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ANNUAL REPORT TO PARLIAMENT



Annual Report
on Official Languages
2007-2008

annual ▶▶▶
report

Canada

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represented by the President of the Treasury Board, 2009

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Message from the President of the Treasury Board

As President of the Treasury Board and Minister responsible for the Office of the Chief Human Resources Officer (formerly the Canada Public Service Agency), I am pleased to table in Parliament this 20th annual report on official languages for fiscal year 2007–2008, in accordance with section 48 of the *Official Languages Act* (the *Act*).

The *Official Languages Act* is celebrating its 40th anniversary this year and we can certainly be proud of our accomplishments.

There is still work to be done, of course. And this is why the government announced the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*. The Roadmap represents an unprecedented commitment of \$1.1 billion over five-years, involving 14 departments and agencies.

Treasury Board Secretariat operates as a centre of excellence for official languages. As such, it will continue to coordinate the Official Languages Program in federal institutions subject to Parts IV, V and VI of the *Act*. These three parts deal with services to the public, language of work, and the equitable participation of Anglophone and Francophone Canadians in the public service.

While institutions covered by the *Act* are responsible for its implementation, a big part of our job at the Treasury Board Secretariat is to support them in integrating official languages into the culture of their organizations. The new governance structure announced by the Prime Minister earlier this year, which includes the creation of a new Office of the Chief Human Resources Officer within the Treasury Board Secretariat, will strengthen our ability to do this.

Linguistic duality remains a key element of our Canadian identity and is a distinguishing feature of the public service of Canada. 40 years ago, most communities across the country had to communicate with federal institutions in the language of the majority. Today, slightly over 90 per cent of official language minority communities have access to federal services in their language. This is incredible progress. In 40 years we have gone from a practically unilingual public service to a bilingual public service. The progress reported in the following pages is due to the improved commitment of federal institutions to make linguistic duality an integral part of their everyday operations.

The Honourable Vic Toews, P.C., M.P.
President of the Treasury Board

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 20th annual report on official languages covering the 2007–2008 fiscal year.

The Honourable Vic Toews, P.C., M.P.
President of the Treasury Board

August 2009

Speaker of the House of Commons

Dear Mr. Speaker:

Pursuant to section 48 of the *Official Languages Act*, I hereby submit to Parliament, through your good offices, the 20th annual report on official languages covering the 2007–2008 fiscal year.

Sincerely,

The Honourable Vic Toews, P.C., M.P.
President of the Treasury Board

August 2009

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Summary

The mandate of the Office of the Chief Human Resources Officer (formerly the Canada Public Service Agency) is to support federal institutions in complying with their linguistic obligations under the *Official Languages Act*. Every federal institution has the duty to serve Canadians in the official language of their choice, establish and maintain a work environment conducive to the use of both official languages in regions designated bilingual for language-of-work purposes, ensure that French and English-speaking Canadians have equal employment and promotion opportunities and that the workforce of federal institutions reflects the presence of the Anglophone and Francophone communities in Canada, taking into account the characteristics of those institutions, their mandate, their public and their location.

The structure and content of this 20th annual report have been completely revamped to give more emphasis to the results of the Official Languages Program as a whole. In fact, some of the results in this report are presented here for the first time.

The report has two main components—implementation of the Official Languages Program and best practices. The order in which Program components that fall under the jurisdiction of Treasury Board are presented has been modified to put official languages issues pertaining to human resources management in perspective. The second section includes best practices that are applicable to any institution.

The highlights noted below address the implementation of the Official Languages Program for the 2007–2008 fiscal year.

Program Implementation

Human resources management – including equitable participation (Part VI of the Act)

On March 31, 2008, 40.5% of all positions in the core public administration were designated bilingual. The other positions are unilingual and are broken down as follows: 51.0%, English essential; 3.9%, French essential and 4.4%, English or French essential. The rate of incomplete records on the linguistic designation of occupied positions was 0.3%.

On March 31, 2008, the participation rate of Anglophones in federal institutions subject to the Act was 73.1% and 26.9% for Francophones. This rate is virtually unchanged compared with the same period last year. Based on data from the 2006 Census, both linguistic communities are relatively well represented within the federal institutions subject to the Act.

Regionally, for all federal institutions subject to the Act, the participation rate for Anglophones in Quebec (excluding the National Capital Region) was 12.5% in 2008 compared with 12.2% the previous year.

Language of work (Part V of the Act)

The majority of federal institutions remain committed to official languages and are taking measures to enable employees to use the official language of their choice in the workplace.

As a rule, electronic communications, websites, work tools and computer systems intended for employees are available in both official languages.

The vast majority of employees (91.8%) providing personal and central services (i.e. compensation, financial, communications and library services) within the core public administration met the language requirements of their position compared with 90.7% in 2007. The percentage of positions requiring a higher level of second language proficiency (level C) remained stable at 33.7% in 2008.

The data show that 91.2% of employees (including executives) who supervise staff in Canada met the language requirements of their position, compared with 89.1% in 2007.

Communications with and services to the public in both official languages (Part IV of the Act)

The majority of federal institutions are able to communicate with and provide services of equal quality to the public in both official languages in electronic communications, including websites, and at all offices and facilities designated bilingual. Approximately 20% of federal institutions find that there are shortcomings in terms of the active offer in general.

