



2021–22 Departmental Results Report

Office of the Commissioner of Official Languages

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

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Commissioner's message

Fiscal year 2021–22 marked the halfway point in my seven-year mandate (2018–2025), and it has been an especially busy year for official languages. During this time, we made progress on each of the major priorities I established when I took office. These four priorities, listed below, form what we call Vision 2025, as they guide our actions over the course of my mandate:



- modernizing the *Official Languages Act*;
- making sure that federal institutions meet their official languages obligations;
- monitoring the *Action Plan for Official Languages 2018-2023: Investing in our Future*; and
- fostering a culture of continuous improvement, collaboration and resource optimization within the Office of the Commissioner of Official Languages.

I have been keenly following the evolution of the government's efforts to make critical reforms to the *Official Languages Act*, and this past year was significant because of the tabling in March 2022 of a new bill for this purpose, Bill C-13. We conducted consultations with several official language minority community organizations to obtain their views, and I have continually shared my positions on various issues related to modernization in order to help ensure that the new legislation will best serve Canadians today and in the future.

This was also an important year because of another issue I have repeatedly spoken out about: the dispute between British Columbia's French-speaking population and Employment and Social Development Canada. The unanimous decision of the Federal Court of Appeal in this matter has reaffirmed my ability to conduct effective investigations under Part VII of the *Official Languages Act*, given Canadians back their ability to fully assert their language rights under Part VII, and imposed an obligation on federal institutions to enhance the vitality of official language minority communities across the country.

This past year, we published a report that examined the federal government's immigration target for Francophones outside Quebec, given that Francophone minority communities in those provinces and territories are not currently benefiting sufficiently from immigration. I issued several recommendations to the federal government to help improve the situation. We also conducted public opinion research on official languages and bilingualism, which yielded very positive results: 87% of Canadians support the *Official Languages Act*. This is consistent with our 2016 results and shows stable support over time.

The trend of a high volume of complaints continues. My office received 5,409 admissible complaints from the public in 2021–22, a substantial increase from the previous year

(1,870). Given the significant additional workload to manage with our existing resources, we focused on identifying complaint and investigation management strategies to improve efficiency. We also continued our interventions with federal institutions on systemic issues, including investigating numerous complaints related to section 91 of the *Official Languages Act*, which states that the language requirements of federal public service positions must be established objectively. As noted in my November 2020 report, *Implementing Section 91 of the Official Languages Act: A Systemic Problem*, this is a recurring and pervasive issue in the federal government that can have an impact on the availability of services to Canadians in the official language of their choice.

My office also continued to validate the results of a number of self-assessments of federal institutions taking part in the Official Languages Maturity Model exercise. This innovative tool helps organizations to better define their strengths and identify their shortcomings in terms of official languages processes and to establish what they have to do to move forward toward continuous improvement.

In 2021, we also wrapped up our multi-year monitoring exercise across Canada on the *Action Plan for Official Languages 2018-2023: Investing in our Future*. Our meetings with 130 community representatives, beneficiary organizations and federal institutions on national and regional programs took place between the fall of 2019 and the spring of 2021 and helped inform my report on the Action Plan's strengths and shortcomings. My report contains recommendations to the federal government aimed at improving both the current Action Plan and the next one, which is scheduled to start in 2023.

Within our organization, we have made further strides to promote a culture of continuous improvement, collaboration and resource optimization. For example, we have reconfigured our workspace to meet the demands of the evolving work environment, and we are continuing to implement technology solutions across the organization to optimize efficiency.

This is a period of significant change for our organization with respect to the evolution of the pandemic, the changes our office can expect with the modernization of the *Official Languages Act*, and the many societal issues that impact our mandate. To help keep employees informed and up to date, we maintain internal communications through a weekly newsletter, and have also added an internal news feed to our intranet.

Since my first day as Commissioner, I have seen my mandate as an opportunity to help shape and build the future of official languages for generations to come. I am supported by a dedicated and hard-working team, and we look forward to continuing our work in the second half of my mandate to ensure that Canadians' language rights are better respected and that our official languages can continue to thrive everywhere in Canada.

