



ARCHIVES

Français

Home

Contact Us

Help

Search

canada.gc.ca

ARCHIVED - Ontario - June 2000

Warning The [Standard on Web Usability](#) replaces this content. This content is archived because Common Look and Feel 2.0 Standards have been rescinded.

Archived Content

Information identified as archived is provided for reference, research or recordkeeping purposes. It is not subject to the Government of Canada Web Standards and has not been altered or updated since it was archived. Please contact us to request a format other than those available.

TABLE OF CONTENTS

[SUMMARY](#)

[A\) INTRODUCTION](#)

- Background
- Objectives
- Scope, methodology and limits

[B\) GENERAL OBSERVATIONS](#)

- Signs and documentation
- Active offer
 - Signs
 - Greeting on the telephone and in person
- Service
 - Availability of service in French on the telephone
 - Availability of service in French in person
 - Comparability of service in French in person and by telephone
 - Quality of service in French and courtesy
- Two-language capability of offices
- Informing managers and employees of their official languages obligations
- Informing the public about offices designated bilingual
- COL's recommendations
- Conclusion

[C\) AUDIT OF OFFICES](#)

- Business Development Bank of Canada
- Canada Customs and Revenue Agency

- Canada Post Corporation
- Canada Mortgage and Housing Corporation
- Canadian Broadcasting Corporation
- Canadian Food Inspection Agency
- Canadian Heritage
- Citizenship and Immigration Canada
- Environment Canada
- Farm Credit Corporation Canada
- Fisheries and Oceans
- Health Canada
- Human Resources Development Canada
- Industry Canada
- National Defence
- Natural Resources
- Public Service Commission
- Public Works and Government Services
- Royal Canadian Mounted Police
- Veterans Affairs Canada

[Appendix A - 1994 Recommendations](#)

[Appendix B - Glossary](#)

SUMMARY

This report is a follow-up on the study that we undertook in 1994 to determine the extent to which federal offices which are designated bilingual provided good quality service in English and in French. It deals with the situation in Ontario. Its purpose is to determine if the recommendations made in 1994 brought results and to correct effectively any deficiencies in the offices in question. During the follow-up, we audited 76 of the 752 designated bilingual offices.

In light of the recommendations made in 1994 and the action plans that federal institutions prepared in response, slight progresses were made in many areas but the overall results are unsatisfactory. **Federal institutions in Ontario must take strong measures to ensure that services in French are available at all times, in all designated offices.**

The overall two-language capability of the designated offices has slightly increased by 2% to attain 66% of the offices visited. However, it is still difficult to obtain quality service in French on a consistent basis by telephone. Some offices nevertheless continue to provide quality service in both languages.

All of the physical elements associated with the provision of service in both official languages, such as signage and documentation, showed improvement. The percentage of offices displaying the symbol for service in both languages has increased from 50% to 80%. However, only 16 of the 72 offices (22%) we visited offered a greeting in both languages in person. As for two-language greeting over the telephone, it was provided consistently in 52% of cases. The availability of service in French over the telephone has slightly deteriorated compared to 1994: in only 68% of cases were the designated offices able to provide service consistently compared to 70% in 1994. On the other hand, service in person made an improvement from 66% in 1994 to 76% in 1999. Staff in bilingual offices are now better informed of their linguistic obligations. Unfortunately, directives are not always adhered to. Providing a complete compliment of services in both official languages still does not form part of the routine functioning of most designated offices.



A) INTRODUCTION

1. Background

The new *Official Languages Act* (OLA) came into effect on September 15, 1988. Under the OLA, every federal institution has the duty to ensure that members of the public can communicate with and obtain services from its central office in

English or French, and has the same duty with respect to offices located within the National Capital Region (NCR), in areas where there is significant demand, or when warranted by the nature of the office.

Treasury Board Secretariat (TBS) published the Official Languages Regulations - Communication with and Services to the Public (Regulations) on December 16, 1991. The Regulations define the terms "significant demand*" and "nature of the office*" and establish general and specific rules governing their application. Federal institutions are required to designate the offices that must provide services in both official languages, based on the Regulations. TBS coordinated the process and compiled a list of designated points of service. The purpose of the Act and the Regulations is essentially to ensure the availability of services in either official language where a need exists and to enable the public to obtain services, at these designated offices, in the language of their choice.

In 1994, the Commissioner of Official Languages (COL) undertook a study to determine the extent to which federal institutions were complying with the provisions of the OLA and the Regulations. In his report (A Study of Federal Offices Designated to Respond to the Public in Both English and French) released on March 15, 1995, the COL found that services were available in both official languages in 79% of the designated offices (98.8% in Quebec and 72% on average in the other provinces and the territories), with variations from one province to another. The COL also made ten recommendations to improve service delivery in both official languages at designated offices. These recommendations are listed in Appendix A. It should be noted that on March 17, 1995, TBS asked federal institutions to analyze the two-language capability of each office that is required to serve the public in both official languages. Institutions were also to draw up action plans for offices with unsatisfactory performance and report to TBS on their implementation. This exercise was completed in March 1996.

