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Consumer & Corporate Affairs Canada

DEPARTMENTAL PLAN ON OFFICIAL LANGUAGES

PROGRESS REPORT

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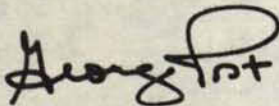
March 31, 1979

FOREWORD

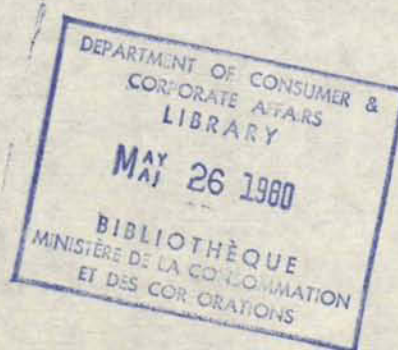
Following the publication of our departmental plan in September 1978, several positive measures have been taken to implement our departmental language policies. Among other things a section was created to evaluate and control progress made in the area of official languages, and to report to the departmental Senior Management Committee. Also, a departmental policy was distributed to all employees explaining their rights and obligations under the Official Languages Act.

Notwithstanding budget restraints, Francophone participation was increased in several occupational categories, particularly in the senior executive and scientific and professional ones. Finally, regions with potential demand for services in the minority language were identified.

During the 1979-80 fiscal year we intend to intensify our effort to attain, as much as possible, the goals and objectives set out in the September 1978 departmental plan.



Deputy Minister



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INTRODUCTION

Last September, Consumer and Corporate Affairs Canada published its departmental plan on official languages, which was approved by the Deputy Minister and the Treasury Board. Following evaluation of the language situation at CCAC, objectives were set for the next three years to better serve the public in the language of its choice, to foster full development of both language groups working at CCAC, and to ensure adequate representation of both Franco-phone and Anglophone communities.

PURPOSE OF REPORT

The present document was prepared following a request by the Treasury Board Secretariat to report on accomplishments since publication of the departmental plan on official languages. It is divided into five parts: a description of the present situation and objectives achieved; non-discretionary activities planned by the department for the 1979-80 fiscal year; implementation costs for 1980-81; supporting data; and a study on the use of the two official languages in the work environment in the province of Québec.

CHAPTER I

Present status of official languages
in our department

Chapter I

Description of the situation (March 1979)

1. SERVICE TO THE PUBLIC

1.1 Significant demand for services in both official languages

In its departmental plan, CCAC committed itself to revising the list of areas where there was a significant demand for services in both official languages. These were: Winnipeg, Toronto, Sault-Ste-Marie, Sudbury, North Bay, Windsor, Montréal, Sherbrooke, Halifax, Bathurst, Moncton, Fredericton and Saint John. The department will also ensure that at least one bilingual employee is assigned to the following offices: Vancouver, Edmonton, Calgary, Saskatoon, Regina, Thunder Bay, Hamilton, Québec, Trois-Rivières, Chicoutimi, Rimouski, Sydney, Yarmouth, St-John's and Charlottetown.

1.2 Number and distribution of positions

Since October, 1978, certain changes have resulted in an increase of 27 bilingual positions, a reduction of 17 English-essential and 11 French-essential positions, and a reduction of 51 other positions identified as English or French.

Table I gives the linguistic profile of positions at Headquarters and in the regions. At Headquarters, 862 of the 1,652 positions are identified as bilingual. In Québec, the ratio of bilingual/unilingual positions is slightly higher - 249 bilingual positions against 96 unilingual French positions, and one either/or position. In the other regions, there are 117 bilingual positions and 820 unilingual English positions.

1.3 Incumbents who do not meet language requirements of their positions

Currently, there are 181 incumbents of bilingual positions who do not meet the language requirements of their positions. Of this number, 106 are involved in serving the public. Fourteen are on language training, 12 will begin training in 1979-80, three in 1980-81, and one in 1981-82. It appears that 76 incumbents of bilingual positions who deal with the public will exercise their rights as incumbents. As mentioned in chapter 2, administrative arrangements will be made prior to December 31, 1979.

