



Office of the Commissioner of Official Languages

**2003-2004
Estimates**

Report on Plans and Priorities



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**The Right Honourable Jean Chrétien
Prime Minister of Canada**

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SECTION I : Messages

Commissioner's Message

This *2003-2004 Report on Plans and Priorities* provides an overview of the work of the Office of the Commissioner of Official Languages and of its action plans for the 2003-2004 fiscal year. Under our mandate, we are required to take all actions and measures within the authority of the Commissioner with a view to ensuring recognition of the status and use of each of the official languages and compliance with the spirit and intent of the *Official Languages Act* 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.

In its last Speech from the Throne, the Government of Canada reiterated its commitment to linguistic duality and to Canada's official language minority communities. The government is committed to implementing an action plan on official languages that will focus on minority-language and second-language education, including the goal of doubling within ten years the number of high school graduates with a working knowledge of both English and French. It is also committed to supporting the development of minority English- and French-speaking communities, and expanding access to services in their language in areas such as health. Furthermore, the government is seeking to increase the use of our two official languages in the federal public service, both in the workplace and in communications between Canadians and institutions subject to the Act.

Further to the government's commitment, OCOL has adopted three main strategic orientations: ensure the equality of English and French within the organizations subject to the *Official Languages Act*; promote the equality of English and French as a fundamental value of Canadian society; and enhance the vitality of the official language communities in Canada.

I invite you to read this document. It sets out OCOL's priorities, which reflect our mandate to ensure that the language rights of all Canadians are respected.

Dyane Adam

Management Representation Statement

2003-2004

Report on Plans and Priorities

I submit for tabling in Parliament, the *2003-2004 Report on Plans and Priorities* (RPP)
for the

Office of the Commissioner of Official Languages

This document has been prepared based on the reporting principles and disclosure requirements contained in the *Guide to the preparation of the 2003-2004 Report on Plans and Priorities*:

- It accurately portrays the organization's plans and priorities.
- The planned spending information in this document is consistent with the directions provided in the Minister of Finance's Budget and by TBS.
- It is comprehensive and accurate.
- It is based on sound underlying departmental information and management systems.
- The reporting structure on which this document is based has been approved by Treasury Board Ministers and is the basis for accountability for the results achieved with the resources and authorities provided.

Name: _____

Date: _____

Section II: Raison d'être of the Office of the Commissioner of Official Languages

As an agent of change and ombudsman's office, the Office of the Commissioner of Official Languages (OCOL) has the mission of taking all measures intended to ensure the achievement of the three main objectives of the *Official Languages Act*, namely:

- the equality of English and French in Parliament, within the Government of Canada, the federal administration, and institutions subject to the Act;
- the preservation and development of official language communities in Canada; and
- the equality of English and French in Canadian society.

OCOL works on behalf of all Canadians in order to protect their language rights.

Section III: Planning Overview

The overall planning framework for OCOL reflects the Commissioner's independence from the government in carrying out her ombudsman and auditing roles for the purpose of encouraging the application of the *Official Languages Act*.

As a result of rapid technological change and changes to human resources management within the Government of Canada, new approaches must be adopted in order to bring about the changes required for instituting language reform within the federal government. This situation requires that institutions subject to the *Official Languages Act* adapt quickly, with a view to addressing the issues, trends, risks, and challenges that they face.

In addition to the ongoing activities in the areas of investigation, auditing, analysis, and policy advice, there are new important priorities. These are described in Section IV below.

Section IV: Strategic Outcome

The Office of the Commissioner will encourage government institutions subject to the Official Languages Act to respect the equality of English and French and to promote both official languages in Canadian society.

To meet the challenges of the full recognition of linguistic rights by Canadians, the Office of the Commissioner will encourage institutions to take the necessary actions to:

1. Ensure the equality of English and French within the organizations subject to the *Official Languages Act*.
2. Promote the equality of English and French as a fundamental value of Canadian society.
3. Enhance the vitality of the official language communities in Canada.

STRATEGIC ORIENTATION #1:

Ensure the equality English and French within the organizations subject to the *Official Languages Act*.