This study fulfills the COL's commitment to follow up on the implementation of the recommended corrective measures. Begun in the fall of 1996, this follow-up is being conducted region by region over a three-year period. Separate reports are being prepared for each province and territory as well as for the NCR. Proceeding in this manner will enable us to identify each linguistic community's specific problems, inform the federal institutions of situations concerning the delivery of their services in English and French and find solutions adapted to local and regional needs. Each report will enable the federal institutions involved to immediately correct shortcomings in service to the public. This report deals with Ontario.

It should be borne in mind that the COL also specified in his study on points of service that "it should be possible to attain 100% effectiveness in two-language service to the public, where numbers warrant, which is the only figure that can be considered acceptable and satisfactory." In 1999, at the time of our follow-up, 752 federal offices out of 2,589 were designated to provide two-language service in Ontario. It is essential that at these locations, members of the public can actually receive all services in the official language of their choice.

In view of the recommendations that the COL made in 1994 and the action plans that federal institutions developed at TBS's request, we were expecting that all the offices designated bilingual would have taken measures to ensure the provision of service in both official languages in Ontario. We anticipated, however, finding occasional lapses, since the complaints we continue to receive show that the quality of services is inconsistent.

2.Objectives

Following the COL's recommendations, federal agencies made a commitment to take the required measures to ensure that services are provided in both official languages at their designated offices. This is, after all, a formal requirement under the OLA and the Regulations.

The purpose of the follow-up is to determine whether there has been improvement since 1994 and to assess the extent to which good quality services are offered and available in both official languages in these offices. Another goal is to efficiently correct any deficiencies in the offices being audited. To that end, specific recommendations are made for each office where there are shortcomings.

3. Scope, methodology and limits

In selecting the institutions to be included in the follow-up, special attention was paid to agencies which, under the Regulations, provide key services*: the Public Service Commission (PSC), Canada Post Corporation (CPC), Revenue Canada (Tax Services), Human Resources Development Canada (HRDC) (Income Security and Human Resources Canada Centres), the Royal Canadian Mounted Police (RCMP) and Canadian Heritage. The other institutions selected

provide services of a general nature to the public and/or are of special importance to the French-speaking population of Ontario.

To evaluate the availability of service, our auditors chose the client approach; that is, they acted like French-speaking citizens of Ontario trying to obtain service in their language. They therefore made their requests for service in French, and if the employee replied in English without directing them to a bilingual employee, the auditors recorded that services were not available in French. They generally did not insist that the organization find someone who could serve them in French.

To begin with, they checked whether telephones were answered in both official languages and whether services were actually available in French at the numbers listed for that purpose on the TBS list (on the Internet). They also compared these numbers with those listed in the Government of Canada section of the local telephone directories to identify any discrepancies.

They made at least two telephone calls to each of the offices. They then observed whether the greeting was in both languages and whether service was provided in French consistently, occasionally or not at all. When they were greeted in both languages and obtained service in French on each call, our auditors indicated that two-language greeting was consistent. When the greeting was sometimes in two languages and sometimes in only one, they indicated that two-language greeting was available occasionally. When, on each call, the greeting was in only one language, they indicated that there was no two-language greeting.

The auditors visited each office which provided service in person to check signage, documentation, greeting and the availability of service in French. They met the manager to inform him or her of the results of their audit. When they found shortcomings, they informed the manager of the recommendations that would be included in the COL's report.

They also told managers that any corrective action taken before the audit report was published would be noted in it. The results of the audits were also sent to the deputy head of each federal institution for comment. We publish the institutions' responses in Part C of the report, immediately following the recommendations to each organization.

As for limits, it should be noted that in the 1994 study, the statistical data were weighted* and the results for Ontario were valid within a limit of 10%. The data from the follow-up have not been weighted and are intended only to describe the situations in the offices visited.

Recommendations made in this report apply only to the offices we visited. However, federal institutions have a duty to examine the linguistic situation in their other offices designated to serve the public in both official languages, and to implement such recommendations as would be relevant there. Also, members of the public can inform us of any shortcomings they encounter at an office designated to provide services in both official languages. These would be investigated through the normal complaints handling process.



B) GENERAL OBSERVATIONS

In our 1994 study, we audited 200 designated offices in Ontario. In the follow-up, we audited 76. The follow-up exercise took place in April and May 1999.

The following pages present general observations on the offices of federal institutions which were included in the follow-up in Ontario. The findings give a portrait of the situations in these offices, which are designated to serve the public in both official languages, and enable us to make some degree of comparison with the situation reported in the 1994 study.