1.4 Employee information

Employees are regularly informed of their rights and obligations concerning official languages. In January, 1979, a departmental policy prepared by the Official Languages Division was distributed to all employees. Also, two booklets are being prepared to inform employees of their rights, duties and obligations concerning official languages and to give information on language training.

All new employees attend a compulsory orientation course, during which the highlights of the official languages policies are discussed, and all receive an information kit. It should also be noted that in December, 1978, information sessions were held in Québec as part of a study reported in chapter 5.

2. LANGUAGE OF WORK

2.1 Number and distribution of positions

Currently, there are 2,935 positions in the department, of which 1,228 are bilingual, 1,545 unilingual English and 114 unilingual French.

Also, 48 positions are identified as French or English (shown in Table 2).

2.2 Supervision

It must be noted here that 75 of the 641 supervisors do not meet the linguistic requirements of their positions. Of these, ten are in language training, 12 will begin training in 1979-80, ten in 1980-81, and five in 1981-82. Administrative arrangements will be made prior to December 31, 1979, for the 38 supervisors who chose to exercise their rights as incumbents.

2.3 Professional training and development

All professional training and development courses are available in both official languages. Furthermore, the department has committed itself to ensuring that no more than 30 days are allowed to elapse between the French and English courses. The course offered by the Patents Branch is translated and has been available in both official languages since December 31, 1978.

2.4 Personal and central services

Personal and central services are available in both official languages in the National Capital Region and in bilingual regions.

2.5 Language training

The following schedule indicates the number of employees who have received language training during the 1978-79 fiscal year, and the different courses which were given to them.

LANGUAGE TRAINING 1978-79		
Courses given	have taken courses	are taking courses
Night courses	87	60
Basic courses (in-house)	33	17
Development courses (in-house)	77	45
Development (P.S.C.)	10	
Continuing courses (P.S.C.)	12	5
Continuing courses (conditional appointments)	36	15
TOTAL	<u>255</u>	<u>142</u>

2.6 Description of courses for 1979-80

The same courses are available to CCAC employees in 1979-80. In addition, we will be offering one- or two-week intensive sessions for development courses. Interested sectors will be identified for specialized courses which will be prepared taking into consideration the technical vocabulary used in these sectors. Research will be done during the summer and classes will begin in September 1979. The following schedule gives a forecast of language training for 1979-80.

LANGUAGE TRAINING FOR 1979-80	
Course options	Number of participants
Night courses (in-house)	95
Basic courses (in-house)	45
Development courses (in-house)	75
Continuing courses (incumbents)	30
Continuing courses (conditional appointments)	35
TOTAL	<u>280</u>

N.B.: If P.S.C. is unable to provide the required courses, private institutions will be contacted.

3. REPRESENTATION OF BOTH LANGUAGE GROUPS

3.1 Linguistic distribution of employees

The department has a work force of 2,426 people, of which 756 are Francophones and 1,670 are Anglophones. Schedule 3 indicates the linguistic composition of employees by job category, group and level, and geographical region.

3.2 Recruitment, promotion and attrition rates by language group

Schedule 4 indicates the recruitment rates from outside the Public Service and the promotion rates by professional category and language group for 1978-79.

It must be noted that the two new SX recruited from outside the Public Service are Francophones and that one of the two SX promoted is a Francophone. In the SG category, five of the ten new employees are Francophones, and the only employee recruited within the department is a Francophone.

In the same period, 182 Anglophones left the department, which represents 69%, and 81 Francophones, which represents 31%.

CHAPTER II

Goals and non-discretionary activities
for the 1979-80 fiscal year

Chapter II

2. GOALS AND NON-DISCRETIONARY ACTIVITIES FOR 1979-80

During the 1979-80 fiscal year, the Evaluation and Control Section of the Official Languages Division will continue to study the activities relating to the implementation of the Official Languages Policy, and will report to the departmental Senior Management committee.

