



**Office of the Commissioner of
Official Languages**

2022–23

Departmental Plan

A handwritten signature in blue ink, appearing to read 'D. LeBlanc', positioned above a horizontal line.

The Honourable Dominic LeBlanc, P.C., Q.C., M.P.
Minister of Intergovernmental Affairs,
Infrastructure and Communities

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represented by the President of the Queen's Privy Council
for Canada, 2022

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From the Commissioner of Official Languages of Canada

I am pleased to present my office’s 2022–2023 Departmental Plan, which outlines our activities and results expected to support our mandate.

Despite the ongoing challenges posed by the COVID-19 pandemic, my office continues to fulfill its mandate with relentless dedication. In 2022–2023, and in the second half of my seven-year term, I will continue to pursue my two main responsibilities: the protection of official languages rights and the advancement of English and French in Canadian society.



The activities outlined in this plan support the three major priorities I set out at the start of my mandate—monitoring the *Action Plan for Official Languages*, making sure that federal institutions meet their official languages obligations and modernizing the *Official Languages Act* (the Act). My office, in line with its culture of continuous improvement and resource optimization, has undergone a modernization of its physical workspace, which will allow it to create a hybrid work environment and meet a variety of business needs once the pandemic is over.

My office will continue to monitor the implementation of the *Action Plan for Official Languages 2018–2023* to ensure that the programs meet the needs of official language minority communities. This spring, it will release a report that will provide a detailed analysis of funding for education, justice and immigration programs and related general recommendations to guide the next action plan.

My recent report on immigration in Francophone minority communities outside Quebec highlights an area where the federal government can help ensure the sustainability of these communities, increasing diversity on a national level. It is time to do better and to do more. A new, clear objective and a higher target for Francophone immigration are needed to ensure the successful future of these communities. I look forward to the government’s response to my report.

The measures taken by my office to encourage federal institutions to comply with the Act include the use of the Official Languages Maturity Model. My office will be working with selected institutions to conduct an organizational self-assessment to help them make continuous progress in the area of official languages.

In addition, my office will continue to press for progress on the bilingual capacity of the federal public service, which has an impact on the delivery of services in both official languages and the creation of a workplace conducive to the use of English and French.

Official languages continue to make headlines, particularly in key areas related to language rights, leadership and minority communities. The number of complaints my office receives continues to increase year after year. As such, we will continue to develop complaint management strategies to respond to this ongoing reality.

I will continue to share the input received from citizens across the country related to official languages with the Senate and House of Commons standing committees. As part of its efforts to present a contemporary vision of official languages in a changing Canada, my office will consult with various groups, including newcomers to Canada, both virtually and in person.

I will also continue to appear before the federal courts to ensure that they interpret language obligations in a broad and liberal manner.

I eagerly await the introduction of a bill to modernize the Act so that it is in line with Canadian society in the 21st century. The modernization of the Act will also be an important time for my office, which will analyze the impact of the proposed changes and plan accordingly. Once the bill is tabled, I will urge all stakeholders to work together to ensure that the Act can be modernized quickly. The modernization of the Act is essential to ensure the full protection of Canadians' language rights and the continued growth of official languages in Canada.



Raymond Th  berge

Plans at a glance

In 2022–2023, the Office of the Commissioner of Official Languages (the Office of the Commissioner) will begin the fourth year of implementation of its strategic priorities for 2018–2025 (Vision 2025). It will develop and implement specific initiatives to address the strategic priorities identified in its multi year strategic plan.

The modernization of the *Official Languages Act* (the Act) remains a key priority for the Office of the Commissioner. The Commissioner of Official Languages (the Commissioner) will continue to provide ongoing leadership to ensure that the government effects a true modernization of the Act. Once the bill has passed, the Office of the Commissioner will work to put in place measures to adapt to the significant changes that will result from the new Act and that will have an impact on its activities.

The Office of the Commissioner will continue to develop and implement mobilization and intervention strategies for federal institutions to encourage them to meet their obligations under the Act. These measures include the operationalization of the Official Languages Maturity Model, for which the Office of the Commissioner will continue to support selected federal institutions in their organizational self-assessments to help them make continuous progress in the area of official languages.

