and a *Departmental Performance Report*. It also required 78 departments and agencies to table these reports on a pilot basis.

This decision grew out of work by Treasury Board Secretariat and 16 pilot departments to fulfil the government's commitments to improve the expenditure management information provided to Parliament and to modernize the preparation of this information. These undertakings, aimed at sharpening the focus on results and increasing the transparency of information provided to Parliament, are part of a broader initiative known as "Getting Government Right".

This *Departmental Performance Report* responds to the government's commitments and reflects the goals set by Parliament to improve accountability for results. It covers the period ending March 31, 1997 and reports performance against the plans presented in the department's *Part III of the Main Estimates* for 1996-97.

Accounting and managing for results will involve sustained work across government. Fulfilling the various requirements of results-based management – specifying expected program outcomes, developing meaningful indicators to demonstrate performance, perfecting the capacity to generate information and report on achievements – is a building block process. Government programs operate in continually changing environments. With the increase in partnering, third party delivery of services and other alliances, challenges of attribution in reporting results will have to be addressed. The performance reports and their preparation must be monitored to make sure that they remain credible and useful.

This report represents one more step in this continuing process. The government intends to refine and develop both managing for results and the reporting of the results. The refinement will come from the experience acquired over the next few years and as users make their information needs more precisely known. For example, the capacity to report results against costs is limited at this time; but doing this remains a goal.

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*Office of the Commissioner  
of Official Languages*

*Performance Report*

For the  
period ending  
March 31, 1997

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*The Right honourable Jean Chrétien  
Prime Minister*

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## Preface

In early 1995, the Treasury Board Secretariat introduced the new Expenditure Management System (EMS). The present document is the first performance report of the Office of the Commissioner of Official Languages (OCOL) under the new requirements.

The focus of the 1996-97 Performance Report is on the results achieved (for the resources expended) as compared to the expected results as outlined in previous planning documents. The OCOL is in the process of developing a new Planning, Reporting and Accountability Structure (PRAS), including a Performance Measurement Framework to provide improved results information to Parliament. It will identify the Business Lines of the organization, the objectives, the expected results and the performance indicators. However, since the structure developed to meet the new requirements of the Expenditure Management System was not in place in 1996-97, it was more appropriate to base this Performance Report on the existing Operational Plan Framework (OPF).

Finally, since the Commissioner reports on his activities directly to Parliament, his primary accountability document is always his Annual Report. This document is traditionally subjected to a detailed review by the Standing Committee on Official Languages. The reader may also consult the 1996 Annual Report of the Commissioner to obtain more detailed information.

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## Section I: The Commissioner's Message

The mandate of the Commissioner of Official Languages is to ensure recognition of the equal status of the two official languages of Canada and compliance with the spirit and intent of the *Official Languages Act*, while also performing his role as ombudsman, not only in investigating complaints but also in informing the public about the Act and about his own role.

The Government of Canada and the Parliament must, in the spirit of the provisions guaranteed by the Constitution, foster full respect for our linguistic duality. In this regard, they must ensure that the *Official Languages Act*, which has been given the status of a quasi-constitutional law, remains applicable and is not compromised or sacrificed in the process of any legislative or administrative reform.

Linguistic duality is not an abstract value. It is at the centre of Canadian life and is the human reality of the official language minority communities in all parts of the country. These communities must be able to protect their rights and enhance their vitality and development, whatever changes may occur in the Federation. They must be able to incarnate our linguistic duality in accordance with the constitutional and legislative guarantees on official languages.

As protector of language rights, the Commissioner surveys compliance with the *Official Languages Act* and its spirit and makes sure that the government fulfils its commitments regarding the vitality and development of the official language minority communities. Accordingly, the Commissioner has devoted sustained efforts towards ensuring that these communities obtain the governance of their own school systems, as provided by the Charter of Rights and Freedoms.

The present Commissioner also pursues the task of educating society with regard to our linguistic duality. He appears before a wide variety of audiences to demonstrate that while duality is based on our history, it is also a guarantor of our national unity and a promise for our future.

Yours respectfully,

---

Victor C. Goldbloom  
Commissioner of Official Languages

## Section II: Commissioner's Office Overview

The Office of the Commissioner, which serves the public from its office in Ottawa and its five (5) regional offices, supports the Commissioner of Official Languages (COL) in fulfilling his mandate to protect the language rights of individuals and groups in Canada and to monitor the linguistic performance of federal institutions and other agencies subject to the Act (hereinafter referred to as federal institutions). The Commissioner, like the Auditor General and the Chief Electoral Officer – who, by virtue of their mandates, must be at arm's length from the government –, reports directly to Parliament. The Commissioner only has the power of recommendation (although he can go to court in support of a complainant who asks him to do so). As an ombudsman, his most powerful tool is that of persuasion.

### Mandate, roles and responsibilities

#### *Mandate*

The mandate of the Commissioner consists in taking all necessary measures with a view to ensuring recognition of the status of each of the official languages and compliance with the spirit and intent of the *Official Languages Act* (OLA) in the administration of the affairs of federal institutions, including any of their activities relating to the advancement of English and French in Canadian society. Every year, the Commissioner submits to Parliament a report on the implementation of the Act and on the performance of his duties. As circumstances require, he may also submit special reports to the Governor in Council or to Parliament.

#### *Role*

The role of the Commissioner, who is appointed by commission under the Great Seal after approval of the appointment by resolution of the Senate and House of Commons, for a seven-year term, essentially has three components:

- To investigate any complaint made to the Commissioner to the effect that the status of an official language was not or is not being recognized, any provision of an Act of Parliament or regulation relating to the status or use of an official language was not or is not being complied with, or the spirit and intent of the Act was not or is not being complied with in the administration of the affairs of any federal institution, and to make recommendations as necessary to ensure compliance with the Act;
- To conduct studies on any issues of major importance involving the implementation of the *Official Languages Act*.
- To report to Parliament and inform the Canadian public about the scope and implementation of the *Official Languages Act* and the rights and obligations arising from it.



## *Responsibilities*

While all federal institutions are subject to the Act, some of them play a particular role in this regard:

- the **Privy Council Office** defines the major orientations of the federal language policy;
- the **Treasury Board** is responsible for developing and co-ordinating government principles and programs for the application of the OLA within departments and agencies of the Government of Canada and judicial, quasi-judicial and administrative bodies and Crown corporations, and monitors, audits and evaluates their implementation and effectiveness;
- the **Public Service Commission** provides language training to public servants and determines the level of language knowledge of candidates for bilingual positions and the principles for the imperative or non-imperative designation of positions;
- **Canadian Heritage** co-ordinates the implementation of Part VII of the Act within the federal administration; Part VII sets forth the commitment of the federal government to enhance the vitality of the English and French linguistic minority communities in Canada and support and assist their development and to foster the full recognition and use of both English and French in Canadian society;
- the **Department of Justice** provides advice to the government on questions of law, legislation and juridical policy regarding official languages and formulates the government's position in legal cases involving language rights. Under the POLAJ (National Program for the Integration of Both Official Languages in the Administration of Justice), it has specific responsibilities for the administration of justice in both official languages with respect to the promotion and improvement of the availability of justice in both official languages to ensure that Canadians can exercise their rights in the language of their choice;
- the **Department of Public Works and Government Services** manages the translation and interpretation activities of the Translation Bureau;
- the **Federal Court** hears court remedies brought by persons who have previously made a complaint to Commissioner. This specific remedy, which is available only in respect to certain provisions of the Act, must be applied for within prescribed time limits. In addition, the Commissioner may initiate the remedy on the complainant's behalf if the latter agrees, or may appear, with the Court's permission, as a party to the proceedings. The Court may order such redress as it considers appropriate in the circumstances; and, finally,

- the **Standing Joint Committee on Official Languages** monitors the implementation of the Act and the Regulations and directives made under it, as well as the reports of the Commissioner, of the President of the Treasury Board and of Canadian Heritage.

## Objective

To ensure recognition of the status of each of the official languages and compliance with the spirit and intent of the *Official Languages Act*.