2.1 The studies will be completed at the indicated dates and will be on the following subjects:

- (i) Use made of information media in French minority communities
(May 31, 1979)
- (ii) Simultaneous distribution of new work instruments, guidelines, etc.
in both official languages; ensure quality of both versions
(continuous process)
- (iii) Availability of work instruments in both official languages.
Establish, with managers involved, a list of priorities for
unilingual texts to be translated (October 1, 1979)
- (iv) Quality of personal services in both official languages in bilingual
regions (May 31, 1979)
- (v) Communications between offices in the National Capital Region
and in Québec (June 30, 1979)
- (vi) Bilingual directions and instructions accompanying all material
purchased by the Central Agencies (May 31, 1979)

(vii) Administrative arrangements for incumbents of bilingual positions who do not meet the language requirements of their positions

(December 31, 1979)

(viii) Employees satisfaction towards official languages policies

(December 31, 1979)

(ix) Measures taken for increasing Francophone participation in offices where the two language groups are not equally represented (March 31, 1980)

(x) Information to the public concerning the bilingual nature of the department, the quality of our services in both official languages, and the availability of bilingual literature (March 31, 1980).

CHAPTER III

Implementing costs

Official Languages Program

IMPLEMENTING COSTS

Official Languages Program

Official Languages Activities	1979-1980		1980-1981	
	P/Y	\$000	P/Y	\$000
<u>Language Training</u>				
Contract with private institution		62.0		51.5
<u>Replacement Costs</u>				
Replacement through acting appointments	5	95.	5	95.
Indirect Salary costs	(13)	(375.0)	(11)	(325.0)
<u>Other Direct Costs</u>				
Simultaneous interpretation		3.0		3.0
<u>Official Languages Administration</u>				
a) salary costs				
Official Languages Office	2	38.5	2	40.5
Policies and Language Training Section	3	40.0	3	42.0
Language Requirements and Evaluation Section	4	80.5	4	85.0
b) text revision		15.0		32.0
c) personnel information		5.0		5.0
d) information system services		--		4.0
e) socio-cultural activities		3.0		3.0
f) professional training		--		2.0
<u>Other Costs</u>				
Travel		5.0		5.0
TOTAL	14	347.0	14	368.0

CHAPTER IV

Supporting data

TABLE 1
Language breakdown of positions

	Bilingual		English		French		English or French		TOTAL	
	No	%	No	%	No	%	No	%	No	%
N.C.R.	862	52	725	44	18	1	47	3	1652	100
Atlantic	30	22	108	78					138	100
Quebec	249	72			96	28	1	-	346	100
Ontario	77	18	350	82					427	100
Prairies	9	4	234	96					243	100
Pacific	1	1	128	99					129	100
TOTAL	1228	42	1545	53	114	4	48	1	2935	100

Source: OLIS - Report as of 02-02-79

TABLE 2
 Profile of Position Language Requirements, by Employment Category

Employment Category Linguistic Status	Executive		Administra- tive and foreign services		Scientific and Professional		Technical		Administra- tive Support		Operational		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Bilingual	32	100	491	58	96	29	145	24	462	42	2	6	1228	42
English essential	--		332	40	226	68	412	68	552	51	23	70	1545	53
French essential	--		5	1	1	--	43	7	60	5	5	15	114	4
English or French essential	--		7	1	11	3	9	1	18	2	3	9	48	1
TOTAL	32	100	835	100	334	100	609	100	1092	100	33	100	2935	100

OLIS - 02-02-79

TABLE 3
Linguistic Composition

Categories	N.C.R.		Atlantic		Quebec		Ontario		Prairies		Pacific		TOTAL	
	Eng.	Fren.	Eng.	Fren.	Eng.	Fren.	Eng.	Fren.	Eng.	Fren.	Eng.	Fren.	Eng.	Fren.
Executive	23	3				1	1		1				25	4
Scientific and professional	218	21	2	2	2	8	10		2		4		238	31
Administrative and foreign services	325	103	33	4	6	62	73	3	41		31		509	172
Technical	33	10	40	2	7	115	156	8	101		52		389	135
Administrative Support	290	306	27	2	2	81	94	14	49	1	25	1	487	405
Operational	7	4	2			5	6		6		1		22	9
TOTAL	896	447	104	10	17	272	340	25	200	1	113	1	1670	756