The percentage of incumbents in bilingual positions having to serve the public who meet the language requirements of their position rose slightly from 91.0% in 2007 to 91.5% in 2008. The percentage of incumbents exempted from meeting the language requirements of their position remained stable at 5.0%.

The percentage of bilingual positions serving the public and requiring superior proficiency (level C in oral interaction) increased slightly over last year: from 34.4% to 34.8%.

More than half of the federal institutions that use suppliers include a provision on language obligations in third-party contracts. Of these institutions, most monitor third-party compliance with these provisions.

The data show that 60 federal institutions have set up mechanisms to measure performance in the delivery of services to the public.

Introduction

Mandate of the Office of the Chief Human Resources Officer

Created March 2nd, 2009, the Office of the Chief Human Resources Officer (the Office) combines the activity and policy areas of the former Canada Public Service Agency and those sectors of the Treasury Board Secretariat responsible for pensions and benefits, labour relations and compensation. This change helped to put in place a governance structure that fosters empowering deputy heads in terms of managing human resources in their own organizations.

The mandate of the Office is to support excellence in people management in the Public Service in order to create and maintain an organization which is dynamic and which supports a healthy work environment, thus making it possible to offer high quality services and to reach expected results for Canadians.

One of the Office's functions is to support public officials and, therefore, government institutions in creating a top-notch workplace and labour force in order to serve the Canadian people and the Government of Canada.

Where official languages are specifically concerned, the Office, on behalf of Treasury Board, supports federal institutions in enforcing Parts IV, V and VI of the *Official Languages Act* (the Act) so as to ensure that Canadians receive services in the official language of their choice (Part IV of the Act); that federal institutions create and maintain a working environment conducive to the effective use of both official languages (Part V of the Act); that federal institutions offer equal opportunity for employment and promotion to French and English-speaking Canadians within their organization and that their workforce tends to reflect the presence of both official language communities in Canada (Part VI of the Act).

The Office works with the approximately 200 federal institutions subject to the Act, namely, the 80 institutions that belong to the core public administration (CPA) and 120 Crown corporations, privatized organizations, separate agencies and departmental corporations.

The Office also works in cooperation with Canadian Heritage to enhance the vitality of official language minority communities, to support their development and to foster full recognition and use of French and English in Canadian society (Part VII of the Act).

Report Structure and Content

The structure and content of this 20th annual report have been completely revamped to highlight official languages issues related to human resources management and the results of the Official Languages Program as a whole. The objective is more rigorous accountability regarding

application of the Act while facilitating the task of parliamentarians by giving them concrete data on the Program. Some of the results in this report, obtained through recent changes to the way the Office monitors the Program in federal institutions, are presented here for the first time.

The report has two main components—implementation of the Official Languages Program and best practices. The order in which Program components that fall under the jurisdiction of Treasury Board are presented has been modified to put official languages issues pertaining to human resources management in perspective. The second section includes best practices that are applicable to any institution.

Implementation of the Official Languages Program

Human Resources Management

On March 31, 2008, 40.5% of all positions in the core public administration were designated bilingual. The other positions were unilingual and were broken down as follows: 51.0%, English essential; 3.9%, French essential and 4.4%, English or French essential. The rate of incomplete records on the linguistic designation of occupied positions was 0.3%.

The percentage of bilingual positions is generally higher in certain regions of the country, particularly in the National Capital Region (NCR)—where several institutions are headquartered—and where most members of official language minority communities live. Similarly, the regions designated bilingual for language-of-work purposes impact on the number of positions designated bilingual. The NCR has 65.1% of bilingual positions; Quebec (excluding the NCR), 64.8%; New Brunswick, 52.1% and Ontario (excluding the NCR), 10.5%. In the other Atlantic provinces, the percentage is 11.1%, while in western and northern Canada, 4.3% of all positions are bilingual.

The 2007–2008 fiscal year saw an improvement in terms of the percentage of incumbents who meet the language requirements of their position. Indeed, on March 31, 2008, 91.7% of these incumbents met the requirements, up from 90.8% in the previous fiscal period.

The rate of positions designated bilingual requiring superior proficiency (level C) was 32.4%, or 0.5% higher than last year (31.9%). The majority of bilingual positions, 64.3%, required intermediate proficiency (level B).

The Office observed that 63.4% of federal institutions have mechanisms in place to objectively determine the language requirements of positions and functions. Based on the information gathered, 75.8% of federal institutions usually staff positions or functions with candidates who

meet the language requirements at the time of appointment, which is a slight improvement over last year.

To ensure respect for the rights of the public and of employees, 66.7% of federal institutions have set up administrative measures to cover for the absence of employees in bilingual positions.

Over three quarters of federal institutions ensure that employees who do not meet the requirements of their position at the time of appointment have access to language training within a reasonable period.

Based on data gathered, 83.7% of federal institutions make language training available for career advancement.

Last year, close to half the federal institutions indicated that they had taken action to ensure that employees trained in their second official language were able to maintain or improve their level of bilingualism. This year, over 61% of federal institutions had such practices in place.