## Strategic Priorities

The activities of the OCOL are governed by the following strategic priorities:

1. Where required by the Act and Regulations, that the public receive service of good quality in the official language of its choice.
2. That the federal commitment to enhance the vitality of the minority official languages communities and promote the advancement of English and French in Canadian society be realized.

The Commissioner is an ombudsman responsible for reviewing the actions of organizations subject to the Act. The strategic priorities of the Commissioner are realized in a variety of ways, including the following: investigation of complaints received and the making of recommendations to correct infractions and prevent further contraventions of the OLA. The Commissioner may also make application for court remedy at the request of a complainant or intervene in the Federal Court in such an action. When requested, he appears before the Standing Joint Committee on Official Languages and provides his observations on the official languages policies and programs of the government and the performance of federal institutions subject to the *Official Languages Act*. He informs the public about his role and the provisions of the Act, engages in dialogue with the various official language communities in Canada and encourages exchanges between them.

## Business and Service Lines and Organization Composition

The Commissioner reports to Parliament, and the Prime Minister is the Minister responsible for all of the Office of the Commissioner's financial activities.

The Office of the Commissioner of Official Languages has a single program with one activity. The program is administered by four directorates and two branches, which are described below.

## ***1. Policy Branch***

This Branch supports the Commissioner with advice and guidance, and conducts research studies and analyses on the linguistic aspects of current political and social issues. In addition, the Branch liaises with central agencies, parliamentary committees, national minority associations and organizations in the field of education. Finally, the Branch writes most of the *Annual Report* and contributes to the Commissioner's speeches and presentations, answers correspondence and manages the library of the Office of the Commissioner of Official Languages.

## ***2. Corporate Services Directorate***

This Directorate supports the implementation of the activities and operations of the Office of the Commissioner by providing advice, services and related strategic products in the following areas: human resources, financial, information and administrative services management (accommodation, service contracts, security, privacy), both at Headquarters and in the regions. The Directorate is also responsible for various committees such as the Information Management Committee, the Union-Management Committee, the Incentive Awards Committee, etc. Finally, the Directorate liaises with the central agencies concerning compliance with the administrative and regulatory reporting requirements of central agencies and Parliament.

## ***3. Investigations Branch***

The responsibilities of this Branch are as follows: investigating complaints involving federal institutions; making appropriate recommendations and following up on the implementation of the required corrective measures; and monitoring the linguistic activities of some 150 federal institutions; carrying out special studies on systemic barriers and problems associated with the acceptance and implementation of the OLA.

The Branch also prepares, if required, Special Reports to the Governor in Council or to Parliament, in cases of major continuing infractions of the OLA where the institution in question has not taken remedial action within a reasonable period of time, and it contributes to the development of policies that reflect the conclusions of language studies and the need for linguistic equity.

It co-ordinates initiatives taken with the administrative heads of institutions to resolve problems associated with the implementation of the OLA and intervenes in the Federal Court in court remedy cases brought by complainants.

In addition, to promote implementation of the OLA, the Branch is responsible for the Commissioner's *Merit List* program. This program, by officially recognizing meritorious initiatives, achievements or results, sensitizes the staff of federal institutions to the objectives of the OLA.

#### ***4. Legal Services Directorate***

It is the role of this Directorate to provide legal opinions on any questions preoccupying the Commissioner or related to the proper operation of the Office of the Commissioner. It provides legal advice on the interpretation of provisions of the Canadian Charter of Rights and Freedoms relating to official languages and of the provisions of the *Official Languages Act* and the *Official Languages Regulations (Communications with and Services to the public)*.

The Directorate represents the Commissioner in all pertinent court remedy actions, including those concerning the interpretation of the OLA, and in all proceedings involving the status of English and French to which the Commissioner is a party. Examples include court remedy actions based on section 23 of the Canadian Charter of Rights and Freedoms. The Directorate also ensures training of employees of the Commissioner on legal issues and conducts studies for the Commissioner.

#### ***5. Communications Directorate***

The Communications Directorate is responsible for providing advice and communications plans to the Commissioner and the other sectors of the OCOL to explain the role that the Commissioner and his Office play on the Canadian linguistic scene and to communicate useful information to the various target publics. In this context, it organizes special events, publishes and distributes documents and other products, participates in exhibitions and helps prepare interviews, news conferences, speeches and news releases. The Directorate also conducts communications research, evaluates and distributes its communications products and publishes daily press reviews.

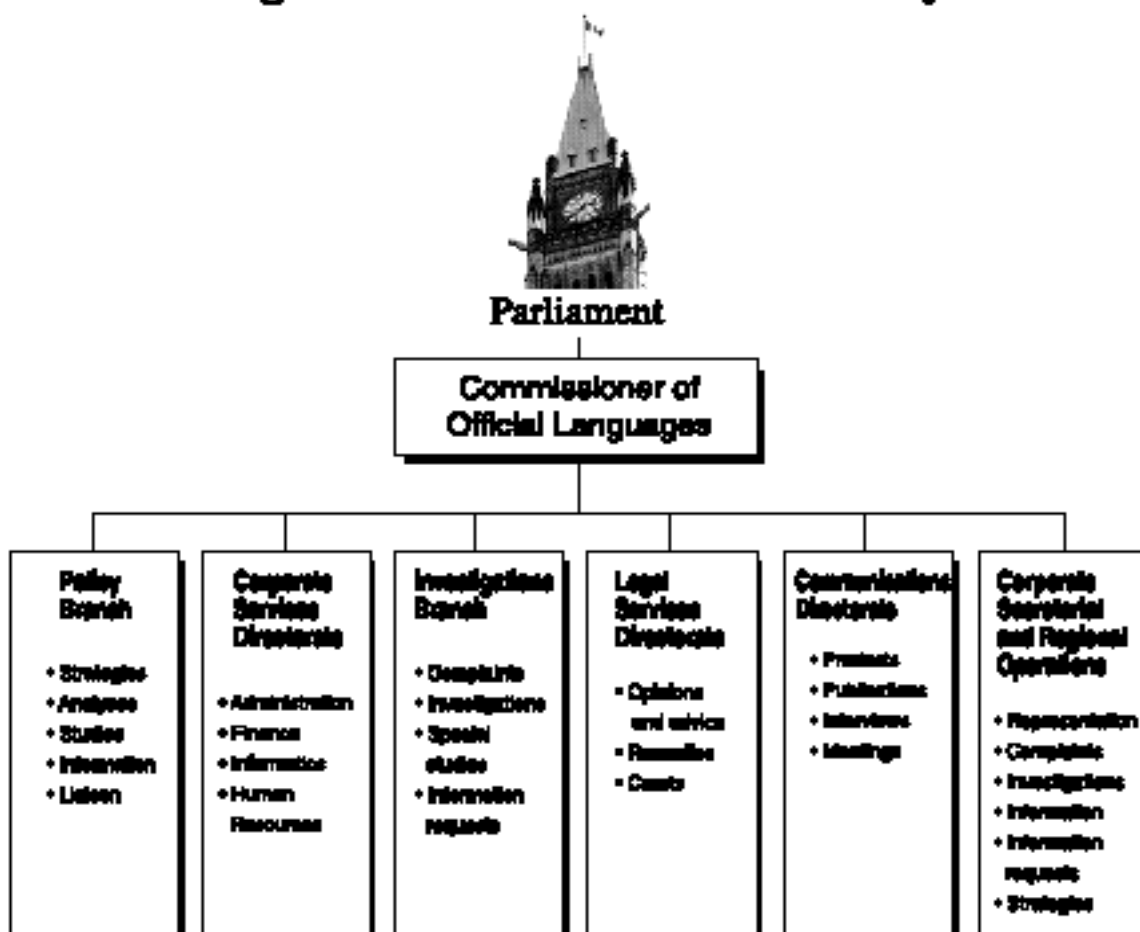
#### ***6. Corporate Secretariat and Regional Operations Directorate***

This Directorate advises the Commissioner on policies and strategies and ensures their implementation. It plans and co-ordinates the Commissioner's coverage of the entire country and provides him with supporting documentation. It organizes appropriate communications and contacts with the general public, members of the Senate and House of Commons, federal departments and agencies, provincial premiers and ministers, heads of government and senior government officials. It plans and prepares appropriate media intervention strategies for the Commissioner including the release of his studies, special reports and Annual Report. It also responds to media inquiries.