TABLE 4
Staffing

	Appointments from inside Public Service Commission				Appointments from outside Public Service Commission				Appointments from within (Promotions)			
	Eng.	%	Fren.	%	Eng.	%	Fren.	%	Eng.	%	Fren.	%
Executive							2	100	1	50	1	50
Scientific and professional			1	100	5	50	5	50	16	100	-	--
Administrative and foreign services	19	76	6	24	6	75	2	25	48	72	19	28
Technical	8	100			6	67	3	33	29	59	20	41
Administrative support	10	62	6	38	4	67	2	33	36	54	31	46
Operational												
TOTAL	37	74	13	26	21	60	14	40	130	65	71	35

CHAPTER V

Study on the use of both
official languages
in the work environment

Chapter V

STUDY ON THE USE OF BOTH OFFICIAL LANGUAGES IN THE WORK ENVIRONMENT IN THE PROVINCE OF QUEBEC

Introduction

In December 1978, the evaluation and control section of the Official Languages Division conducted a study in Quebec on the use of both official languages in the work environment. This study was carried out under section V-7 of the Statement of Policies on official languages, bulletin 1977-46, and in accordance with the September 1978 Departmental plan.

Purpose and scope of the study

The purpose of the study was to gather enough data to show how much progress had been made in achieving the objectives set by the managers in the September 1978 Departmental Plan and also to suggest corrective measures. It was also intended to determine the validity of certain complaints made by employees in the Quebec region.

Method

A meeting was held with all the managers in the Quebec region. Information sessions were also held with all employees in order to explain the importance of the survey and remind them of their rights and obligations in connection with official languages.

A questionnaire was given to all employees in the Montreal, Sherbrooke, Trois-Rivières and Quebec City regions. Forty-two per cent of the questionnaires were returned. Several consultations were later held with these employees in order to clarify certain data and comments.

The findings and recommendations which follow and which make up this report are based on the replies received.

Service to the public

The employees in the Quebec region who replied to the questionnaire commented that information intended for the public is available in both official languages, that there is always someone present who can provide information to members of the public in their first official language and that there have been no complaints about the quality of our bilingual services in Quebec even though there is no formal mechanism for measuring the satisfaction of the Anglophone public in Quebec.

Some employees informed us that level "B" of language knowledge did not enable them to explain policies or discuss subjects in any depth. They would like to improve their second language knowledge in order to be able to give service of equal quality in both languages.

Communications

Replies to the questionnaire indicated that information conveyed to broadcasters and the written press reached both language communities equally well. In other respects, the survey showed that internal communications between Head Office and the Quebec region more often than not are in English. The following table indicates which offices are affected and what percentage of communications with the Quebec regions are in English.

Communications between head office and the Quebec region				
Activities	WRITTEN		ORAL	
	FR	EN	FR	EN
Bureau, Field Operations Services	45%	55%	40%	60%
Consumer Services Branch	50%	50%	57%	43%
Consumer Fraud Protection Branch	85%	15%	100%	--
Consumer Standards Directorate	30%	70%	30%	70%
Marketing Practices Branch	10%	90%	25%	75%
Bankruptcy Branch	40%	60%	50%	50%
Finance and Administration Directorate	50%	50%	100%	--

Informing the public

The survey indicated that the public is informed of government policies on official languages by means of national publicity. It is not as well informed of the objectives of our Department and the services it offers.

Work instruments

Employees involved in all activities and from all regions told us that most of the work instruments, directives and correspondence coming from Ottawa are in English and the amount of time required to obtain a French version is considerable. We were told that the French version is sometimes unusable since the quality of the text is such that employees are obliged to refer to the English version. Employees sometimes receive directives from their supervisors in English because the supervisors have received them from Ottawa in English.

Identification of positions

It appears that existing bilingual positions are poorly distributed in three activities: Electricity & Gas, Consumer Fraud Protection and Weights and Measures. The following comments were made by a number of inspectors:

- if the resource person is absent, the public cannot obtain the required information;
- in some cases where legislation requires bilingual positions, the inspectors are unilingual.

Informing employees

All employees assured us that they were sufficiently informed of their rights, privileges and obligations in relation to official languages.

Language of work

Since all the employees are francophones, meetings are held in French. Employees in some activities said meetings were held in both official languages. It was mentioned, however, that at a food and agriculture exhibition sponsored by the Toronto office and held in Montreal the officer gave his presentation only in English.

An employee in Weights and Measures in the Trois-Rivières region informed us that there was a shortage of courses in electronics and that courses were not available in French until quite some time after they had been given in English.

