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Annual Report on Official Languages 2018-19



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Message from the President of the Treasury Board

I am pleased to present the 31st annual report on official languages, outlining the measures taken by the Government of Canada in fiscal year 2018–19 to promote the equal status of English and French in Canada and in the federal government.

In support of our commitment to improve the quality of life for all Canadians, including our official language minority communities, we put in place, in July 2019, the new *Official Languages (Communications with and Services to the Public) Regulations*. These regulatory changes will result in more than 700 additional federal points of service across the country able to serve Canadians in the official language of their choice.

These advances complement our commitment to modernize the *Official Languages Act*, which celebrated its 50th anniversary in 2019. Canadians expect a public service that adapts to the social fabric of our country, one that finds new ways to respond to the vitality and evolving diversity of our official language minority communities, so that services are available to them in their language of choice. It means that English-speaking and French-speaking Canadians have equal opportunities to participate and advance in the public service, and that English and French are the languages of work in federal institutions. I am pleased with the results regarding substantive equality of both languages, assessed in this report for the first time.

That's why the government is continuing to work on the implementation of the direction-setting recommendations of the 2017 report to the Clerk of the Privy Council, *The next level: Normalizing a culture of inclusive linguistic duality in the Federal Public Service workplace*. As the workplace evolves, especially with an increasing number of public servants working remotely, we need to continue to support the use of both official languages in creative and innovative ways.

We are proud of the progress we've made over the past 50 years, but there is more work to be done. As we update the legislative framework for Canada's official languages, we will ensure that public servants everywhere continue to have opportunities to become bilingual, thereby strengthening our capacity to serve Canadians, and fostering a work environment that reflects our linguistic duality.



The Honourable Jean-Yves Duclos
President of the Treasury Board

I invite you to read this report, which highlights the efforts and leadership of federal institutions in maintaining and strengthening Canada's linguistic duality.

Original signed by

The Honourable Jean-Yves Duclos
President of the Treasury Board



Introduction

The *Official Languages Act* (the act)ⁱ states that the Treasury Board is responsible for the general direction and coordination of the policies and programs relating to the implementation of Parts IV, V and VI of the act in federal institutions. The Office of the Chief Human Resources Officer (OCHRO), within the Treasury Board of Canada Secretariat, is responsible for developing and evaluating those policies and programs.

OCHRO assists some 200 federal institutions, including institutions in the core public administration, Crown corporations, privatized organizations, separate agencies and public institutions subject to the act, in meeting their linguistic obligations.^{1, ii}

Deputy heads and chief executive officers of institutions subject to the act have primary responsibility for human resources management in their organizations. They must ensure that their institutions:

- ▶ help maintain a public service workforce that tends to reflect the two official language communities
- ▶ have the capacity to communicate with the public and with public servants in both official languages
- ▶ develop and maintain an organizational culture that is conducive to the use of both official languages

The act requires the President of the Treasury Board to report to Parliament on the status of official languages programs in federal institutions that are subject to its provisions. This 31st annual report outlines the activities and accomplishments of federal institutions in meeting their official languages responsibilities for the 2018 to 2019 fiscal year.² It is based on reports submitted by institutions, including airport authorities, as well as data extracted from information systems. The methodology for reporting on the status of official languages programs is outlined in [Appendix A](#).

1. See subsection 3(1) of the *Official Languages Act* for the definition of “federal institution.” Some organizations are subject to the act, in whole or in part, due to their enabling legislation. This is the case for airport authorities, whose results are presented in this report. For an overall history of the act, see the [Annual Report on Official Languages for Fiscal Year 2017 to 2018](#).

2. Fiscal years in this report are from April 1 to March 31.

Modernization of the *Official Languages Act* and the 50th anniversary of the first *Official Languages Act*

The first *Official Languages Act*ⁱⁱⁱ came into effect in 1969. It recognized English and French as the country's two official languages. The act established the right of Canadians to receive services from the federal government in the official language of their choice. The current act was adopted in 1988 to reflect the language guarantees in the *Canadian Charter of Rights and Freedoms*^{iv} and to ensure the implementation of these guarantees, particularly in parliamentary, legislative and judicial activities, and in services to and communications with the public. The new act better protects the rights of people living in official language minority communities and promotes the full recognition and use of English and French in Canadian society. The act also establishes the rights of public servants to work in the language of their choice in the National Capital Region and in certain administrative regions in Canada.

On June 6, 2018, the Prime Minister of Canada, the Right Honourable Justin Trudeau, announced that the 1988 act would be modernized and asked the Minister of Tourism, Official Languages and La Francophonie to undertake consultations and organize activities to mark the 50th anniversary of the act. On March 11, 2019, the Minister announced the launch of the review, which would include forums and round tables across the country on key issues related to official languages and on how to ensure the sustainability of communities.

In March and April 2019, 12 round tables and five forums were held in 17 cities across the country on the following themes:

- ▶ mobilization, development and vitality of official language minority communities
- ▶ federal institutions that embody official languages
- ▶ promoting culture and bilingualism
- ▶ official languages and Canada in the digital age
- ▶ official languages and Canada's place in the world

These discussions led to a Symposium on the 50th anniversary of the act, held by Canadian Heritage, the Department of Justice Canada and the Treasury Board of Canada Secretariat, in May 2019. Some 500 stakeholders from official language minority communities, the public sector and political leaders met in Ottawa to examine current challenges and the progress achieved. In total, nearly 1,500 Canadians from across the country were consulted between March and May 2019, including experts, community members, academics and representatives from federal institutions.



Parliamentary committees on official languages were also interested in the modernization of the act. On March 18, 2019, the Chief Human Resources Officer, the President of the Public Service Commission of Canada, the Deputy Minister of Tourism, Official Languages and La Francophonie, and the Deputy Secretary to the Cabinet (Senior Personnel and Public Service Renewal) appeared before the [Standing Senate Committee on Official Languages](#)^v as part of its study on modernizing the act. The Chief Human Resources Officer expressed the determination of the employer to “create a workplace for public servants that embraces all people, one that is inclusive of our diversity and conducive to our linguistic duality.”

“In fact, diversity, inclusion and linguistic duality are complementary values, as echoed in the [Many Voices One Mind report](#),^{vi} the [joint task force on diversity and inclusion report](#),^{vii} and other important documents.”

– Chief Human Resources Officer,
appearance before the Standing Senate Committee on Official Languages, March 18, 2019

The Senate Committee was also interested in recommendations made by stakeholders around centralizing the act’s coordination within a central agency. In its report titled [Modernizing the Official Languages Act: The Views of Federal Institutions and Recommendations](#),^{viii} the Senate Committee recommends amending the *Official Languages Act* to assign the responsibility for the implementation and coordination of the act to the Treasury Board (recommendation 1) and to provide for the adoption, coordination and implementation of a government plan indicating the priority areas for official languages by the Treasury Board, as well as an accountability framework to be made public (recommendation 2).

New official languages regulations

The [Official Languages \(Communications with and Services to the Public\) Regulations](#)^{ix} (the regulations) implement key provisions of Part IV of the act. They determine the circumstances under which federal offices have a duty to offer services and communications in both official languages.

The government amended the regulations on June 25, 2019, following through on its [commitment to do so announced in November 2016](#).^x The objective of the review, the first undertaken since the adoption of the regulations in 1991, was to better reflect demographic changes in official language minority communities, take into consideration new technologies and implement lessons learned since.

In the 2017 to 2018 fiscal year, OCHRO consulted over 150 stakeholders from about 100 organizations in all 10 provinces and three territories. An expert advisory group to support this work was convened by the President of the Treasury Board.^{3, xi} To fulfill the requirements of [section 84^{xii}](#) of the act, the general public was invited to participate in [online consultations^{xiii}](#) from April 30 to July 8, 2018. More than 1,500 Canadians provided input.

Participants in the consultations raised issues they felt were important to consider in the review of the regulations. They noted the need to be more inclusive in estimating significant demand for services in both official languages, and they stated that the vitality of communities should be taken into consideration in the linguistic designation of federal offices. Expanding the concept of key services and better locating service locations were also among the main concerns of participants.

“Canadians have been clear: the Official Languages Regulations must support the vitality of our minority language communities. The changes proposed will ensure that communities are consulted so that bilingual services are offered where they are needed.”^{4, xiv}

– The Honourable Scott Brison,
former President of the Treasury Board and former Minister of Digital Government, October 2018

Based on the consultations, the [regulatory amendments^{xv}](#) address the following areas:

- ▶ **demographics:** adoption of a new, more inclusive calculation method for estimating significant demand for bilingual services that better captures immigrants and bilingual families who primarily or regularly speak the minority language at home
- ▶ **vitality:** addition of the community vitality criterion, which is a qualitative measure that will ensure that the presence of a minority language school in the service area of a federal office becomes a factor for the office’s bilingual designation
- ▶ **key services:** expansion of the list of services most frequently used by the public to include services offered by regional development agencies, the Business Development Bank of Canada, and all services offered through Service Canada centres
- ▶ **transportation:** mandatory bilingual designation of airports and train stations located in provincial capitals, including federal offices located at airports
- ▶ **technology:** mandatory bilingual designation of services offered to the public by videoconference

3. For more information, see the [Annual Report on Official Languages for Fiscal Year 2017 to 2018](#).

4. The quote by Scott Brison is taken from [Government of Canada proposes amendments to Official Languages Regulations](#).



“ The proposed regulations recognize the growing diversity of our minority communities and propose a more inclusive method of calculation to estimate the demand for services in the official language of the minority. For the first time, the regulations recognize the vitality of communities and propose that the presence of a minority school become a criterion for determining whether a federal office should offer bilingual services.”

**– Chief Human Resources Officer,
appearance before the Standing Senate Committee on Official Languages, March 18, 2019**

To better serve Canadians in the official language of their choice, the amendments will:

- ▶ protect the bilingual designation of certain offices that depend on the proportion of the local official language minority population (5% threshold):
 - › With this amendment, an office will remain bilingual when the official language minority population that it serves has remained the same or has increased, even if its proportion of the general population has declined
- ▶ result in more than 700 newly bilingual offices, increasing the percentage of bilingual offices from 34% to almost 40%
- ▶ give greater weight, visibility and importance to the requirement to consult official language minority communities on the location of bilingual offices
- ▶ for the first time, provide more than 145,000 Canadians living outside of major urban centres access to a Service Canada office that can serve them in the official language of their choice
- ▶ streamline the language of service to the public in embassies and consulates by designating as bilingual the offices of Immigration, Refugees and Citizenship Canada in these locations
- ▶ ensure a comprehensive analysis of the regulations 10 years after the adoption of the proposed amendments and every 10 years thereafter, along with a requirement that the President of the Treasury Board table the analysis in Parliament

The amendments to the regulations will come into effect progressively from 2019 to 2024. The amendments include a more inclusive calculation method, the vitality criterion and the expanded list of key services. Federal offices will be most impacted when Statistics Canada publishes the linguistic data from its 2021 decennial census of the population in 2022.

The regulatory amendments are summarized in a [table comparing the 1991 regulations with the 2019 amended regulations](#).^{xvi} This table also presents the anticipated impact of the amendments and their effective dates.

Over time, approximately 700 offices and points of service will be required to become bilingual. It is estimated that 97% of Canadians living in official language minority communities will have access to federal services in the official language of their choice.⁵

Communications with and services to the public

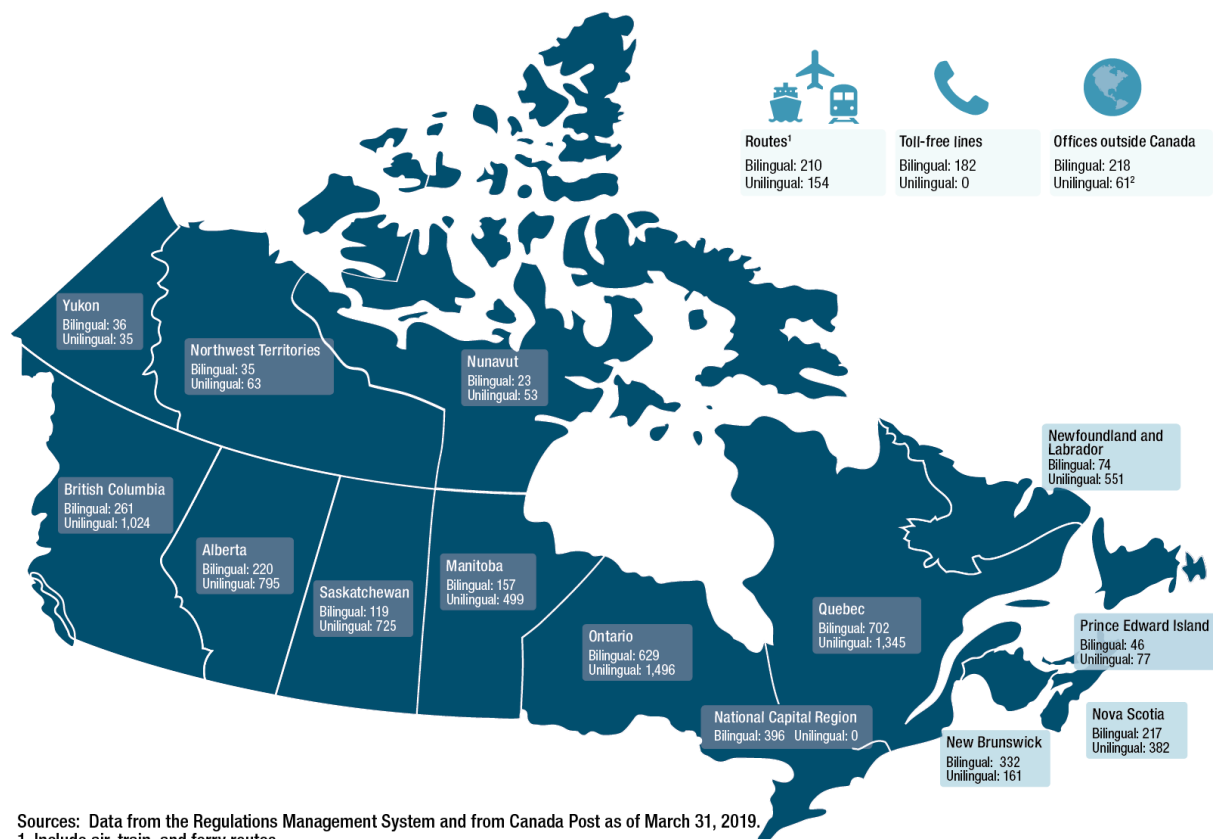
The network of public offices and service locations operated by federal institutions spans all provinces and territories, and extends to Canadian offices internationally. The network includes in-person service, interactive kiosks, toll-free telephone lines, as well as air, ferry and train routes.