The Office of the Commissioner of Official Languages has five regional offices. located in Moncton, Montreal, Toronto, Winnipeg and Edmonton (see the List on page 29). Each of these offices is headed by a Commissioner's Representative. Each regional team monitors and reports on trends in its region, carries out a wide variety of information activities with majority and minority official language communities with the aim of increasing public understanding of the OLA, the Commissioner's role and the fundamental importance of Canada's linguistic duality and provides information on the Act and Regulations to community groups, elected officials, representative associations, business groups, etc. In addition, the regional offices evaluate the extent to which

federal institutions in the regions promote the spirit as well as the letter of the Act and their compliance with their legal obligations to provide service to the public in both official languages where there exists a significant demand. They also investigate complaints (54% of all admissible complaints received at the OCOL are investigated in the regions.) Finally, they respond to requests for information, participate in investigations, follow-ups and special studies and inform federal Public Service managers of their obligations.

## Organization and Areas of Activity



## Section III: Performance of the Commissioner's Office

The Office of the Commissioner investigated 1,371 admissible complaints during the 1996 calendar year. It conducted six special studies – some of which are continuing in 1997 – on specific issues: for example, the devolution of federal responsibilities to the provinces and follow-up on the *Study of Federal Offices Designated to Respond to the Public in English and in French*, published in February 1995 and the follow-up on the one of November 1995 (see p. 22). It analyzed 27 plans of federal institutions regarding the implementation of Part VII of the OLA and forwarded a copy of its report to the Standing Joint Committee on Official Languages. The Commissioner participated in several court remedies under Part X of the OLA and in some dealing with the right to instruction in the minority language and school governance. The Office of the Commissioner has continued to reduce its staff and to improve its informatics systems.

### A. Performance Expectations

The ability of the Office of the Commissioner to conduct special studies in future years will depend more and more on the volume and complexity of complaints. It will also be important to prioritize court cases in a rigorous manner.

**Table 1**

#### Comparison of Total Planned Spending to Actual Expenditures, 1996-97 by Business Line

(\$ millions)

Business Line	FTE's	Operating (1)	Capital	Subtotal: Gross Voted Expenditures	Total Gross Expenditures	Total Net Expenditures
Office of the Commissioner of Official Languages	134	10,693	362	11,055	11,055	11,055
	<b>134</b>	<b>10,453</b>	<b>172</b>	<b>10,625</b>	<b>10,625</b>	<b>10,625</b>
Total	134	10,693	362	11,055	11,055	11,055
	<b>134</b>	<b>10,453</b>	<b>172</b>	<b>10,625</b>	<b>10,625</b>	<b>10,625</b>
Cost of services provided by other departments						1,626
						1,626
Net Cost of the Program						12,681
						12,251

Note: Shaded numbers denote actual expenditures/revenues in 1996-1997.

\* Includes a carry-over of 507K from 95-96

1. Operating includes contributions to employee benefit plans.

**Table 2**

#### Departmental Planned versus Actual Spending by Business Line

(\$ millions)

Business Line	Actual 1993-1994	Actual 1994-1995	Actual 1995-1996	Total planned 1996-1997	Actual 1996-1997
Office of the Commissioner of Official Languages	12,452	11,811	11,531	11,055	<b>10,625</b>
Total	12,452	11,811	11,531	11,055	<b>10,625</b>

## B. Performance Accomplishments

### Commissioner's Office Performance

As noted in the Foreword, this report shows the anticipated results as set out in the OPF. Our review is also based on other internal planning documents, such as the *Action Plan 1994-1996*, the *Outlook* (April 1996) and the various plans developed to meet the downsizing objectives of Program Reviews I and II.

The performance report for the next fiscal year will reflect the PRASS and the Summary of Performance Expectations, two documents that will be forwarded to the Treasury Board in 1997. The reader may obtain additional information on the OCOL's activities and accomplishments by consulting the Commissioner's *Annual Report*, tabled in Parliament in April 1996.

### Business Line Performance

#### 1. POLICY

##### Sub-objective

To meet the requirements of the Commissioner and his staff for policy advice by providing [executive secretariat]<sup>1</sup> research services, strategic policy planning, comprehensive advice and detailed analyses on policies, legislation, regulations and court decisions, and by organizing and/or participating in special events involving language issues.

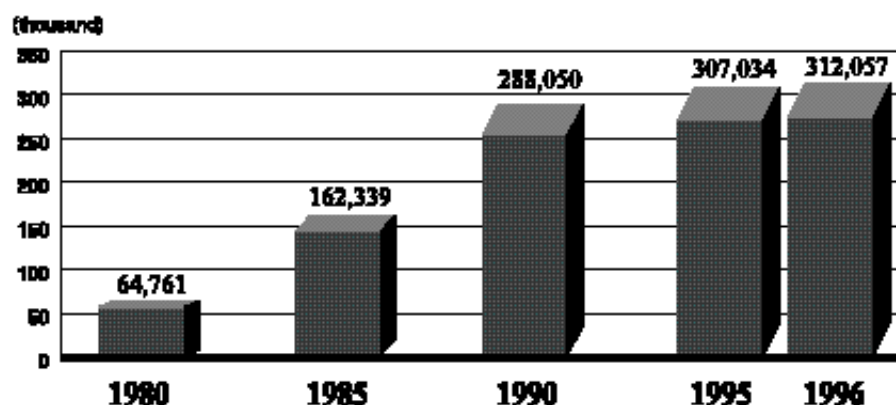
<sup>1</sup> This function has been amalgamated with Regional Operations (see section 6, p. 6).

The achievements of the Policy Branch vis-a-vis the sub-objective are described below.

- Analysis done by the Branch revealed an increase of the number of students studying English or French as a second language, from 2,640,030 in 1990 to 2,774,218 in 1996 as well as an increase in the number of students in French immersion classes, from 288,050 in 1990 to 312,057 in 1996.

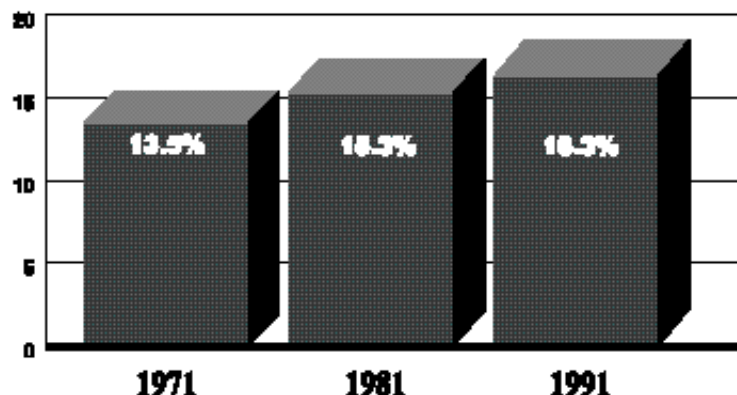
**Table 3**

**Total number of students in French immersion classes in Canada**



- The Commissioner has helped minority community associations lessen the impact of cuts in their financing through meetings and/or correspondence with the Prime Minister, the Minister of Canadian Heritage, and provincial government senior officials.
- Following presentations on Canada's linguistic duality before the *Association of Canadian Studies in the United States*, the Branch has answered numerous requests from American academics.
- The Commissioner's brief presented before the Canadian Consultative Committee on the Information Highway has reinforced the use of French on the Canadian information highway, and strengthened the federal government's policy in this area.
- Special events involving linguistic issues have led community associations, the official language minority communities, parliamentarians, federal and provincial officials, as well as the general public, to a better understanding of linguistic rights and responsibilities.

**Table 4**  
**Bilingualism rates in Canada**



## 2. CORPORATE SERVICES

### Sub-objective

To meet the corporate, administrative and advisory requirements for effective delivery of the Program.

The achievements of the Corporate Services Directorate vis-a-vis the sub-objective are described below.