In addition, in response to the increasing volume of complaints, the Office of the Commissioner will continue to develop complaint management strategies to ensure that it not only meets its mandate under the Act, but also strengthens its ability to meet its service standards. The Office of the Commissioner will also assess the extent of resources that would be required to address the growing number of complaints.

After monitoring the implementation of the Action Plan for Official Languages – 2018–2023: Investing in Our Future over the past three years, the Office of the Commissioner will seek to influence the federal government’s next action plan for official languages to ensure that it meets its objectives and responds to the expectations and needs of official language minority communities.

The Office of the Commissioner will continue to promote the official languages rights of Canadians before the House of Commons and Senate standing committees on official languages.

To the best of its ability, the Office of the Commissioner will implement new activities to promote linguistic duality to Canadians in order to increase the reach of its activities to new segments of the population in a changing Canada.

Finally, the Commissioner will also continue to intervene with the Federal Court to ensure that the courts continue to interpret language rights in a broad and liberal manner and to ensure that the Act is implemented according to its purpose.

Core responsibilities

Core responsibility 1: Protection of rights related to official languages

- The Office of the Commissioner will encourage federal institutions to meet their obligations under the Act.
- The Office of the Commissioner will intervene with federal institutions and its partners to influence the next action plan for official languages.

Core responsibility 2: Advancement of English and French in Canadian society

- The Office of the Commissioner will provide ongoing leadership to ensure that the government truly modernizes the Act and implements the changes that will result from the new Act.
- The Office of the Commissioner will base its activities in support of the vitality of official languages on a contemporary vision of linguistic duality in a changing Canada.

In addition, the Office of the Commissioner is committed to continuing to foster a culture of collaboration and resource optimization within its organization and as part of a hybrid work environment.

For more information on the Office of the Commissioner’s plans, priorities and planned results, see the “Core responsibilities: planned results and resources, and key risks” section of this report.

Core responsibilities: planned results and resources, and key risks

This section contains information on the department’s planned results and resources for each of its core responsibilities. It also contains information on key risks related to achieving those results.

Protection of rights related to official languages

Description

In meeting this core responsibility, the Office of the Commissioner takes the appropriate steps, including complaints processing, audits and interventions, to ensure compliance with the Act and language rights in Canada.

Planning highlights

The Office of the Commissioner will encourage federal institutions to meet their obligations under the Act by intervening with selected federal institutions. These interventions will take place through the processing of complaints (investigations and follow ups to the recommendations), as well as in other ways, such as accompanying institutions through the stages of the Official Languages Maturity Model.

It is important to note that modernizing the Act could have a significant impact on this responsibility. The expanded powers of the Commissioner that may result from the modernization of the Act will require new directives to be developed and other internal measures to be implemented to meet the new requirements of the Act. In this regard, a working group will look into the best options for exercising the Commissioner’s new powers.

The Office of the Commissioner will also place particular emphasis on its communications with federal institutions and on the importance of compliance with the Act in a context of multiple priorities (diversity, mental health, etc.) across the federal public service.

In addition, the Office of the Commissioner will use the information obtained during the monitoring of the implementation of the Action Plan for Official Languages – 2018–2023: Investing in Our Future to lobby the federal government and its partners to influence the next action plan for official languages. As such, the Office of the Commissioner will develop horizontal strategies to mobilize various key stakeholders, including federal institutions, parliamentarians, official language minority communities and other interest groups for the benefit of all Canadians.

The Commissioner will also continue to intervene with the Federal Court to ensure that the courts continue to interpret language rights in a broad and liberal manner and to ensure that the Act is implemented according to its purpose.

Finally, the Office of the Commissioner will continue to use the Official Languages Maturity Model by validating the self-assessments of selected federal institutions in order to help them make continuous progress in the area of official languages.

Experimentation

The Office of the Commissioner will continue to focus its efforts on reviewing its processes to innovate wherever possible. For example, the Compliance Assurance Branch will focus on making greater use of its data to build a business intelligence capability that will better support the drive for efficiency in responding to the high volume and recurring complaints received by the organization.