While the review was underway, OCHRO continued to monitor the application of the regulations through the Regulations Management System and provided advice to institutions. As of March 31, 2019, federal institutions had 11,279 offices^{6, xvii} 3,858 (34.2%) of which were required to offer services to and communicate with the public in both official languages.

5. Canadian Heritage has identified and geolocated all the approximately 900 minority language schools in Canada. Canadian Heritage has also examined the population density of official language minority communities to establish that 97% of the members of the communities live within 25 km of a minority language school. Given the new vitality criterion, offices with a minority language school in their service area will also have to be bilingual.
6. According to the [*Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations*](#), an office is “any location where a federal institution provides services or information to the public. It can be a post office, a border port of entry, an information counter, a toll-free service telephone number, a train, boat or plane route, or a commemorative plaque.”



Map 1. Distribution of federal offices and service locations as of March 31, 2019



Sources: Data from the Regulations Management System and from Canada Post as of March 31, 2019.

1. Include air, train, and ferry routes.

2. Consulates and embassies are automatically bilingual. Others must measure the demand (for example, Public Services and Procurement Canada, International Development Research Centre).

Federal institutions must constantly strive to ensure that services are provided and that communications take place in both official languages where required. OCHRO is responsible for monitoring these efforts and it does so in part through a questionnaire that assesses how institutions are implementing their official languages responsibilities.

For the 2018 to 2019 fiscal year, 80% of institutions indicated in their review on official languages that oral communications nearly always occur in the public's official language of choice (Graph 1a), and 86% said the same for written communications (Graph 1b). The results for large and key institutions were respectively 83% for oral communications, and 95% for written communications; for small institutions⁷ the result was 91% for both oral and written communications. However, for the 15 airport authorities^{8, xviii} required to offer communications in

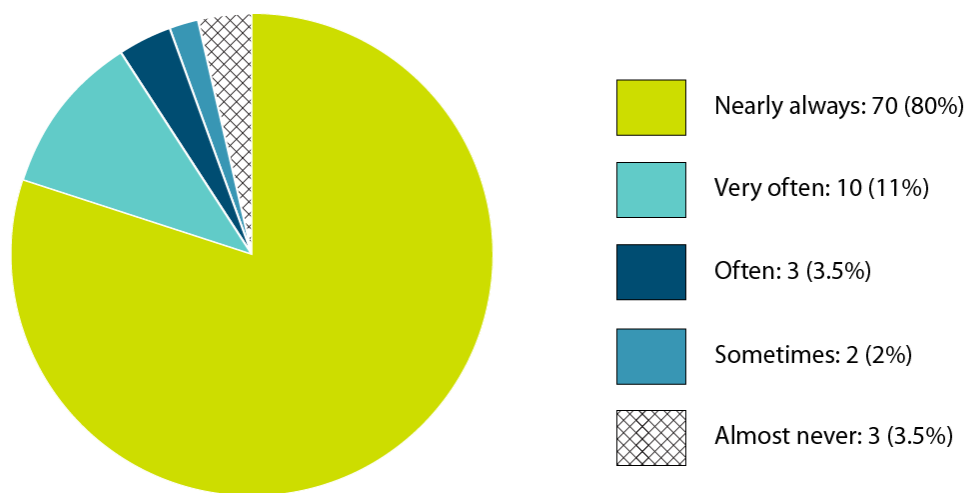
7. [Appendix A](#) contains an explanation of the distinction between small institutions and large and key institutions.

8. Once every three years, these airport authorities are required to submit a review of their official languages program. The questionnaire is shorter for airport authorities because they are only subject to certain parts of the act (Parts IV, V, VI, VIII, IX and X) because of their enabling legislation, the [Airport Transfer \(Miscellaneous Matters\) Act](#). For these reasons, the results from airport authorities are grouped in the presentation of results.

both official languages,⁹ only 47% indicated that oral communications nearly always take place in the public's official language of choice and 53% said that written communications nearly always take place in the public's official language of choice.

Graph 1. Institutions' responses to the frequency of oral and written communications in the official language chosen by the public when the office is bilingual¹⁰

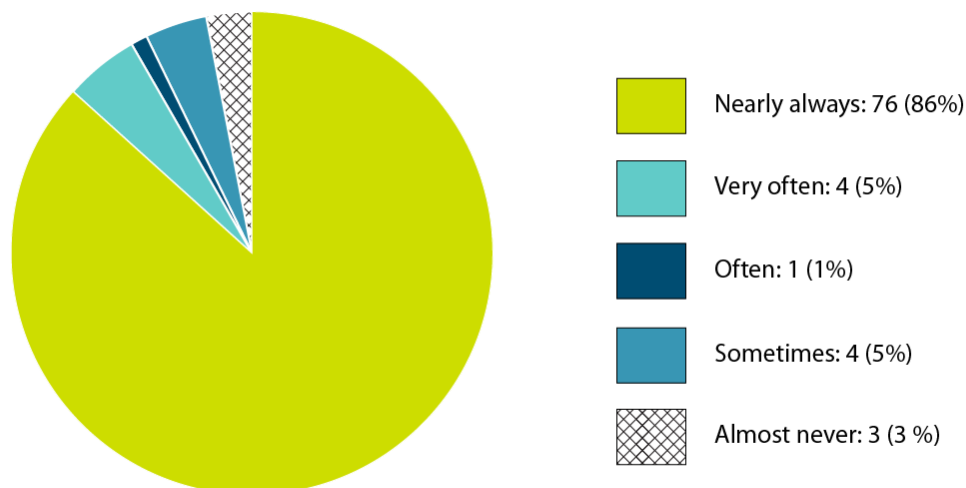
Graph 1a. Oral communications



9. Of the 16 airport authorities that submitted a review, only one, the Saint John Airport Inc. in New Brunswick, does not have a linguistic obligation in terms of service to the public and did not need to answer the questions in the section of the review on communications with and services to the public.

10. In this graph and in subsequent graphs, the total number of institutions does not include those that replied "not applicable" or to which the question did not apply.

Graph 1b. Written communications¹¹



The combined results (83%) for the oral and written communications indicators are lower than the target set by OCHRO in recent years of at least 90% by March 2020. If we set aside the results from airport authorities, the target has effectively been met (89.73%).

At Health Canada, the Public Affairs Branch is working with the programs branches to ensure that they have qualified bilingual subject matter experts or, when that is not possible, that there are two subject-matter experts, one Anglophone and one Francophone, available to answer questions from the media in the official language of their choice.

Employees of the Royal Canadian Mounted Police respect the public's official language of choice when communicating with the public in writing. A verification mechanism was implemented to assess the service by comparing the rates of response to emails in English and in French, and the response times in both official languages. This process also ensures quality communications in the minority language.

To improve the accuracy of institutions' responses to the questions in their review on official languages, OCHRO required that institutions provide details on the indicators mentioned above. Seven institutions did not provide any.

11. Percentages may not add up to 100% due to rounding.



In bilingual offices, federal institutions have adopted various measures to ensure active offer when providing services to the public in both official languages. The *Policy on Official Languages*^{xix} defines active offer as “clearly indicate, visually and verbally, that members of the public can communicate with and obtain services from a designated office in either English or French.”

“Normally, calls are automated responses that ask what language you would like to be served in. You are then transferred to an individual who provides you with a service in that language. Calls and in-person visits are conducted in a very professional and polite manner, giving you the option of being served in the official language of your choice. It is very clear that you have the right and the opportunity to be served in the official language of your choice.”

Comment provided by a resident of British Columbia during the online consultations on the official languages regulations in relation to a Service Canada office



Online public consultations on the *Official Languages (Communications with and Services to the Public) Regulations*



As part of the review of the *Official Languages (Communications with and Service to the Public) Regulations*, online public consultations with Canadians were held from April 30 to July 8, 2018. Ninety-five percent (95%) of the 1,505 respondents indicated they were able to receive federal services in the official language of their choice. To some extent, these responses corroborate results obtained from institutions through the annual reviews.

On the other hand, approximately 10% of respondents said that it was only “sometimes,” “rarely” or “never” possible to receive services in the official language of their choice. These respondents answered an extra question to explain their response. The following are the main reasons given by respondents for why they could not receive services in the official language of their choice:

- 28.9% said it was because the official was unable to continue the conversation in the official language beyond the “Hello, bonjour” greeting
- 23.2% indicated that the official had poor second language skills
- 22.5% indicated that the official said that they did not speak the respondent’s official language



Written interactions seem to be less problematic. Only 5.4% of respondents indicated that they had received a written response to their request in the other official language, and 3.9% indicated that some pages on federal institutions’ websites referred them to pages in the other official language rather than the one they had originally chosen. In both cases, these results are in line with the results presented by institutions in their reviews.

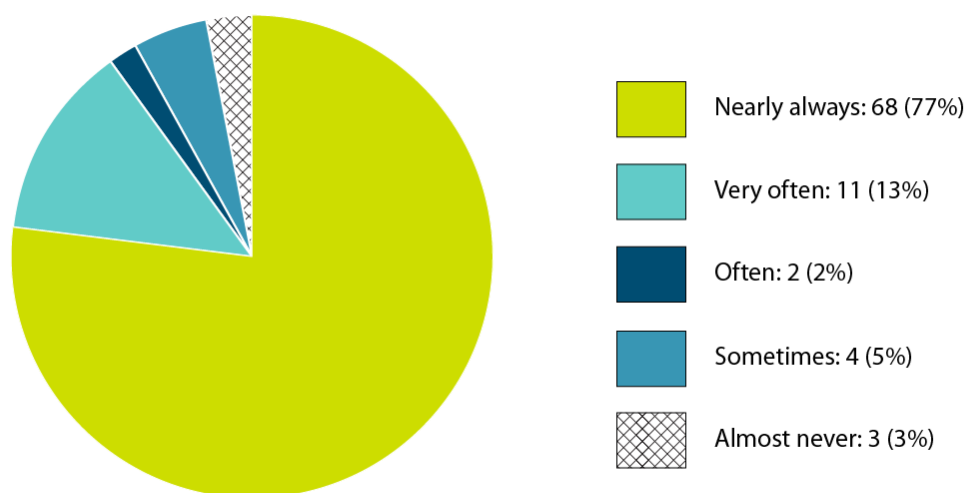


Overall, with respect to the offer of services by federal institutions in the official language of their choice, 85% of respondents in Canada said they were “generally satisfied,” 65.6% “very satisfied,” and 19.5% “somewhat satisfied.” Only 4.7% indicated that they were “somewhat dissatisfied,” 2.8% “very dissatisfied,” and 6% “neither satisfied nor dissatisfied”; 1.4% replied, “I do not know.”¹²

12. No margin of sampling error on population estimates was calculated because the samples were non-probability samples.

The active offer of in-person services remains the weak link for institutions. Among all institutions, 77% indicate that they nearly always take appropriate measures to greet the public in person in both official languages (Graph 2). The breakdown of taking appropriate measures is 75% for large and key institutions, 91% for small institutions and 53% for airport authorities.

Graph 2. Institutions' responses to "appropriate measures are taken to greet the public in person in both official languages"



Monitoring activities carried out in 2018 by an objective third-party service provider indicate that, in over 90% of all interactions observed, the active offer of bilingual services by the Canada Mortgage and Housing Corporation was consistent with its obligations under Part IV of the act. Reminders were sent to those who had not followed the appropriate measures for active offer.

Public Services and Procurement Canada continually ensures that the public is greeted in both official languages with an active offer of, for example, "Hello! Bonjour!" or "Bonjour! Hello!" Senior management has taken measures to train employees who provide services to the public. These employees are required to take courses from the Canada School of Public Service on active offer and service delivery (C236 and C237) as part of their learning roadmap.

As of March 31, 2019, 43,833 of 103,477 incumbents in positions that provide service to the public in the core public administration were required to offer services in English and French, an increase of 416 incumbents in bilingual positions compared to the previous year. This year, 94.5% of the incumbents met the language requirements of their position. In institutions that are subject to the act but not part of the core public administration, 69,428 resources were assigned to serve the public in bilingual offices. Of those resources, 26,753 provided services both in English and French (see tables 6, 7, 8 and 15 in [Appendix D](#)).

The Vancouver International Airport Authority feels that, in most cases, the public can communicate orally with staff in the official language of their choice. The airport frequently relies on contractors and volunteers to communicate with the public. As such, the information counters are staffed by “green coat” volunteers and contracted service providers. The airport authority’s customer call centre, which is the first point of contact for most public enquiries, is staffed by contracted service providers. French-language training is available to help all staff, including contracted service providers and volunteers, to communicate orally in French. In recent years, the airport authority has also sought to recruit more volunteers with French-language skills. As a result, it has been able to considerably increase its contingent of French-speaking “green coat” volunteers. Contracts with service providers at the airport include detailed expectations regarding service delivery and key performance indicators that reward compliance with the *Official Languages Act*.

In total, 85% of institutions say that offices designated as bilingual nearly always produce all communications material simultaneously and in full in both official languages. Indeed, 95% of large and key institutions, 91% of small institutions and 47% of airport authorities say that this is nearly always the case.

“All exhibits were in both official languages, and I felt perfectly at ease asking my questions in the language of my choice, even when addressing paleontologists from the Prairies.”

Comment provided by a citizen about the Canadian Museum of Nature during the online consultations on the official languages regulations

For many members of the public, the main gateway to federal services is Canada.ca, where pages are systematically accessible in both official languages. Ninety-three percent (93%) of institutions indicated that the English and French versions of their websites are nearly always simultaneously posted in full and are of equal quality. This is the case for all large and key institutions, 97% of small institutions and 64% of airport authorities.

Several institutions indicated that they were implementing initiatives to ensure that there are linguistic clauses in agreements and contracts with third parties. According to 87% of large and key institutions, contracts and agreements with third parties acting on behalf of bilingual offices nearly always contain clauses setting out the linguistic obligations that third parties must fulfill. According to 84% of these institutions, these clauses are being complied with.