RECOMMENDATIONS

1. Service to the public

The Regional Director and the managers should ensure that all offices offer services of equal quality in both official languages.

They should review the identification and the linguistic profile of bilingual positions in order to determine the extent to which the language requirements of these positions meet the demands of services to be offered to the public, thus giving equal status to the two official languages (by July 1, 1979).

2. Information - Media

All the offices should continue to reach both language groups through broadcasters and the written press. This might necessitate, among other things, the use of weekly newspapers in areas where there are no dailies in one of the official languages.

3. Communications

Head Office managers should ensure immediately that all dealings with the Quebec region (correspondence, directives, circulars, notices, bulletins, memorandums, guidelines, documentation on the computer system, telephone calls and any other administrative document intended for general distribution) are in French.

4. Information to the public

The Regional Director should take the necessary measures to make the public aware of the Department's ability to provide them with services actively and automatically (not only upon specific request) in the official language of its choice (by September 1, 1979).

When managers are organizing shows, exhibitions and so on, they should ensure that there are enough bilingual or unilingual French or English employees to provide service; that precedence is given to the majority language of the region concerned; and that all documents intended for distribution to the public are bilingual and in accordance with the principle of equal status for both official languages.

5. Work instruments

The Assistant Deputy Ministers and the directors should immediately take the necessary measures to ensure that all new work instruments are distributed simultaneously in both official languages:

- a) establish a translation plan for existing manuals and for those that the various bureaux, offices and branches intend to prepare in the future, including a list of priorities and a timetable (by September 30, 1979);
- b) take the necessary measures for controlling the quality of texts in both official languages, from publications to short directives, before they are distributed.

6. Informing employees

The Regional Director and the managers should ensure that all staff members have received a copy of the departmental official languages policy and should give a copy of the policy to all new employees and explain to them how to comply with it.

7. Language of work

Managers should make it possible for French to be used at seminars, meetings and work-related gatherings that are held in the Quebec region.

Managers should immediately ensure that professional training and development courses are available in both official languages and that the choice of subjects and the frequency of the courses are the same in both languages.

8. In order to correct the irregularities mentioned above and ensure that official languages programs are uniformly implemented, the Assistant Deputy Ministers should appoint a sufficiently high-level manager for each bureau, office or branch to be responsible for co-ordination and liaison with the Official Languages Division. The name of this person should be submitted to the Chief of the Official Languages Division no later than May 1, 1979.

RESULTS OF STUDY

WEIGHTS & MEASURESMontreal

20 employees out of
39 completed the
questionnaire

Fifteen of the employees who completed the questionnaire hold bilingual positions and five hold unilingual French positions.

All of them have contact with the public, and between 50% and 90% of these contacts are in French.

Five employees felt that there were too many bilingual positions.

Communications from Head Office are as follows:

	WRITTEN		ORAL	
	F	E	F	E
Field Operations	25%	75%	50%	50%
	50%	80%	40%	60%
	50%	59%	90%	10%
	40%	60%		
	90%	10%		
Standards	25%	75%		100%
	40%	60%	40%	60%
		100%		
	90%	10%		

The following work instruments were received in English: Computer system of Weights and Measures, Notice of approval and the Training Manual of Weights and Measures. It was also indicated that the French translation of the Inspector's Manual for Weights and Measures was not good, that the French version was difficult to understand. Certain technical directives were also received in English only. The documents that are received are either bilingual or in English, but when they are bilingual, the quality of the French is poor.

Quebec

10 employees out of 12
completed the questionnaire

Five bilingual positions and five unilingual
French positions.

In this activity, three TI-3s would like to
speak English in order to provide better service
to the public.

Between 80% and 100% of the communications
received in Quebec City from the Head Office
of Standards Branch are in English. All but
two employees agreed that communications from
the other regions were mainly in French.

Work instruments such as certificates of approval
and technical specifications are received first
in English and it is some time before the French
translation is received.

Employees in bilingual positions use French
between 90% and 95% of the time.