Key risk(s)

The Office of the Commissioner conducted its annual risk assessment. The two key risks identified were its ability to meet strategic and operational priorities and its ability to support its mandate. As part of the mitigation strategy, the Office of the Commissioner will implement measures to adapt to the hybrid work environment to ensure that it is able to achieve its priorities and fulfill its mandate. In addition, as part of the impending modernization of the Act, the Office of the Commissioner will take measures to prepare for the potential changes that will result from the Act and impact its files.

Planned results for the protection of rights related to official languages

The following table shows, for the protection of rights related to official languages, the planned results, the result indicators, the targets and the target dates for 2022–2023, and the actual results for the three most recent fiscal years for which actual results are available.

Departmental result	Departmental result indicator	Target	Date to achieve target	2018–19 actual result	2019–20 actual result	2020–21 actual result
Rights related to official languages are protected.	Percentage of the Commissioner's recommendations made in response to deficiencies identified through audit and investigation reports that have been implemented.	60%	March 2022	80%	72%	81%
	Percentage of complaints and inquiries processed within the timelines set out by the service standards.	70 %	March 2022	49%	46 %	50% ¹
Canadians benefit from the Commissioner's interventions before the courts.	Percentage of remedies involving the Commissioner that had a positive impact on the interpretation or the application of the Official Languages Act or the Canadian Charter of Rights and Freedoms.	60 %	March 2022	66%	65 %	71%

The financial, human resources and performance information for the Office of the Commissioner's program inventory is available on [GC InfoBase](#)¹.

Planned budgetary spending for the protection of rights related to official languages

The following table shows, for the protection of rights related to official languages, budgetary spending for 2022–2023, as well as planned spending for that year and for each of the next two fiscal years.

¹ The continued increase in complaints in recent years, efforts made to reduce the number of outstanding files, and the personnel turnover rate contributed to the non-achievement of this standard.

2022–23 budgetary spending (as indicated in Main Estimates)	2022–23 planned spending	2023–24 planned spending	2024–25 planned spending
7,773,258	7,773,258	7,819,007	7,819,007

Financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBaseⁱⁱ](#).

Planned human resources for the protection of rights related to official languages

The following table shows, in full-time equivalents, the human resources the department will need to fulfill this core responsibility for 2022–2023 and for each of the next two fiscal years.

2022–23 planned full-time equivalents	2023–24 planned full-time equivalents	2024–25 planned full-time equivalents
64	64	64

Financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBaseⁱⁱⁱ](#).

Advancement of English and French in Canadian society

Description

Raise awareness of issues related to the advancement of the equal status of English and French in federal institutions and Canadian society, while supporting the development and vitality of official language minority communities.

Planning highlights

To advance Canada’s linguistic duality, the Office of the Commissioner will:

- implement its approach to influence the next action plan for official languages. This approach will include consultations with its partners and official language minority communities;
- ensure that modernizing the Act remains a government priority, seek to influence the government on the necessary reforms to the Act, and continue dialogues with various stakeholders to communicate its vision and obtain information on the various positions taken. This work will continue even after the bill is tabled;
- continue to adapt its promotional activities to further support linguistic duality in a changing Canada and to reach new segments of the Canadian public, including through testimonial-based social media campaigns. In addition, in an effort to find effective ways to engage diverse audiences, the Office of the Commissioner will conduct virtual and in-person activities to promote linguistic duality, particularly to newcomers to Canada;
- work to develop intervention and engagement strategies with various stakeholders, including federal institutions and official language minority communities, to foster enhanced collaboration among them; and
- explore ways to better coordinate its information sessions with federal institutions across the country to meet the needs identified by the activities of the official language rights protection program.

Experimentation

The Office of the Commissioner continues to look for effective ways to mobilize stakeholders and promote the advancement of English and French within federal institutions and in Canadian society. However, no experimentation is planned as the Office of the Commissioner’s limited resources will be focused on the program’s ongoing activities, as well as on preparing for potential changes that will result from the modernization of the *Act*.

Key risk(s)

The Office of the Commissioner conducted its annual risk assessment. The two key risks identified were its ability to meet strategic and operational priorities and its ability to support its mandate. As part of the mitigation strategy, the Office of the Commissioner will continue to identify and develop activities in its internal and external communications strategy to manage the identified sub-risks. This measure will include raising awareness of the Office of the Commissioner’s position on various topics related to official languages in particular and the language debate in Canada in general.