The Canada Mortgage and Housing Corporation's (CMHC's) standard contracts and agreements contain a clause related to official languages and the obligations that third-party service providers must meet when acting on behalf of the CMHC or providing a central service. The CMHC revised the clause in late 2018 to strengthen its wording. The CMHC also provided advice to its employees to ensure that the clause is included in contracts and agreements with third-party service providers, and that the clause is implemented and acted upon as needed to ensure that it is complied with. According to monitoring activities carried out in 2018 by an objective third-party service provider, these obligations were fulfilled more than 90% of the time by the third-party service providers assessed for follow-up. According to the CMHC, this is a significant improvement compared to the results of follow-ups in previous years.

Public Services and Procurement Canada is continually ensuring that the linguistic obligations set out in contracts and agreements with third parties are fulfilled. For instance, Real Property Services conducts random observations of commercial tenants every year to ensure that they are meeting their linguistic obligations as third parties acting on behalf of the department. In the National Capital Region, language provisions are included in commercial leases and contractual agreements as part of a strategy to promote the use of both official languages. Real Property Services monitors the work of commercial clients to ensure, for example, that their display signs are bilingual, that in-person service is offered in both official languages and that employees continue conversations with clients in the official language of the client's choice. From 2018 to 2019, 20 observations were conducted in the National Capital Region and the results were sent to real property managers.

Veterans Affairs Canada ensures that linguistic obligations set out in its agreements are met. Third-party service providers that fail to meet their obligations are subject to consequences, including the withdrawal of their status as a registered supplier to Veterans Affairs Canada.

This year, a question was reintroduced in the reviews of large, key and small institutions about the principle of [substantive equality](#)^{xx} in communications with and services to the public, and in the development and evaluation of policies or programs. The question is related to the application of the [analytical grid for federal services and programs in relation to substantive equality](#).^{xxi} The grid is a tool to help institutions analyze their programs and services to ensure that they meet the principle of substantive equality. Eighty-one percent (81%) of institutions stated that they nearly always respect the principle of substantive equality and 6% said that they often do.

The principle of substantive equality is demonstrated when Natural Resources Canada leads public consultations on the development and delivery of programs, shares scientific research or takes part in university or community job fairs. The Atlantic Forestry Centre communicates the findings of research on the Spruce Budworm Early Intervention Strategy in French to schools, colleges and organizations in New Brunswick. These communications are adapted based on community needs. Substantive equality is also shown when targeting two different Francophone communities in Ontario. The communications products and activities targeted specific needs at job fairs at La Cité college and universities in Ottawa and Sudbury.



The National Film Board's (NFB's) mandate is to propose new perspectives on Canada and the world from a Canadian point of view. The NFB offers production services to English- and French-speaking filmmakers, artists and artisans, and to those from minority communities. The NFB meets the principle of substantive equality through how it is organized, which makes it possible to take into account the needs of different linguistic communities. For example, centres for animation and documentaries in Montréal serve the Anglophone minority in Quebec; the French Program at Studio Ontario and Studio Ovest serve the Francophone minority in those regions; and Studio Acadie in New Brunswick serves the Francophone minority community in the Atlantic provinces. The NFB's structure allows it to explore greater opportunities for partnerships with local communities to create national and international audiovisual productions. Works are produced for the web in both official languages. The nature of these productions varies, but their content is equivalent; the English and French sites are of the same quality. Productions and related information reflect the linguistic, regional and cultural differences of the works created by filmmakers.

Given their size, institutions in official language minority communities (OLMCs) often face the same challenges as small institutions and colleges. The Natural Sciences and Engineering Research Council of Canada (NSERC) offers several programs that specifically target smaller institutions, such as the Discovery Development Grants and the new Equity, Diversity and Inclusion capacity-building grants. In addition, NSERC explicitly encourages recipients of its PromoScience grants to account for the needs of OLMCs.

Table 1. Communications with and services to the public: percentage of institutions that responded "nearly always" in their reviews on official languages.¹³

Questions	Nearly always (90% to 100% of cases)			
	Large and key institutions	Small institutions	Airport authorities	All institutions
Oral communications occur in the official language chosen by the public when the office is designated bilingual.	83%	91%	47%	80%
Written communications occur in the official language chosen by the public when the office is designated bilingual.	95%	91%	53%	86%
All communications material is produced in both official languages and is simultaneously issued in full in both official languages when the material comes from a designated bilingual office.	95%	91%	47%	85%

13. In this table and the subsequent tables that contain information about the reviews, small institutions and airport authorities were not required to answer all questions. We have therefore indicated "n/a" (not applicable) in the empty boxes. In addition, since the number of large and key institutions, small institutions and airport authorities is not the same, the results for all 87 institutions are not an average of the previous three results.

Questions	Nearly always (90% to 100% of cases)			
	Large and key institutions	Small institutions	Airport authorities	All institutions
Signs identifying the institution's offices or facilities are in both official languages at all locations.	95%	94%	93%	94%
The English and French versions of websites are simultaneously posted in full and are of equal quality.	100%	97%	64%	93%
Appropriate measures are taken to greet the public in person in both official languages.	75%	91%	53%	77%
Contracts and agreements with third parties contain clauses setting out the office's or facility's linguistic obligations with which the third parties must comply. (question for large and key institutions only)	87%	n/a	n/a	87%
The linguistic obligations in those clauses have been met. (question for large and key institutions only)	84%	n/a	n/a	84%
Your institution selects and uses advertising media that reach the targeted public in the most efficient way possible in the official language of their choice. (question for large and key institutions only)	100%	n/a	n/a	100%
The institution respects the principle of substantive equality in its communications and services to the public, as well as in the development and assessment of policies and programs. (airport authorities were not required to answer this question)	79%	83%	n/a	81%

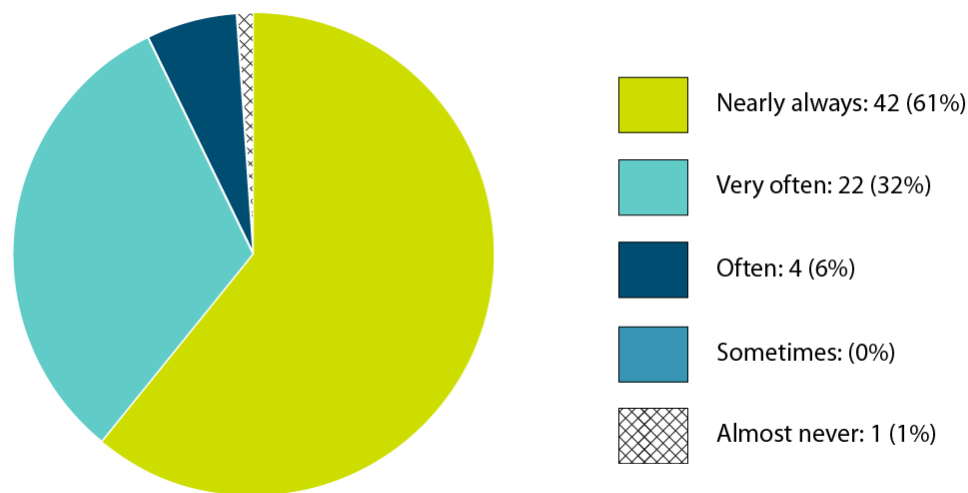


Language of work

It was only in 1988 that a new *Official Languages Act* set out the rights of federal employees (Part V). The purpose of the 1988 act was to create a federal public service where Anglophones and Francophones have the same opportunities to use the official language of their choice in regions designated as bilingual for language of work purposes. Despite significant progress over 31 years, challenges remain, particularly with respect to the use of French outside Quebec and English in Quebec as languages of work.

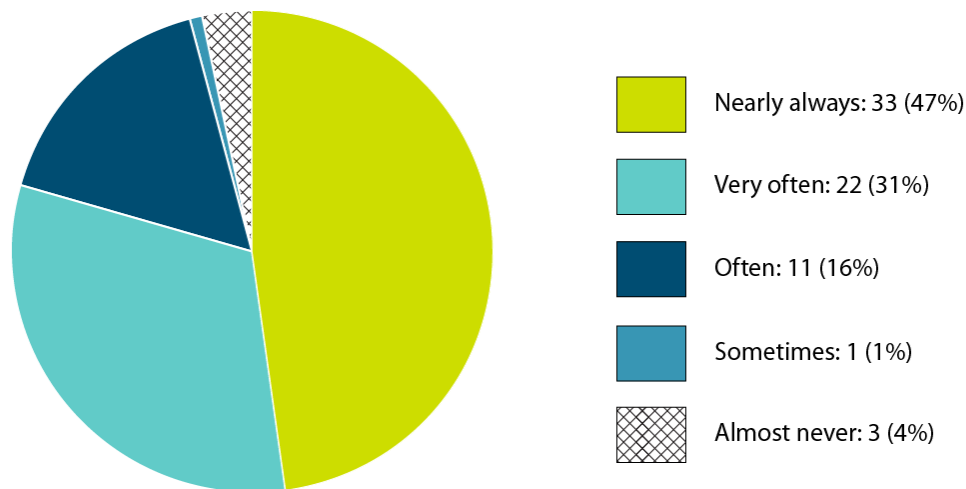
Graph 3 below shows that staff at 93% of federal institutions report being nearly always or very often able to prepare documents in the official language of their choice, and Graph 4 shows that, in 78% of institutions, meetings are nearly always or very often conducted in both official languages in regions designated as bilingual.¹⁴

Graph 3. Institutions' responses to "employees can draft documents in the official language of their choice"



14. Twenty institutions have no offices in bilingual regions, as is the case for 11 of the 16 airport authorities. Only the airport authorities in Ottawa, Montréal, Saint John, Fredericton and Moncton have language of work obligations.

Graph 4. Institutions' responses to "meetings are conducted in both official languages, and employees may use the official language of their choice"



The Canada Council for the Arts offers an in-house translation service for documents written by employees. The Executive Management Committee accepts documents in both languages, according to each person's preference, at all times.

Natural Resources Canada launched a campaign on bilingual meetings. The objective of the campaign was to promote the use of both official languages and, in particular, to increase the use of French in meetings held in bilingual regions: 284 bilingual table-tent cards were placed in 142 meeting rooms in bilingual regions, as well as in the deputy and assistant deputy ministers' boardrooms.

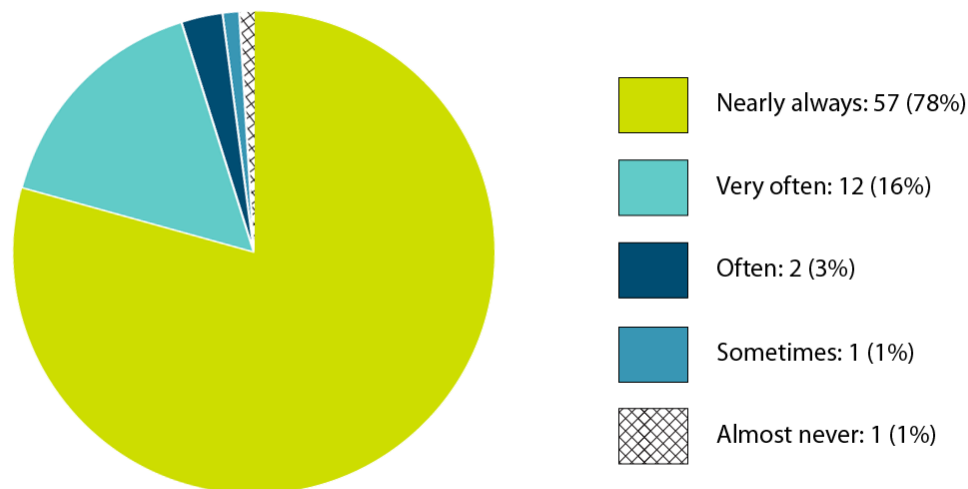
Supervision in the employee's official language

Under the *Directive on Official Languages for People Management*,^{xxii} managers and supervisors "are responsible for supervising employees located in bilingual regions in the official language of the employee's choice when they occupy bilingual or either/or positions, and in the language of the position when they occupy unilingual positions."

According to Graph 5 below, 78% of all institutions stated that incumbents in bilingual or either/or positions¹⁵ are nearly always supervised in the official language of their choice. This is nearly always the case for 74% of large and key institutions, 83% of small institutions and 80% of airport authorities.

15. See the definitions in [Appendix C](#).

Graph 5. Institutions' responses to "incumbents in bilingual or either/or positions are supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions"



At Health Canada, while satisfaction was high in general, the results of the 2017 Public Service Employee Survey indicated that respondents whose first official language was English seemed to be more satisfied than those whose first official language was French regarding supervision in the language of their choice. As a result, Health Canada's action plan on official languages for 2018–2021 made the improvement of bilingual capacity among supervisors a key deliverable. The plan makes leaders responsible for being a role model of bilingualism and maintaining a culture that fosters the use of both official languages. The annual report for 2018–2019 revealed tangible progress on the Health Canada strategy for bilingual capacity at the department:

- a greater proportion of supervisors at the executive group (EX) or equivalent level or EX minus 1 level now have a linguistic profile that requires [second language proficiency levels](#) of CBC/CBC (55% in April 2019, compared to 49% in April 2018)
- fewer supervisors needed to renew their CBC/CBC results (18% in April 2019, compared to 20% in April 2018)
- fewer incumbents in supervisory positions at these levels did not meet the CBC/CBC profile (17% in April 2019, compared to 22% in April 2018)

As of March 31, 2019, 95.0% of incumbents in the 25,606 bilingual supervisory positions in the core public administration¹⁶ met the language requirements of their position, and 59.3% of those positions required Level C proficiency in oral interaction (see tables 11 and 12 in [Appendix D](#)).