## HUMAN RESOURCES

### EMPLOYMENT EQUITY

The new *Employment Equity Act* and its Regulations came into force on October 24, 1996. All employees in the OCOL have been informed of this new Act and its significance for the federal Public Service. Moreover, each employee was provided with a personal copy of the OCOL's Employment Equity Policy which has been endorsed by management and the union executive (Local Section 70312). This policy has given the organization concrete tools by which it will be able to achieve its employment equity goals. Furthermore, the Human Resources Unit has developed a new three-year Employment Equity Plan for transmittal to the Treasury Board Secretariat.

With regards to the representation of employment equity group members, the following table clearly shows that the OCOL's rate of representation has exceeded the representation rate both on the workforce availability and the public service representation for all groups, except for the visible minorities. The three-year employment equity plan that has been developed takes the visible minorities group situation into account.

**Table 5**

**Representation of employment equity group members  
(as of March 31, 1997)**

EE Group	Workforce Availability	Public Service Representation	OCOL
Aboriginal persons	2.6%	2.3%	3.7%
Women	47.3%	48.2%	57.5%
Members of visible minorities	9.0%	4.5%	3.7%
Persons with a disability	4.8%	3.1%	5.2%

### FRENCH AND ENGLISH SPEAKING GROUPS

Table 6 shows the predominance of French-speaking employees within the OCOL during the year covered by this report. However, it should be noted that all staffing actions, both inside and outside the organization, have always been opened to both groups and based on the merit principle. Concurrently, all programs and services of the Office of the Commissioner of Official Languages have always been offered, both to the public and the employees, in the official language of their choice.

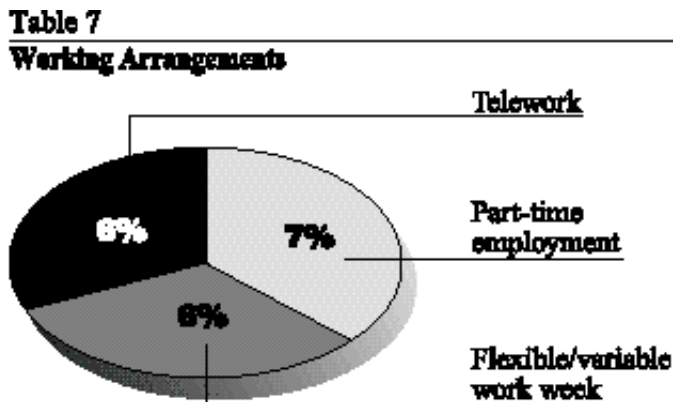
**Table 6**

**Anglophone/Francophone participation (as of March 31, 1997)**

Group	Public Service Representation	OCOL	Executive Group
Anglophone	71%	29.8%	28.9%
Francophone	29%	70.2%	71.1%

*WORKING ARRANGEMENTS*

As we approach the year 2000, it becomes increasingly important that the Public Service use innovative strategies to meet the needs of a drastically changing work force. In order to enable a better balance between professional and private life, the OCOL has developed a **Guide on Working Arrangements**. This document explains the various alternative work arrangements available to employees. Apart from the flexible work week which is used by a significant proportion of employees, the following are the most widely used working arrangements:



*TRAINING*

Training expenses represented approximately 1% of the total budget of the Office of the Commissioner of Official Languages. In 1996-97, the staff used 475.5 training days for approximately 3.5 days per employee. The primary type of training was in informatics. Moreover, two members of the employment equity groups were on educational leave without pay.

*STAFFING*

In June 1996, the OCOL's senior management did a survey to obtain information on employees' perceptions of its staffing practices. The questionnaire that was used has been developed for both the Public Service Commission and departments in response to the report of the *PS 2000 Task Force on Staffing*. 56.2 % of the OCOL's employees participated in the survey, which constitutes a high rate of participation. The highlights of the exercise reveal that the majority of employees were satisfied with their job and that they would recommend the organization to others as a place to work. The Office of the Commissioner of Official Languages was one of only two organizations, out of the ten departments that used the survey, to have done so voluntarily.

## FINANCE

### FINANCIAL SYSTEMS

In November 1995, the Treasury Board approved an **Aide-Mémoire on the Financial Information Strategy (FIS)** for the Government of Canada. This strategy calls for the implementation by the year 2000 of a private sector model of accounting in government. In other words, accounting will be fully decentralized and agencies will become fully accountable for the quality and the timeliness of their input to the government-wide financial statements. The basis of accounting is going to be changed from the current modified accrual basis to full accrual accounting. Because an upgrade of financial systems will be necessary, the OCOL has implemented, in April 1996, the **Common Departmental Financial System (CDFS)**, one of the seven approved financial and material management systems under the FIS.

### PROGRAM REVIEW

As of March 1997, the Office of the Commissioner of Official Languages reached his objective set in both phases of Program Review. The table below shows the reduction of full-time equivalents (FTEs), the associated salary savings as well as the regime under which the laid-off employees left the Public Service.

**Table 8**  
**Work Force Reduction**

1995-1996	FTE's	Salary Savings	Total
EDI	11	\$390,656	
WFAD	8	\$228,492	\$1,119,148
<b>1996-1997</b>			
EDI	6	\$362,148	
WFAD	2	\$44,004	\$406,152
<b>Total</b>	<b>27</b>		<b>\$1,525,300</b>

EDI: Early Retirement Incentive  
WFAD: Work Force Adjustment Directive

## INFORMATICS

The Branch improved the reliability of the Commissioner's Office's electronic communications by procuring an integrated E-mail infrastructure and installing it throughout the organization. It also replaced and upgraded several servers. Internal communications were therefore greatly enhanced, particularly the transmission of data with the five regional offices of the OCOL. Other resulting advantages were the decrease in information access time, the elimination of duplicate data entry and related effort, and the reduction of paper handling. The increase in productivity, combined with the enhancement of some business and administrative applications, has been estimated at 5% for each employee. Appropriate training was organized for all staff.

Moreover, the number of networks at headquarters was reduced from six to two, generating savings in the costs of hardware, software, maintenance and support for all these networks. Finally, a five-year plan was established for the replacement of the OCOL informatics equipment in order to give employees the tools they need in a timely fashion, but especially to ensure an efficient and a planned management of acquisition expenses.

### 3. INVESTIGATIONS

#### Sub-objective

To ensure compliance with the spirit and intent of the Official Languages Act by investigating [and conducting audits]<sup>1</sup>.

1 This function has been eliminated in 1995.

Most of the Commissioner's ombudsman functions are performed by the Investigations Branch (IB), together with the Corporate Secretariat and Regional Operations (CSOR).

The following are the accomplishments of the Investigations Branch in terms of the sub-objective:

**Table 9: Number of complaints and requests for information**

	Requests for information received	Complaints lodged	Complaints refused or non-admissible	Complaints investigated and settled	Complaints under investigation <sup>3</sup>
1996 <sup>1</sup>	1,268	1,723	352	769	602
1995 <sup>1</sup>	1,671	1,554	283	729	552
1994 <sup>1</sup>	1,601	1,542	403	1,063	76
1993	1,539 <sup>2</sup>	1,619	377	1,237	5
1992	373	1,718	323	1,395	0

1. These figures include the activities of the Investigations Branch and of the Corporate Secretariat and Regional Operations Directorate; 56% of the complaints are received in the regions and 54% are investigated by the regional offices.

2. This figure now includes requests for information of a general nature, which are received and handled mainly by the regional offices. Previously, these requests were not counted.

3. This figure gives the approximate number of active files at year's end with respect to 1996.

#### REQUESTS FOR INFORMATION

The IB answered over 150 requests for information [the majority (i.e. 1,100 having been received and handled in the regions)] about specific aspects of the administration of the Official Languages Program. This work made it possible to inform Canadians, federal institutions and members of Parliament of their linguistic rights and obligations under the OLA. In some cases, it made it possible to familiarize federal institutions with their obligations and prevent situations that would constitute contraventions of the OLA. It also enabled Canadians to exercise their language rights in a more informed manner and to demand respect for them.