Planned results for the advancement of English and French in Canadian society

The following table shows, for the advancement of English and French in Canadian society, the planned results, the result indicators, the targets and the target dates for 2022–23, and the actual results for the three most recent fiscal years for which actual results are available.

Departmental result	Departmental result indicator	Target	Date to achieve target	2018–19 actual result	2019–20 actual result	2020–21 actual result
Canadians know their language rights and those of official language minority communities and they recognize the importance of linguistic duality and bilingualism.	Number of Canadians who have been informed of issues related to the <i>Official Languages Act</i> .	350,000	March 2022	440,074	467,292	443,497
	Percentage of public support for linguistic duality and bilingualism (measured every five years).	73%	March 2022	Not available	Not available	Not available ²
The Commissioner influences decision-makers in Parliament, government and communities on issues relating to the <i>Official Languages Act</i> .	Number of parliamentary deliberations making reference to the <i>Official Languages Act</i> and/or reports and recommendations of the Office of the Commissioner of Official Languages.	15	March 2022	32	5 ³	99
	Percentage of recommendations from the Annual Report and research reports prepared by the Office of the Commissioner of Official Languages that were implemented ⁴ .	60%	March 2022	N/A	100%	N/A ⁵

The financial, human resources and performance information for the Office of the Commissioner's program inventory is available on [GC InfoBase](#)^{iv}.

² Because of the shift in priorities in 2020–2021, the search for a consultant to conduct the survey could not start until May 2021. The COVID 19 pandemic also caused delays in procurement. The survey will be conducted in 2021–2022.

³ Fewer parliamentary proceedings this year due to the summer recess, the 2019 federal election and the COVID 19 pandemic.

⁴ This indicator was amended in 2018-2019.

⁵ No follow-up was conducted because of the shift in priorities across the federal government during the COVID 19 pandemic.

Planned budgetary spending for the advancement of English and French in Canadian society

The following table shows, for the protection of rights related to official languages, budgetary spending for 2022–2023, as well as planned spending for that year and for each of the next two fiscal years.

2022–23 budgetary spending (as indicated in Main Estimates)	2022–23 planned spending	2023–24 planned spending	2024–25 planned spending
7,329,071	7,329,071	7,372,207	7,372,207

Financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBase^v](#).

Planned human resources for the advancement of English and French in Canadian society

The following table shows, in full-time equivalents, the human resources the department will need to fulfill this core responsibility for 2022–2023 and for each of the next two fiscal years.

2022–23 planned full-time equivalents	2023–24 planned full-time equivalents	2024–25 planned full-time equivalents
57	57	57

Financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBase^{vi}](#).

Internal services: planned results

Description

Internal services are the services that are provided within a department so that it can meet its corporate obligations and deliver its programs. There are 10 categories of internal services:

- ▶ management and oversight services
- ▶ communications services
- ▶ legal services
- ▶ human resources management services
- ▶ financial management services
- ▶ information management services
- ▶ information technology services
- ▶ real property management services
- ▶ materiel management services
- ▶ acquisition management services

Since court remedies are provided for in the Act, the Office of the Commissioner’s legal services are excluded from Internal Services and are an integral part of its official language rights protection program. The same is true of the Office of the Commissioner’s communications services, which, in light of its specific mandate, are not included in Internal Services, but are instead part of the Advancement of Official Languages program.

Planning highlights

The Office of the Commissioner is committed to fostering a culture of collaboration and resource optimization, particularly in the hybrid work environment imposed as a result of the COVID 19 pandemic. As such, the Office of the Commissioner will ensure that it maintains a collaborative work environment that allows it to meet its work objectives.

In the context of the shift of Government of Canada organizations toward digital management and delivery of services, information and data, information technology and cyber security in the digital era, the Office of the Commissioner will continue leveraging technology to better support its priorities and mandate. To this end, the Office of the Commissioner will continue optimizing its investment in its client relationship management platform. This platform provides an organizational approach that improves client service and allows for enhanced program integration. In addition, owing to organizations’ mass digitization efforts, the amount of usable data generated has become significantly large. This approach will reveal better data analysis to identify intervention opportunities, record client service issues, streamline processes, optimize resources and manage intervention campaigns. In addition, the Office of the Commissioner will continue implementing its data management strategy to promote service delivery and operational

efficiency in keeping with the requirements of the Treasury Board of Canada Secretariat’s Policy on Service and Digital.