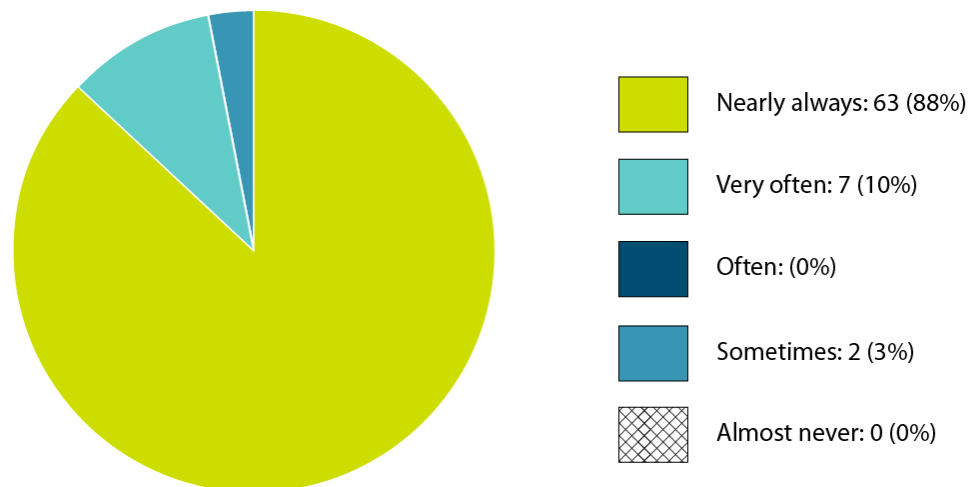
16. Except federal employees working outside Canada.

Personal and central services

The *Directive on Official Languages for People Management*^{xxiii} indicates that institutions are responsible for “providing personal and central services to employees in bilingual regions in the official language of the employee’s choice.”

Graph 6 shows that, according to 88% of institutions that submitted a review, personal and central services are nearly always provided to employees in bilingual regions in the language of their choice. A total of 84% of large institutions, 93% of small institutions and 80% of airport authorities indicated that this is nearly always the case.

Graph 6. Institutions’ responses to “personal and central services are provided to employees in bilingual regions in the official language of the employee’s choice”



As of March 31, 2019, 94.6% of the incumbents of the 61,793 bilingual positions that provide personal and central services in the core public administration met the language requirements of their position, and 36.2% of the positions required Level C proficiency in oral interaction (see tables 9 and 10 in [Appendix D](#)).



Training and professional development

According to the *Directive on Official Languages for People Management*,^{xxiv} managers and supervisors must ensure that training and professional development is available to employees in bilingual regions in the official language of their choice. Large and key institutions reported that their employees nearly always (74%) or very often (24%) obtain training or professional development in the official language of their choice.¹⁷

At Transport Canada, employees have the opportunity to take training in the official language of their choice. For instance, inspectors can choose to take technical training offered by the Multimodal Integrated Technical Training team in English or in French. Employees are also able to choose the official language in which they receive their mandatory and required training.

Leadership

The *Policy on Official Languages*^{xxv} requires that, in regions designated as bilingual, the deputy head ensure that “senior management exercises the leadership required to foster a work environment that is conducive to the effective use of both official languages.” The report to the Clerk of the Privy Council entitled *The Next Level: Normalizing a Culture of Inclusive Linguistic Duality in the Federal Public Service Workplace*^{xxvi} recommends making it a priority to “strengthen accountability and recognize leaders who promote and contribute to a bilingual environment.”

A question was added to the review this year about executive leadership in order to better understand the current situation in federal institutions. According to 79% of large and key institutions and 80% of small institutions, executives nearly always communicate in both official languages with employees on a regular basis.

At Canadian Heritage (PCH), senior management in bilingual regions strive to set an example and promote the use of both official languages by holding bilingual meetings and encouraging the use of both official languages in the department's communications. Posts on blogs and News@PCH, which are the vehicles that are mostly used by senior management to communicate with employees, are automatically posted in both official languages.

17. Small institutions were not required to answer this question. They are therefore not represented in these percentages or in the subsequent graphs. With the exception of the new question on leadership, only 40 institutions were required to answer this question and the other questions in this section.

At the Canadian Security Intelligence Service (CSIS), senior management provides active leadership by encouraging the use of both official languages and by supporting awareness initiatives. Following steps taken as result of the official language capacity review of 2016, the number of executives at CSIS who met the CBC level increased by 25%. In addition, to ensure that managers meet the language requirements of their position, each manager receives a personalized language training plan. These plans are updated regularly and are monitored on an ongoing basis.

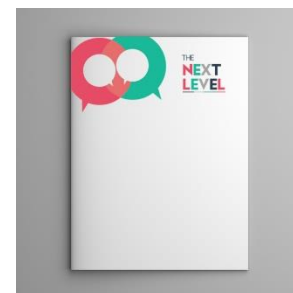


Table 2. Language of work: percentage of institutions that responded “nearly always” in their reviews on official languages

Questions	Nearly always (90% to 100% of cases)			
	Large and key institutions	Small institutions	Airport authorities	All institutions
In regions designated as bilingual for language of work				
Incumbents of bilingual or either/or positions are supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions.	74%	83%	80%	78%
Personal and central services are provided to employees in bilingual regions in the official language of their choice.	84%	93%	80%	88%
The institution offers training to employees in the official language of their choice. (question for large and key institutions only)	74%	n/a	n/a	74%
Meetings are conducted in both official languages, and employees may use the official language of their choice.	45%	54%	25%	47%
Documentation and regularly and widely used work instruments and electronic systems are available to employees in the official language of their choice. (question for large and key institutions only)	84%	n/a	n/a	84%
Employees can prepare documents in the official language of their choice.	50%	74%	n/a	61%
In unilingual regions				
Regularly and widely used work instruments are available in both official languages for employees who are responsible for providing bilingual services to the public or to employees in bilingual regions. (question for large and key institutions only)	86%	n/a	n/a	86%
Leadership				
Senior management communicates in both official languages with employees on a regular basis.	79%	80%	n/a	80%

Follow up to the report on language of work

Progress has been made in implementing the recommendations of the report to the Clerk of the Privy Council entitled *The Next Level: Normalizing a Culture of Inclusive Linguistic Duality in the Federal Public Service Workplace*,^{xxvii} released in September 2017. The Clerk mandated the Committee of Assistant Deputy Ministers on Official Languages to oversee the implementation of the report's recommendations.



The committee's mandate was expanded to include official languages issues that go beyond the implementation of horizontal initiatives. The mandate identifies three priorities:

- ▶ language of work within the federal public service and the follow-up on the recommendations from the Next Level report
- ▶ implementation of horizontal federal strategies regarding official languages, such as the *Action Plan for Official Languages 2018–2023: Investing in Our Future*^{xxviii}
- ▶ management of other issues of interest related to the act, such as its modernization

To facilitate the implementation of the recommendations, they have been grouped into 14 categories under the 5 themes of the Next Level report: leadership, culture, training, tools and policies. A *dashboard*^{xxix} detailing the progress achieved for each category of recommendations is available on the *Language Portal of Canada*.^{xxx} The following bullet points highlight the progress achieved for some initiatives.

- ▶ The Translation Bureau at Public Services and Procurement Canada is conducting a pilot project to explore how neural machine translation can help optimize the efficiency and quality of translation work, while reducing related costs.
- ▶ In collaboration with OCHRO, Canadian Heritage, the Canada School of Public Service, the Public Service Commission of Canada, the Council of the Network of Official Languages Champions and the Office of the Commissioner of Official Languages, the Translation Bureau developed a repository of official languages resources. The new repository is known as the *Official Languages Hub*.^{xxxi} It is hosted on the Language Portal of Canada and managed by the Translation Bureau. The hub allows anyone to search a range of resources from across departments and agencies. It was launched on Linguistic Duality Day 2019 (September 12).
- ▶ The Public Service Commission of Canada has worked with several departments to test a different approach to assessing second language oral proficiency at Level B. Rather than using the commission's oral proficiency test, hiring managers are provided with guidance and can conduct their own language assessments when hiring, thus reducing time spent on staffing by removing wait times for the commission's oral proficiency test.



- ▶ Two interdepartmental working groups, each with more than 30 members, are exploring ways to improve the effectiveness of the language training provided to public servants. A concrete example of this work is a pilot project led by Employment and Social Development Canada, in collaboration with the Université du Québec à Chicoutimi, to better meet the needs of Indigenous public servants and help them obtain the required level of proficiency in their second official language.
- ▶ On May 27, 2019, at the Symposium on the 50th anniversary of the *Official Languages Act* held at the National Arts Centre in Ottawa, the Minister of Tourism, Official Languages and La Francophonie, Mélanie Joly, introduced Le Mauril, a free online and mobile service for learning and maintaining French and English as second languages that is expected to be available in 2020. The tool will allow Canadians to develop their official second language skills at their own pace. It will also support public servants who want to maintain and improve their second language skills.
- ▶ OCHRO, in collaboration with Natural Resources Canada, undertook a study to explore the suitability of second language assessment frameworks, such as the [Canadian Language Benchmarks \(CLB\)](#)^{xxxii} and the [Common European Framework of Reference for Languages](#).^{xxxiii} This study is an important first step for the eventual development of new language standards for the public service, which will facilitate the recruitment of bilingual talent.



During the 2018 to 2019 fiscal year, the recommendations from the Next Level report were part of discussions at a number of events:

- ▶ Linguistic Duality Day (September 12, 2018)
- ▶ presentations to the Canada Revenue Agency (October 2018), the Royal Canadian Mounted Police (November 2018), National Defence (January 2019) and the Atlantic's Part IV, V and VI Network (March 2019)
- ▶ the Official Languages Best Practices Forum (November 29, 2018)
- ▶ an update to the Human Resources Council (January 2019)
- ▶ meetings of the Departmental Advisory Committee on Official Languages (June 20, 2018, and February 22, 2019) and the Crown Corporation Advisory Committee on Official Languages (November 30, 2018)

These latter meetings were also an opportunity to discuss the results of the 2017 Public Service Employee Survey, the use of official languages in the workplace, language profiles, [a report on language training by the Official Languages Committee of the National Joint Council](#),^{xxxiv} the retention of second language skills, as well as progress on the modernization of the act and the new official languages regulations.

Participation of English-speaking and French-speaking Canadians

A public service that reflects Canada's demographic makeup brings the experiences and perspectives of Canadians into the workplace, and is able to design better policies and better serve Canadians. Part of Canada's makeup is the linguistic duality of our country as the bedrock of our diversity. Both linguistic duality and cultural diversity are sources of enrichment and prosperity for all Canadians.

Part VI of the act states that, while respecting the merit principle, the Government of Canada is “committed to ensuring that English-speaking Canadians and French-speaking Canadians, without regard to their ethnic origin or first language learned, have equal opportunities to obtain employment and advancement in federal institutions; and [that] the composition of the workforce of federal institutions tends to reflect the presence of both the official language communities of Canada, taking into account the characteristics of individual institutions, including their mandates, the public they serve and their location.” The act provides for complete respect of the merit principle in terms of employment and advancement.

On March 31, 2019, the participation rate in the core public administration was 69.1% for Anglophones and 30.9% for Francophones. In all institutions subject to the act, the participation rate was 73.8% for Anglophones and 26.1% for Francophones (see Table 18 in [Appendix D](#)).



According to data from the 2016 census of the population, 75.4% of the Canadian population have English as their first official language and 22.8% have French. Based on a comparison between the 2019 participation rates cited above and the most recent data from the 2016 census of the population, employees from both official language communities continue to be well represented in all federal institutions subject to the act. The participation rates of the two linguistic groups have remained relatively stable over the past eight years.

Official language minority communities are well represented in all federal institutions in each province and territory. However, Anglophones in Quebec outside the National Capital Region make up 10.8% of the core public administration, although they make up 13.7% of the province's population. See Table 13 in [Appendix D](#) for a breakdown of the participation of Anglophones and Francophones in the core public administration, by province, territory or region.

A new question regarding the representativeness of the two linguistic groups has been added to the official languages reviews of large and key institutions. Ninety-three percent (93%) of these institutions report that they took steps during the 2018 to 2019 fiscal year to ensure that their workforce tended to reflect the composition of the two official language communities in Canada, based on their mandate, target audience and the location of their offices.

To achieve or maintain equitable linguistic representation, federal institutions do, for example, take part in job fairs at post-secondary institutions frequented by members of official language minorities. Some institutions ensure that job advertisements appear in minority community media, others use social media and recruitment platforms in both languages to reach all potential candidates across the country.

The Department of Justice Canada targets educational institutions that offer law programs to conduct awareness activities to attract interns for employment opportunities at various regional offices. The department ensures that departmental representatives can answer questions in both official languages and that bilingual documentation is available. The department also takes part in various job fairs at colleges to attract future paralegals.

The Public Service Commission of Canada holds information sessions and takes part in job fairs in places where minority communities are concentrated to explain the job application process in the federal public service.

Recruitment of English-speaking employees in Quebec is an issue for Public Services and Procurement Canada (PSPC). To address this issue, the department's regional office in Quebec took part in job fairs in September and October 2018 at two Anglophone post-secondary institutions, McGill University and Concordia University, to promote jobs at PSPC and to foster relationships with Anglophone academic institutions and future graduates. In September 2018, regional management met with leaders from four Anglophone post-secondary institutions: McGill University, and Bishop's, Vanier and O'Sullivan colleges. As a result of these two activities, 14 candidate-graduates were invited to attend an open house event at the new PSPC offices. Eight information kiosks, run by regional employees and new recruits, provided a wide range of information on the services offered by PSPC and on career opportunities within the department. At the same time, interviews were conducted, and a pool of qualified candidates was created. Two candidates were hired and a third will soon receive a job offer for a 12-month term.

Table 3. Equitable participation: percentage of institutions that responded “nearly always” in their reviews on official languages

Question	Nearly always (90% to 100% of cases)
	Large and key institutions
Measures have been taken in fiscal year 2018 to 2019 to ensure that the institution's workforce tends to reflect the composition of the two official language communities in Canada, based on the 2016 Census of Population, taking into account its mandate, the public served and the location of its offices.	93%

Human resources management

Careful human resources planning is critical for the provision of bilingual services to the public, and for communication with and supervision of employees in the language of their choice. That is why the Treasury Board *Policy on Official Languages*^{xxxv} sets out requirements that help institutions build and maintain bilingual capacity in people management. Institutions also regularly reach out to OCHRO for advice on official languages and human resources planning.

Institutions adopt various practices to ensure bilingual human resources capacity. For the 2018 to 2019 fiscal year, 78% of the 40 large and key institutions that submitted an official languages review stated that they nearly always have the resources they need to meet their linguistic obligations as they relate to service to the public and language of work. However, only 38% of the 16 airport authorities stated the same.