Raymond Thériault

Results at a glance

Actual spending

Total actual spending for 2021–22 (dollars)	Actual full-time equivalents for 2021–22
23,114,306	167

Summary of results for 2021–22

- The Office of the Commissioner of Official Languages implemented initiatives to urge federal institutions to break down the barriers that are preventing the objectives of the *Official Languages Act* from being met.
 - The Office of the Commissioner of Official Languages continued its efforts to effectively manage the increasingly significant volume of complaints it receives from Canadians, including developing strategies for managing complaints and for intervening with federal institutions on systemic compliance issues related to certain parts of the *Official Languages Act*.
 - The Office of the Commissioner of Official Languages released the results of its study on the immigration target adopted in 2003 for Francophone communities outside Quebec to highlight the shortfalls in reaching the target that have been observed since its adoption by the federal government.
 - In 2021–22, 18 federal institutions participated in an Official Languages Maturity Model exercise.
- The Office of the Commissioner of Official Languages continued to work with federal institutions and with its partners to ensure that the *Action Plan for Official Languages 2018–2023: Investing in Our Future* achieves the expected outcomes.
 - The Office of the Commissioner of Official Languages prepared a report based on the information it gathered as part of its monitoring of the implementation of the Action Plan.
- The Office of the Commissioner of Official Languages continued to provide ongoing leadership to ensure that the federal government takes the necessary steps to effect a true modernization of the *Official Languages Act*.

For more information on the Office of the Commissioner of Official Language's plans, priorities and results achieved, see the “Results: What we achieved” section of this report.

Results: What we achieved

Core responsibilities

Core responsibility 1: Protection of rights related to official languages

Description: Under this core responsibility, the Office of the Commissioner of Official Languages investigates complaints filed by Canadians who believe their language rights have not been respected, assesses compliance with the *Official Languages Act* by federal institutions and other organizations subject to the Act through performance measurements and audits, and intervenes proactively to prevent non-compliance with the Act. The Commissioner of Official Languages may also intervene before the courts in cases that deal with non-compliance with the *Official Languages Act* and to protect language rights under the *Canadian Charter of Rights and Freedoms*.

Results

Departmental result 1: Rights related to official languages are protected.

Over the past year, the Office of the Commissioner of Official Languages received a total of 5,914 complaints, 5,409 of which were admissible. This is a substantial increase compared with 2020–21, when the organization received 1,870 admissible complaints. Specific strategies were developed to process this high volume of complaints, resulting in the completion of 606 investigations and 123 follow-ups to the recommendations and commitments made as part of investigations.

The Office of the Commissioner of Official Languages also monitored the strategy for section 91 of the *Official Languages Act*, including producing a quarterly report to the Treasury Board of Canada Secretariat on issues raised in complaints. The strategy, which was adopted in 2020–21, included a report on how section 91 is implemented in the federal public service.

In addition, the Office of the Commissioner of Official Languages conducted Official Languages Maturity Model exercises with 18 federal institutions. With this tool, federal institutions can identify the strengths and weaknesses of their official languages processes and assess their official languages maturity through an organizational diagnostic review. This exercise is intended to help them make continuous progress in terms of official languages.

In 2021–22, the Office of the Commissioner of Official Languages made improvements to the tool to make it as useful as possible for federal institutions, including the addition of a qualitative rather than quantitative scale to measure progress.

Departmental result 2: Canadians benefit from the Commissioner's interventions before the courts.

The Commissioner of Official Languages participated in two appeals and obtained decisions in both *Canada (Commissioner of Official Languages) v Canada (Employment and Social Development)* (the FFCB decision) and *Canada (Commissioner of Official Languages) v Office of the Superintendent of Financial Institutions* (the Dionne decision). In the Dionne case, where the Office of the Commissioner of Official Languages was an appellant, the Federal Court of Appeal struck down a decision that had dealt a major blow to language rights across the country, stating that the trial judge had incorrectly applied fundamental principles of language rights under Part V of the *Official Languages Act*. In the FFCB case, where the Office of the Commissioner of Official Languages was also an appellant, the Federal Court of Appeal concurred with the Commissioner of Official Languages' interpretation and proposed framework for Part VII of the Act, and imposed obligations on federal institutions to take positive measures to support the development and vitality of official language minority communities.

Experimentation

In 2020–2021, the Office of the Commissioner of Official Languages conducted an advisory project on its investigation process in order to look for ways to increase its efficiency in responding to the high volume of complaints. An action plan was developed and almost fully implemented in 2021–22.

Results achieved

Departmental results	Performance indicators	Target	Date to achieve target	2019–20 Actual results	2020–21 Actual results	2021–22 Actual results
Rights related to official languages are protected.	Percentage of the Commissioner's recommendations, made in response to the shortcomings identified through audit and investigation reports, that were implemented ¹	60%	March 2022	72%	81%	57% ²
	Percentage of complaints and enquiries processed within the timelines set out by the service standards	70%	March 2022	46%	50%	73%
Canadians benefit from the Commissioner's interventions before the courts.	Percentage of court remedies involving the Commissioner that had a positive impact on the interpretation or application of the <i>Official Languages Act</i>	60%	March 2022	65%	71%	81%

	or the <i>Canadian Charter of Rights and Freedoms</i>					
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Budgetary financial resources (dollars)

The following table shows, the protection of official language rights, budgetary spending for 2021–22, as well as the actual spending for that year.