At the time of our 1994 study, Ontario had 2,930 federal offices, 857 of which were designated to provide services in both languages. In 1999, at the time of our follow-up, there were 2,589 offices, 752 of which were designated bilingual. Thus there has been an overall decrease of 11.6% in the number of federal offices. For offices designated to provide service in English and French, the decrease is about the same, at 12.3%. This decline reflects the many transformations that have occurred within the federal system in recent years.

1. Signs and documentation

All of the physical elements associated with the provision of service in both official languages showed improvement. For example, it was noted during the follow-up that exterior signage in both languages increased from 94% in 1994 to 100% in the follow-up, while interior signage in both official languages increased from 83% to 90%. Forms are available in English and French in all offices. Documentation was available in both languages in 88% of the offices in 1994, that percentage increased to 92% in 1999.

Table 1

Materials Available in Both Official Languages

Type of material	1994 study	1999 follow-up
<i>Exterior sign</i>	94%	100%
<i>Interior sign</i>	83%	90%
<i>Documentation</i>	88%	92%
<i>Forms</i>	95%	100%

2. Active offer

Under Section 28 of the OLA, federal institutions are required to provide their clients with a choice of the official language in which they wish to communicate by ensuring that "appropriate measures are taken, including the provision of signs, notices and other information on services and the initiation of communication with the public, to make it known to members of the public that those services are available." Therefore, the onus is not on members of the public to request or demand service in their language. On the contrary, the intent of the OLA is that federal institutions should invite members of the public to communicate with them in the official language of their choice.

The perception that members of the public have of the availability of service in their language depends largely on the effectiveness of measures related to signs and greetings in both languages, over the telephone and in person.

In 1994, we evaluated the quality of measures taken to encourage clients to choose the language in which they wish to be served. This evaluation was based in part on the presence or absence of relevant signage, but also on whether or not employees used a greeting formula which would indicate to members of the public that they could be served in either language. A third element of the evaluation was the attitude shown by staff to a request for service in the language of the local linguistic minority. In 1994, the measures intended to promote the use of services in French in Ontario were satisfactory or better in only 59% of cases.

In the follow-up, we limited ourselves to observations on whether or not a two-language greeting was used over the telephone and in person and on the presence or absence of signs telling clients that they could be served in English or French.

a) Signs



A sign is often the only indication the public has that an office is designated to provide service in English and in French. A pictogram or a sign is therefore essential. Since 1988, official languages policies have required that institutions whose employer is the Treasury Board use TBS's official symbol (see left), and that other institutions use this or an equivalent symbol.

In 1994, 50% of designated offices in Ontario displayed a sign (pictogram) indicating that service was available in English or French. At the time of the follow-up, 80% of the offices visited displayed the TBS pictogram or an equivalent symbol. This is a noteworthy improvement. However, we find it difficult to understand why 15 of the designated offices visited still do not display an appropriate symbol, 11 years after the TBS made its pictogram available to them.

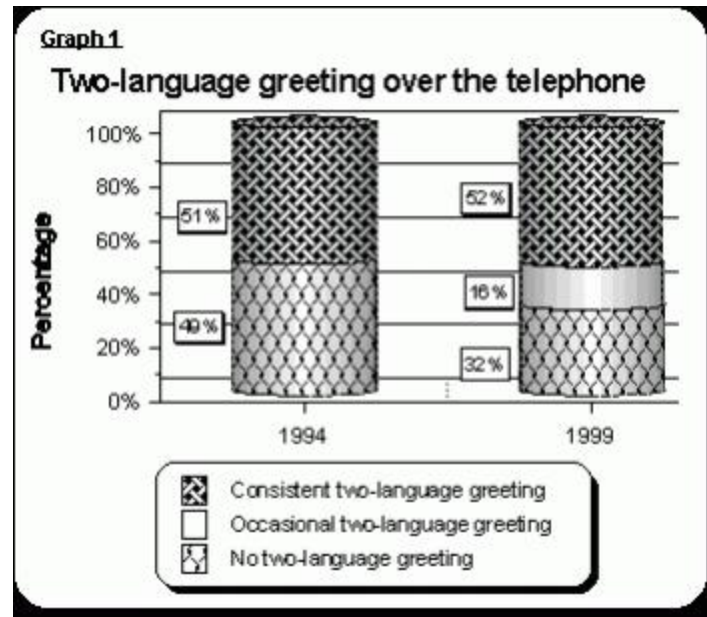
Table 2

Signs on the Availability of Service in Both Official Languages

Board or poster	1994 study	1999 follow-up
<i>Present</i>	50%	80%
<i>Absent</i>	50%	20%

b) Greeting on the telephone and in person

In 1994, employees in federal institutions in Ontario used a two-language greeting on the telephone in only 51% of cases. At the time of our 1999 visit, we noted a small improvement, but also a certain inconsistency in the way employees of designated offices in Ontario answered telephone calls.