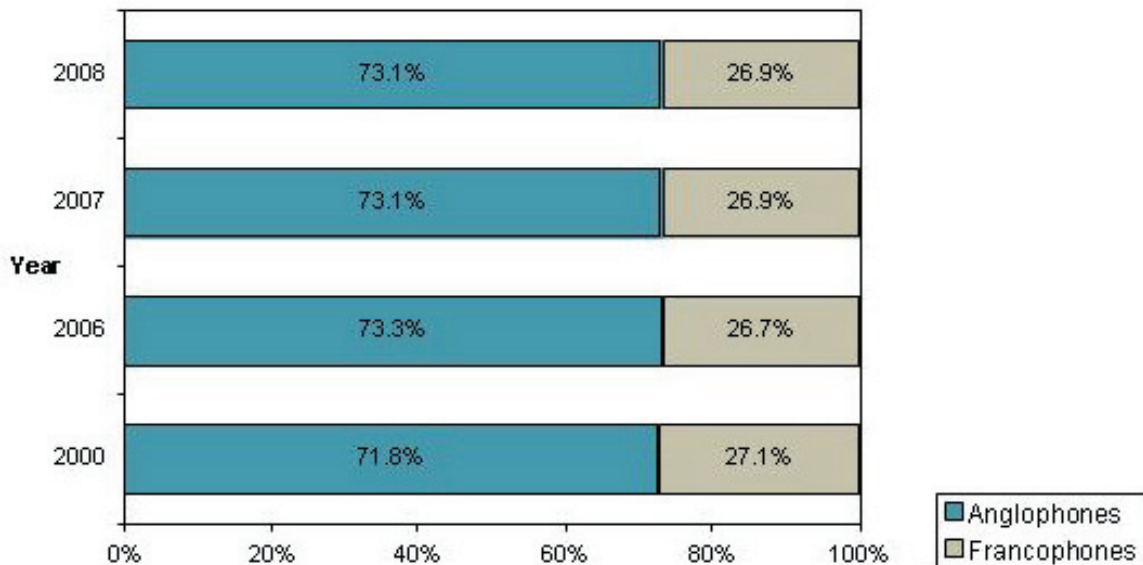
Incentives such as mentorship, matching, bilingual meetings, language school or Campus Direct services help to encourage routine use of the second language in the workplace.

Regarding equitable participation, the participation rate of Anglophones in all federal institutions subject to the Act was 73.1% for the 2007–2008 period. The participation rate of Francophones was 26.9%. These rates rose to 68.4% and 31.6% respectively for the core public administration. Based on the latest Census data (2006), employees from both official language communities are relatively well represented within the federal institutions subject to the Act. This breakdown generally parallels the percentage of Francophones and Anglophones in Canadian society. Of note is the fact that 74.8% of the Canadian population reports English as their first language, while 23.6% reports French as their first language.

This situation has changed greatly over the past 30 years. Nationally, and for federal institutions within the core public administration, the participation rate for Francophones rose from 25.2% in 1978 to 31.6% in 2008. Regionally, the most marked changes are found in the NCR, where Francophone participation rose from 32% to 41.8% between 1978 and 2008 and from 16.7% to 42.7% in New Brunswick over the same period.

Figure 1 below shows the participation by the two communities in all federal institutions subject to the Act.

Figure 1
Participation of Anglophones and Francophones in all Federal Institutions Subject to the Official Languages Act.



The Office observed that 52.3% of federal institutions subject to the Act implemented recruitment practices intended to foster equitable participation, such as publishing competition notices in both French and English-language media or posting them on their websites.

Regionally, in all federal institutions subject to the Act, the participation of Anglophones in Quebec (excluding the NCR) was 12.5% in 2008 compared with 12.2% the previous year. For the core public administration, these rates were at 7.9% and 7.6% respectively.

It is important to note that the level of proficiency required in the second language has risen significantly over the years. Indeed, the rate of incumbents required to reach superior proficiency (level C) was 7.2% in 1978, and had increased to 32.4% in 2008.

In terms of performance measurement mechanisms, 52 federal institutions put measures in place to evaluate implementation of the provisions of the *Policy on Official Languages for Human Resources Management* to ensure follow-up within their organization, which is an increase over the previous year.

The following examples of performance measurement initiatives signal a culture change regarding the willingness to offer services in both official languages and to create a workplace where the ability of employees to use the language of their choice is predominant:

- ▶ The Official Languages Policy is considered an important part of the strategic plan and the succession planning process;
- ▶ The deputy minister's quarterly dashboard contains performance indicators for imperative staffing and the percentage of employees who meet the language requirements of their positions;
- ▶ Performance management plans are put in place;
- ▶ Quarterly reports on the level of bilingualism among managers are submitted to the board of management;
- ▶ Semi-annual surveys are conducted to gauge employee satisfaction;
- ▶ Data from the Statistics Canada survey on employee's perception of the implementation of the Official Languages Policy are taken into account;
- ▶ Language schools and teachers are evaluated regularly;
- ▶ Federal institutions are boosting investment in language training.

Language of Work

On March 31, 2008, 47,568 incumbents occupying bilingual positions and providing personal and central services (91.8%) in the core public administration met the language requirements of their positions, compared with 90.7% in 2007.