2021–22 Main Estimates	2021–22 Planned spending	2021–22 Total authorities available for use	2021–22 Actual spending (authorities used)	2021–22 Difference (Actual spending minus Planned spending)
7,772,181	7,772,181	8,325, 444	7,821,975	49,794

Human resources (full-time equivalents)

The following table shows, in full-time equivalents, the human resources the organization needed to fulfill this core responsibility in 2021–22.

2021–22 Planned full-time equivalents	2021–22 Actual full-time equivalents	2021–22 Difference (Actual full-time equivalents minus Planned full-time equivalents)
64	67	3

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

Description: Under this core responsibility, the Office of the Commissioner of Official Languages works with parliamentarians, federal institutions and other organizations subject to the *Official Languages Act*, official language minority communities, and Canadians in promoting linguistic duality. It builds ties between federal institutions, official language minority communities and the various levels of government to help them better understand the needs of official language minority communities and the importance of the value of respecting Canada’s linguistic duality. To carry out its promotion role, the Office of the Commissioner conducts research and studies, undertakes awareness-raising activities with the public and with federal employees, and

¹ This indicator also takes into account partially implemented recommendations.

² Federal institutions are responsible for implementing the recommendations. In 2021–2022, the Office of the Commissioner of Official Languages noted a significant drop in the measures taken by a number of uncooperative institutions to implement the Commissioner of Official Languages’ recommendations. The Commissioner of Official Languages is continuing to monitor the situation.

intervenes with senior federal officials so that they instill a change in culture in order to fully integrate linguistic duality in their organizations.

Results

To advance linguistic duality, the Office of the Commissioner of Official Languages prepared a report on the implementation of the *Action Plan for Official Languages 2018–2023: Investing in Our Future*. This report provides an overview of the monitoring the Office of the Commissioner of Official Languages has conducted since the action plan was put in place in 2018. It is based on an analysis of meetings with various stakeholders, including five federal institutions, that took place during the fall of 2019, the summer of 2020 and the spring of 2021. The report also contains the Commissioner of Official Languages' recommendations for the federal government to improve both the current action plan and the next action plan.

With regard to the modernization of the *Official Languages Act*, the Office of the Commissioner of Official Languages undertook a number of initiatives to influence the government on changes to the *Official Languages Act*. The Commissioner of Official Languages repeatedly stated his position on this issue at events in which he participated and at meetings with various government and community stakeholders. The Office of the Commissioner of Official Languages updated its parliamentary engagement strategy to continue to support the political commitment to modernize the *Official Languages Act*. It should be noted that bills C-32 and C-13 were tabled in 2021–22. The Office of the Commissioner of Official Languages analyzed each bill in order to inform its perspective and ensure that the content contributes to the advancement of English and French in Canadian society.

The Office of the Commissioner of Official Languages also continued to highlight official languages issues in order to promote linguistic duality in Canadian society. It conducted a study on the immigration target adopted in 2003 for Francophone communities outside Quebec. The report, published in the fall of 2021, presents a statistical analysis of the shortfalls since the federal government's adoption of the target, and then estimates its desired impact on maintaining the demographic weight of the Francophone minority population, which was the target's objective. Supplemented by a literature review and focus groups held with key government, community and academic stakeholders, the study provides ideas for consideration and future action as the 2023 target deadline approaches. The report also contains the Commissioner of Official Languages' recommendations to Immigration, Refugees and Citizenship Canada, the lead department, to set a new, clear objective and a higher target.

Over the past year, the Office of the Commissioner of Official Languages contributed to the advancement of English and French in Canadian society and to raising public awareness of language rights through a number of the Commissioner of Official Languages' statements and positions. For example, the Commissioner of Official Languages spoke out on several occasions—through articles, in presentations and at

various events—about the complementary nature of official languages, inclusion and diversity. He also reminded voters about their language rights during the October 2021 federal election.

The Office of the Commissioner of Official Languages completed the second year of its promotion activities management framework, which aims to increase the organization's influence with more diverse audiences over the next three years. The Office of the Commissioner of Official Languages carried out 206 promotional activities during the year, 78% of which were aimed at priority audiences, far exceeding the target set for the second year of the framework exercise. The Commissioner of Official Languages participated in six citizenship ceremonies, in cooperation with Immigration, Refugees and Citizenship Canada, in order to promote the value of linguistic duality to newcomers.