Employees used a two-language greeting consistently on the telephone in 52% of cases; they used a two-language greeting occasionally in 16% of cases; they did not use a two-language greeting in 32% of cases. We have made recommendations to institutions whose offices showed deficiencies in this regard.

**Active offer in person
is still inadequate**

In 1994, there was a two-language greeting in person in barely 12% of cases. During our recent survey, only 16 of the 72 offices we visited (22%) provided a two-language greeting to our auditor. Federal institutions must take concrete measures to rectify this deficiency, which has persisted too long.

Numerous managers of points of service visited mentioned to our auditors that demand for services in French was low. We would like to remind them that the absence of active offer by federal employees can only discourage French-speaking clients in Ontario from exercising their language rights. In our experience, when members of the public are not clearly encouraged to choose the language of service, the level of demand in the minority language declines significantly.

It should also be noted that citizens often feel at a disadvantage when they deal with federal employees because public servants personify authority, have a better knowledge of the services the clients need and control access to those services. It is even more important for clients to be invited and encouraged to choose the language of service when they deal with institutions responsible for law enforcement, such as the RCMP, Customs or Revenue Canada, or with institutions providing financial assistance such as the Business Development Bank of Canada or the Canada Mortgage and Housing Corporation (CMHC).

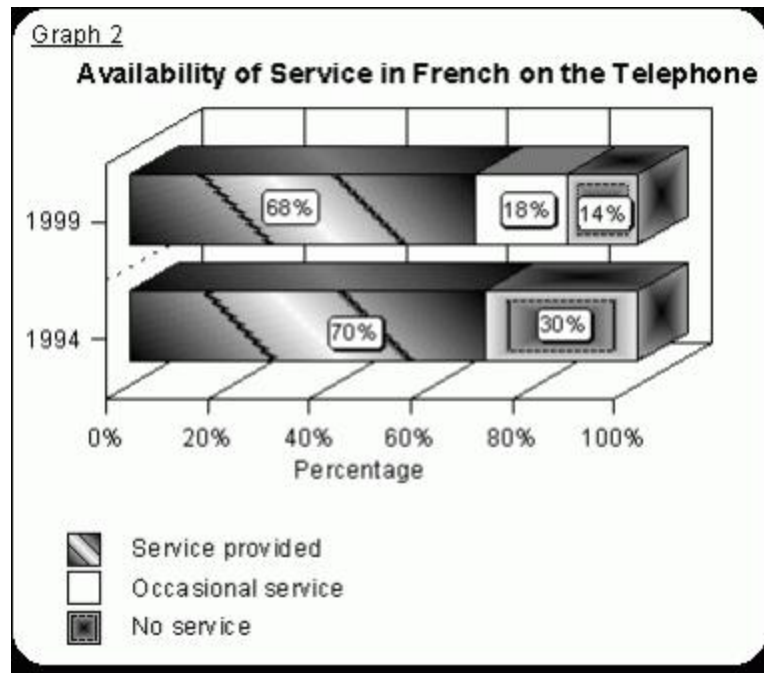
In short, active offer is an essential component of good service. The use of signs and a two-language greeting to indicate that services are available in either language is as indispensable to good service as common courtesy.

3. Service

a) Availability of service in French on the telephone

During the 1994 study, telephone receptionists at bilingual offices in Ontario provided service in French in 70% of cases. The situation has deteriorated slightly in 1999. Furthermore, in 1999, we once again found fault with the inconsistency shown by employees of certain designated offices in providing service in French over the telephone.

Employees provided service in French consistently in only 68% of cases; they did so occasionally in 18% of cases; and in 14% of cases telephone service was not available in French.