INVESTIGATIONS AND SPECIAL STUDIES

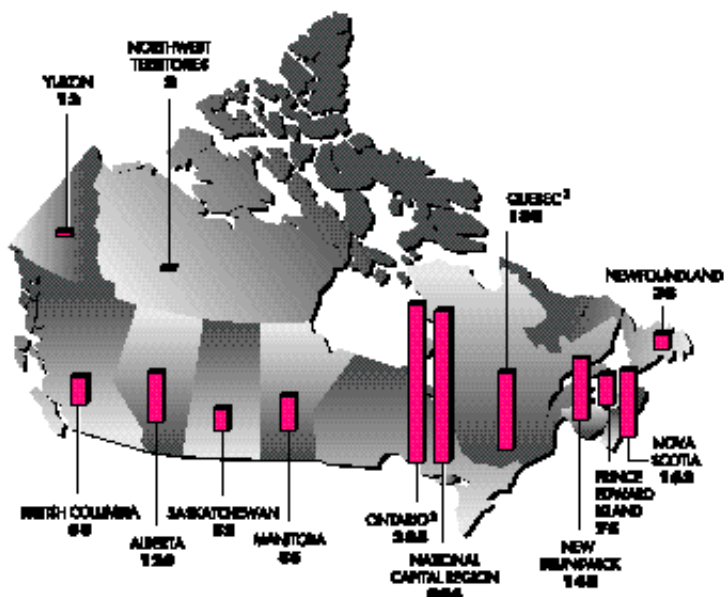
**Table 10: Complaints over the years**

	Service to the public	Language of work	Other*	Total number of complaints
1996	1,303	201	219	1,723
1995	1,206	238	110	1,554
1994	1,188	203	151	1,542
1993	1,201	245	173	1,619
1992	1,382	227	109	1,718

\* These are complaints concerning participation, language requirements, the administration of justice, the development of the official language minority communities, the role and responsibilities of the Treasury Board and the debates and work of Parliament.

The IB determined the admissibility under the OLA of 1,723 complaints filed during the 1996 calendar year. 54% of investigations were done by the regional offices as part of our complaints regionalization policy designed to bring the Office of the Commissioner closer to the complainants and institutions in question. In the vast majority of cases, the Commissioner's persuasive efforts resulted in satisfactory resolutions of the situations that contravened the OLA, whether they involved the language of service to the public, the language of work of federal employees or Part VII of the Act, without resorting to the recommendation procedure. In co-operation with the regional offices, the IB performed nearly 400 administrative controls to check the corrective measures put in place by federal institutions following the resolution of complaints. These controls, often consisting in an on-site check by regional officers of the availability of service in both official languages, enabled the Commissioner to confirm to complainants that the problem that gave rise to the complaint had been resolved.

**Figure 1**  
**Complaints (1,713) by province/territory<sup>1</sup> of infraction, 1996**



1. 19 complaints came from outside Canada.
2. Excluding the National Capital Region.

The Commissioner made 195 recommendations in slightly over 10% of the investigation files in 1996. The follow-ups and audits conducted by the IB and officers in the regions showed that 95% of our previous recommendations had been or are in the process of being implemented.

The IB conducted enhanced investigations of a large number of complaints of a complex nature, and special studies on specific topics (labour market development agreements (LMDAs) with the provinces, security checks at airports, the legal relationship between Air Canada and its regional carriers, the Internet, the CRTC, packaging and labelling, etc.). When necessary, the IB did not hesitate to use the services of consultants, as for the study on the Internet or that on packaging and labelling. Each of these investigations or studies enabled the Commissioner to develop an in-depth knowledge of the linguistic issues involved, make pertinent recommendations and provide advice to the various parties concerned. The following, in capsule form, are the results of some of these studies or investigations.

- The investigation of LMDAs enabled the Commissioner to develop five guidelines for the federal government to follow in any delegation of authority, transfer of responsibilities or withdrawal from the exercise of its responsibilities in favour of provincial governments. Indeed, the language clauses of certain LMDAs signed toward the end of the negotiation process are more explicit with respect to the language rights of the official language minorities.

- The main result of the investigation of security checks, in addition to clarification of the roles of the parties involved, was an improvement in procedures concerning the safety of the travelling public.
- The investigation of the legal relationship between Air Canada and its regional carriers, which resulted from over 200 complaint files, led to a reference to the Federal Court asking it to clarify the nature of the linguistic obligations of Air Canada's regional carriers under the OLA.
- With regard to the Internet study, the Commissioner, taking a proactive stance, proposed practical and realistic solutions to promote the equitable use of French on the Internet by federal institutions so as to reflect Canada's bilingual image on the information highway.
- Nearly 50 complaint files formed the basis of the CRTC investigation, of which the main achievement was to clarify the impact of CRTC regulations on the two official languages and the vitality of the official language minority communities through the assignment of channels.
- The study on packaging and labelling demystified the whole issue of the costs of bilingualism in this regard and showed that the cost of complying with the laws and regulations is one fifth of a cent (\$0.002) for each dollar of revenue generated by a product.

In co-operation with the regional offices, the IB conducted a follow-up on the Commissioner's 1994 study on the availability of service in both official languages in the offices of federal institutions that are designated bilingual. In 1996, service on the telephone and in person was audited at 114 offices in Newfoundland, Prince Edward Island, Manitoba and Yukon. Separate reports describing the situation in each province and giving a specific portrait of each office were prepared. These reports contain 276 recommendations in draft form. It is the Commissioner's intention to ensure the availability of service of comparable quality in both official languages in all offices in Canada that are designated bilingual.

The IB analyzed the action plans submitted by the 27 federal institutions affected by the 1994 Cabinet decision on Part VII. It submitted a report to the Standing Joint Committee on Official Languages. The Joint Committee accepted the Commissioner's approach and recommended that the Government create a responsibility centre in charge of implementing Part VII within the Privy Council Office. Without accepting this specific recommendation, the Government, in its response in November 1996, indicated that the Treasury Board Secretariat would be involved in a new procedure for ensuring more rigorous accountability for the implementation of Part VII.

The IB, in cooperation with Regional Operations, pursued its ongoing program of improving its methods and has taken into account the results of periodic reviews of complaint files and client surveys in an effort to reduce complaint processing time, achieve real and permanent rectification of contraventions of the OLA and, through more frequent contacts with complainants, increase their level of satisfaction with our services. Systematic surveys with our complainants in various regions of Canada showed that more than 90% of respondents were satisfied with our services and the results achieved. This improvement program took the tangible form of over 80 case studies in 1996 and the writing and continuous updating of new directives and policy bulletins on various aspects of the OLA.

*EXTERNAL OUTREACH AND RELATIONS WITH THE OTHER AGENCIES WORKING IN THE AREA OF PROTECTION OF CITIZENS' RIGHTS*

The IB represented the Commissioner to the Canadian and international associations of ombudsmen and the *Association des ombudsmans et médiateurs de langue française* in order to develop joint training projects to propagate pertinent information regarding language rights and Canada's bilingual image on the international stage.

#### **4. LEGAL SERVICES**

In 1996-1997, the Legal Services Branch assured representation of the Commissioner in various legal proceedings. Four (4) new applications under Part X of the *Official Languages Act* (OLA) were formed by the Commissioner at the request of complainants: *Commissioner of Official Languages v. Air Canada (ground services at the Halifax Airport)*, T-1989-96; *Commissioner of Official Languages v. Air Canada (ground services at the Lester B. Pearson Airport)*, T-2043-96; *Commissioner of Official Languages v. Air Canada (Is Air Ontario acting on behalf of Air Canada?)*, T-2536-96; *Commissioner of Official Languages v. The Queen (National Defence, services provided to the families of the military)*, T-2857-96. These recourses have shown federal institutions that the Commissioner was willing to take further action if his recommendations aimed at solving systemic problems were not followed.