At Employment and Social Development Canada, the Departmental Workforce Demographic Profile dashboard makes it possible to monitor the department's bilingual capacity to ensure that the necessary resources are in place to fulfill the department's linguistic obligations as they relate to services to the public and language of work.

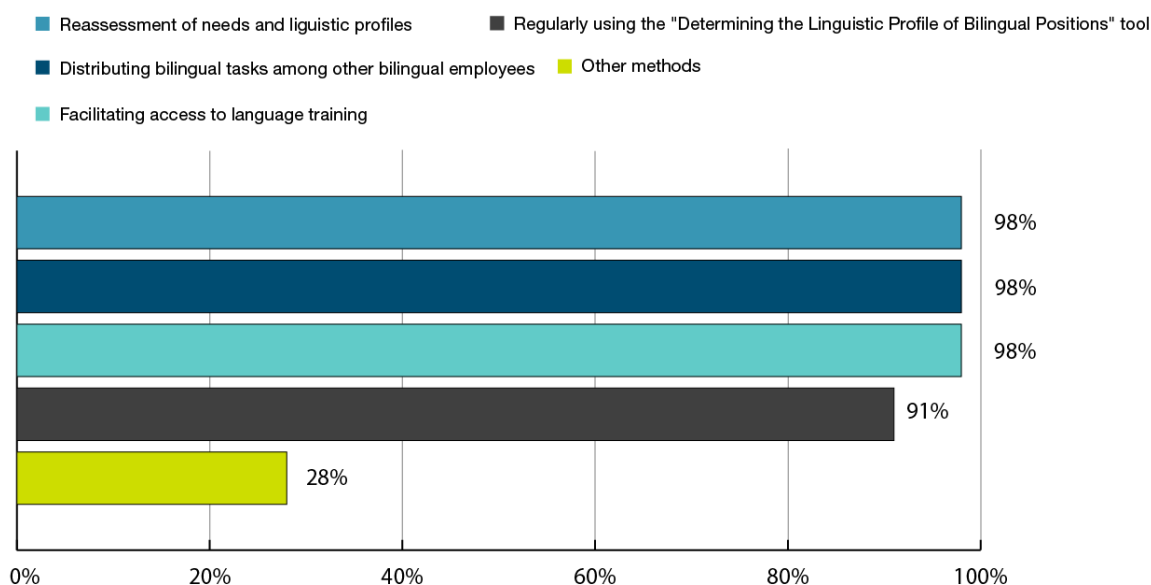


National Defence and the Canadian Armed Forces ensure that they have the capacity to meet their linguistic obligations by closely monitoring their performance through the tracking of various types of indicators: internal and external complaints related to official languages, results of surveys of the department's employees and forces' members, data regarding human resources (employees and the language requirements of their position), etc. All indicators and results are presented in the official languages performance measurement dashboard, which reports on the performance of the department and the forces and is shared with senior management.

When asked whether administrative measures are taken to ensure that bilingual duties are carried out and that services are provided to the public and employees in the official language of their choice when required by Treasury Board policies, all institutions reported that such measures are nearly always taken (93%), including 90% of large and key institutions and 97% of small institutions.

Graph 7 shows how the institutions, based on their reviews, ensure that they have the capacity to meet their linguistic obligations.

Graph 7. Methods for meeting linguistic obligations



According to 79% of institutions, the language requirements of bilingual positions are nearly always established objectively. Linguistic profiles reflect the duties of employees or their work units and take into account the linguistic obligations related to services to the public and language of work. Several institutions say they use or draw on the [Determining the Linguistic Profile of Bilingual Positions](#)^{xxxvi} tool developed by OCHRO.

During the fiscal year, Agriculture and Agri-Food Canada implemented its official languages strategy for 2018 to 2021. One of the objectives is to “ensure that the linguistic profiles of bilingual supervisory positions are accurately established.” To meet this objective, the department identified a number of initiatives and targeted outcomes that will help promote a common understanding of the identification of language profiles for bilingual supervisory positions. The official languages team at Agriculture and Agri-Food Canada is also regularly consulted when establishing linguistic profiles.

Innovation, Science and Economic Development Canada developed a tool to help managers establish the right linguistic profile for a position. Hiring managers who create a position or initiate a selection process use the tool and get help from human resources advisors to identify the appropriate profile for a position. The department also reviewed the language profiles of supervisory and managerial positions to identify those positions whose profile does not appear to have been established objectively and to develop a plan in collaboration with the sector managers and the Human Resources Branch to address inconsistencies. In accordance with its Talent Management Strategy and succession planning, the department systematically reviews the language requirements of bilingual positions to ensure that they reflect the requirements of the work and to address expired second language evaluation results.

In 2016 to 2017, Shared Services Canada initiated an agency-wide review of language requirements for its positions under the new work streams and new organizational structure. This review involved and continues to involve a thorough and collaborative look at position functions by management, staffing advisors and official languages advisors. This approach aims to improve compliance with section 91 of the act, and to maintain the most appropriate level of bilingual capacity for the provision of quality services to the 43 departments and agencies served by Shared Services Canada. At the end of the 2018 to 2019 fiscal year, 77% of positions had been reviewed and the review was ongoing.

The Commissioner of Official Languages has changed his methodology for investigating complaints under section 91 of the act on the objective determination of official languages requirements during staffing. He describes the issue as being systemic and notes a significant increase in the number of complaints. A new question about section 91 will be included in the official language’s reviews for the 2019 to 2020 fiscal year to help OCHRO identify any such problems within institutions subject to the act.

The number of bilingual positions in the core public administration increased by 4.6% to 85,657 positions from the 2017 to 2018 fiscal year to the 2018 to 2019 fiscal year. Bilingual positions represent 42.7% of all positions, which is a 0.2% decrease from the previous fiscal year. Overall, 94.8% of incumbents in bilingual positions meet the language requirements of their position. The percentage of bilingual positions that require Level C proficiency (the highest) for oral interaction was up 0.2%, compared to the 2017 to 2018 fiscal year, to 35.5% (see tables 2, 3 and 4 in [Appendix D](#)).



Of all the institutions that submitted a review and that have bilingual positions, 85% nearly always recruit candidates for those positions who are already bilingual at the time of their appointment. This is nearly always the case for 91% of small institutions and 67% of airport authorities that have bilingual positions. Eight institutions indicated that the question did not apply to them.

In 2018, the Royal Canadian Mounted Police (RCMP) developed and implemented a mechanism to ensure that administrative measures are taken and that the public and employees are served in the official language of their choice as and when required. That mechanism consists of a form that must be completed by managers, identifying the administrative measures in place when the incumbent of a bilingual position does not meet the language requirements. The official languages coordinators have the duty to track and monitor these measures through a sampling verification process. The RCMP National Staffing Policy Centre also developed a communiqué that was shared with the staffing community to inform them of the mechanism and of managers' duties.

Of the 38 large and key institutions that answered this question in the review, 45% indicated that they nearly always provide their employees with language training for career advancement. Two institutions indicated that the question did not apply to them.

Employment and Social Development Canada (ESDC) created College@ESDC, an internal organization that manages several aspects of learning within the department, including the delivery and coordination of second language training. The college coordinates language training by identifying and implementing the proper language training solution and supporting employees in achieving their linguistic objective. ESDC invested more than \$4 million during the 2018 to 2019 fiscal year to support about 2,500 employees in learning their second language. The ESDC internal standing offer is fully leveraged to help service providers better understand the language standards and expectations related to the Test of Oral Proficiency. ESDC also provides coaching to learners to better equip them in reaching their language learning goals.

Air Canada offers various language training programs to help employees who may not have the level of proficiency necessary for providing service in both official languages, for maintaining their language qualifications, or for improving the oral or written language skills of administrative employees. Tools are also available to employees, such as an online training module developed by Air Canada's Linguistic Services team. The module was updated in 2018 to make it accessible from different platforms, such as tablets and smartphones, and includes an airline vocabulary, a quick reference card, a booklet containing terminology specific to employee tasks, and examples of responses to use.

Natural Resources Canada's language school is considered a model of best practice in the public service and offers a variety of programs to support a range of learning needs from improving to retaining second language proficiency. This year, the department experimented with online language training, which will improve access to language training for all employees, particularly those located outside the National Capital Region.

Table 4. Human resources management: percentage of institutions that responded “nearly always” in their reviews on official languages

Questions	Nearly always (90% to 100% of cases)			
	Large and key institutions	Small institutions	Airport authorities	All institutions
Overall, the institution has the necessary resources to meet its linguistic obligations relating to services to the public and language of work.	78%	n/a	38%	66%
The language requirements of bilingual positions are established objectively. Linguistic profiles reflect the duties of employees or their work units and take into account the linguistic obligations with respect to service to the public and language of work.	74%	91%	64%	79%
Bilingual positions are staffed by candidates who are bilingual upon appointment.	85%	91%	67%	85%
Administrative measures are taken to ensure that the public and employees are offered services in the official language of their choice, as required by Treasury Board policies.	90%	97%	n/a	93%
Language training is provided for career advancement. (question for large and key institutions only)	45%	n/a	n/a	45%
The institution provides working conditions conducive to the use and development of the second-language skills of employees returning from language training and, to that end, gives employees all reasonable assistance to do so, particularly by ensuring that they have access to the tools necessary for learning retention. (question for large and key institutions only)	65%	n/a	n/a	65%

Governance of official languages



The *Policy on Official Languages*^{xxxvii} requires that each federal institution have an official languages unit, a person responsible for official languages and a champion of official languages. The champion and the person responsible for official languages play key roles in their institution to implement and promote obligations as they relate to official languages. In 82% of large and key institutions, the champion or co-champions and the persons

responsible for Parts IV, V, VI and VII of the act meet regularly to discuss official languages.¹⁸

An internal official languages committee or network is another mechanism that many institutions use to foster coordinated implementation of their official languages program. Of the 40 large and key institutions that submitted a review, 34 have established an official languages committee, network, or working group made up of representatives from different sectors or regions, which meets regularly (74%) or occasionally (23%) to deal horizontally with issues related to linguistic obligations.

Fisheries and Oceans Canada has a senior management-level working group that was established in December 2018 to review departmental activities and identify initiatives that can be put in place to raise employee awareness on key official languages issues. Over the course of the 2019 to 2020 fiscal year, a campaign will be launched among employees and managers to raise awareness about official languages obligations. As part of its governance structure, the department has a human resources, safety and security committee that discusses official languages issues. The persons responsible for official languages, and in particular for Parts IV, V, VI and VII of the act, communicate on a regular basis to ensure consistent application of the act.

The Official Languages Directorate at the Royal Canadian Mounted Police holds monthly conference calls with its divisional official languages coordinators. The purpose of these meetings is to address issues and obligations pertaining to Parts IV, V, VI and VII of the act, as they impact operations and apply to specific areas, or concern the organization as a whole. In addition, a National Training Symposium on Official Languages is organized annually that brings in external official languages experts to provide updates and share their expertise.

18. Airport authorities had no questions about governance in their reviews.

The role of the official languages champion is to provide leadership on official languages, particularly at the senior management table of their institution. This year, the reviews showed that senior management in most institutions pays attention to official languages. For almost all large and key institutions, linguistic obligations are regularly (72%) or sometimes (21%) on the senior management committee's agenda.

The Assistant Deputy Minister, Corporate Management, at Agriculture and Agri-Food Canada is responsible for implementing the Official Languages Program within the department. The department's official languages champion, the Assistant Deputy Minister, Programs, acts as a spokesperson and ambassador for the Official Languages Program. As a result, official languages issues are regularly brought to the senior management table for presentation and discussion. In addition, the official languages champion chairs a departmental Committee on Official Languages, composed of senior managers from all sectors and regions. The department also adopted a three-year official languages strategy for 2018 to 2021.

Finally, 67% of institutions have performance agreements that include objectives related to the implementation of Parts IV, V, VI and VII of the act. Such agreements exist for 73% of large and key institutions and 59% of small institutions.

Table 5. Governance: percentages of institutions that responded "yes" or "regularly" in their reviews on official languages

Questions	Yes or regularly
Taking into consideration the size and mandate of the institution, performance agreements include performance objectives related to the implementation of Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> , as appropriate.	67%
Obligations arising from Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> are on the senior management committee's agenda. (question for large and key institutions only)	72%
The champion or co-champions and the person or persons responsible for Parts IV, V, VI and VII (section 41) of the <i>Official Languages Act</i> meet to discuss the official languages file. (question for large and key institutions only)	82%
An official languages committee, network or working group made up of representatives from the different sectors or regions of your institution holds meetings to deal horizontally with questions related to Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> . (question for large and key institutions only)	74%

Monitoring

Providing services to Canadians and to federal employees in the language of their choice and maintaining a work environment that is conducive to the use of both official languages requires monitoring. Monitoring allows institutions to take stock of their progress and report on it to OCHRO and parliamentarians through official language reviews and relevant supporting evidence.

Of all the institutions that submitted a review, 68 (93%) stated that they regularly take measures to ensure that employees are aware of the obligations related to various parts of the act. This is the case for all large and key institutions and 85% of small institutions.