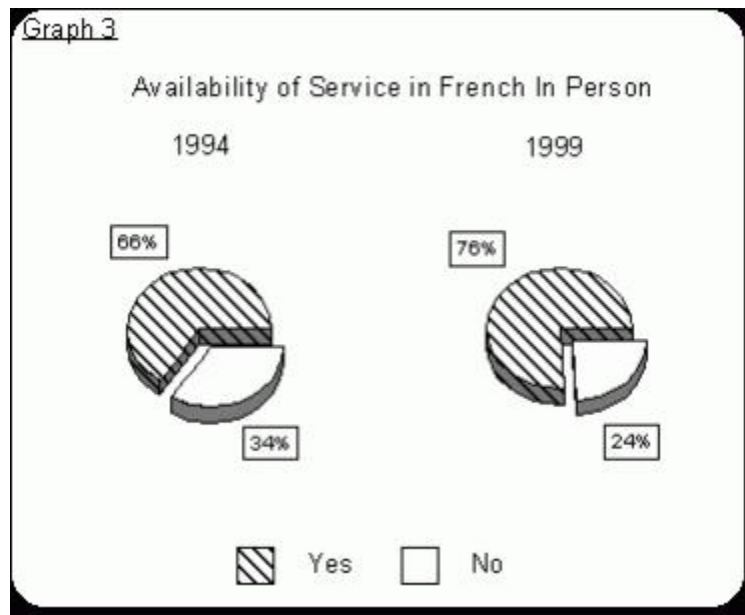
The main factors accounting for this performance are as follows: the poor two-language capability of many offices, the fact that calls are transferred in English only to voice mailboxes where messages are in English only, interruptions in the chain of service, and inaccuracies in the numbers listed for service in French in the Ontario telephone directories; also, the fact that managers are not carrying out the necessary follow-up to ensure that their staff are using the standard formulas and following established procedures for serving members of the public in both official languages. We have made specific recommendations to rectify the situation in offices which showed deficiencies in this regard.

We also made calls to three toll-free telephone lines. We generally received good quality service in French. However, on one occasion, the bilingual recorded message asked callers to dial a number which did not provide service in French.

As we stated earlier, reception clerks play a significant role in the provision of service to the public. Clients form their perception of the availability or unavailability of service in their language from the reception or greeting they receive. We deplore the fact that some telephone receptionists apologize for not being able to speak French or, wishing to ensure they fully understood the client's request, repeat it in English. In such circumstances, the offer of service conveyed by their two-language greeting is no longer really meaningful. Employees should instead call as quickly as possible upon the services of a colleague who is able to serve the client in French. By breaking the chain of service in which they are the first link, they oblige French-speaking clients to try to express themselves in English.

We also noted that French-speaking clients in Ontario are too often **transferred** to a bilingual employee **in English**. This discourages the client from continuing the conversation in French. Federal institutions must take all necessary measures to ensure that French-speaking clients in Ontario feel free to choose to communicate in French at every stage of service.

b) Availability of service in French in person



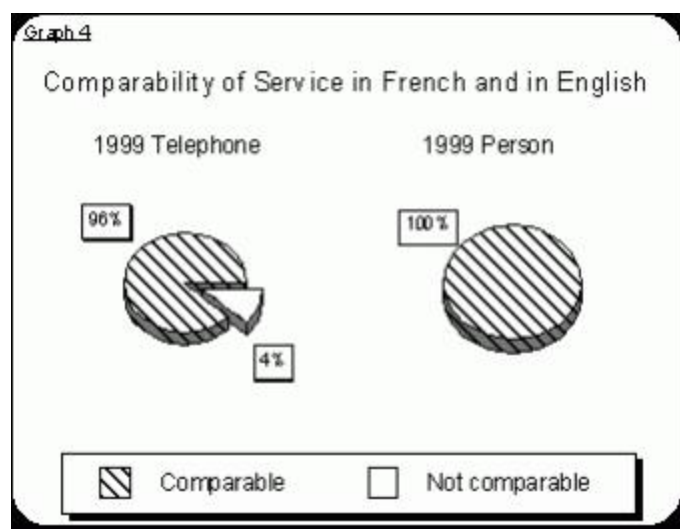
At the time of our follow-up in 1999, service in person showed an improvement. Service in French was obtained at 76% of the offices visited, compared to 66% in 1994. In spite of this improvement, the French-speaking community in Ontario is entitled to better services in French from offices specifically designated to provide services in both official languages.

c) Comparability of service in French in person and by telephone

We evaluated in the following manner the degree of comparability between services offered in French and those offered in English:

- the degree of comparability was judged "very good" when the employee immediately provided our auditor with the service requested in French. An office was rated "satisfactory" when the employee, perhaps after asking our auditor to speak more slowly, was able to provide him with adequate service in French; and
- service on the telephone was rated "poor" in the following case, by way of example. Service was provided by means of an interpreter. The auditor had to ask his questions in French so that a third party could translate them into English. The employee answered the questions in English and the interpreter translated the answers into French. While the quality of the interpreter's French may have been very good, we consider this manner of providing service in French inadequate.

As indicated previously, during the follow-up, our auditors obtained service in French in person at 76% of the designated offices that they visited in Ontario. They consistently obtained service in French on the telephone in 68% of cases and occasionally in 18% of cases.



As a general rule, **when they obtained service in French**, our auditors estimated that it was comparable to that

provided in English in 96% of cases by telephone and 100% in person.

Federal institutions in Ontario must continue to offer comparable services in French and in English. They must however take strong measures to ensure that services in French are available at all times in all designated offices.