The percentage of positions that include personal and central service functions in the core public administration requiring level C second language proficiency (in oral interaction) remained unchanged over the previous year at 33.7%.

The data show that 18,934 (91.2%) of the employees supervising staff in regions designated bilingual (supervisors and executives) met the language requirements of their positions. This is an increase of more than 2 percentage points: the proportion was 89.1% in 2007.

The number and percentage of those in the “exempted” and “record incomplete” category in bilingual positions in the core public administration assigned to personal and central services fell. In the “exempted” category, the number of incumbents decreased from 5.2% in 2007 to 4.9% in 2008. The number of “incomplete records” dropped from 2.2% in 2007 to 1.8% in 2008.

The percentage of bilingual positions that included supervisory tasks at the superior proficiency level (level C) was 50.2% in 2008.

The data also shows a continued increase in the number of executives who meet the language requirements of their positions: 4,015 (96.4%) met the language requirements of their bilingual position on March 31, 2008, compared with 94.0% the year before. A total of 84 executives (2.0%) were exempted from meeting the requirements.

With respect to those who did have to meet the language requirements of their positions, there was an improvement of 0.8%, which means that on March 31, 2008, 1.0% (42 senior executives) had to meet the language requirements of their positions within the two-year exemption period, compared with 1.8% the year before.

In regions designated bilingual for language-of-work purposes, the Office found that, over the years, there has been considerable progress in terms of measures taken to encourage the use of both official languages. Indeed, 91.7% of federal institutions in these regions designated bilingual have taken steps to create and maintain an environment conducive to the use of both official languages, which is an increase of 6.7% over last year.

Employees can obtain personal and central services in the language of their choice in 92.6% of federal institutions; work instruments and regularly and widely used automated systems are made available to their employees in both official languages in 85.7% of federal institutions; websites and electronic communications intended for employees are accessible concurrently and are of equal quality in both languages in 83.3% of federal institutions.

Finally, 78.6% of federal institutions have made efforts to provide training and professional development for their employees in both official languages.

In unilingual regions, work instruments are available in both official languages to staff required to offer bilingual services to the public or to employees in a region designated bilingual in 75.8% of federal institutions, which is a slight improvement over the situation last year.

Communications with and Services to the Public in Offices Designated Bilingual

On March 31, 2008, federal institutions had 12,371 offices and facilities, of which 4,039 (32.6%) had the obligation to offer bilingual services to the public.

As a rule, the availability, simultaneity, comparability and quality of communications and bilingual services provided by federal institutions meet the demand in a satisfactory manner. Dissemination of information to the public in both official languages is increasingly becoming an integral part of the communications approach and planning.

On March 3, 2008, 91.5% of incumbents in bilingual positions required to serve the public met the language requirements of their positions. This is an increase of half a percentage point over last year (91.0%). Since 2000, this rate has increased gradually by more than 9 percentage points.

The percentage of incumbents exempted from meeting the language requirements of their positions has been stable for the last few years. The percentage of incomplete records, however, continues to fall; in 2008 it stood at 2.0%, having been at 2.2% in 2007 and 5% in 2000.

This reduction in the number of incomplete records is largely attributable to the Training and Special Response Team, which targeted federal institutions experiencing shortcomings with the quality of their data in the Position and Classification Information System (PCIS).

The percentage of bilingual positions serving the public and requiring superior proficiency (level C in oral interaction) increased slightly over last year: from 34.4% to 34.8%.

Language proficiency associated with bilingual positions serving the public has risen steadily since 1978 but has remained relatively stable over the last five years.

The data show that 89.5% of federal institutions provide communications and services in both official languages concurrently, and they are of equal quality in both languages in 83.7% of federal institutions.

There are shortcomings with regard to active offer in approximately 20% of federal institutions, primarily where active offer in person is concerned. Visual active offer (signage), telephone reception and voice mail greeting messages did not pose any problems generally. Incentive measures (frequent reminders, training, brochures, etc.) are implemented regularly in order to improve the active offer.

The Office noted that 84% of federal institutions disseminate their information simultaneously in both official languages on their public websites and that these federal institutions make sure that the French and English versions are of equal quality.

In the case of electronic communications with the public, 81% of federal institutions disseminate their information simultaneously in both official languages and 75.8% of federal institutions ensure that the quality of the information is comparable in both official languages.

The Office found that a majority of federal institutions that deal with third parties include a provision on language obligations in their contracts. The data also show, however, that 36.9% of these institutions do not verify compliance.

Sixty federal institutions have put in place performance measurement mechanisms related to delivery of service to the public.

In light of all this data on Parts IV, V and VI of the Act, the Office finds that, as a rule, federal institutions are meeting their official languages obligations, despite certain isolated shortcomings, particularly where active offer in person and on the telephone is concerned.

The Office also encourages federal institutions to make the necessary efforts to improve their performance regarding active offer and to put in place relevant mechanisms for evaluating their own performance in relation to official languages.

The key to success in effectively implementing the Program lies mainly with the leadership exercised within federal institutions. For that reason, the Office maintains a steady interest in this factor in the annual reviews required of federal institutions. The emphasis placed on identifying good practices is bearing fruit: a number of institutions are using such practices as examples and adapting them to their requirements.