The Office of the Commissioner of Official Languages also conducted a public opinion survey to explore Canadians' views on official languages and bilingualism. The results of this survey are being used to inform stakeholders inside and outside of government about the attitudes and perceptions of Canadians with regard to official languages and bilingualism. The results will also help the Office of the Commissioner of Official Languages develop messages and strategies to promote official languages and bilingualism in Canada, in accordance with its mandate and obligations under Part VII of the *Official Languages Act*.

Experimentation

The Office of the Commissioner of Official Languages' Policy and Communications Branch continued the implementation of its three-year promotion activities management framework. An evaluation of the results obtained will be conducted once the implementation is complete.

Results achieved

Departmental results	Performance indicators	Target	Date to achieve target	2019–20 Actual results	2020–21 Actual results	2021–22 Actual results
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>	350,000	March 2022	467,292	443,497	469,129
	Percentage of public support for linguistic duality and bilingualism	73%	March 2022	Not available ³	Not available ⁴	91%

³ Data available in 2021.

⁴ Because of the shift in priorities in 2020–21, 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 2021–22.

The Commissioner influences decision-makers in Parliament, government and communities on issues relating to the <i>Official Languages Act</i> .	Number of parliamentary proceedings 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	5	99	69
	Proportion of recommendations from the annual report and research reports prepared by the Office of the Commissioner of Official Languages that were implemented	60 %	March 2022	100%	Not available ⁵	Not available ⁶

Budgetary financial resources (dollars)

The following table shows, the advancement of English and French in Canadian society, budgetary spending for 2021–22, as well as the actual spending for that year.

2021–22 Main Estimates	2021–22 Planned spending	2021–22 Total authorities available for use	2021–22 Actual spending (authorities used)	2021–22 Difference (Actual spending minus Planned spending)
7,328,057	7,328,057	7,849,704	7,080,393	(247,664)

Human resources (full-time equivalents)

The following table shows, in full-time equivalents, the human resources the organization needed to fulfill this core responsibility in 2021–22.

2021–22 Planned full-time equivalents	2021–22 Actual full-time equivalents	2021–22 Difference (Actual full-time equivalents minus Planned full-time equivalents)
57	54	(3)

Financial, human resources and performance information for the Office of the Commissioner's of Official Languages' Program Inventory is available in [GC InfoBase](#)[!].

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

⁶ The follow-up to the recommendations was postponed to 2022–2023 given the changes in the past year, including the pandemic

Internal Services

Description

Internal Services are those groups of related activities and resources that the federal government considers to be services in support of programs and/or required to meet corporate obligations of an organization. Internal Services refers to the activities and resources of the 10 distinct service categories that support Program delivery in the organization, regardless of the Internal Services delivery model in a department. The 10 service categories are:

- ▶ Acquisition Management Services
- ▶ Communication Services
- ▶ Financial Management Services
- ▶ Human Resources Management Services
- ▶ Information Management Services
- ▶ Information Technology Services
- ▶ Legal Services
- ▶ Material Management Services
- ▶ Management and Oversight Services
- ▶ Real Property Management Services

However, since court remedies are set out in the *Official Languages Act*, the Office of the Commissioner of Official Languages' Legal Services are excluded from Internal Services and are an integral part of the language rights protection program. Also, given their specific mandate, the Office of the Commissioner of Official Languages' Communications Services are not included in Internal Services, but are part of the linguistic duality promotion program.

Results

In 2021–22, internal services played a key role in supporting and sustaining several initiatives. For example, the Office of the Commissioner of Official Languages undertook information technology projects to continue to leverage Workplace 2.0 and technologies that will better support its priorities and mandate while delivering value for money. The organization continued the transition of its client relationship management system (CRM) to Microsoft Dynamics 365. This platform provides an organizational approach that improves client service and allows for better program integration.

To further optimize its processes, the Office of the Commissioner of Official Languages introduced various initiatives for process review and/or improvement to ensure that the organization is better equipped to support organizational objectives. For example, it finalized the implementation of the new financial services unit by providing training to targeted staff. It also continued to redesign its workspace to encourage collaboration and smarter use of technology, and to foster a culture of flexibility and wellness. In

addition, it has put an organizational business information strategy and governance in place to support the management of its information holdings.

The Office of the Commissioner of Official Languages successfully led the Computer Systems (CS) occupational group classification program renewal initiative through a classification conversion exercise.

Budgetary financial resources (dollars)

The following table shows, for internal services, budgetary spending for 2021–22, as well as the actual spending for that year.