With respect to the upcoming modernization of the Act, the Office of the Commissioner will assess its capacity to respond to the new requirements of the Act, while taking into consideration its resources and recruitment methods. It will also review its structure to determine whether any changes are required to better support the Commissioner’s enhanced mandate.

The Office of the Commissioner will continue working with the Treasury Board Secretariat to renew the classification of certain occupational groups, including the PA group.

Ultimately, these activities will help integrate the Office of the Commissioner’s overall mandate and objectives by bringing together all functions and sectors.

Planned budgetary spending for internal services

The following table shows, for internal services, budgetary spending for 2022–2023, as well as planned spending for that year and for each of the next two fiscal years.

2022–23 budgetary spending (as indicated in Main Estimates)	2022–23 planned spending	2023–24 planned spending	2024–25 planned spending
7,106,978	7,106,978	7,148,806	7,148,806

Planned human resources for internal services

The following table shows, in full-time equivalents, the human resources the department will need to carry out its internal services for 2022–2023 and for each of the next two fiscal years.

2022–23 planned full-time equivalents	2023–24 planned full-time equivalents	2024–25 planned full-time equivalents
45	45	45

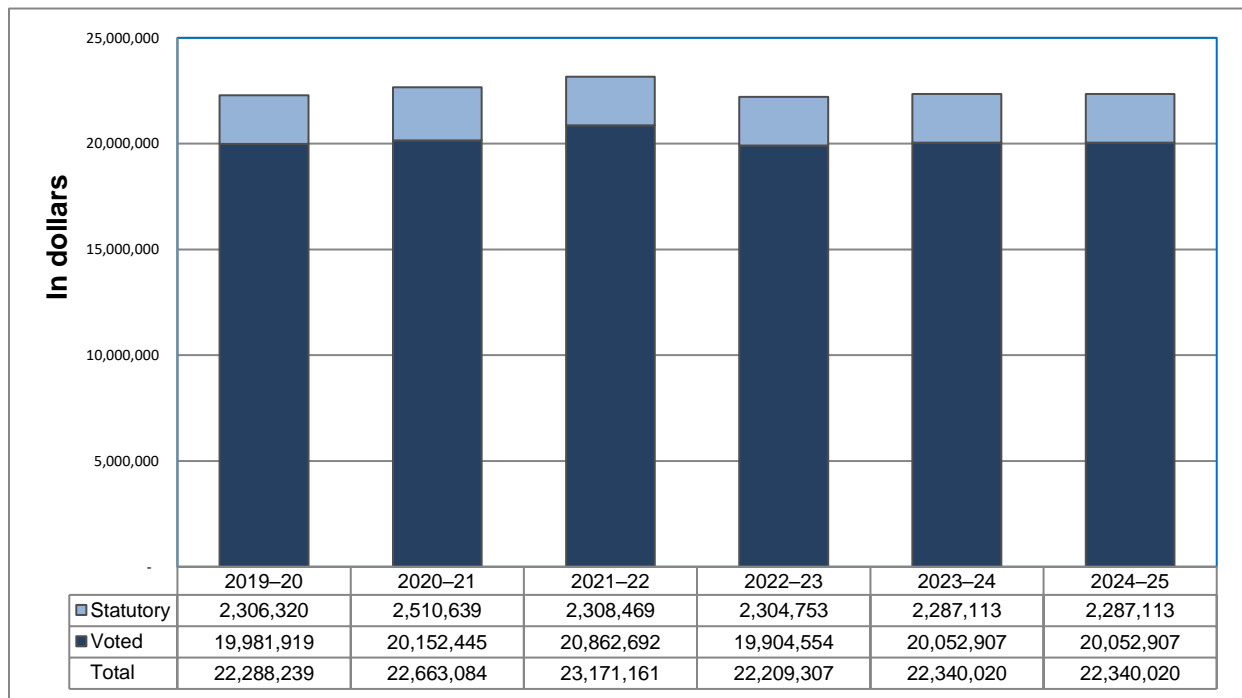
Planned spending and human resources

This section provides an overview of the department’s planned spending and human resources for the next three fiscal years and compares planned spending for 2022–2023 with actual spending for the current year and the previous year.