Best Practices

Background

The Office would like to bring together tools that can help federal institutions to improve their performance in relation to official languages and to promote them. This is why the Office asked federal institutions to provide information on their good practices related to the Official Languages Program as part of the 2007–2008 annual review exercise.

Some of the practices identified have been selected for presentation in the 2008–2009 edition of the Forum on Official Languages Good Practices organized by the Office, while others are presented in this section in order to benefit the greatest number of federal institutions possible. All these good practices are testimony to the federal institutions' commitment to the Program and have the potential to have a snowball effect. The objective is to enable federal institutions to replicate, as they see fit and with the necessary adaptations, good practices that might apply within their own organizations.

The good practices selected fall into the following categories: program management, human resources, language of work and service to the public.

Good Practices

Program management

The following Program management initiatives are part of many that were put in place by the Canada Border Services Agency:

-
- ▶ The Canada Border Services Agency organized two meetings with all the federal institutions that are part of the public security portfolio. Discussions centered on common challenges in the area of official languages and good practices to adopt.
 - ▶ Corrective action is taken when the institution identifies recurring problems. This practice has resulted in a considerable increase in briefing sessions on active offer.
 - ▶ Initiatives have been identified to augment the institution's bilingual capacity when recruiting new employees. These include visits to official language communities, participation in job fairs, recruitment in employment centres and universities, and advertising in directories.
 - ▶ Language training and learning retention kits have been developed. These kits are distributed to all employees who go on language training.
 - ▶ A bilingual lexicon of vocabulary specific to the institution is available on their intranet site and updated regularly.

Human resources – learning retention

- ▶ The Canadian Transportation Agency's buddy language program matches up two employees—an Anglophone and a Francophone—to help them to improve their knowledge of the second language. The program supports the institution's TOP Level challenge (TOP stands for tolerance, openness and patience). The program was launched four years ago to create an environment conducive to the use of both official languages and has helped over 50 employees to learn French as a second language.
- ▶ In the West, the Parks Canada Agency offers its employees the opportunity to take part in a French immersion workshop that lasts anywhere from three days to a week. Groups include between 20 and 35 employees. Participants speak exclusively in French from breakfast right through the day and evening. A bilingual employee is assigned to three or four learners to stimulate conversation among participants.
- ▶ The Ontario Region of the Department of Public Works and Government Services Canada funded two special weekly classes to allow new graduates of full-time language training to acquire operational terminology, improve their ease of expression and maintain their language skills.

Language of work

- ▶ Statistics Canada provides a bilingual terminology bank for all employees on its intranet network. This tool is used to disseminate proper names and terminology specific to the institution, and its purpose is to support employees' written work in both French and English, pool all the terminology of the Department's divisions, disseminate terminology specific to Statistics Canada, foster terminological harmonization in both official languages and improve the quality of written communication throughout the institution.

- ▶ The Canada Post Corporation drew up a communication plan and launched a campaign in September 2007 including specific objectives and a commitment related to language of work.
- ▶ One of the proposed initiatives was to distribute posters displaying the main messages related to language of work. Notices were sent out to all employees at Corporation headquarters to remind them that the messages for employees in both linguistic groups must be written in the preferred official language of the end users or in both official languages. All employees with access to a computer received a message reminding them that their telephone messages, voice boxes and electronic signature must be bilingual if they occupy a bilingual position.
- ▶ Statistics Canada developed a bilingualism facilitation pilot project that continued through 2007–2008. The idea is to determine whether secondment of a facilitator to the divisions where the level of bilingualism is weaker could bring some improvement. The facilitator's role is to diagnose the specific problem in a division and to suggest realistic solutions in order to actively promote reinforcement or retention of an environment conducive to the use of both official languages. This is a full-time job; the facilitator is temporarily assigned to a division for a given period of time, on a full or part-time basis, to resolve specific issues related to bilingualism at work.
- ▶ This program has been so successful that the institution decided that as of the 2008–2009 fiscal period, bilingualism facilitation would be officially added to the range of services offered throughout the institution.
- ▶ Several federal institutions such as the Financial Consumer Agency of Canada, Office of the Auditor General of Canada, and Export and Development Canada have conducted surveys to gather employees' opinions on a number of topics, including the bilingual workplace.

Service to the public

- ▶ The Royal Canadian Mounted Police introduced an official languages component into its training program for all new members so that their obligations in terms of service to the public were clearly understood. Furthermore, the Atlantic Region set up a course on active offer.
- ▶ A number of federal institutions are continuing to evaluate services to the public and to make it a priority, such as the Atlantic Canada Opportunities Agency, Public Service Labour Relations Board, Canadian Museum of Civilization Corporation, Financial Consumer Agency of Canada, Canadian Centre for Occupational Health and Safety, and the Canada Post Corporation. They assess performance regularly, either by public survey, feedback questionnaires or audits.
- ▶ The Department of Transport developed an internal policy on services delivered by third parties. The Department also created a brochure on contractors' official languages

responsibilities for suppliers who provide services to the public and to employees of the institution on behalf of the Department.