The Commissioner was also granted intervenor status as a party in the context of three (3) other applications under Part X of the OLA brought by complainants in 1996-1997: *Gagnon v. The Queen (R.C.M. P.)*, T-537-96; *LeBlanc v. The Queen (National Defence and Veterans Affairs)*, T-2367-96; *Rogers v. Attorney General of Canada (Correctional Services)*, T-195-97. The Commissioner also obtained leave to intervene in a fourth case, *Devinat v. The Immigration and Refugee Board (IRB)*, T-2062-96, following a request for judicial review (*mandamus*) under the *Federal Court Act* and dealing with the establishment of bilingual versions of all decisions of the IRB issued

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1 At the time the OPF was developed, this branch did not exist. It was created in 1995 when the position of Deputy Commissioner was abolished. Legal Services previously reported to the Deputy Commissioner. This explains the absence of a sub-objective for this component.



since 1988. Through these interventions, the Commissioner acted as a friend of the court and provided his views on the interpretation of the OLA. Those cases should provide guidelines on the interpretation of the OLA.

A decision in an application originated in 1994 in which the Commissioner was granted leave to intervene was handed down by the Federal Court (Trial Division) in October 1996. In *Lavigne v. Department of Human Resources Development*, T-1997-94, the Court maintained the Commissioner's finding that the Department had not respected the complainant's language of work rights. In this instance, the Court ordered DHRD to pay the Applicant \$3,000 and his costs and to issue a letter of apology to him to be posted throughout the Department. The Applicant appealed this decision based on the *quantum* of damages. Through this intervention, the Commissioner helped to clarify the scope of language of work rights and the scope of the remedial provisions found in paragraph 77 (4) of the OLA.

The Commissioner also filed a Reference under the *Federal Court Act*, T-541-97, following 63 new complaints filed by various parties concerning Air Canada's obligations towards its regional carriers. The purpose of this reference was to have a decision on the scope of the linguistic obligations of Air Canada and its regional carriers. The procedures are still at the preliminary stage. Air Canada has appealed against the judgement on July 9, 1997 by the Honourable Judge Tremblay-Lamer rejecting its motion to dismiss.

The Commissioner had also obtained leave to intervene in two (2) court cases involving section 23 of the Charter of Rights and Freedoms. In the case of *Association des parents francophones de la Colombie-Britannique*, the Supreme Court of British-Columbia, in its decision dated August 1996, ruled in favour of the plaintiff's and the Commissioner position. The province has not appealed the decision. The second case, *Séguin et al. v. Her Majesty the Queen in right of Ontario*, is still pending. Those interventions enabled the Commissioner to act as a friend of the court and to provide his views and his national expertise on the interpretation and implementation of section 23 of the Charter across Canada.

The OCOL Legal Services carried out studies, produced numerous legal opinions and conducted training sessions for OCOL investigators to ensure better compliance with the spirit and intent of the OLA.

The Federal Department of Justice reacted positively, in a working document, to the 13 recommendations found in the COL's study of November 1995 on the Equitable use of English and French before the Courts in Canada.

Legal Services also published *Language Rights*, a supplement to the Annual Report of the Commissioner. This publication served to better inform members of the public on language rights decisions and studies on language rights carried by the Commissioner.

## 5. COMMUNICATIONS

### Sub-objective

To increase public awareness of the equal status of English and French in Canadian society and encourage the public to exercise its rights and obligations as defined in the Official Languages Act through the development, production and distribution of communications programs, activities and products.

The achievements of the Communications Directorate vis-a-vis the sub-objective are described below.

#### INFORMATION

- Partnership with the TREASURY BOARD in publishing inserts in newspapers. This activity made it possible to inform the official language minority communities about the location of federal two-language points of service available to them.
- Partnership with the ALLIANCE DES RADIOS COMMUNAUTAIRES DU CANADA (ARC) to produce and broadcast scenarios followed by a radio contest on six community radio stations<sup>2</sup>. The radio contest was held between January 20 and February 20, 1997. This activity made it possible to reach members of the French-language minority communities and inform them about their language rights, the role of the Commissioner, the services of the OCOL and, particularly, about the location of regional offices and the services they provide. Employees of the regional offices responded to over 1,200 calls from the public in connection with the radio contest. In addition, this initiative informed listeners about the availability of services in French provided by federal institutions.
- Partnership with the ASSOCIATION CANADIENNE D'ÉDUCATION DE LANGUE FRANÇAISE (ACELF) to organize a writing contest as part of the Semaine nationale de la francophonie. The contest was open to students of French at the elementary and secondary levels and the winners each received a monetary prize from the Commissioner. The prizes were awarded by the Commissioner at a ceremony marking la *Journée de la francophonie*. This initiative gave the Commissioner visibility among French-speaking young people and teachers and imparted information on the Commissioner's commitment to the Francophonie. In addition, the writing contest familiarized young people with the French fact and thereby increased their feeling of pride in the French language.
- Publication of the ANNUAL REPORT of the Commissioner of Official Languages. The Commissioner has a statutory obligation to publish a report on his activities each year. The *Annual Report 1996* provided a linguistic portrait of the year. It reported on

2 Radio Beauséjour (N.B.), Radio-Clare (N.S.), Radio de l'Épinette Noire INC (Hearst, Ont.), Radio Cornwall-Alexandria (Ont.), Radio communautaire du Manitoba (Man.), Radio Rivière-la-Paix (Alta.)

the progress and problems of the official language communities. The report brought to the government's attention the most significant linguistic problems in the federal administration and raised the level of awareness so that the government and the people can join their efforts and co-operate in a spirit of mutual respect to build a better country.

- Publication of the NEWSLETTER *INFOACTION*. In 1996-1997, the Office of the Commissioner published three issues which were distributed to approximately 5,500 readers (per issue). This communications tool set forth the activities and initiatives of the Commissioner .
- Publication of INFOCAPSULES **Do you know.../Savez-vous que....** These are unilingual camera-ready copy consisting of brief texts (in English or French) written in a relaxed or humorous style and accompanied by illustrations. They were distributed by News Canada/Actualités Canada to all the dailies and weeklies in Canada. This activity made it possible to provide factual information on the official languages in Canada, explain certain aspects of the *Official Languages Act* and combat the misinformation common in the media and public opinion.
- Development and inauguration of the OCOL's INTERNET site to give the public and federal employees quick access to information on the OCOL, the information products available and the activities of the Commissioner and of the OCOL and enable them to request information. The Office of the Commissioner also participates in meetings of the Treasury Board Secretariat's Internet Advisory Committee to provide its expertise for the development of regulations for establishing federal government web sites. Between December 16, 1996 (date of the launch of the site) and March 31, 1997, there has been a total of 28,856 hits, as follows:

December 96	3,321	February 97	8,359
January 97	8,994	March 97	7,912.

- Analysis and distribution of daily PRESS CLIPPINGS so that the Commissioner and the OCOL employees are informed of the linguistic situation as reported by the media. The press clippings are an overview of daily events affecting the official languages at the national level. The Commissioner was therefore able to intervene to correct any erroneous information and answer letters from the public. For example, the Commissioner signed some twenty letters to the Editor in reply to letters to different daily papers across the country, on subjects like:
  - the unilingual English road signs at Canadian borders
  - the national anthem words
  - the Jeffrey Hale's Hospital (Québec City) and the Montfort Hospital (Ottawa)
  - the unilingual English service at some commercial stands in the Gatineau Park (National Capital Region)
  - the percentage of French-speaking employees in the federal public service.

- Development and publication of a BOOKMARK giving the address of OCOL's website. The bookmark informs Canadians of the existence of OCOL's website.
- Reproduction and distribution of INFORMATION PRODUCTS developed for various publics (see the attached list, which also gives the number of copies distributed in the last fiscal year).