OBJECTIVE #1: Offices designated bilingual will provide quality service in both official languages.

OCOL will ensure that initiatives carried out by the Government of Canada as part of Government On-Line respect Canada's official languages. To this end, OCOL will be urging the government to review the *Official Languages (Communications with and Services to the Public) Regulations*. As well, OCOL will continue to carry out its role as agent of change, with a view to broadening understanding of the importance of language within the public service.

Among possible initiatives in this area, in addition to addressing complaints, OCOL could encourage the government to implement an accountability framework and to adopt progress indicators and methods in order to achieve this objective. OCOL activities will include awareness-raising, information, and liaison. In addition, it could ask managers from institutions subject to the Act to take part in studies so that they can gain a better understanding of the issues at stake, conduct in-depth audits, carefully review historical data, and work to increase its knowledge and expertise. In the regions, OCOL could work with the councils of senior federal officials, with a view to drawing attention to the importance of official languages.

OBJECTIVE #2: In regions designated bilingual, increase the use of the official language of one's choice in the workplace.

During the period at issue, OCOL will encourage the Treasury Board Secretariat to adopt an effective plan to inform and raise awareness among public servants, with a view to bringing about a change in culture. OCOL will seek to have the government adopt a comprehensive accountability framework for official languages that will cover language of work.

In this area, OCOL could urge the Treasury Board Secretariat to implement programs to inform and raise awareness among public servants, to provide examples of best practices, mentoring, and coaching, and to recognize and reward good work. As stated in the recommendations contained in the Commissioner's latest annual report, OCOL will also suggest that it strengthen the accountability framework: official languages should be made an integral part of accountability agreements at all levels within the organization. OCOL will also urge TBS to develop response strategies for the medium term.

OBJECTIVE #3: Increase the number of Anglophones in the federal public service in Quebec.

OCOL will raise this matter with stakeholders at various levels. It will take steps to make federal public servants in Quebec aware of existing problems regarding the recruitment of Anglophones and of the conditions that must prevail in order for members of this group to feel a strong sense of belonging and, especially, for the federal government to be able to retain these employees. OCOL will focus its attention and efforts on a few large federal departments.

Among possible initiatives in this area, OCOL could work in conjunction with the Treasury Board Secretariat to encourage and assist federal departments in adopting strategic plans for recruiting Anglophones. These plans should make these departments accountable with regard to the achievement of this objective.

STRATEGIC ORIENTATION #2:

Promote the equality of English and French as a fundamental value of Canadian society.

OBJECTIVE #1: Increase the number of bilingual Canadians.

In order to achieve this objective, OCOL regional offices will develop and implement a detailed plan and enlist the aid of the various agencies directly involved. OCOL will work to promote second-language training even further. In addition, OCOL will urge the government to stress, at the time it recruits employees, that it values a bilingual environment.

Among possible initiatives, OCOL could offer guidance to the agencies concerned, call on post-secondary institutions to promote the second language within their institutions, and encourage research on the benefits of learning a second language.

OBJECTIVE #2: Foster a greater commitment by Canadians towards linguistic duality as a Canadian value.

In order to achieve this objective, OCOL will adopt a strategy for informing and raising awareness among the ministers of certain high-profile federal departments and elected representatives from all levels of government. OCOL will also be working to raise awareness among opinion leaders in the media and in the private sector. As well, OCOL will call on the federal government to launch a national promotional campaign.

To this end, OCOL will work to further develop a network of influential individuals and will continue in its efforts to make both official languages more widely used in the National Capital Region.

OBJECTIVE #3: More fully integrate linguistic duality, as a Canadian value, into all the activities of institutions subject to the *Official Languages Act*.

In order to achieve this objective, OCOL will be implementing a strategy to raise awareness among and inform a number of key federal ministers, as regards linguistic duality, of its interpretation of Part VII of the Act. OCOL will also seek to have deputy ministers and the heads of agencies subject to the Act ensure that their organizations meet their obligations in this regard in their day-to-day operations. As regards parliamentary work, OCOL will work with the various parliamentary committees to carefully review bills in order to ensure that they take account of linguistic obligations. In addition, OCOL will ask the government to define the scope of Part VII of the Act.