- ▶ A group of employees received the Parks Canada Agency administrator's award of excellence for their part in a bulletin project and putting together a glossary on avalanches. This project, initiated in partnership with another institution, helped to build the capacity to provide timely translations for a specific topic and interest related to safety in Canada. The work was presented at the International Snow Science Workshop and at an international workshop with participants from Switzerland, France, China, India, the United States, New Zealand and Canada.
- ▶ The Canada Border Services Agency developed a bilingual brochure on active offer letting travellers know that they can receive services in the official language of their choice in offices where the official languages symbol is displayed. The institution also facilitated workshops and briefing sessions on active offer. Coordinators in the Greater Toronto Area developed a pocket translator containing key phrases to be used when a unilingual employee needs to refer a client to a bilingual employee.
- ▶ In January 2008, the RCMP officially announced the launch of its marketing and education campaign entitled “Our heritage, our advantage” intended to educate employees as to their rights and obligations regarding official languages. Promotional products and tools were developed and distributed within the RCMP, including bilingual cue cards on active offer, tent cards on active offer and advice on official languages for daily activities.

In closing, several federal institutions have made progress in expanding their good practices during this period. The Office wants to be the vehicle for broadening the scope and use of these practices to involve as many federal institutions as possible and to raise their awareness.

Many federal institutions have kept up the momentum of using good practices to meet language of work requirements. We believe that sustained commitment to a bilingual work environment will lead to increased use of both official languages.

Good practices could not exist without the determination to improve quality of service to the public. As such, good practices that have been in place for several years have continued this year.

The Office will continue to highlight federal institutions' successes because they represent a sustainable investment. Good practices have a ripple-down effect and are picked up by other institutions, which in turn enables all institutions to be on the same wavelength, regardless of internal capacity.

Conclusion

A public service with superior official languages capacities

Canada's official languages policy is increasingly becoming part and parcel of the country's social fabric and of what defines us as a country.

The data in this report reflect this reality within the federal public administration. Most incumbents of bilingual positions (91.7%) meet the language requirements of their positions. Most executives also have the language skills required by their positions. Positions designated bilingual for responding to the public and for the purposes of language of work are concentrated primarily in regions designated bilingual.

Increasingly, federal institutions subject to the Act are staffing bilingual positions or functions by appointing candidates who are already bilingual. Language training is also encouraged for career development purposes. Progress in these areas continues as noted in previous reports.

Program implementation is largely based on the leadership shown in federal institutions. The role of the Office is to support federal institutions subject to the Act. To this end, the Office holds regular meetings with its main official languages stakeholders, including the champions and advisory committees of departments and Crown corporations, in order to address various concerns that are raised. It also offers workshops, including one on language training entitled *Learning Retention: From Policy to Practice*, which was held in Vancouver in March 2008. Given in collaboration with the Pacific Federal Council and its partners, the workshop addressed regional concerns about language training and maintenance. The Office also provides case studies on language of work and advice and interpretations to clarify the various requirements of official languages policy instruments.

In addition, from October 2007 to March 2008, the Office initiated an information campaign on the various aspects of the Official Languages Program so as to provide people with a better overall understanding of the program, strengthen management leadership and help build a bilingual, dynamic and respectful work environment. In November 2007, it held a forum to share good practices in federal institutions. The Office also launched an electronic tool to help institutions determine the linguistic profile of bilingual positions. Finally, in March 2008, the Office, with the support of a number of federal institutions, organized the launch of *Rendez-vous de la Francophonie*, an event that attracts about 500 Francophones and francophiles every year.

The Office supports an inclusive approach based on cooperation with federal institutions and their key official languages stakeholders. Deputy heads are ultimately responsible, however, for ensuring that these approaches are implemented in their respective institution. This is why the Office continues to work with federal institutions to maximize the Program's positive spin-offs for Canadian society as a whole, including official language minority communities.

Statistics

Table 1

Bilingual positions and bilingual employees in the public service

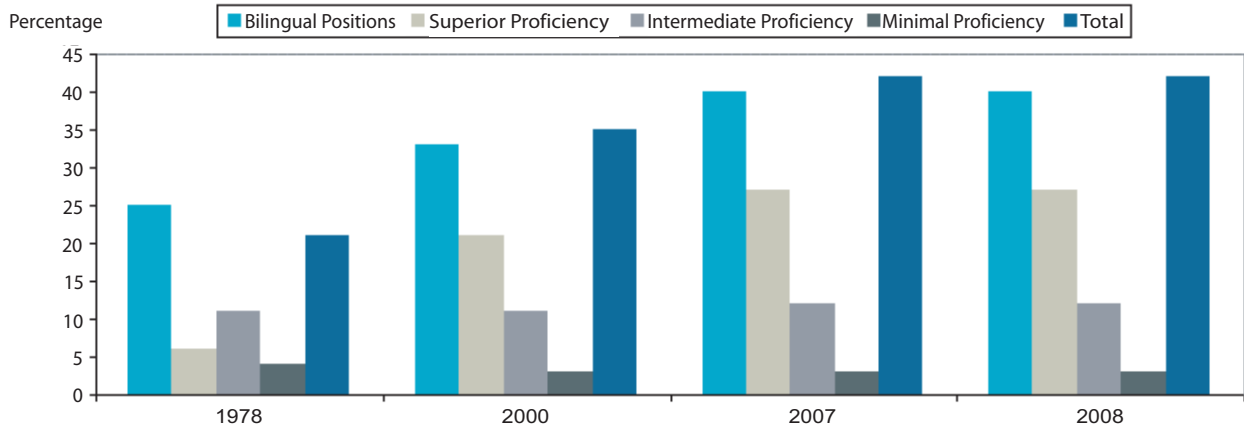


Table 2

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
2007	72,138	40.2%	91,983	51.2%	7,129	4.0%	7,871	4.4%	369	0.2%	179,490
2008	75,889	40.5%	95,688	51.0%	7,365	3.9%	8,168	4.4%	470	0.3%	187,580