#### ACTIVITIES FOR FEDERAL EMPLOYEES

- Partnership with LANGUAGE TRAINING CANADA to recognize the efforts made by federal employees to obtain the "B" or "C" level in their second language. In 1996-1997 the Commissioner prepared 239 personalized letters of congratulations for federal employees who qualified at the "B" level and 165 certificates for those at the "C" level. The letters or certificates were forwarded to Language Training Canada, which handed them to the students. This activity encouraged federal employees to achieve excellence so as to be able to provide better linguistic service in the federal Public Service. Through this initiative, the Commissioner pursued his mission to ensure recognition of the status of each of the official languages and compliance with the spirit of the *Official Languages Act*, specifically by federal employees.
- Preparation of certificates as part of the MERIT LIST PROGRAM. The Commissioner awarded six Merit List certificates to the staffs of federal offices which stood out for the quality of the services they provided in English and in French. This year the Commissioner wished to highlight the good work done by certain institutions in supporting the official language minority communities and in advancing the official languages in Canadian society (Part VII of the Act). By recognizing the accomplishments of certain organizations in this regard, the Commissioner showed the great importance he attaches to this aspect of the Act. Among other things, this initiative made it possible to recognize the commitment of management to providing service of consistent quality in both official languages at all times and to meeting the needs of the official language minority communities.

## 6. CORPORATE SECRETARIAT AND REGIONAL OPERATIONS

### Sub-objective<sup>1</sup>

To represent the Commissioner at the regional and local levels, to promote the provisions contained in the Official Languages Act and to assist the linguistic survival and growth of English- and French-speaking minority communities.

<sup>1</sup> At the time the OPF was developed, this directorate was not responsible for the Executive Secretariat aspect, which was added on a few years later. This explains the absence of a sub-objective for this component.

The achievements of the Corporate Secretariat and Regional Operations Directorate vis-a-vis the sub-objective are described below.

The many issues dealt with by the COL during the year included

- his targeted interventions in the discussions surrounding the closing of Montfort Hospital in Ottawa (interventions with the provincial Premier and his Minister of Health to explain to them the role of this institution in training health care professionals and its importance to the members of this community);
- the abolition of the Centre for Information Technologies Innovation (CITI) (the new laboratory for applied research in computational linguistics at the University of Montreal, which has replaced it, partly because of the Commissioner's intervention, has just been inaugurated);
- the reinstatement of the Court Challenges Program. The study commissioned by the COL contributed to the reinstatement of this important program.

In close co-operation with the other directorates, the sector co-ordinated the preparation of briefs for presentation before a large number of committees such as

- the Information Highway Advisory Council,
- the Standing Committee on Law Amendments with regard to the White Paper in New Brunswick,
- the Ontario Standing Committee on Social Development examining Bill 104, the Fewer School Boards Act, to explain the powers that school boards should have to meet the requirements of section 23 of the Canadian Charter of Rights and Freedoms, etc.

By means of press conferences, press releases and media advisories, the Directorate enabled the Commissioner to inform newspapers and their readers of the results the Office of the Commissioner has achieved through its special studies, of the contents of the Annual Report and of the OCOL's involvement in many issues of importance. In addition, the Commissioner promoted an ongoing strategy of rapprochement between Canada's linguistic communities. This strategy encourages dialogue between the two linguistic communities and helps to advance knowledge and understanding of Canada's linguistic duality.

To this end, the Commissioner delivered many speeches to social clubs (Rotary and Kiwanis), Chambers of Commerce, federal managers and employees and the general public. The Commissioner also added to public awareness by participating in various radio phone-in programs, through discussions with the members of newspaper editorial boards and by granting interviews, of which there were some 50 in 1996.

On the international scene, the Commissioner responded to an invitation from the French Ambassador to speak to the members of the diplomatic community to explain his role as Commissioner and the scope of the OLA.

A number of meetings were also held with federal ministers and deputy ministers in an effort to provide better support to the official language minority communities or make progress on issues of importance. The Commissioner was continually informed of the communities' concerns during the meetings he organized with them in the course of his travels. As a result, the Commissioner was well-prepared in his initiatives with various government authorities, as for example, in the area of school governance. This information also made him better able to inform the members of the Standing Joint Committee on Official Languages, who invited him to appear five times during the year.

The Directorate's regional component contributed actively to the advancement of the above-mentioned initiatives. In addition, a complaints regionalization policy introduced several years ago has greatly changed the work of the regional office staffs, who were assigned responsibility for 739 investigations of admissible complaints during the year (54% of all admissible complaints received by the Office of the Commissioner). The basic principle of the regionalization policy is to assign responsibility for investigating a complaint to the office most likely to resolve it appropriately, so as to provide the best possible quality of service to the client. The staffs, in close co-operation with employees of the IB, followed up on the recommendations made by the Commissioner following investigations or special studies (228 in 1995 and 195 in 1996). They also responded to over 1,100 requests for information from the public.

The staffs of the regional offices regularly organized regional meetings of federal officials responsible for the implementation of the OLA and conducted discussions in which the participants identified problems and proposed solutions. This better understanding of the Act and the role of the Commissioner of Official Languages as a linguistic ombudsman helped to dispel myths, provide better support to the communities and foster understanding and mutual respect between Canada's diverse communities. By participating in meetings co-ordinated by Canadian Heritage, the regional offices closely monitored the initiatives taken by federal institutions to implement Part VII (Advancement of English and French) of the OLA.

By participating in many meetings and the annual general meetings of associations, the regional staffs kept abreast of the latter's changing needs. Accordingly, they were well informed about the concerns of the groups and subsequently conveyed them to headquarters.

## C. Key Reviews

<b>Key Reviews</b>
<b>Results of Program Evaluation Studies</b>
Review of complaints handling – as part of its quality program, the Investigations Branch sought to determine, by means of focus groups, a survey and a file review, the extent to which the handling of complaints by the Office of the Commissioner respects the established standards and results in the necessary corrective measures.
<b>Results of Internal Audits</b>
They showed a high degree of client satisfaction regarding the quality of our services, how we provide the services and respect for the standards applicable to investigation procedures.

## Section IV: Supplementary Information

### A. Listing of Statutory and Departmental Report

#### Legislation applied

The Commissioner assumes full responsibility before Parliament for the application of the following legislation:

*Official Languages Act* R.S.C. (1985), c. 31 (4th Supp.)

*1996 Annual Report*

### B. Contact for Further Information

HEADQUARTERS	ACTIVITIES	
Office of the Commissioner of Official Languages 344 Slater Street Ottawa, Ontario K1A 0T8	INVESTIGATIONS	Michel Robichaud, Director General Tel:(613) 995-9070 Fax:(613) 943-0451 E-mail: michel.robichaud@ocol-clo.gc.ca
General Information (613) 996-6368 ATME (613) 992-8111 Complaints (613) 992-LANG	POLICY	Gérard Finn, Director General Tel: (613) 995-1065 Fax: (613) 993-5082 E-mail: gerard.finn@ocol-clo.gc.ca
World Wide Web <a href="http://ocol-clo.gc.ca">http://ocol-clo.gc.ca</a>	CORPORATE SECRETARIAT AND REGIONAL OPERATIONS	Monique Matza, Executive Director Tel: (613) 996-6518 Fax: (613) 943-2255 E-mail: monique.matza@ocol-clo.gc.ca
E-mail: <a href="mailto:ocolo@synapse.net">ocolo@synapse.net</a>	CORPORATE SERVICES	Marie Bergeron, Director Tel: (613) 947-5598 Fax: (613) 947-4751 E-mail: marie.bergeron@ocol-clo.gc.ca
	LEGAL SERVICES	Richard Tardif, Director Tel: (613) 995-9069 Fax: (613) 996-9671 E-mail: richard.tardif@ocol-clo.gc.ca



COMMISSIONER'S REPRESENTATIVES IN THE REGIONS		
ATLANTIC	Heritage Court 95 Foundry Street 3rd floor, Room 303 Moncton, New Brunswick E1C 5H7	Jeanne Renault Tel: (506) 851-6990 1-800-561-7109 Fax: (506) 851-7046 E-main: jeanne.renault@ocol-clo.gc.ca
QUEBEC	800 Victoria Square 42nd floor, Room 4204 P.O. Box 373 Montreal, Quebec H4Z 1J2	Eva Ludvig Tel: (514) 283-1848 1-800-363-0628 Fax: (514) 283-6677 E-mail: eva.ludvig@ocol-clo.gc.ca
ONTARIO	1 Dundas Street West Room 2410, P.O. Box 24 Toronto, Ontario M5G 1Z3	Karsten Kaemling Tel: (416) 973-1904 1-800-387-0635 Fax: (416) 973-1906 E-mail: karsten.kaemling@ocol-clo.gc.ca
MANITOBA & SASKATCHEWAN	Centre-Ville Building 131 Provencher Boul. 2nd floor, Room 200 Winnipeg, Manitoba R2H 0G2	G�rard Gagnon Tel: (204) 983-2111 1-800-665-8731 Fax: (204) 983-7801 E-mail: gerard.gagnon@ocol-clo.gc.ca
ALBERTA, BRITISH COLUMBIA NWT & YUKON	10055, 106th Street Room 620 Edmonton, Alberta T5J 2Y2	Deni Lorieau Tel: (403) 495-4095 1-800-661-3642 Fax: (403) 495-4094 E-mail: deni.lorieau@ocol-clo.gc.ca