2021–2022 Main Estimates	2021–22 Planned spending	2021–22 Total authorities available for use	2021–22 Actual spending (authorities used)	2021–22 Difference (Actual spending minus Planned spending)
7,105,994	7,105,994	7,611,834	8,211,938	1,105,944

Human resources (full-time equivalents)

The following table shows, in full-time equivalents, the human resources the organization needed to fulfill this core responsibility in 2021–22.

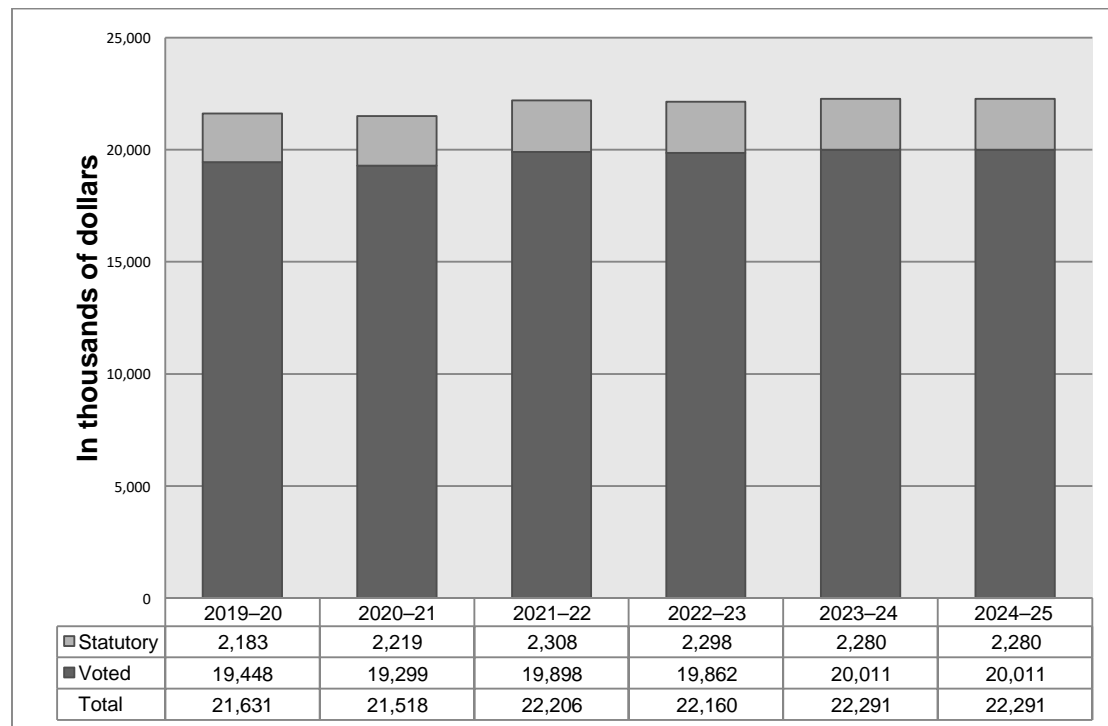
2021–22 Planned full-time equivalents	2021–22 Actual full-time equivalents	2021–22 Difference (Actual full-time equivalents minus Planned full- time equivalents)
45	46	1

Spending and human resources

Spending

Spending from 2019–20 to 2024–25

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



Budgetary performance summary for Core Responsibilities and Internal Services (dollars)

The “Budgetary performance summary for Core Responsibilities and Internal Services” table presents the budgetary financial resources allocated for the Office of the Commissioner of Official Languages’ Core Responsibilities and Internal Services.

Core Responsibilities and Internal Services	2021–22 Main Estimates	2021–22 Planned spending	2022–23 Planned spending	2023–24 Planned spending	2021–22 Total authorities available for use	2019–20 Actual spending (authorities used)	2020–21 Actual spending (authorities used)	2021–22 Actual spending (authorities used)
Protection of official languages rights	7,772,181	7,772,181	7,773,258	7,819,007	8,325,444	7,427,123	7,657,634	7,821,975

Advancement of French and English in Canadian society	7,328,057	7,328,057	7,329,071	7,372,207	7,849,704	6,905,267	6,911,473	7,080,393
Subtotal	15,100,238	15,100,238	15,102,329	15,191,214	16,175,148	14,332,390	14,569,107	14,902,368
Internal Services	7,105,994	7,105,994	7,106,978	7,148,806	7,611,834	7,298,850	8,093,977	8,211,938
Total	22,206,232	22,206,232	22,209,307	22,340,020	23,786,982	21,631,240	22,663,084	23,114,306

For fiscal years 2019-20 to 2021–22, actual spending matches actual spending as reported in the Public Accounts of Canada. The amounts shown for the 2022-23 to 2023-24 periods represent planned spending.