Table 3

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

Province, territory or region	Unilingual positions										Total
	Bilingual		English essential		French essential		English or French essential		Incomplete records		
British Columbia	529	3.1%	16,451	96.7%	1	0.0%	22	0.1%	14	0.1%	17,017
Alberta	403	4.0%	9,564	95.8%	0	0.0%	16	0.2%	4	0.0%	9,987
Saskatchewan	186	3.8%	4,659	96.0%	0	0.0%	8	0.2%	1	0.0%	4,854
Manitoba	570	7.9%	6,586	91.8%	1	0.0%	17	0.2%	2	0.0%	7,176
Ontario (excluding NCR)	2,468	10.5%	20,808	88.5%	9	0.0%	192	0.8%	36	0.2%	23,513
National Capital Region (NCR)	52,636	65.1%	20,832	25.8%	222	0.3%	6,936	8.6%	220	0.3%	80,846
Quebec (excluding NCR)	13,817	64.8%	111	0.5%	7,096	33.3%	149	0.7%	135	0.6%	21,308
New Brunswick	3,232	52.1%	2,810	45.3%	30	0.5%	108	1.7%	25	0.4%	6,205
Prince Edward Island	528	28.3%	1,336	71.6%	0	0.0%	1	0.1%	0	0.0%	1,865
Nova Scotia	945	10.3%	8,185	89.1%	6	0.1%	42	0.5%	11	0.1%	9,189
Newfoundland and Labrador	129	3.8%	3,232	96.1%	0	0.0%	2	0.1%	1	0.0%	3,364
Yukon	22	6.9%	289	90.9%	0	0.0%	2	0.6%	5	1.6%	318
Northwest Territories	21	3.2%	635	96.1%	0	0.0%	0	0.0%	5	0.8%	661
Nunavut	5	2.7%	178	97.3%	0	0.0%	0	0.0%	0	0.0%	183
Outside Canada	398	36.4%	12	1.1%	0	0.0%	673	61.5%	11	1.0%	1,094
Total	75,889	40.5%	95,688	51.0%	7,365	3.9%	8,168	4.4%	470	0.3%	187,580

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
2007	65,466	90.8%	3,633	5.0%	1,297	1.8%	1,742	2.4%	72,138
2008	69,596	91.7%	3,746	4.9%	1,080	1.4%	1,467	1.9%	75,889

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
2007	22,983	31.9%	46,304	64.2%	911	1.3%	1,940	2.7%	72,138
2008	24,567	32.4%	48,781	64.3%	715	0.9%	1,826	2.4%	75,889

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
2007	41,045	91.0%	2,290	5.1%	775	1.7%	1,015	2.2%	45,125
2008	43,236	91.5%	2,354	5.0%	692	1.5%	950	2.0%	47,232

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
2007	15,516	34.4%	28,877	64.0%	519	1.2%	213	0.5%	45,125
2008	16,433	34.8%	30,249	64.0%	341	0.7%	209	0.4%	47,232

Table 8

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

Year	Meet		Do not meet				Total		
			Exempted	Must meet		Incomplete records			
2007	43,620	90.7%	2,497	5.2%	883	1.8%	1,080	2.2%	48,080
2008	47,568	91.8%	2,517	4.9%	786	1.5%	952	1.8%	51,823

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
2007	16,210	33.7%	30,322	63.1%	312	0.6%	1,236	2.6%	48,080
2008	17,476	33.7%	32,745	63.2%	298	0.6%	1,304	2.5%	51,823

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			
2007	16,110	89.1%	981	5.4%	592	3.3%	393	2.2%	18,076
2008	18,934	91.2%	989	4.8%	483	2.3%	354	1.7%	20,760

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
2007	9,287	51.4%	8,659	47.9%	59	0.3%	71	0.4%	18,076
2008	10,416	50.2%	10,207	49.2%	51	0.2%	86	0.4%	20,760

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	16,696	98.1%	321	1.9%	0	0.0%	17,017
Alberta	9,739	97.5%	248	2.5%	0	0.0%	9,987
Saskatchewan	4,783	98.5%	71	1.5%	0	0.0%	4,854
Manitoba	6,904	96.2%	272	3.8%	0	0.0%	7,176
Ontario (excluding the NCR)	22,348	95.0%	1,165	5.0%	0	0.0%	23,513
National Capital Region (NCR)	47,061	58.2%	33,785	41.8%	0	0.0%	80,846
Quebec (excluding the NCR)	1,683	7.9%	19,625	92.1%	0	0.0%	21,308
New Brunswick	3,557	57.3%	2,648	42.7%	0	0.0%	6,205
Prince Edward Island	1,679	90.0%	186	10.0%	0	0.0%	1,865
Nova Scotia	8,674	94.4%	515	5.6%	0	0.0%	9,189
Newfoundland and Labrador	3,310	98.4%	54	1.6%	0	0.0%	3,364
Yukon	305	95.9%	13	4.1%	0	0.0%	318
Northwest Territories	645	97.6%	16	2.4%	0	0.0%	661
Nunavut	177	96.7%	6	3.3%	0	0.0%	183
Outside Canada	732	66.9%	362	33.1%	0	0.0%	1,094
Total	128,293	68.4%	59,287	31.6%	0	0.0%	187,580