As shown in the profiles of each office in Part C of this report, improvements must be made to rectify the deficiencies.

d) Quality of service in French and courtesy

When service in French was provided, the auditors assigned one of three ratings ("very good," "satisfactory" or "poor") to it by evaluating employees' ability to communicate comprehensibly in French. In 1994, the overall evaluation of service provided in French (including telephone and in-person service) was satisfactory or better at 83% of the designated points of service in Ontario.

At the time of our follow-up, the linguistic quality of the service provided in French over the telephone was rated satisfactory or better in 98% of cases. As for the linguistic quality of service in French in person, it was judged satisfactory or better at 100% of the offices that were able to provide service. Therefore, in offices able to offer service in both languages, the quality of the service in French is generally very good.

With regard to courtesy, all of the offices visited (100%) and almost all of the offices (98%) our auditors have communicated with by telephone have provided courteous service.

4. Two-language capability of offices

The auditors evaluated the two-language capability of a point of service by considering the following two factors: whether or not the office had enough bilingual staff to provide good-quality service in both languages consistently, and whether or not these resources were assigned to positions and work shifts effectively.



The follow-up showed that the capability of designated federal offices in the province to offer services in both official languages has remained somewhat the same (66%). In 1994, the capability to provide service in English and French was rated satisfactory or better at 64% of the offices in Ontario; in 1999, this percentage increased to 66%. However, the ten of the offices visited (14%) had no two-language capability, while 15 other offices (20%) had rather poor capability to serve the public in both languages. This was particularly apparent in offices where employees work shifts and bilingual staff complement is inadequate to provide service in both languages on each shift. Twelve offices (16%) had only one bilingual employee to provide service in French. Thus when the employee is absent for any reason, these offices are no longer able to provide any service in French. This situation is cause for concern.

At offices where two-language capability is deficient, service in French may be available through administrative arrangements which are usually cumbersome and inadequate. We recognize that some offices may need to take temporary administrative measures to provide service in French. Such arrangements, however, should not become permanent; otherwise, French-speaking clients are not receiving service of equal quality as required by the OLA. No matter what arrangements are made to provide service in French, the absence of adequate two-language capability

means that these offices are not meeting their linguistic obligations.

Federal institutions whose two-language capability leaves something to be desired are presently unable to adequately serve Ontario's French-speaking citizens in French. **They must immediately take the measures required to obtain the necessary resources for the effective provision of service in both official languages.**

We have also found that a number of offices had contracted out such functions as reception services. We therefore invite institutions which take this approach to intensify their vigilance by monitoring on a regular basis that services provided by contractors incorporate active offer and delivery of services in both official languages at all times.

5. Informing managers and employees of their official languages obligations

In our 1994 study, we found that 83% of the managers and 77% of the employees of designated offices in Ontario were fairly well informed about their linguistic obligations. At the time, we interviewed a considerable number of managers and employees. In our 1999 follow-up, we met mainly with managers. We found that 97% of the personnel of designated offices were well informed of their linguistic obligations. This constitutes significant progress in this regard.

We note, however, as shown by the results of our audits, that employees do not always apply the directives received. In addition, the directives are not always explicit, particularly as regards the language to be used to direct French-speaking clients to a bilingual employee. We have made recommendations concerning offices where a reminder to staff would be helpful.

In carefully reviewing the performance of each office and the data on its linguistic obligations, we found that the managers of offices that performed well had made the provision of quality two-language service part of the routine administration of their office. In addition to circulating directives from their head or regional offices, they had organized staff training and orientation sessions; they also regularly discussed problems related to the provision of service in both languages with the staff and monitored the application of directives. In addition, most of them had regular contacts with Ontario's French-speaking community. A few examples of such offices are the Business Development Bank of Canada in North Bay, the Royal Canadian Mounted Police in Sault Ste-Marie and the Public Service Commission in Toronto.

6. Informing the public about offices designated bilingual

The 1994 study showed that federal institutions had not adequately informed the French-speaking community in Ontario of the availability of services in French. The measures taken to inform them were rated very good or satisfactory in only 65% of cases. The follow-up shows that the situation has improved in this regard.

We found that 76% of the offices audited in 1999 listed their services in the federal government pages of local telephone directories. However, this figure may be deceptive. Our review of the telephone directories shows that the current situation does not make it possible for French-speaking citizens to find out as easily as English-speaking citizens where they can obtain service in their first language. In Ontario, English-speaking members of the public need only consult the telephone directories to find out where service is available. This is not the case for French-speaking members of the public, since the publication of information in the telephone directories does not necessarily mean that an office is able to provide service in French or that it is designated bilingual.

The TBS compiles a directory of federal offices that are designated to serve the public in both official languages. In conducting our follow-up, we noted that some of the information in the TBS directory for offices in Ontario was inaccurate. Some telephone numbers in the directory did not match those found in the pages of local telephone directories. Other entries were out of date. In other cases, there was either no listing or the office had moved without updating the information. Federal agencies and the TBS will have to ensure the reliability of such information.