Planned spending

Departmental spending 2019–2020 to 2024–2025

The following graph presents planned spending (voted and statutory expenditures) over time.



Over the past three years, the Office of the Commissioner has seen a slight increase in its expenditures. The changes in authorities over the last three years are mainly due to additional authorities received to cover new collective agreements signed.

Budgetary planning summary for core responsibilities and internal services (dollars)

The following table shows information on spending for each of the Office of the Commissioner’s core responsibilities and for its internal services for 2022–2023 and other relevant fiscal years.

Core responsibilities and internal services	2019–20 actual expenditures	2020–21 actual expenditures	2021–22 forecast spending	2022–23 budgetary spending (as indicated in Main Estimates)	2022–23 planned spending	2023–24 planned spending	2024–25 planned spending
Protection of rights related to official languages	7,759,086	7,657,634	8,109,906	7,773,258	7,773,258	7,819,007	7,819,007
Advancement of English and French in Canadian society	7,515,539	6,911,473	7,646,483	7,329,071	7,329,071	7,372,207	7,372,207
Subtotal	15,274,625	14,569,107	15,756,389	15,102,329	15,102,329	15,191,214	15,191,214
Internal services	7,013,614	8,093,977	7,414,772	7,106,978	7,106,978	7 148 806	7,148,806
Total	22,288,239	22,663,084	23,171,161	22,209,307	22,209,307	22,340,020	22,340,020

The difference between the 2020-2021 expenditures and the 2021-2022 spending forecast is due mainly to investments in capital assets and to a gradual return to normal of the activities of the Office of the Commissioner following the COVID-19 pandemic.

Planned human resources

The following table shows information on human resources, in full-time equivalents (FTEs), for each of the Office of the Commissioner’s core responsibilities and for its internal services for 2022–2023 and the other relevant years.

Human resources planning summary for core responsibilities and internal services

Core responsibilities and internal services	2019–20 actual full-time equivalents	2020–21 actual full-time equivalents	2021–22 forecast full-time equivalents	2022–23 planned full-time equivalents	2023–24 planned full-time equivalents	2024–25 planned full-time equivalents
Protection of rights related to official languages	65	68	72	64	64	64
Advancement of English and French in Canadian society	57	55	57	57	57	57
Subtotal	122	123	129	121	121	121
Internal services	46	46	48	45	45	45
Total	168	168	177	166	166	166

There have been no significant differences in the last three years. The Office of the Commissioner’s human resources are expected to remain constant. Our staffing level remained constant in 2019-2020 and 2020-2021. A slight increase in full-time equivalents (FTEs) in 2021-2022 is a reflection of a new staffing strategy. Future years reflects the currently approved resources.

Estimates by vote

Information on the Office of the Commissioner’s organizational appropriations is available in the [2022–2023 Main Estimates](#)^{vii}.

Future-oriented condensed statement of operations

The future-oriented condensed statement of operations provides an overview of the Office of the Commissioner’s operations for 2021–2022 to 2022–2023.

The forecast and planned amounts in this statement of operations were prepared on an accrual basis. The forecast and planned amounts presented in other sections of the Departmental Plan were prepared on an expenditure basis. Amounts may therefore differ.

A more detailed future-oriented statement of operations and associated notes, including a reconciliation of the net cost of operations with the requested authorities, are available on the Office of the Commissioner’s [website](#)^{viii}.

Future-oriented condensed statement of operations for the year ending March 31, 2023 (dollars)

Financial information	2021–22 forecast results	2022–23 planned results	Difference (2022–23 planned results minus 2021–22 forecast results)
Total expenses	25,992,521	25,712,017	280,504
Total revenues	-	-	-
Net cost of operations before government funding and transfers	25,992,521	25,712,017	280,504

The net cost of operations before government funding and transfers for the 2022–2023 planned results is expected to decrease by \$280,504 compared to the net cost of operations before government funding and transfers for the 2021–2022 forecast results.

This decrease is due mainly to the inclusion of the operating budget carry-forward in the 2021-2022 forecast results and non-recurring expenses incurred in 2021-2022 for the redevelopment of office spaces.