The \$1.6M increase between total authorities available for use in 2021-22 (\$23.8M) and planned spending for 2021-22 (\$22.2M) is due to funding received through the operating budget carry-forward exercise, compensation related to the new collective agreements and adjustments to the employee benefit plans.

The increase in actual spending in 2021-22 (\$23.1M) compared with 2020-21 (\$22.7M) is mainly due to workplace reconfiguration work undertaken in 2021-22 which is offset by a decrease in salary expenditures as retroactive payments were issued in 2020-21 following the signing of new labour agreements.

Human resources

The “Human resources summary for Core Responsibilities and Internal Services” table presents the full-time equivalents (FTEs) allocated to each of the Office of the Commissioner of Official Languages’ Core Responsibilities and to its Internal Services.

Human resources 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 Planned full-time equivalents	2021–22 Actual full-time equivalents	2022–23 Planned full-time equivalents	2023–24 Planned full-time equivalents
Protection of official languages rights	66	67	64	67	64	64
Advancement of English and French in Canadian society	56	55	57	54	57	57
Subtotal	122	122	121	121	121	121

Internal Services	43	46	45	46	45	45
Total	165	168	166	167	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. Minor fluctuations reflect normal staff turnover.

Expenditures by vote

For information on the Office of the Commissioner of Official Languages' organizational voted and statutory expenditures, see the [Public Accounts of Canada 2021](#)ⁱⁱ.

Government of Canada spending and activities

Information on the alignment of the Office of the Commissioner of Official Languages' spending with the Government of Canada's spending and activities is available in [GC InfoBase](#)ⁱⁱⁱ.

Financial statements and financial statement highlights

Financial statements

The Office of the Commissioner of Official Languages' financial statements (audited) for the year ending March 31, 2022, are available on the [organization's website](#)^{iv}.

Financial statement highlights

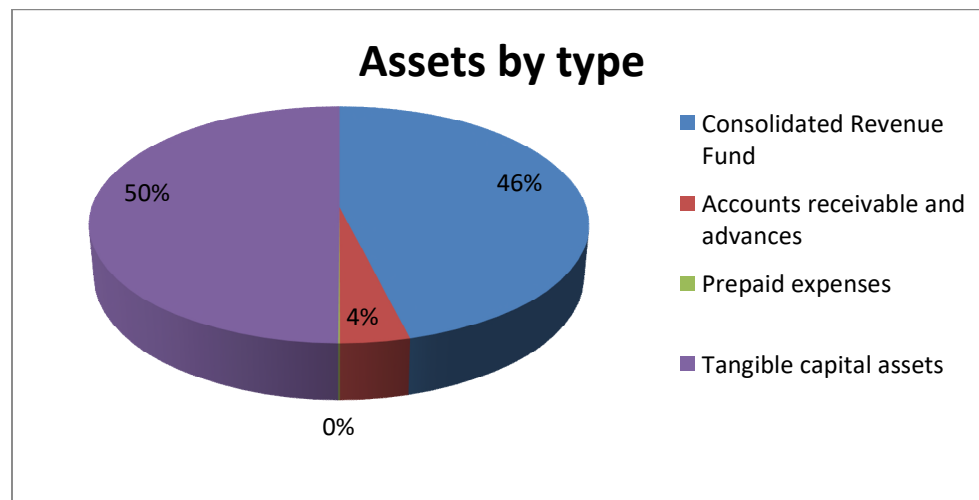
Condensed Statement of Operations (unaudited) for the year ending March 31, 2022 (dollars)

Financial information	2021–22 Planned results	2021–22 Actual results	2020–21 Actual results	Difference (2021–22 Actual results minus 2021–22 Planned results)	Difference (2021–22 Actual results minus 2020–21 Actual results)
Total expenses	25,702,697	26,314,015	26,823,739	611,318	(509,724)
Total revenues	-	-	-	-	-