Sherbrooke

All 6 employees completed
the questionnaire

There are wide variations in regard to service
to the public:

F	E
60%	40%
80%	20%
90%	10%

The same is true of communications from Head
Office:

	WRITTEN		ORAL	
	F	E	F	E
Consumer Affairs	90%	10%	95%	5%
	50%	50%	50%	50%
Regional Office	100%	--	95%	5%
(Montreal)	80%	20%		
Standards	50%	50%	50%	50%
Head Office	20%	80%	40%	60%
(Ottawa)				

Trois-Rivières

All 5 employees completed
the questionnaire

Between 95% and 98% of service to the public
is in French.

Most of the employees complained that their work
instruments were in English, that they sometimes
had to have them translated or that they had to
wait quite a long time for the French version.

We were also told that there was a shortage of
courses in electronics and that courses were
not given in French until quite some time after
they were given in English.

ELECTRICITY AND GASMontreal

15 employees out of 33
completed the questionnaire

Thirteen of the fifteen employees who completed the questionnaire hold bilingual positions. The communications they receive from Head Office are broken down as follows:

	WRITTEN		ORAL	
	F	E	F	E
Standards		100%	5%	95%
	25%	75%	50%	50%
	50%	50%	75%	25%
	75%	25%		
	80%	20%		
Consumer Affairs	25%	75%	75%	25%
	75%	25%		
Field Operations	10%	90%	5%	95%
	15%	85%	15%	85%
	40%	60%	20%	80%
	90%	10%		

Work instruments such as regulations, certificates of approval, directives and technical circulars are received in English. The translation sometimes arrives as much as three months later.

Quebec City

All 10 employees completed
the questionnaire

Five of the ten positions are bilingual.

The inconsistency of the replies received makes it rather difficult to determine whether there are too many bilingual positions and whether service to the public is provided adequately in both official languages.

The following table shows the languages used in communications from Head Office:

	ORAL		WRITTEN	
	F	E	F	E
Electricity & Gas	95%	5%		
Consumer Affairs	100%		95%	5%
	99%	1%	90%	10%
			50%	50%
			100%	
Standards	50%	50%	50%	50%
			75%	25%
Standards (Ottawa)	2%	98%	25%	75%
			50%	50%
	80%	20%	95%	5%
Regional Office (Montreal)	100%		100%	

Most of the employees complained that work instruments were received in English. As an example they mentioned the technical book of Electricity and Gas.

Trois-Rivières

2 employees out of 3
completed the questionnaire

Favourable replies on all subjects.

MARKETING PRACTICESMontreal

7 employees out of 9 completed the questionnaire

Seven persons who completed the questionnaire hold bilingual positions. Eighty per cent of contact with the public is in French. Written and oral communications from Head Office may be broken down as follows:

	F	E
Marketing Prac.	10%	90%
Field Operations	50%	50%

Oral communications may be broken down as follows:

	F	E
Marketing Prac.	40%	60%
Field Operations	30%	70%

The frequency of use of the two languages in bilingual positions varies from 70% to 80%.

Quebec City

2 employees completed the questionnaire

Both these employees are bilingual.

With regard to oral and written communications from Head Office and in particular from Marketing Practices (Ottawa), 10% are in French and 90% are in English.

The Policy Manual has just been received in English only. The amendments to the Marketing Practices Operating Manual were received in English only, which means that the English version of the manual has to be used at all times. In addition, directives from Head Office are received in English.

Use of the two official languages:

	F	E
	75%	25%
	85%	15%

CONSUMER FRAUD PROTECTIONMontreal

23 employees out of 42
completed the questionnaire

All the employees who completed the questionnaire hold bilingual positions. Between 50% and 75% of contact with the public is in French. Written and oral communications from Head Office are received as follows:

	WRITTEN		ORAL	
	F	E	F	E
Consumer Affairs	50%	50%	90%	10%
	25%	75%	50%	50%
	80%	20%	60%	40%
	10%	90%		100%
		100%	20%	80%
	20%	80%	10%	90%
	5%	95%	5%	95%
Standards	75%	25%	40%	60%
	25%	75%	50%	50%
	30%	70%	90%	10%
	10%	90%		100%
	20%	80%		100%
	90%	10%	30%	70%
		100%	10%	90%
	100%		20%	80%
	5%	95%		

Communications from the general public may be broken down as follows:

	F	E
7	50%	50%
1	55%	45%
1	95%	5%
2	70%	30%
3	75%	25%
2	80%	20%
2	20%	80%

Work instruments such as circulars, a food products manual and internal directives (ie, work plans, budget planning) are received in English.