Table 13

Participation of anglophones and francophones in the core public administration by occupational category

Categories	Anglophones		Francophones		Unknown		Total
Executive	3,201	69.0%	1,440	31.0%	0	0.0%	4,641
Scientific and professional	20,351	74.4%	7,020	25.6%	0	0.0%	27,371
Administrative and foreign service	56,861	63.4%	32,779	36.6%	0	0.0%	89,640
Technical	13,116	75.4%	4,281	24.6%	0	0.0%	17,397
Administrative support	19,065	67.7%	9,106	32.3%	0	0.0%	28,171
Operational	15,699	77.1%	4,661	22.9%	0	0.0%	20,360
All Categories	128,293	68.4%	59,287	31.6%	0	0.0%	187,580

Table 14

Participation of anglophones and francophones in federal 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	35,548	96.4%	1,342	3.6%	0	0.0%	36,890
Alberta	27,504	95.2%	1,375	4.8%	0	0.0%	28,879
Saskatchewan	7,224	96.9%	234	3.1%	0	0.0%	7,458
Manitoba	16,632	95.8%	738	4.2%	0	0.0%	17,370
Ontario (excluding the NCR)	75,551	94.0%	4,849	6.0%	6	0.0%	80,406
National Capital Region (NCR)	31,073	67.3%	15,097	32.7%	0	0.0%	46,170
Quebec (excluding the NCR)	7,677	14.4%	45,602	85.6%	1	0.0%	53,280
New Brunswick	7,427	74.5%	2,548	25.5%	0	0.0%	9,975
Prince Edward Island	1,808	95.8%	80	4.2%	0	0.0%	1,888
Nova Scotia	15,344	91.1%	1,492	8.9%	0	0.0%	16,836
Newfoundland and Labrador	5,807	98.3%	100	1.7%	0	0.0%	5,907
Yukon	377	96.4%	14	3.6%	0	0.0%	391
Northwest Territories	556	93.4%	39	6.6%	0	0.0%	595
Nunavut	240	94.1%	15	5.9%	0	0.0%	255
Outside Canada	1,364	77.3%	400	22.7%	0	0.0%	1,764
Total	234,132	76.0%	73,925	24.0%	7	0.0%	308,064

Table 15

Participation of anglophones and francophones in federal institutions that are not part of the core public administration by occupational or equivalent category

Categories	Anglophones		Francophones		Unknown		Total
Executive	10,235	76.6%	3,135	23.4%	0	0.0%	13,370
Professionals	21,695	74.0%	7,624	26.0%	4	0.0%	29,323
Specialists and technicians	38,055	76.2%	11,896	23.8%	0	0.0%	49,951
Administrative support	21,779	70.6%	9,079	29.4%	2	0.0%	30,860
Operational	83,259	79.1%	22,017	20.9%	1	0.0%	105,277
Canadian Forces and regular members of the RCMP	59,109	74.6%	20,174	25.4%	0	0.0%	79,283
All categories	234,132	76.0%	73,925	24.0%	7	0.0%	308,064

Table 16

Participation of anglophones and francophones in all federal institutions subject to the *Official Languages Act* by province, territory or region

Province, Territory or Region	Anglophones		Francophones		Unknown		Total
British Columbia	52,244	96.9%	1,663	3.1%	0	0.0%	53,907
Alberta	37,243	95.8%	1,623	4.2%	0	0.0%	38,866
Saskatchewan	12,007	97.5%	305	2.5%	0	0.0%	12,312
Manitoba	23,536	95.9%	1,010	4.1%	0	0.0%	24,546
Ontario (excluding the NCR)	97,899	94.2%	6,014	5.8%	6	0.0%	103,919
National Capital Region (NCR)	78,134	61.5%	48,882	38.5%	0	0.0%	127,016
Quebec (excluding the NCR)	9,360	12.5%	65,227	87.4%	1	0.0%	74,588
New Brunswick	10,984	67.9%	5,196	32.1%	0	0.0%	16,180
Prince Edward Island	3,487	92.9%	266	7.1%	0	0.0%	3,753
Nova Scotia	24,018	92.3%	2,007	7.7%	0	0.0%	26,025
Newfoundland and Labrador	9,117	98.3%	154	1.7%	0	0.0%	9,271
Yukon	682	96.2%	27	3.8%	0	0.0%	709
Northwest Territories	1,201	95.6%	55	4.4%	0	0.0%	1,256
Nunavut	417	95.2%	21	4.8%	0	0.0%	438
Outside Canada	2,096	73.3%	762	26.7%	0	0.0%	2,858
Total	362,425	73.1%	133,212	26.9%	7	0.0%	495,644