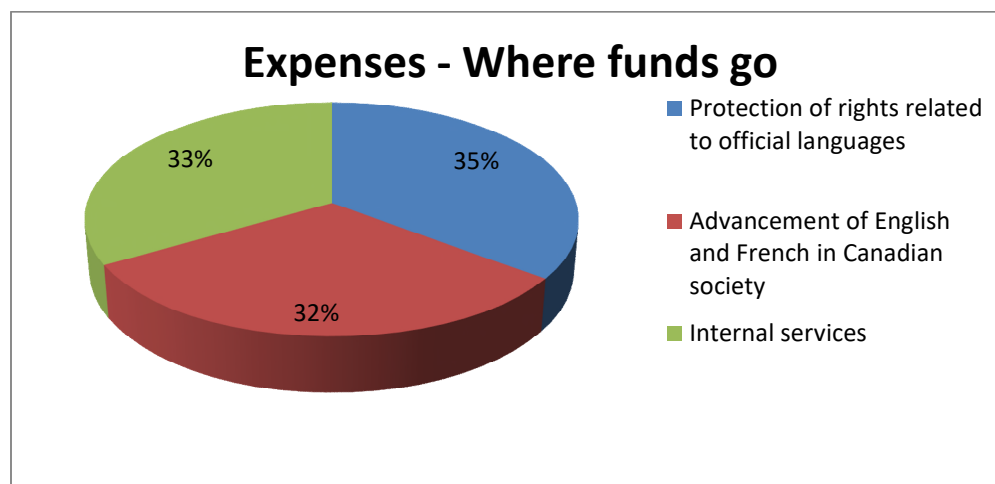
Net cost of operations before government funding and transfers	25,702,697	26,314,015	26,823,739	611,318	(509,724)
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Condensed Statement of Financial Position (unaudited) as of March 31, 2022 (dollars)

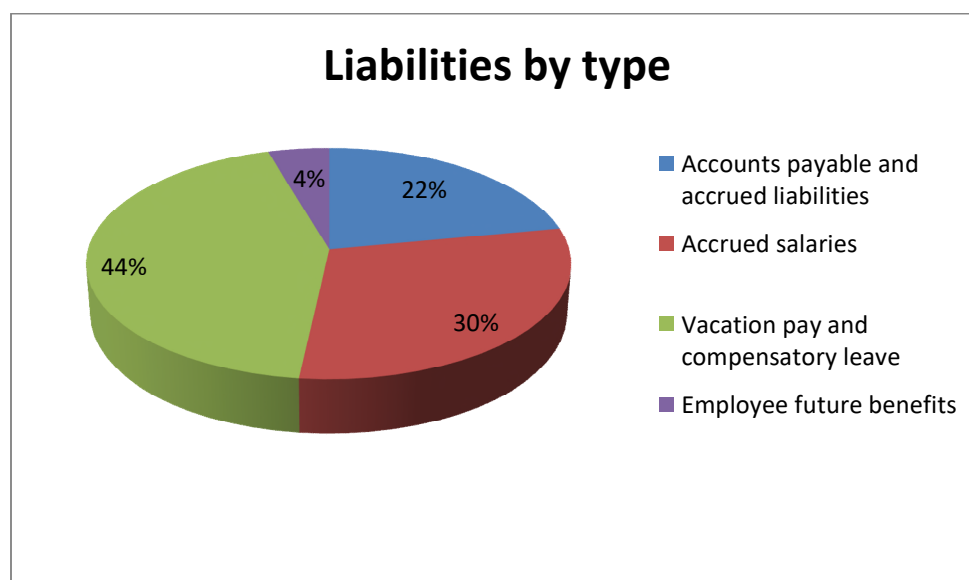
Financial information	2021–22	2020–21	Difference (2021–22 minus 2020–21)
Total net liabilities	3,642,778	3,332,071	310,707
Total net financial assets	1,881,132	1,772,814	108,318
Office of the Commissioner of Official Languages' net debt	1,761,646	1,559,257	202,389
Total non-financial assets	1,882,621	1,593,925	288,696
Office of the Commissioner of Official Languages' net financial position	120,975	34,668	86,307



Total assets were \$3,763,753 at the end of 2021-22, representing an increase of \$397,014 (12%) from the previous year's total assets of \$3,366,739. Of that amount, tangible capital assets represented \$1,879,211 (50%) and the Consolidated Revenue Fund totalled \$1,734,089 (46%). Accounts receivable and advances, and prepaid expenses accounted for 3.9% and 0.1% of total assets, respectively.



The Office of the Commissioner's total expenses were \$26,314,015 in 2021-22, of which the majority of the funds were spent on the Office of the Commissioner's programs (\$17,549,920), while internal services represented \$8,764,095, or 33%, of total expenses.



Total liabilities were \$3,642,778 at the end of 2021-22, an increase of \$310,707 (9%) from the previous year's \$3,332,071. Accounts payable and accrued liabilities as well as accrued salaries represented the largest portion of the total liabilities, at \$1,885,736 (52%). Vacation leave and compensatory leave, and employee future benefits accounted for 44% and 4% of total liabilities, respectively.

The 2021–22 planned results information is provided in the Office of the Commissioner of Official languages' [Future-Oriented Statement of Operations^y](#) and Notes 2021–22.