Quebec City

10 employees out of 13
completed the questionnaire

Only 3 of these 10 positions are bilingual.

According to the majority of the employees, there is a shortage of bilingual positions for inspectors. One employee sent us copies of documentation such as memorandums, directives and technical works on food that were received only in English. The employees have to apply a law that exists in both official languages, but often they have to use the English version in order to understand the meaning of the law and related regulations because the French version does not say the same thing. With regard to the comparative use of the two official languages, only 3 employees replied; they gave the percentages as follows:

F	E
65%	35%
96%	4%
95%	5%

Sherbrooke

All 3 employees completed
the questionnaire

Between 90% and 95% of service to the public is in French.

Communications from Head Office are as follows:

	WRITTEN		ORAL	
	F	E	F	E
Standards	75%	25%		
	100%			
	100%			
Field Operations	60%	40%		

Literature distributed to the public is in a bilingual format with the exception of the pamphlet entitled "Look at the Label".

Trois-Rivières

All 3 employees completed
the questionnaire

Between 90% and 99% of service to the public is
in French.

Communications from Head Office are as follows:

	WRITTEN		ORAL	
	F	E	F	E
Consumer Fraud Protection	90%	10%	100%	--
Consumer Standards Directorate	50%	50%	10%	90%
Finance and Administration	50%	50%	100%	--

CONSUMER SERVICESMontreal

7 employees out of 18
completed the questionnaire

Of the 7 employees who completed the questionnaire,
6 are in bilingual positions. Communications from
Head Office are as follows:

	WRITTEN		ORAL	
	F	E	F	E
Consumer Services	20%	80%	5%	95%
	50%	50%	20%	80%
	60%	40%	70%	30%
			80%	20%
			90%	10%
Field Operations	25%	75%	10%	90%
	60%	40%	90%	10%

Only one person complained that documents to be
used for program planning were received in English.

Quebec City

2 employees out of 3
completed the questionnaire

As in the other districts, it appears that the
public is informed through government publicity
that service is available in both official
languages. Employees also criticized the fact
that communications from other departments in
Ottawa were in English. In addition, the fact
that the head offices of several of the companies
that they have to deal with are located in
Ontario makes it difficult to work in French.

We were informed that the File Classification
Manual was available only in English. As a
result of this complaint, a bilingual edition of
this document was sent to that office.

PRODUCT SAFETYMontreal

6 employees out of 10
completed the questionnaire

All the employees who completed the questionnaire hold bilingual positions. Two of them admitted, however, that 100% of their contacts with the public are in French. Communications from Head Office are received as follows:

	WRITTEN		ORAL	
	F	E	F	E
Standards	10%	90%	10%	90%
	20%	80%	20%	80%
	40%	60%		
	50%	50%		

BANKRUPTCYMontreal

8 employees out of 45
completed the questionnaire

Only 8 employees out of a total of 45 completed the questionnaire, and all of them hold bilingual positions. The public makes the first contact with this activity and 60% to 90% of these contacts are in French. Communications from Head Office are received as follows:

	WRITTEN		ORAL	
	F	E	F	E
Bankruptcy	10%	90%		
(Ottawa)	30%	70%		
	50%	50%		
	70%	30%		
	90%	10%		

Between 70% and 95% of communications received from the general public are in French.

Most work instruments such as guides, reference texts, circulars and reports are in English only.

Sherbrooke

1 employee out of 6
completed the questionnaire

Ninety-five per cent of service to the public is in French.

Communications from Head Offices are as follows:

	WRITTEN		ORAL	
	F	E	F	E
Bankruptcy	25%	75%	50%	50%

Finance and Administration Services

Montreal

3 employees out of 11
completed the questionnaire:

There appear to be no problems except that commu-
nications received from Head Office are in English.

	WRITTEN		ORAL	
	F	E	F	E
Field Operations		100%		
Administrative				
Correspondence	80%	20%	60%	40%
Financial				
services	60%	40%	50%	50%