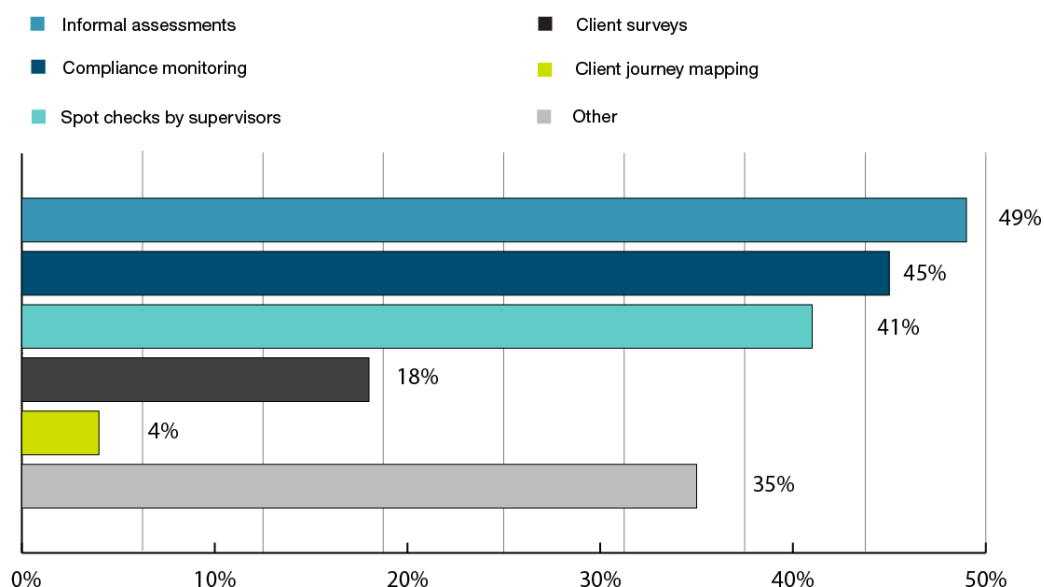
Measures are regularly taken by Agriculture and Agri-Food Canada's official languages team and by senior management across the department, including:

- presentations to human resources advisors, management committees, working groups, student lunch-and-learn sessions, and participants in development programs, such as Agriculture and Agri-Food Canada's Economic Development Program
- the provision of advice and guidance to managers and employees
- information being made available on the department's intranet site and on Knowledge Workspace sites
- the promotion of events by senior management, such as Linguistic Duality Day, through articles published in the department's electronic newsletter
- reminders from senior management about employees' official languages rights during all-staff meetings

Institutions have several mechanisms to verify the quality and availability of services in both official languages. During the fiscal year, 80% of all institutions, including 85% of large and key institutions, 69% of small institutions and 93% of airport authorities,¹⁹ conducted activities to measure the availability and quality of services offered to the public in both official languages. Graph 8 shows the methods used by institutions for these activities.

19. In this section, this is the only question that the 15 airport authorities with obligations regarding service to the public were required to answer.

Graph 8. Activities to measure the availability and quality of services to the public

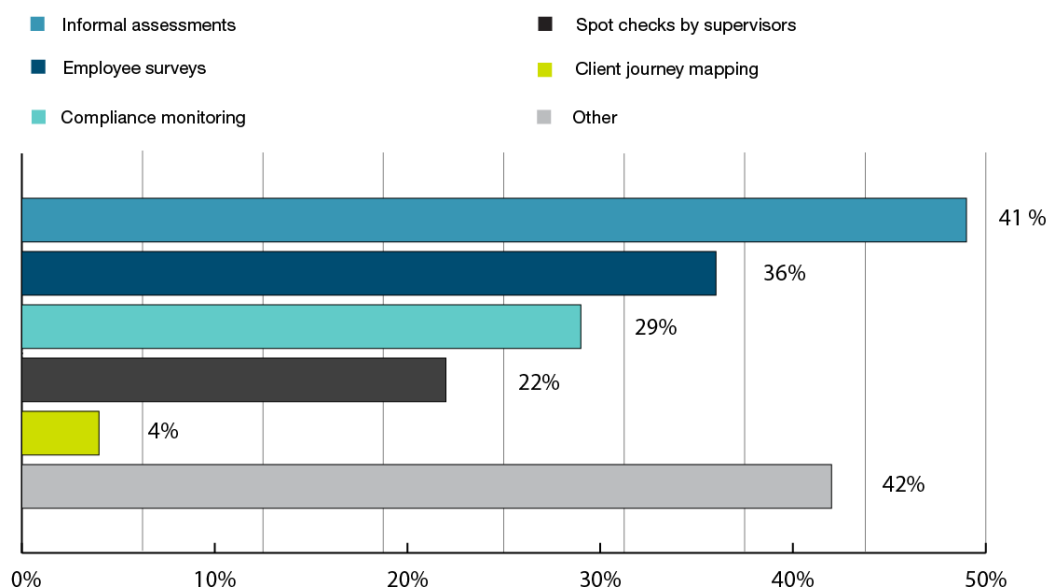


In 2018, Canada Post introduced a new monitoring mechanism through its customer service phone line. A question about official languages was integrated in the optional customer experience post-call survey offered through its toll-free system. Customers were asked if they were served in the official language of their choice.

Veterans Affairs Canada conducted a [national survey in 2017](#)^{xxxviii} to determine how satisfied veterans, members of the Canadian Armed Forces and the RCMP, and their survivors were with the benefits and services offered by the department. Veterans Affairs Canada found that 99% of veterans were served in the official language of their choice. The department plans to conduct a national client survey every two years.

With respect to language of work, many institutions used the results of the [2017 Public Service Employee Survey](#)^{xxxix} to measure the use of official languages in the workplace. The 2019 survey will provide more information on employees' perceptions regarding language of work. However, institutions are not limited to using the Public Service Employee Survey. In fact, 84% of institutions, including 77% of small institutions and 89% of large and key institutions, have carried out activities periodically to measure whether employees in regions designated bilingual for language of work purposes can use the official language of their choice in the workplace. Several institutions conduct their own internal surveys or use other mechanisms, as is demonstrated by the following results. Graph 9 shows the activities used by institutions.

Graph 9. Activities to measure the use of official languages in the workplace



Based on the responses, 80% of institutions that responded, including 68% of small institutions and 90% of large and key institutions, have mechanisms in place to determine whether their decisions have an impact on the implementation of the act. Such decisions might have to do with adopting or revising a policy, creating or eliminating a program, or establishing or closing an office. Several institutions cite the use of the *Official Languages Requirements and Checklist*,^{xl} a systematic analysis of impacts on official languages that accompanies Treasury Board submissions for these types of initiatives, in consultation with their internal official languages team. When the summary analysis reveals an impact, they perform a more in-depth analysis that they attach to the submission. These analyses are reviewed by analysts at the Treasury Board of Canada Secretariat.

On February 14, 2019, the Official Languages Program at the Treasury Board of Canada Secretariat (TBS) organized a workshop on TBS's obligations under the act and how they apply to submissions to the Treasury Board. Participating analysts came away with a better understanding of how to determine whether an organization's actions and commitments are consistent with official languages obligations and how to identify missing information.

Institutions also use audits and evaluations. For 70% of institutions, including 56% of small institutions and 82% of large and key institutions, audit or evaluation activities are undertaken by their internal audit unit or by other units to measure the extent to which official languages requirements are being implemented.

In December 2018, the Public Service Commission of Canada (PSC) presented the results of a system-wide staffing audit in its report entitled *Integrity of the Federal Public Service Staffing System*.^{xli} With respect to official languages obligations, the audit identified a number of discrepancies between the English and French versions of key staffing-related documents (assessment tools) that could be explained by a lack of quality control on the part of delegated departments and agencies. As a result, the following recommendation was made: “the Public Service Commission should support departments and agencies to ensure that official languages obligations are respected throughout the appointment process.” As a result, it was recommended that the PSC adopt alternative approaches. First, it partnered with the National Research Council of Canada to examine the feasibility of developing innovative solutions to assess the equivalence of the English and French versions of statements of merit criteria in job advertisements. In addition, the PSC is exploring the possibility of conducting real-time reviews of job advertisements and reporting the results directly to deputy heads.

When monitoring activities or mechanisms reveal shortcomings or deficiencies, almost all of the institutions (96%) stated that steps are taken and documented to improve or rectify the situation in a timely manner. This is the case for 90% of small institutions and all large and key institutions. Since deputy heads are responsible for enforcing departmental official languages policies, they can be expected to have implemented processes to ensure that this is the case. Ninety-one percent (91%) of institutions stated that their deputy head is informed of the results of monitoring activities, including 84% of small institutions and 97% of large and key institutions. In general, deputy heads are made aware of complaints filed with the Office of the Commissioner of Official Languages that involve their institution, mainly during senior management meetings.

The annual monitoring of Health Canada’s official languages action plan for 2018–2021 concluded that the following elements merited priority attention for the 2019 to 2020 fiscal year:

- language training programs for career development and advancement (Part VI)
- development and promotion of active offer and official languages tools for all employees (Parts IV and V)
- strengthening bilingual capacity in supervisory positions (section 91)

Table 6. Monitoring: percentages of institutions that responded “yes” in their reviews on official languages

Questions	Yes			
	Large and key institutions	Small institutions	Airport authorities	All institutions
Measures are regularly taken to ensure that employees are well aware of obligations under Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> .	100%	85%	n/a	93%



Questions	Yes			
	Large and key institutions	Small institutions	Airport authorities	All institutions
Activities are conducted throughout the fiscal year to measure the availability and quality of services offered in both official languages (Part IV).	85%	69%	93%	80%
Activities are conducted to periodically measure whether employees in regions designated bilingual for language of work purposes can use the official language of their choice in the workplace (Part V).	89%	77%	n/a	84%
The deputy head is informed of the results of monitoring activities.	97%	84%	n/a	91%
Mechanisms are in place to determine and document the impact of the institution's decisions on the implementation of Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> (such as adopting or revising a policy, creating or abolishing a program, or establishing or closing a service location).	90%	68%	n/a	80%
Audit or evaluation activities are undertaken, by either the internal audit unit or by other units, to evaluate to what extent official languages requirements are being implemented.	82%	56%	n/a	70%
When the institution's monitoring activities or mechanisms reveal shortcomings or deficiencies, steps are taken and documented to quickly improve or rectify the situation.	100%	90%	n/a	96%

Institutional priorities

Federal institutions that submitted a review on official languages in the 2018 to 2019 fiscal year indicated their top priorities for both the current and the coming fiscal year. Below are the key priorities cited:

- ▶ increasing employee awareness of their official languages obligations
- ▶ improving access to language training
- ▶ implementing appropriate measures to correct deficiencies in meeting their obligations with respect to communications with the public and with employees
- ▶ maintaining second official language proficiency



The Office draws on these priorities in the planning of its training and support activities for institutions, such as discussion topics for the conferences of the Departmental Advisory Committee on Official Languages and the Crown Corporations Advisory Committee on Official Languages, the Forum on Best Practices related to Official Languages or during bilateral meetings with institutions.



Conclusion and trends

Every year, the Treasury Board of Canada Secretariat works with federal institutions to obtain a comprehensive picture of the implementation of the official languages program across the public service.

The first major amendments to the regulations in more than 25 years will be implemented over the coming years and will result in bilingual services that are better adapted to the new demographic realities of Canada. The amendments will improve access to bilingual services at federal offices across the country and will contribute to strengthening official language minority communities.

By increasing the number of federal offices that provide services in both official languages, the Government of Canada is expanding bilingual spaces across the country and ensuring that members of official language minority communities can receive services in the language of their choice.

To support this increased offer of bilingual services, a bilingual workforce will be required and the Government of Canada will ensure that bilingual capacity is built through targeted recruitment and language training. Efforts will also be made to take advantage of technology, such as video conferencing or online applications, to expand the offer of bilingual services beyond the physical location of federal offices.

The new regulations are consistent with the provisions of the current act, but they also point to the changes that will need to be considered as part of the modernization effort. The Commissioner of Official Languages, the House of Commons Standing Committee on Official Languages and the Standing Senate Committee on Official Languages have all recommended that the act be modernized. The government has received proposals from stakeholders and has held consultations with Canadians. The 2019 amendments to the regulations are built on the notion that bilingualism in Canada is enriched when we recognize all those who use an official language – regardless of whether they speak it as a mother tongue, use it because they are part of a bilingual family, or have brought the language with them as an immigrant to Canada. As such, the regulations' modern and inclusive vision of Canada's linguistic demography will help inform the deliberations on how a modernized *Official Languages Act* can realize the aspirations and promise of Canada's bilingual future.

Appendix A: Methodology for reporting on the status of official languages programs

Federal institutions must submit a review on official languages to the Office of the Chief Human Resources Officer (OCHRO) at least once every three years. This fiscal year marks the second year of a three-year cycle. Eighty-nine (89) organizations²⁰ had to complete a questionnaire on elements pertaining to the application of Parts IV, V and VI of the *Official Languages Act*.

Institutions were required to report on the following elements:

- ▶ communications with and services to the public in both official languages
- ▶ language of work
- ▶ human resources management
- ▶ governance
- ▶ monitoring of official languages programs

These five elements were evaluated mainly by using multiple choice questions. To reduce the administrative burden on small institutions,^{21, xlii} they were asked fewer questions than large and key institutions. Deputy heads are responsible for ensuring that their institution's responses are supported by facts and evidence. Table 1 below describes the response scales used in the review on official languages.

20. See [Appendix B](#) for the list of institutions required to submit a review for the 2018 to 2019 fiscal year.

21. The distinction between small and large or key institutions is based on their size and their mandate regarding official languages, in accordance with the recommendations by the Auditor General of Canada in his spring 2015 report, [Report 2 – Required Reporting by Federal Organizations](#). In general, small institutions have fewer than 500 employees.



Table 1. Response scales used in the review on official languages

Nearly always	In 90% or more of cases
Very often	Between 70% and 89% of cases
Often	Between 50% and 69% of cases
Sometimes	Between 25% and 49% of cases
Almost never	In less than 25% of cases
Yes	Completely agree with the statement
No	Completely disagree with the statement
Regularly	With some regularity
Sometimes	From time to time, but not regularly
Almost never	Rarely
n/a	Does not apply to the institution

In order to collect more detailed information, OCHRO changed the narrative questions by offering multiple choices based on answers that were provided in past reviews, particularly with regard to:

- ▶ institutions' official languages capacity
- ▶ activities undertaken by large and key institutions to measure use of language of work, and the availability and quality of services offered in both official languages
- ▶ the priorities for the fiscal year that is coming to an end and those of the next fiscal year

Furthermore, OCHRO asked institutions to provide explanations or evidence to support their responses. The information collected is also used for OCHRO's other activities.

The previous sections provided an overview of the status of the official languages programs in the 89 institutions that submitted reviews. The statistical tables in [Appendix D](#) of this report show the results²² for all federal institutions.

22. The source of statistical data for institutions that are part of the core public administration is the Position and Classification Information System. The source of data for institutions that are not part of the core public administration is the Official Languages Information System II. One institution, Saint John Port Authority, was unable to provide recent data. The data compiled for that institution are from March 31, 2018.

Appendix B: Federal institutions required to submit a review for fiscal year 2018 to 2019

Eighty-nine federal institutions submitted a review for the 2018 to 2019 fiscal year. The distinction between small institutions and large and key institutions is based on size and mandate in relation to official languages. Large and key institutions were required to respond to a longer questionnaire. In general, small institutions have fewer than 500 employees. This year, airport authorities were also invited to submit a review on official languages.