Corporate information

Organizational profile

Commissioner of Official Languages: Raymond Théberge

Enabling instrument(s): [Subsection 56\(1\)^{ix}](#) of the *Official Languages Act*

Year of incorporation / commencement: 1970

Other: The Commissioner of Official Languages is appointed by commission under the Great Seal, after approval by resolution of the House of Commons and the Senate. The Commissioner reports directly to Parliament.

Raison d'être, mandate and role: who we are and what we do

Information on the Office of the Commissioner's raison d'être, mandate and role is available on its [website^x](#).

Operating context

Information on the operating context is available on the Office of the Commissioner of Official Languages' [website^{xi}](#).

Reporting framework

The Office of the Commissioner’s approved departmental results framework and program inventory for 2022–2023 are as follows.

Departmental Results Framework	Core Responsibility: Protection of rights related to official languages		Core Responsibility: Advancement of English and French in Canadian society		Internal Services
	Rights related to official languages are protected.	Percentage of the Commissioner’s recommendations made in response to deficiencies identified through audit and investigation reports that have been implemented.	Canadians know their language rights and those of official language minority communities and they recognize the importance of linguistic duality and bilingualism.	Number of Canadians who have been informed of issues relating to the <i>Official Languages Act</i> .	
		Percentage of complaints and inquiries processed within the timelines set out by the service standards.		Percentage of public support for linguistic duality and bilingualism.	
	Canadians benefit from the Commissioner’s interventions before the courts.	Percentage of remedies involving the Commissioner that had a positive impact on the interpretation or the application of the <i>Official Languages Act</i> or the <i>Canadian Charter of Rights and Freedoms</i> .	The Commissioner influences decision-makers in Parliament, government and communities on issues relating to the <i>Official Languages Act</i> .	Number of parliamentary deliberations making reference to the <i>Official Languages Act</i> and/or reports and recommendations of the Office of the Commissioner of Official Languages.	
Proportion of recommendations from the annual report and research reports prepared by the Office of the Commissioner that were implemented.					

Program Inventory	Protection of Official Languages Rights	Advancement of Official Languages
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Supporting information on the program inventory

Supporting information on planned expenditures, human resources, and results related to the Office of the Commissioner’s program inventory is available on [GC InfoBase](#).^{xii}

Supplementary information tables

The following supplementary information tables are available the Office of the Commissioner's [website](#)^{xiii}:

- ▶ Reporting on Green Procurement

Federal tax expenditures

The Office of the Commissioner's Departmental Plan does not include information on tax expenditures.

Tax expenditures are the responsibility of the Minister of Finance. The Department of Finance Canada publishes cost estimates and projections for government-wide tax expenditures each year in the [Report on Federal Tax Expenditures](#)^{xiv}. This report provides detailed information on tax expenditures, including objectives, historical background and references to related federal spending programs, as well as evaluations, research papers and gender-based analysis plus.

Organizational contact information

Mailing address

30 Victoria Street, 6th floor

Gatineau, Quebec K1A 0T8

Telephone: 819-420-4877 or 1-877-996-6368

Fax: 819-420-4873

Email: information@clo-ocol.gc.ca

Website(s): www.officiallanguages.gc.ca

Appendix: definitions

appropriation (crédit)

Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

budgetary expenditures (dépenses budgétaires)

Operating and capital expenditures; transfer payments to other levels of government, organizations or individuals; and payments to Crown corporations.

core responsibility (responsabilité essentielle)

An enduring function or role performed by a department. The intentions of the department with respect to a core responsibility are reflected in one or more related departmental results that the department seeks to contribute to or influence.

Departmental Plan (plan ministériel)

A document that sets out a department's priorities, programs, expected results and associated resource requirements, covering a three-year period beginning with the year indicated in the title of the report. Departmental Plans are tabled in Parliament each spring.

departmental result (résultat ministériel)

A change that a department seeks to influence. A departmental result is often outside departments' immediate control, but it should be influenced by program-level outcomes.

departmental result indicator (indicateur de résultat ministériel)

A factor or variable that provides a valid and reliable means to measure or describe progress on a departmental result.

departmental results framework (cadre ministériel des résultats)

A framework that consists of the department's core responsibilities, departmental results and departmental result indicators.