## C. Financial Summary Tables

**Table 11**  
**Summary of Voted Appropriations**

**Authorities for 1996-97 – Part II of the Estimates**  
**Financial Requirements by Authority**

Vote (thousands of dollars)	1996-97 Main Estimates	1996-97 Actual
<b>Office of the Commissioner of Official Languages</b>		
Vote 25	9,481	
Vote 25a	507	
Total Vote 25	9,988	9,588
Statutory 1 Contributions to employee benefit plans	1,067	1,067
<b>Total Commissioner's Office</b>	<b>11,055</b>	<b>10,625</b>

## Appendix A

### TABLES OF PROVISIONS

#### *Official Languages Act*

#### SHORT TITLE

#### PURPOSE OF ACT

#### INTERPRETATION

#### Part I (Section 4)

#### PROCEEDINGS OF PARLIAMENT

#### Part II (Sections 5 to 13)

#### LEGISLATIVE AND OTHER INSTRUMENTS

#### Part III (Sections 14 to 20)

#### ADMINISTRATION OF JUSTICE

#### Part IV (Sections 21 to 33)

#### COMMUNICATIONS WITH AND SERVICES TO THE PUBLIC

#### *Communications and services*

#### *Services Provided on Behalf of Federal Institutions*

#### *Regulatory Activities of Federal Institutions*

#### *General*

#### *Regulation*

#### Part V (Sections 34 to 38)

#### LANGUAGE OF WORK

#### Part VI (Sections 39 to 40)

#### PARTICIPATION OF ENGLISH-SPEAKING AND FRENCH-SPEAKING CANADIANS

#### Part VII (Sections 41 to 45)

#### ADVANCEMENT OF ENGLISH AND FRENCH

#### Part VIII (Sections 46 to 48)

#### RESPONSIBILITIES AND DUTIES OF TREASURY BOARD IN RELATIONS TO THE OFFICIAL LANGUAGES OF CANADA

#### Part IX (Sections 49 to 75)

#### COMMISSIONER OF OFFICIAL LANGUAGES

#### *Office of the Commissioner*

#### *Duties of the Commissioner*

#### *Investigations*

#### *Report to Parliament*

#### *Delegation*

#### *General*

#### Part X (Sections 76 to 81)

#### COURT REMEDY

#### Part XI (Sections 82 to 93)

#### GENERAL

#### Part XII (Sections 94 to 99)

#### RELATED AMENDMENTS

#### Part XIII (Sections 100 to 103)

#### CONSEQUENTIAL AMENDMENTS

#### Part XIV (Sections 104 to 110)

#### TRANSITIONAL PROVISIONS

#### *Transitional*

## **Appendix B** Printed material produced by the Office of the Commissioner of Official Languages and distributed in 1996-1997.

\* Available on the World Wide Web at  
<http://ocol-clo.gc.ca>

(Quantities distributed during last year  
(1st April, 1996 to 31 March, 1997))

### PRINTED MATERIAL FOR THE GENERAL PUBLIC

\*Annual Report 1996 (9,064)

*Official Languages Act*, 1988 (1,260)  
(Complete text of the Act)

\**Official Languages Act*, 1988: Synopsis (661)  
(Booklet)

*At Your Service – Official Languages Regulations*  
(372) (Folder)

*Court Remedy: Towards Linguistic Justice* (161)  
(Booklet describing the procedure to be followed when using court remedy to ensure respect for language rights)

*The Equitable Use of English and French before the Courts in Canada* (315)  
(Study conducted by Legal Services Branch with the collaboration of Richard Goreham)

*Language Rights and the Court Challenges Program – A Review of Its Accomplishments and Impact of Its Abolition* (17)  
(Report by Richard Goreham)

*The Principles of Individual Choice and Territoriality in the Implementation of Language Rights* (25)  
(Report by Richard Goreham)

\**Official Languages – Basic Facts* (2,386)  
(Booklet in question-and-answer format)

*Let the Commissioner Know!* (16,851)  
(Folder on the mandate of the Commissioner of Official Languages)

*The Commissioner at Your Service* (1,686)  
(Booklet on the mandate and the service provided by the Office of the Commissioner of Official Languages)

#### \*InfoAction

Volume 3, No. 1 - June 1996 (5,404)

Volume 3, No. 2 - November 1996 (4,964)

Volume 3, No. 3 - February 1997 (5,555)

List of articles published in *Language and Society*  
(53)

*Our Two Official Languages Over Time* (790)  
(Historical survey – 1867-1994)

*A Chronicle of the Office of the Commissioner of Official Languages, 1970-1991* (103)  
(OCOL role and its development from its inception to 1991)

*Official Language Minority Education Rights in Canada: From Instruction to Management* (43)  
(A Study by Ms. Angéline Martel)

*Our Information Products* (8,439)  
(List of products)

### MATERIAL FOR YOUNG PEOPLE

*Adventures in Time* (15,176)  
(Story and activities book for children 10 and 11 years old)

### MATERIAL FOR TEACHERS

*Talking to Each Other* (6,244)  
(Teacher's kit on the official languages for secondary students)

### MATERIAL FOR PUBLIC SERVANTS

*English and French in the Workplace – What Federal Employees Need to Know* (15,202)  
(Booklet)

### POSTERS

*Feathered Friends* (7,385)  
(Names of birds in English and French)

*Owls Hoot* (9,382)  
(Shows birds and animals and describes in English and French the sound each makes)

*Perspective* (3,222)  
(The earth seen from the moon)

*Tradition* (1,739)  
Ethel Seath: *The White Barn, Eastern Townships*  
Marc-Aurèle de Foy Suzor Côté: *Retour des champs*

*Vision* (1,780)  
A.J. Casson: *Anglican Church at Magnetawan*  
Lauren S. Harris: *Maligne Lake, Jasper Park*

*Perspective* (1,617)  
Alex Colville: *To Prince Edward Island*  
Clarence Gagnon: *De l'église à la maison*

## **Appendix C**    **Speeches by the Commissioner, Dr. V. Goldbloom**

- May 1996**      Speech pronounced at the conferring of an honorary Doctorate at the Université Sainte-Anne, Church Point (Nova Scotia)
- Speech to the Rotary Club of Trois-Rivières (Quebec)
- Speech to the Canadian Club of Grand-Mère (Quebec)
- June 1996**      French in Canada – Situation et perspectives – Speech to the Conseil de la vie française en Amérique (Montreal, Quebec)
- Keynote address to the Chinook Rotary Club (Calgary, Alberta)
- Keynote address to the East Rotary Club (Calgary, Alberta)
- October 1996**    Speech to the Modern Language Council and Southern Alberta Language Association Conference (Calgary, Alberta)
- Speech to the Fraserview Rotary Club (Vancouver, British Columbia)
- Speech to the North Delta Rotary Club (Vancouver, British Columbia)
- Speech to the Saskatchewan Association of Teachers of French (S.A.T.F.) (Regina, Saskatchewan)
- December 1996**    Keynote address to the Information Highway Advisory Council on Canada on the Internet, in its two official languages (Ottawa, Ontario)
- January 1997**    Speech to the ACFAS and members of Glendon College (Toronto, Ontario)
- March 1997**      Speech given at a luncheon at the Department of Justice as part of the “Semaine de la francophonie” (Ottawa, Ontario)

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