Large and key institutions

- ▶ Agriculture and Agri-Food Canada
- ▶ Air Canada
- ▶ Atlantic Canada Opportunities Agency
- ▶ Canada Border Services Agency
- ▶ Canada Mortgage and Housing Corporation
- ▶ Canada Post
- ▶ Canada Revenue Agency
- ▶ Canada School of Public Service
- ▶ Canadian Air Transport Security Authority
- ▶ Canadian Food Inspection Agency
- ▶ Canadian Heritage²³
- ▶ Canadian Space Agency
- ▶ Correctional Service Canada
- ▶ Department of Finance Canada
- ▶ Department of Justice Canada
- ▶ Employment and Social Development Canada
- ▶ Environment and Climate Change Canada
- ▶ Fisheries and Oceans Canada
- ▶ Global Affairs Canada
- ▶ Health Canada
- ▶ Immigration, Refugees and Citizenship Canada

23. Canadian Heritage was asked to complete the short questionnaire this year. Its results are therefore grouped with those of small institutions.



-
- ▶ Indigenous and Northern Affairs Canada²⁴
 - ▶ Innovation, Science and Economic Development Canada
 - ▶ Library and Archives Canada
 - ▶ National Defence
 - ▶ National Research Council of Canada
 - ▶ Natural Resources Canada
 - ▶ NAV CANADA
 - ▶ Privy Council Office
 - ▶ Public Prosecution Service of Canada
 - ▶ Public Safety Canada
 - ▶ Public Service Commission of Canada
 - ▶ Public Services and Procurement Canada
 - ▶ Royal Canadian Mounted Police
 - ▶ Shared Services Canada
 - ▶ Transport Canada
 - ▶ Treasury Board of Canada Secretariat
 - ▶ Veterans Affairs Canada
 - ▶ VIA Rail Canada Inc.

Small institutions

- ▶ Canada Council for the Arts
- ▶ Canada Economic Development for Quebec Regions
- ▶ Canada Infrastructure Bank²⁵
- ▶ Canadian Environmental Assessment Agency²⁶
- ▶ Canadian Museum for Human Rights
- ▶ Canadian Museum of Immigration at Pier 21
- ▶ Canadian Race Relations Foundation

24. Indigenous Services Canada and Crown-Indigenous Relations and Northern Affairs Canada submitted a joint review on official languages under their former title.

25. To create a benchmark, the Canada Infrastructure Bank and the Windsor-Detroit Bridge Authority completed the long questionnaire for their first review.

26. The Canadian Environmental Assessment Agency is now known as the Impact Assessment Agency of Canada.

-
- ▶ Canadian Security Intelligence Service
 - ▶ Canadian Transportation Agency
 - ▶ Civilian Review and Complaints Commission for the RCMP
 - ▶ Copyright Board of Canada
 - ▶ Destination Canada
 - ▶ Great Lakes Pilotage Authority Canada
 - ▶ Infrastructure Canada
 - ▶ Military Grievances External Review Committee
 - ▶ Montreal Port Authority
 - ▶ National Capital Commission
 - ▶ National Film Board
 - ▶ National Gallery of Canada
 - ▶ Natural Sciences and Engineering Research Council of Canada
 - ▶ Office of the Commissioner for Federal Judicial Affairs Canada
 - ▶ Office of the Commissioner of Official Languages
 - ▶ Office of the Public Sector Integrity Commissioner of Canada
 - ▶ Ridley Terminals Inc.
 - ▶ Social Sciences and Humanities Research Council of Canada
 - ▶ St. Lawrence Seaway Management Corporation
 - ▶ Supreme Court of Canada
 - ▶ Telefilm Canada
 - ▶ The Correctional Investigator Canada
 - ▶ Toronto Port Authority²⁷
 - ▶ Trois-Rivières Port Authority
 - ▶ Western Economic Diversification Canada
 - ▶ Windsor-Detroit Bridge Authority
 - ▶ Women and Gender Equality Canada

27. Toronto Port Authority is now known as PortsToronto.



Airport authorities^{28, xliii}

- ▶ Aéroport de Québec Inc.
- ▶ Aéroports de Montréal
- ▶ Calgary Airport Authority
- ▶ Edmonton Regional Airports Authority
- ▶ Fredericton International Airport Authority
- ▶ Greater Moncton International Airport Authority Inc.
- ▶ Greater Toronto Airports Authority
- ▶ Halifax International Airport Authority
- ▶ Ottawa Macdonald-Cartier International Airport Authority
- ▶ Regina Airport Authority
- ▶ Saint John Airport Inc.
- ▶ Saskatoon Airport Authority
- ▶ St. John's International Airport Authority
- ▶ Vancouver International Airport Authority
- ▶ Victoria Airport Authority
- ▶ Winnipeg Airports Authority Inc.

28. The names of the airport authorities listed are taken from [List of airports owned by Transport Canada](#).

Appendix C: Definitions

“Anglophone” refers to employees whose first official language is English.

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

“First official language” is the language declared by the employee as the one that he or she primarily identifies with.

“Francophone” refers to employees whose first official language is French.

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

“Linguistic capacity outside Canada” refers to all rotational positions outside Canada (for example, rotational employees) that are staffed from a pool of employees with similar skills. Most of these positions are with Global Affairs Canada.

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

“Resources” refers to the resources required to meet obligations on a regular basis, according to the information available in the Official Languages Information System II (OLIS II). Resources can consist of a combination of full-time and part-time employees, as well as contract resources. Some cases involve automated functions, hence the need to use the term “resources” in this report.

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



Appendix D: Statistical tables

There are three main sources of statistical data:

- ▶ [Burolis](#)^{xliv} is the official inventory that indicates whether offices have an obligation to communicate with the public in both official languages
- ▶ The Position and Classification Information System (PCIS) covers the positions and employees of institutions that are part of the core public administration
- ▶ The Official Languages Information System II (OLIS II) provides information on the resources of institutions that are not part of the core public administration (in other words, Crown corporations and separate agencies)

March 31 is the reference date for the data in the statistical tables and in the data systems (Burolis, the PCIS and OLIS II).

Notes

Percentage totals may not add up to 100% due to rounding.

The data in this report relating to positions in the core public administration are compiled from the PCIS.

Pursuant to the [Public Service Official Languages Exclusion Approval Order](#),^{xlv} incumbents may not meet the language requirements of their position for two reasons:

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

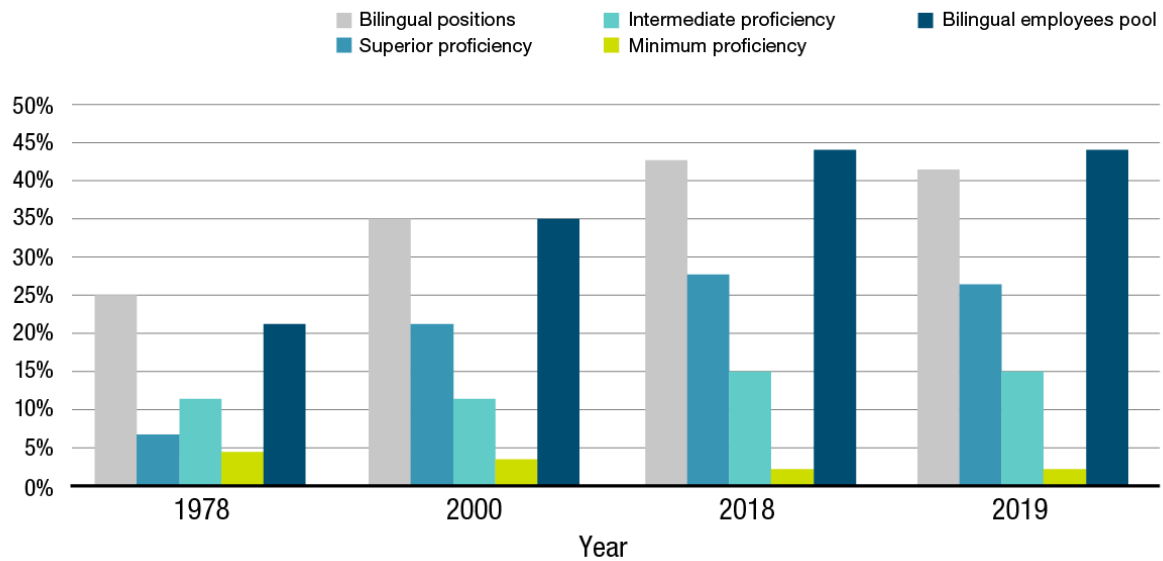
The linguistic profile of a bilingual position is based on three levels of second language proficiency:

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

Table 1

Bilingual positions and pool of bilingual employees in the core public administration on March 31

On March 31, 2019, the percentages of bilingual positions and bilingual employees in the core public administration had decreased slightly, by 0.18% and 0.16%, respectively, to 42.7% and 43.9% compared to March 31, 2018.



Year	Bilingual positions	Superior proficiency	Intermediate proficiency	Minimum proficiency	Pool of bilingual employees
1978	25%	6%	11%	4%	21%
2000	35%	21%	11%	3%	35%
2018	43%	27%	15%	2%	44%
2019	43%	27%	15%	2%	44%



Table 2

Language requirements of positions in the core public administration on March 31

In the 2018 to 2019 fiscal year, the number of bilingual positions in the core public administration increased by 4.6%, but the number of bilingual positions as a percentage of the total number of positions decreased slightly, by 0.2%, compared to the 2017 to 2018 fiscal year.

Year	Bilingual positions		English essential positions		French essential positions		English or French essential positions		Incomplete records		Total positions
	Number	%	Number	%	Number	%	Number	%	Number	%	
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
2018	81,863	42.9%	94,976	49.7%	6,738	3.5%	7,385	3.9%	69	0.0%	191,031
2019	85,657	42.7%	99,584	49.6%	7,023	3.5%	8,391	4.2%	66	0.0%	200,721

Table 3

Language requirements of positions in the core public administration, by province, territory or region on March 31

Of the 200,721 positions in the core public administration in the 2018 to 2019 fiscal year, 85,657 were bilingual positions. Most of the bilingual positions were in Quebec (excluding the National Capital Region) (where 67.1% of positions are bilingual), the National Capital Region (where 65.1% of positions are) and New Brunswick (where 49.9% are).

			Unilingual positions								
Province, territory or region	Bilingual positions		English essential		French essential		English or French essential		Incomplete records		Total positions
	Number	%	Number	%	Number	%	Number	%	Number	%	
British Columbia	504	3.0%	16,394	96.7%	1	0.0%	54	0.3%	3	0.0%	16,956
Alberta	397	3.9%	9,650	95.7%	0	0.0%	34	0.3%	4	0.0%	10,085
Saskatchewan	126	2.7%	4,518	97.0%	0	0.0%	13	0.3%	1	0.0%	4,658
Manitoba	531	8.0%	6,114	91.6%	2	0.0%	25	0.4%	2	0.0%	6,674
Ontario (excluding the NCR)	2,551	10.5%	21,610	88.6%	10	0.0%	209	0.9%	8	0.0%	24,388
National Capital Region (NCR)	60,250	65.1%	24,432	26.4%	251	0.3%	7,629	8.2%	40	0.0%	92,602
Quebec (excluding the NCR)	14,196	67.1%	170	0.8%	6,559	31.0%	214	1.0%	2	0.0%	21,141
New Brunswick	4,034	49.9%	3,757	46.4%	180	2.2%	116	1.4%	2	0.0%	8,089
Prince Edward Island	483	25.4%	1,411	74.3%	1	0.1%	5	0.3%	0	0.0%	1,900
Nova Scotia	943	11.1%	7,488	87.9%	19	0.2%	63	0.7%	4	0.0%	8,517
Newfoundland and Labrador	98	3.0%	3,120	96.2%	0	0.0%	24	0.7%	0	0.0%	3,242
Yukon	12	3.8%	301	95.9%	0	0.0%	1	0.3%	0	0.0%	314
Northwest Territories	15	3.7%	393	96.3%	0	0.0%	0	0.0%	0	0.0%	408
Nunavut	14	6.0%	218	93.6%	0	0.0%	1	0.4%	0	0.0%	233
Outside Canada	1,502	99.3%	8	0.5%	0	0.0%	2	0.1%	0	0.0%	1,512
Unknown	1	0.0%	0	0.0%	0	0.0%	1	0.0%	0	0.0%	2
Total	85,657	42.7%	99,584	49.6%	7,023	3.5%	8,391	4.2%	66	0.0%	200,721

Table 4

Bilingual positions in the core public administration and linguistic status of incumbents on March 31

In the 2018 to 2019 fiscal year, the percentage of employees in bilingual positions in the core public administration who met the language requirements of their position declined slightly by 0.1% compared to the 2017 to 2018 fiscal year.

			Employees do not meet requirements						
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
	Number	%	Number	%	Number	%	Number	%	
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
2018	77,668	94.9%	2,926	3.6%	112	0.1%	1,157	1.4%	81,863
2019	81,170	94.8%	3,180	3.7%	40	0.0%	1,267	1.5%	85,657

Table 5

Bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31²⁹

The percentage of bilingual positions in the core public administration that require Level C proficiency for oral interaction rose 0.2% from the 2017 to 2018 fiscal year to the 2018 to 2019 fiscal year.

Year	Level C		Level B		Level A		Other		Total positions
	Number	%	Number	%	Number	%	Number	%	
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
2018	28,871	35.3%	51,355	62.7%	360	0.4%	1,277	1.6%	81,863
2019	30,374	35.5%	53,572	62.5%	349	0.4%	1,362	1.6%	85,657

29. The levels required in second language proficiency refer only to oral interaction (understanding and speaking). The "Other" category refers to positions that require Code P (specialized proficiency) or that do not require any oral interaction skills in the second language.

Table 6

Service to the public: bilingual positions in the core public administration and linguistic status of incumbents on March 31

From the 2017 to 2018 fiscal year to the 2018 to 2019 fiscal year, the percentage of employees in the core public administration who provided services to the public in both English and French and who met the language requirements of their position declined by 0.5%, and the percentage of incomplete records increased by 0.2%.

Employees do not meet requirements									
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
	Number	%	Number	%	Number	%	Number	%	
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
2018	41,227	95.0%	1,315	3.0%	45	0.1%	830	1.9%	43,417
2019	41,440	94.5%	1,469	3.4%	16	0.0%	908	2.1%	43,833

Table 7

Service to the public: bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31³⁰

The number of bilingual positions in the core public administration has increased since the 2017 to 2018 fiscal year. The percentage of bilingual positions that offer services to the public and require Level C proficiency for oral interaction increased 0.5% to 40.7% in the 2018 to 2019 fiscal year.