In June 1994, TBS published, in French-language media outside Quebec and in English-language media in Quebec, a list of federal offices designated to serve the public in both official languages. No update was provided in 1995 and in 1996. TBS now publishes the list of offices that provide services in both official languages on the Internet. Canada Post also lists on the Internet offices that provide services in both official languages. However, not all Canadians have access to the Internet, far from it. The OCOL therefore decided to join TBS in making this list available to the general public as an insert, which appeared in minority official language newspapers in the spring of 1997.

We also noted in the course of our follow-up that many designated offices had established regular contact with representatives of the French-speaking community in that province. However, ten designated offices (13%) should establish ongoing communication with the French-speaking community in order to identify its needs and inform it of available services. We encourage the community's representatives to pursue the ongoing consultations with the managers of federal offices to make them better aware of the needs of their community.

7. COL's recommendations

When a designated point of service fails to serve the public adequately in both official languages, the COL makes recommendations to the federal agency concerned so that it can take corrective action to improve service. These recommendations are to be found in Part C of the report.

The OLA and the Regulations require that services in French have the same status as services in English at designated offices. For example, if services are available in English 24 hours a day in a designated office, they must also be available 24 hours a day in French.

It should also be noted that the provision of service in French includes any communication intended to transfer the client to a French-speaking employee. Thus, an employee who is unable to serve a client in French should use a formula such as "Un moment, s'il vous plaît" and ask a French-speaking colleague to look after the client's request.

The COL's recommendations aim to ensure 100% effectiveness of service to the public in both official languages where needed in Ontario. Nothing less is acceptable in federal offices specifically designated to provide services in English and French.

8. Conclusion

We are disappointed with the findings for Ontario as a whole. We expected a greater improvement in the situation since our 1994 report. Our findings show that in spite of some progress, overall the problems identified in the report persist.

We urge the TBS and federal institutions to take stronger measures to ensure that all the offices designated bilingual in Ontario provide quality service in both official languages.

NOTES

* More information on this can be found in the Glossary in Appendix B.



C) AUDIT OF OFFICES

This part contains the observations we made concerning each of the 76 offices we audited in Ontario as part of the follow-up, in April 1999. Where relevant, we compared the present situation with that revealed in the 1994 study. The reader will note that some offices continue to provide quality services in French, while others have allowed their performance to decline in relation to 1994.

This part of the report also contains specific recommendations for correcting the deficiencies we noted. The comments of the federal institutions immediately follow the recommendations.

Business Development Bank of Canada (30421)

222 McIntyre Street West
North Bay, Ontario
P1B 2Y8
(705) 495-5700

At the time of our 1994 study, service in French at this office was of good quality. The 1999 follow-up shows that the situation has improved. This office now provides very good service in French.

Two telephone calls were made to (705) 495-5700, the number listed in both the TBS directory of federal offices

designated bilingual and the local telephone directory. A two-language greeting was used on both calls and service provided in French was of very good quality. We would like to mention that the call transfer to a bilingual staff member was made in French.

Exterior and interior signage was in both official languages, as were documentation and forms intended for the public. The TBS pictogram was displayed in full view of the public.

During his on-site visit, our auditor was greeted in both official languages and service in French was of very good quality.

This office has three positions, one of which -- an officer position -- requires a superior level of proficiency in both languages. The incumbent meets the linguistic requirements. In addition, another officer whose position requires knowledge of English only in fact has superior-level skills in French. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office has regular contact with representatives of the French-speaking community.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

**Business Development Bank of Canada
(16241)**

17 King Street East
Ground Floor
Oshawa, Ontario
L1H 1A8
(905) 725-3366

During our 1994 study, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated.

Our auditor placed two telephone calls to this office. A two-language greeting was used on both calls and service provided in French was of very good quality.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French. Furthermore, the employee did not seek assistance from a bilingual colleague to provide service in French.

The office has five employees, but none of the positions requires knowledge of both official languages. Office staff are aware of their linguistic obligations. This office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that the Business Development Bank of Canada:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;

4. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
5. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for referring (in French) French-speaking clients to their bilingual colleagues;
6. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service of equivalent quality in both English and French;
7. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Bank's Response

The manager of this branch indicated that the TBS pictogram is now in full view of the public and that customers entering the branch are greeted in English and French.

A temporary administrative measure was introduced in another branch to allow members of the public who wish to communicate in French to receive services in that language. Staff members were drilled in the procedure to follow to direct clients, in French, to another branch.

The branch manager has taken steps to establish contact with members of the Francophone community.

It is important to mention that operational staff at the Bank are often subject to transfers that may cause fluctuations in the branch's level of bilingual capability. The Bank will, however, be on the lookout for opportunities to increase the bilingual capability of branches in Windsor and Oshawa.