Among possible initiatives, OCOL could urge the government to modernize its accountability framework for official languages. The activities governed by this accountability framework include the following: funding and contribution agreements; sponsorships; advertising campaigns; partnerships; and the drafting of bills. OCOL could make use of investigations, studies, audits, and court remedies to determine whether linguistic duality, as a Canadian value, has been made part of the overall activities of institutions subject to the Act.

STRATEGIC ORIENTATION #3:

Enhance the vitality of the official language communities in Canada.

OBJECTIVE #1: Ensure that institutions subject to the Act take concrete measures to enhance the vitality of official language communities, particularly in the areas of health, education, immigration and justice.

Over the next three years, OCOL will encourage and facilitate partnerships with and among official language minority communities. To this end, it will encourage and facilitate co-operation among all levels of government. It will also encourage and facilitate the organizing of activities that bring Canadians together. OCOL will carefully monitor the implementation of the government plan put forward by the Minister of Intergovernmental Affairs. As well, OCOL will be seeking to provide communities with the tools that will allow them greater autonomy in managing their own development.

Among possible initiatives, OCOL could develop communication and awareness-raising tools. Regional offices could actively promote issues in their respective regions. As well, OCOL could conduct studies and investigations, and make use of court remedy.

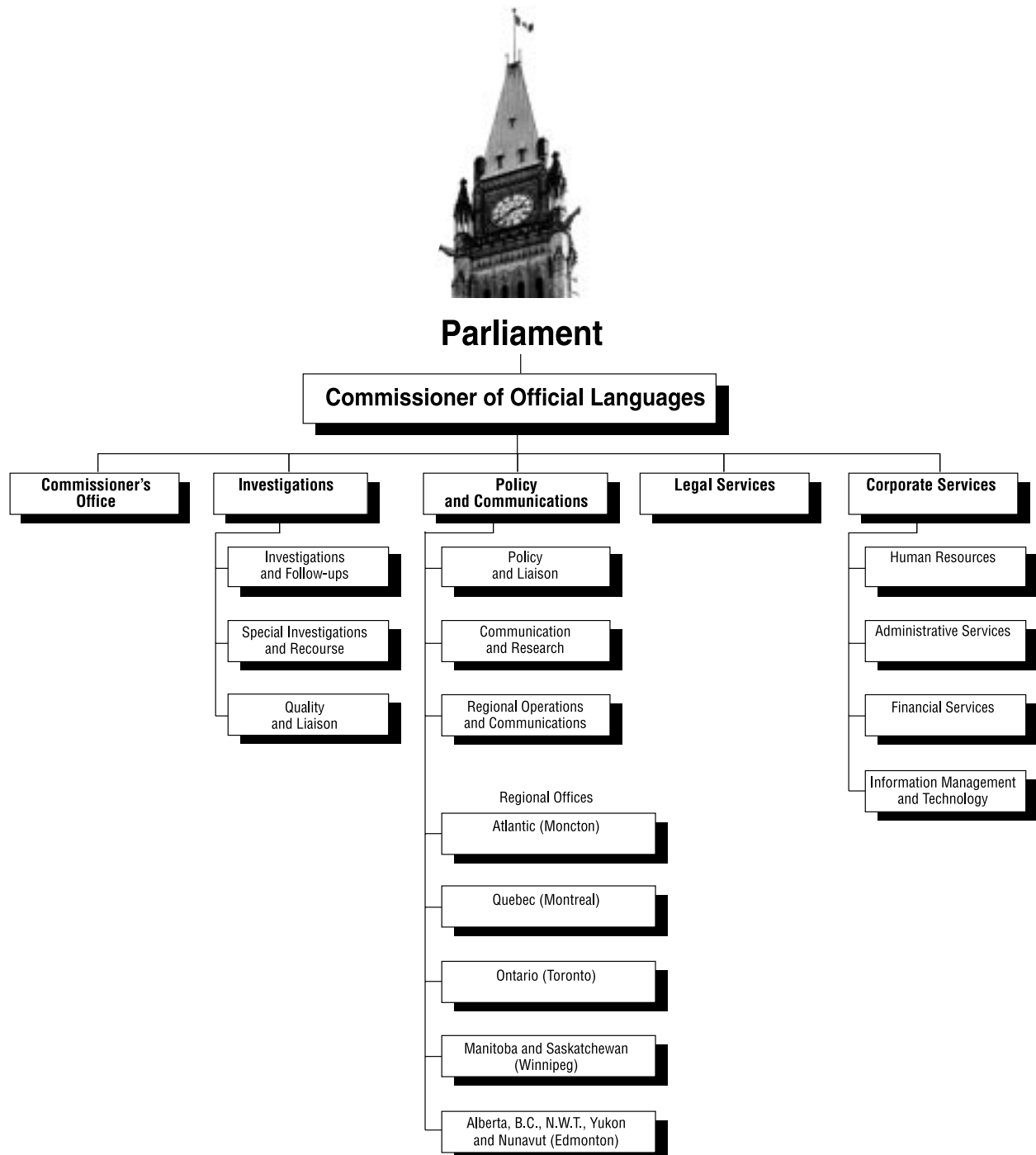
OBJECTIVE #2: Encourage the various levels of government to take concrete measures to enhance the vitality of official language communities.