Year	Level C		Level B		Level A		Other		Total positions
	Number	%	Number	%	Number	%	Number	%	
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
2018	17,454	40.2%	25,768	59.4%	119	0.3%	76	0.2%	43,417
2019	17,829	40.7%	25,788	58.8%	97	0.2%	119	0.3%	43,833

30. The levels required in second language proficiency refer only to oral interaction (understanding and speaking). The "Other" category refers to positions that require Code P (specialized proficiency) or that do not require any oral interaction skills in the second language.



Table 8

Service to the public: positions in the core public administration and linguistic status of incumbents, by province, territory or region on March 31

In the 2018 to 2019 fiscal year, of the 103,477 positions in the core public administration that provide services to the public, 43,833 provide services in both English and French. There were 41,400 incumbents in the 43,833 bilingual positions who met the language requirements of their position.

Province, territory or region	Employees meet requirements	Bilingual positions			Unilingual positions			Total employees
		Employees do not meet requirements			English essential	French essential	English or French essential	
		Exempted	Must meet	Incomplete records				
Western and Northern Canada	1,012	48	0	35	24,419	1	35	25,550
Ontario (excluding the NCR)	1,488	79	0	71	13,245	2	71	14,956
National Capital Region (NCR)	25,485	931	15	391	7,913	96	1,806	36,637
Quebec (excluding the NCR)	8,735	233	0	78	58	3,677	70	12,851
New Brunswick	2,789	112	0	24	2,412	115	21	5,473
Other Atlantic provinces	891	39	1	9	5,671	11	18	6,640
Outside Canada	1,039	27	0	300	3	0	0	1,369
Unknown	1	0	0	0	0	0	0	1
All regions	41,440	1,469	16	908	53,721	3,902	2,021	103,477

Table 9

Personal and central services: bilingual positions in the core public administration and linguistic status of incumbents on March 31

In the 2018 to 2019 fiscal year, 94.6% of incumbents in the 61,793 bilingual positions in the core public administration that offer personal and central services met the language requirements of their position, which is a decrease of 0.1% compared to the 2017 to 2018 fiscal year.

			Employees do not meet requirements						
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
	Number	%	Number	%	Number	%	Number	%	
2017	52,424	95.7%	1,878	3.4%	92	0.2%	358	0.7%	54,752
2018	55,025	94.7%	2,100	3.6%	57	0.1%	952	1.6%	58,134
2019	58,442	94.6%	2,278	3.7%	19	0.0%	1,054	1.7%	61,793

Table 10

Personal and central services: bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31³¹

In the 2018 to 2019 fiscal year, 36.2% of the 61,793 bilingual positions in the core public administration that offer personal and central services required Level C proficiency in oral interaction, which is an increase of 0.1% compared to the 2017 to 2018 fiscal year.

Year	Level C		Level B		Level A		Other		Total positions
	Number	%	Number	%	Number	%	Number	%	
2017	19,927	36.4%	33,727	61.6%	175	0.3%	923	1.7%	54,752
2018	20,972	36.1%	36,044	62.0%	190	0.3%	928	1.6%	58,134
2019	22,345	36.2%	38,266	61.9%	184	0.3%	998	1.6%	61,793

31. The levels required in second language proficiency refer only to oral interaction (understanding and speaking). The "Other" category refers to positions that require Code P (specialized proficiency) or that do not require any oral interaction skills in the second language.



Table 11

Supervision: bilingual positions in the core public administration and linguistic status of incumbents on March 31

On March 31, 2019, 95.0% of incumbents in the core public administration's 25,606 bilingual supervisory positions met the language requirements of their position.

			Employees do not meet requirements						
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
	Number	%	Number	%	Number	%	Number	%	
2017	22,122	95.4%	838	3.6%	104	0.4%	119	0.5%	23,183
2018	22,891	94.7%	887	3.7%	72	0.3%	314	1.3%	24,164
2019	24,317	95.0%	934	3.6%	28	0.1%	327	1.3%	25,606

Note: This table excludes employees working outside Canada.

Table 12

Supervision: bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31³²

In the 2018 to 2019 fiscal year, 59.3% of the core public administration's 25,606 bilingual supervisory positions required Level C proficiency in oral interaction, which is an increase of 1.7% over the 2017 to 2018 fiscal year.

Year	Level C		Level B		Level A		Other		Total positions
	Number	%	Number	%	Number	%	Number	%	
2017	13,026	56.2%	10,099	43.6%	29	0.1%	29	0.1%	23,183
2018	13,915	57.6%	10,179	42.1%	34	0.1%	36	0.1%	24,164
2019	15,177	59.3%	10,347	40.4%	35	0.1%	47	0.2%	25,606

Note: This table excludes employees working outside Canada.

32. The levels required in second language proficiency refer only to oral interaction (understanding and speaking). The "Other" category refers to positions that require Code P (specialized proficiency) or that do not require any oral interaction skills in the second language.

Table 13

Participation of Anglophones and Francophones in the core public administration, by province, territory or region on March 31

On March 31, 2019, Saskatchewan had the highest percentage of Anglophones (98.54%) working in the core public administration, and Quebec (excluding the National Capital Region) had the highest percentage of Francophones (89.2%).

Province, territory or region	Anglophones		Francophones		Unknown		Total employees
	Number	%	Number	%	Number	%	
British Columbia	16,621	98.0%	335	2.0%	0	0.0%	16,956
Alberta	9,753	96.7%	332	3.3%	0	0.0%	10,085
Saskatchewan	4,590	98.5%	68	1.5%	0	0.0%	4,658
Manitoba	6,401	95.9%	273	4.1%	0	0.0%	6,674
Ontario (excluding the NCR)	23,067	94.6%	1,321	5.4%	0	0.0%	24,388
National Capital Region (NCR)	56,536	61.1%	36,046	38.9%	20	0.0%	92,602
Quebec (excluding the NCR)	2,283	10.8%	18,852	89.2%	6	0.0%	21,141
New Brunswick	4,582	56.6%	3,505	43.3%	2	0.0%	8,089
Prince Edward Island	1,707	89.8%	193	10.2%	0	0.0%	1,900
Nova Scotia	8,025	94.2%	491	5.8%	1	0.0%	8,517
Newfoundland and Labrador	3,194	98.5%	48	1.5%	0	0.0%	3,242
Yukon	305	97.1%	9	2.9%	0	0.0%	314
Northwest Territories	385	94.4%	23	5.6%	0	0.0%	408
Nunavut	207	88.8%	26	11.2%	0	0.0%	233
Outside Canada	969	64.1%	543	35.9%	0	0.0%	1,512
Unknown	1	0.0%	1	0.0%	0	0.0%	2
All regions	138,626	69.1%	62,066	30.9%	29	0.0%	200,721



Table 14

Participation of Anglophones and Francophones in the core public administration, by occupational category on March 31

On March 31, 2019, the Operations category had the highest percentage of Anglophones (78.7%) and the Administration and Foreign Service category had the highest percentage of Francophones (37.7%) working in the core public administration. These results are similar to those observed on March 31, 2018.

Category	Anglophones		Francophones		Unknown		Total employees
	Number	%	Number	%	Number	%	
Management (EX)	3,608	66.3%	1,834	33.7%	1	0.0%	5,443
Scientific and Professional	28,716	75.7%	9,221	24.3%	10	0.0%	37,947
Administration and Foreign Service	58,627	62.3%	35,521	37.7%	15	0.0%	94,163
Technical	10,170	76.9%	3,047	23.1%	1	0.0%	13,218
Administrative support	14,495	70.0%	6,199	30.0%	2	0.0%	20,696
Operations	23,010	78.7%	6,244	21.3%	0	0.0%	29,254
All categories	138,626	69.1%	62,066	30.9%	29	0.0%	200,721

Table 15

Service to the public: number of resources serving the public, by region or method of delivery, in bilingual offices in institutions not part of the core public administration on March 31³³

In the 2018 to 2019 fiscal year, 69,428 resources offered services to the public in the bilingual offices of federal institutions that are not part of the core public administration. Of these resources, 26,753 provided services in English and French.

Province, territory or region or method of delivery	English-only resources	French-only resources	Bilingual resources	Total resources
Western and Northern Canada	13,041	96	1,745	14,882
Ontario (excluding the NCR)	13,014	109	2,096	15,219
National Capital Region (NCR)	5,642	472	7,837	13,951
Quebec (excluding the NCR)	176	1,412	8,149	9,737
New Brunswick	314	33	768	1,115
Other Atlantic provinces	3,136	14	1,061	4,211
Outside Canada	66	0	36	102
Travel	4,587	0	3,991	8,578
Telephone	554	1	1,060	1,615
Unknown	8	0	10	18
Total	40,538	2,137	26,753	69,428

33. One institution, Canadian Forces Morale and Welfare Services, was able to provide information for the first time on its resources serving the public in English or French for all of its offices that are designated as bilingual. The institution was not able to provide information on geographical distribution. The resources in question would all be identified as being in the National Capital Region. The Canadian Broadcasting Corporation was unable to provide complete data for this table.



Table 16

Participation of Anglophones and Francophones in institutions not part of the core public administration, by province, territory or region on March 31

On March 31, 2019, Newfoundland and Labrador had the highest percentage of Anglophones (98.2%) and Quebec (excluding the National Capital Region) had the highest percentage of Francophones (77.9%) working in institutions that are not part of the core public administration. These results are similar to those observed on March 31, 2018.

Province, territory or region	Anglophones		Francophones		Unknown		Total resources
	Number	%	Number	%	Number	%	
British Columbia	29,643	95.6%	1,268	4.1%	93	0.3%	31,004
Alberta	25,247	95.1%	1,297	4.9%	6	0.0%	26,550
Saskatchewan	6,288	96.7%	167	2.6%	47	0.7%	6,502
Manitoba	13,977	95.3%	679	4.6%	11	0.1%	14,667
Ontario (excluding the NCR)	75,482	92.7%	5,826	7.2%	108	0.1%	81,416
National Capital Region (NCR)	32,448	71.2%	13,073	28.7%	29	0.1%	45,550
Quebec (excluding the NCR)	11,141	22.0%	39,496	77.9%	78	0.2%	50,715
New Brunswick	7,150	76.9%	2,143	23.1%	3	0.0%	9,296
Prince Edward Island	1,810	92.9%	137	7.0%	1	0.1%	1,948
Nova Scotia	12,195	91.8%	1,092	8.2%	2	0.0%	13,289
Newfoundland and Labrador	4,955	98.2%	89	1.8%	0	0.0%	5,044
Yukon	235	91.8%	21	8.2%	0	0.0%	256
Northwest Territories	410	87.2%	60	12.8%	0	0.0%	470
Nunavut	125	87.4%	18	12.6%	0	0.0%	143
Outside Canada	814	78.2%	225	21.6%	2	0.2%	1,041
Unknown	2	66.7%	1	33.3%	0	0.0%	3
All regions	221,922	77.1%	65,592	22.8%	380	0.1%	287,894

Table 17

Participation of Anglophones and Francophones in institutions not part of the core public administration, by occupational category or equivalent category on March 31

On March 31, 2019, the Operations category had the highest percentage of Anglophones (81.8%) working in institutions that are not part of the core public administration. The categories with the highest percentage of Francophones (26.6%) working in institutions that are not part of the core public administration were the Canadian Armed Forces and regular members of the Royal Canadian Mounted Police.

Category	Anglophones		Francophones		Unknown		Total resources
	Number	%	Number	%	Number	%	
Management	12,143	75.1%	3,967	24.5%	60	0.4%	16,170
Professionals	29,854	73.8%	10,473	25.9%	108	0.3%	40,435
Specialists and technicians	17,034	75.4%	5,535	24.5%	32	0.1%	22,601
Administrative support	32,226	76.6%	9,808	23.3%	47	0.1%	42,081
Operations	82,043	81.8%	18,159	18.1%	133	0.1%	100,335
Canadian Forces and regular members of the Royal Canadian Mounted Police	48,622	73.4%	17,650	26.6%	0	0.0%	66,272
All categories	221,922	77.1%	65,592	22.8%	380	0.1%	287,894



Table 18

Participation of Anglophones and Francophones in all federal institutions subject to the *Official Languages Act*, by province, territory or region on March 31

In the 2018 to 2019 fiscal year, Newfoundland and Labrador had the highest percentage of Anglophones (98.3%) and Quebec (excluding the National Capital Region) had the highest percentage of Francophones (81.2%) working in all institutions subject to the *Official Languages Act*. These results are similar to those for the 2017 to 2018 fiscal year.

Province, territory or region	Anglophones		Francophones		Unknown		Total
	Number	%	Number	%	Number	%	
British Columbia	46,264	96.5%	1,603	3.3%	93	0.2%	47,960
Alberta	35,000	95.5%	1,629	4.4%	6	0.0%	36,635
Saskatchewan	10,878	97.5%	235	2.1%	47	0.4%	11,160
Manitoba	20,378	95.5%	952	4.5%	11	0.1%	21,341
Ontario (excluding the NCR)	98,549	93.1%	7,147	6.8%	108	0.1%	105,804
National Capital Region (NCR)	88,984	64.4%	49,119	35.6%	49	0.0%	138,152
Quebec (excluding the NCR)	13,424	18.7%	58,348	81.2%	84	0.1%	71,856
New Brunswick	11,732	67.5%	5,648	32.5%	5	0.0%	17,385
Prince Edward Island	3,517	91.4%	330	8.6%	1	0.0%	3,848
Nova Scotia	20,220	92.7%	1,583	7.3%	3	0.0%	21,806
Newfoundland and Labrador	8,149	98.3%	137	1.7%	0	0.0%	8,286
Yukon	540	94.7%	30	5.3%	0	0.0%	570
Northwest Territories	795	90.5%	83	9.5%	0	0.0%	878
Nunavut	332	88.3%	44	11.7%	0	0.0%	376
Outside Canada	1,783	69.8%	768	30.1%	2	0.1%	2,553
Unknown	3	60.0%	2	40.0%	0	0.0%	5
All regions	360,548	73.8%	127,658	26.1%	409	0.1%	488,615

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