Departmental Results Report (rapport sur les résultats ministériels)

A report on a department's actual performance in a fiscal year against its plans, priorities and expected results set out in its Departmental Plan for that year. Departmental Results Reports are usually tabled in Parliament each fall.

experimentation (expérimentation)

The conducting of activities that explore, test and compare the effects and impacts of policies and interventions in order to inform decision-making and improve outcomes for Canadians. Experimentation is related to, but distinct from, innovation. Innovation is the trying of something new; experimentation involves a rigorous comparison of results. For example, introducing a new mobile application to communicate with Canadians can be an innovation; systematically testing the new application and comparing it against an existing website or other tools to see which one reaches more people, is experimentation.

full-time equivalent (équivalent temps plein)

A measure of the extent to which an employee represents a full person-year charge against a departmental budget. Full-time equivalents are calculated as a ratio of assigned hours of work to scheduled hours of work. Scheduled hours of work are set out in collective agreements.

gender-based analysis plus (GBA Plus) (analyse comparative entre les sexes plus [ACS Plus])

An analytical process used to assess how diverse groups of women, men and gender-diverse people experience policies, programs and services based on multiple factors including race, ethnicity, religion, age, and mental or physical disability.

government-wide priorities (priorités pangouvernementales)

For the purpose of the 2022–2023 Departmental Plan, government-wide priorities are the high-level themes outlining the government's agenda in the 2021 Speech from the Throne: protecting Canadians from COVID-19; helping Canadians through the pandemic; building back better – a resiliency agenda for the middle class; the Canada we're fighting for.

horizontal initiative (initiative horizontale)

An initiative in which two or more federal organizations are given funding to pursue a shared outcome, often linked to a government priority.

non-budgetary expenditures (dépenses non budgétaires)

Net outlays and receipts related to loans, investments and advances, which change the composition of the financial assets of the Government of Canada.

performance (rendement)

What an organization did with its resources to achieve its results, how well those results compare to what the organization intended to achieve, and how well lessons learned have been identified.

plan (plan)

The articulation of strategic choices, which provides information on how an organization intends to achieve its priorities and associated results. Generally, a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead up to the expected result.

planned spending (dépenses prévues)

For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in the Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their Departmental Plans and Departmental Results Reports.

program (programme)

Individual or groups of services, activities or combinations thereof that are managed together within a department and that focus on a specific set of outputs, outcomes or service levels.

program inventory (répertoire des programmes)

An inventory of a department's programs that describes how resources are organized to carry out the department's core responsibilities and achieve its planned results.

result (résultat)

An external consequence attributed, in part, to an organization, policy, program or initiative. Results are not within the control of a single organization, policy, program or initiative; instead, they are within the area of the organization's influence.

statutory expenditures (dépenses législatives)

Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

target (cible)

A measurable performance or success level that an organization, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

voted expenditures (dépenses votées)

Expenditures that Parliament approves annually through an Appropriation Act. The vote wording becomes the governing conditions under which these expenditures may be made.

Endnotes

- i. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- ii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- iii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- iv. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- v. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- vi. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- vii. 2022–23 Main Estimates, <https://www.canada.ca/en/treasury-board-secretariat/services/planned-government-spending/government-expenditure-plan-main-estimates.html>
- viii. Office of the Commissioner of Official Languages, *Transparency*, <https://www.clo-ocol.gc.ca/en/transparency/index>
- ix. Canada, *Official Languages Act*, R.S.C., 1985, c. 31 (4th Supp.), s 56(1) (<https://laws-lois.justice.gc.ca/eng/acts/o-3.01/>)
- x. Office of the Commissioner of Official Languages, *Mandate and roles*, <https://www.clo-ocol.gc.ca/en/aboutus/mandate>
- xi. Office of the Commissioner of Official Languages, *Transparency*, <https://www.clo-ocol.gc.ca/en/transparency/index>
- xii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- xiii. Office of the Commissioner of Official Languages, *Transparency*, <https://www.clo-ocol.gc.ca/en/transparency/index>
- xiv. Report on Federal Tax Expenditures, <https://www.canada.ca/en/department-finance/services/publications/federal-tax-expenditures.html>