In order to achieve this objective, OCOL will be taking steps to ensure that it can influence the various levels of government in concrete ways. Successes and best practices will have to be identified and shared. All OCOL regional offices will adopt a clear response strategy adapted to their provinces or territories, which they will share with all of OCOL.

To this end, OCOL could take steps to raise awareness among provincial premiers and their cabinets by meeting with them and introducing a permanent liaison function. OCOL could also work to raise awareness among ministers and key senior officials, as well as political leaders and senior managers.

Section V: Organization

To achieve its mission to ensure the full recognition and use of English and French within Canadian society and Canadian government institutions, the Commissioner of Official Languages is supported by a team in the National Capital Region and by regional teams located across Canada.



Strategic Outcome and Business Lines

(\$ thousands)

Business Lines	Strategic Outcome
	The Office of the Commissioner will encourage government institutions subject to the <i>Official Languages Act</i> to respect the equality of English and French and to promote both official languages in Canadian society.
Investigations	5,989
Communications, research and analysis	6,892
Corporate Services	5,389
Total	18,270

Office of the Commissioner – Planned Spending

(\$ thousands)	*Forecast Spending 2002-2003	Planned Spending 2003-2004	Planned Spending 2004-2005	Planned Spending 2005-2006
Investigations	5,205	5,989	6,349	6,349
Communications, research and analysis	4,988	6,892	6,930	6,930
Corporate Services	4,827	5,389	4,977	4,977
Total Main Estimates	15,020	18,270	18,256	18,256
Adjustments	2,140	–	–	–
Net Planned Spending	17,160	18,270	18,256	18,256
Plus : Cost of services received without charge	1,811	2,026	2,035	2,035
Net Cost of Program	18,971	20,296	20,291	20,291
Full Time Equivalents	145	162	164	164
* Reflects the best forecast of total net planned spending to the end of the fiscal year.				

Annex A: Net Cost of Program for the Estimates Year

(\$ thousands)	
Net Planned Spending	18,270
<i>Plus : services received without charge</i>	
Accommodation provided by Public Works and Government Services Canada (PWGSC)	1,249
Contributions covering employer's share of the employees' insurance premiums and expenditures paid by the Treasury Board Secretariat (TBS)	777
2003-2004 Net Cost of Program	20,296

Annex B: The Commissioner at Your Service

Dyane Adam is the fifth Commissioner of Official Languages. She assumed her duties on August 1, 1999 for a term of seven years.

You may contact the Office of the Commissioner to obtain information about Canada's two official languages. We also invite you to contact us if you believe your language rights have not been respected.

For further information, visit our Web site at **www.ocol-clo.gc.ca**, or contact one of the following offices:

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Ottawa, Ontario
K1A 0T8**

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Atlantic Region

Tel.: (506) 841-7047 or 1-800-561-7109

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Quebec Region

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