Additional information

Organizational profile

Commissioner of Official Languages: Raymond Th  berge

Enabling instrument: [Subsection 56\(1\)^{vi}](#) 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’  tre, mandate and role: Who we are and what we do

“Raison d’  tre, mandate and role: Who we are and what we do” is available on the [Office of the Commissioner of Official Languages’ website^{vii}](#).

Operational context

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

Reporting framework

The Office of the Commissioner of Official Languages’ Departmental Results Framework and Program Inventory of record for 2021–22 are shown below.

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	The Commissioner influences decision-makers in Parliament, government and communities on issues relating to the	Number of parliamentary deliberations making reference to the <i>Official Languages Act</i> and/or reports and recommendations of	

		<i>Canadian Charter of Rights and Freedoms.</i>	<i>Official Languages Act.</i>	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 of Official Languages that were implemented.	

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

Financial, human resources and performance information for the Office of the Commissioner of Official Languages' Program Inventory is available in [GC InfoBase^{ix}](#).

Supplementary information tables

The following supplementary information tables are available on the [Office of the Commissioner of Official Languages' website^x](#):

- Green Procurement Reporting

Federal tax expenditures

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The Department of Finance Canada publishes cost estimates and projections for these measures each year in the [Report on Federal Tax Expenditures^{xi}](#). This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs. The tax measures presented in this report are the responsibility of the Minister of Finance.

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: 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 report on the plans and expected performance of an appropriated department over a three-year period. Departmental Plans are usually tabled in Parliament each spring.

departmental priority (priorité ministérielle)

A plan or project that a department has chosen to focus and report on during the planning period. Priorities represent the things that are most important or what must be done first to support the achievement of the desired departmental results.

departmental result (résultat ministériel)

A consequence or outcome that a department seeks to achieve. 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 quantitative measure of progress on a departmental result.

departmental results framework (cadre ministériel des résultats)

A framework that connects the department's core responsibilities to its departmental results and departmental result indicators.

Departmental Results Report (rapport sur les résultats ministériels)

A report on a department's actual accomplishments against the plans, priorities and expected results set out in the corresponding Departmental Plan.

experimentation (expérimentation)

The conducting of activities that seek to first explore, then test and compare the effects and impacts of policies and interventions in order to inform evidence-based decision

making and improve outcomes for Canadians by learning what works, for whom and in what circumstances. Experimentation is related to but distinct from innovation (the trying of new things), because it involves a rigorous comparison of results. For example, using a new website to communicate with Canadians can be an innovation; systematically testing the new website against existing outreach tools or an old website to see which one leads to more engagement 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. For a particular position, the full-time equivalent figure is the ratio of number of hours the person actually works divided by the standard number of hours set out in the person's collective agreement.

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

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 2019–20 Departmental Results Report, those high-level themes outlining the government's agenda in the 2019 Speech from the Throne, namely: fighting climate change; strengthening the middle class; walking the road of reconciliation; keeping Canadians safe and healthy; and positioning Canada for success in an uncertain world.

horizontal initiative (initiative horizontale)

An initiative where 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.

performance indicator (indicateur de rendement)

A qualitative or quantitative means of measuring an output or outcome, with the intention of gauging the performance of an organization, program, policy or initiative respecting expected results.

performance reporting (production de rapports sur le rendement)

The process of communicating evidence-based performance information. Performance reporting supports decision making, accountability and transparency.

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 to the expected result.

planned spending (dépenses prévues)

For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in 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 the department and focus on a specific set of outputs, outcomes or service levels.

program inventory (répertoire des programmes)

Identifies all the department's programs and describes how resources are organized to contribute to the department's core responsibilities and results.

result (résultat)

A 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

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- i GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
 - ii Public Accounts of Canada, <http://www.tpsgc-pwgsc.gc.ca/recgen/cpc-pac/index-eng.html>
 - iii GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
 - iv Office of the Commissioner of Official Languages, “Transparency,” <https://www.clo-ocol.gc.ca/en/transparency/index>
 - v Office of the Commissioner of Official Languages, “Transparency,” <https://www.clo-ocol.gc.ca/en/transparency/index>
 - vi 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/>
 - vii Office of the Commissioner of Official Languages, “Mandate & roles,” <https://www.clo-ocol.gc.ca/en/aboutus/mandate>
 - viii Office of the Commissioner of Official Languages, “Transparency,” <https://www.clo-ocol.gc.ca/en/transparency/index>
 - ix GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
 - x Office of the Commissioner of Official Languages, “Transparency,” <https://www.clo-ocol.gc.ca/en/transparency/index>
 - xi Department of Finance Canada, *Report on Federal Tax Expenditures*, <https://www.canada.ca/en/department-finance/services/publications/federal-tax-expenditures.html>