Commissioner's Comments

The COL is of the opinion that the Business Development Bank of Canada should take more energetic steps to implement recommendation No. 6 to ensure that the branch offers service of equal quality in both official languages at all times. The COL would like to be informed of the measures taken to this end within three months following the publication of this report.

Business Development Bank of Canada (16247)

500 Ouellette Street
6th Floor
Windsor, Ontario
N9A 1B3
(519) 257-6808

The 1994 study revealed that service in French at this office was of poor quality. The 1999 follow-up shows that the situation has improved, as it is now able to offer very good service over the telephone.

We made two telephone calls to (519) 257-6808, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. A two-language greeting was used on both calls and the service provided in French was very good.

Exterior and interior signage was in both official languages, as were forms intended for the public. All documentation on display racks was also available in both official languages, but only the English version was featured. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, the auditor was greeted in English only. However, he received adequate service in French.

The office has eight employees and only one fills a position requiring a superior level of proficiency in both languages. The incumbent meets the linguistic requirements. Office staff are aware of their linguistic obligations. This office

maintains contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that the Business Development Bank of Canada:

1. ensure, within two months after the publication of this report, that documentation intended for the public is displayed in such a way as to reflect the office's two-language service capability;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for referring (in French) French-speaking clients to their bilingual colleagues;
4. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Bank's Response

In regard to the Windsor branch, the manager has already confirmed that all documentation aimed at the public is offered in its display racks in both official languages and that clients who come to this branch are greeted in English and French.

Staff members have been drilled in the procedure to follow to direct Francophone clients, in French, to a bilingual colleague at the Windsor branch, or to another branch.

It is important to stress that operational staff at the Bank are often subject to transfers that may cause fluctuations in the branch's level of bilingual capability. The Bank will however, be on the lookout for opportunities to increase the bilingual capability of branches in Windsor and Oshawa.

Canada Customs and Revenue Agency (16457)

Customs Border Services
Peace Bridge Plaza
60 Walnut Street
Fort Erie, Ontario
Commercial Operations: (905) 994-6374

At the time of our 1994 study, service in French at this office was of good quality. The 1999 follow-up shows that the situation has deteriorated.

The auditor made two telephone calls to (905) 994-6374, the number listed in the TBS directory of federal offices designated bilingual. On the first call, the greeting and call transfer were in English only. Our auditor subsequently received very good service in French. On the second call, the greeting was also in English only and service in French was not available.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view of the public.

During his on-site visit, the auditor was greeted in English only. However, service in French was available.

The office has five bilingual positions (out of 34), but only three are filled. Bilingual positions require the intermediate level of proficiency in both languages and incumbents meet or exceed the linguistic requirements. Office staff are aware

of their linguistic obligations.

RECOMMENDATIONS

The Commissioner therefore recommends that Canada Customs and Revenue Agency:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
3. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Agency's Response

A written reminder was given to the personnel who answer the telephone and meet members of the public regarding reception services in the two official languages. It is important to mention that the Niagara District Office is currently checking, for all their offices, the telephone numbers published in the directory of federal offices designated as providing services in the two official languages. The changes will be communicated to TBS. These corrections will assist in alleviating the deficiencies identified in regard to the active offer of services in the two official languages on the telephone.

As a result of the corrections made to the directory of federal offices designated as providing services in the two official languages, we will be able to ensure a more effective telephone service.

All employees have been informed of the procedure to follow for transferring calls in French to their bilingual colleagues. The employees have also been provided with a "pocket translator" to assist them with the terminology for directing a French-speaking client to a bilingual colleague.

During the next recruitment campaign, the hiring of bilingual individuals will be the priority and we are also planning to offer linguistic training to the current employees. These steps will, therefore, alleviate the deficiencies identified and ensure comparable quality services in the two official languages. It is important to note that a pilot project will be implemented over the next three months dealing with temporary administrative measures (radio communications system) to ensure bilingual service.

Canada Customs and Revenue Agency (16462)

26 Arrowsmith Road
Hamilton, Ontario
(905) 308-8715

During our 1994 study, service in French at this office was of good quality. The 1999 follow-up shows that the situation has deteriorated.

We made two telephone calls to this office. A two-language greeting was used on both calls and service provided in French was of very good quality.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in English only and service could not be provided in French.

The office has 35 positions, but only one is designated bilingual. The bilingual position requires the intermediate level of proficiency in both languages and its incumbent meets the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings.

RECOMMENDATIONS

The Commissioner therefore recommends that Canada Customs and Revenue Agency:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
3. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Agency's Response

All employees who have to meet members of the public have been trained to ensure an active offer of service and they are aware of the procedures to follow to ensure service in both French and English. As well, the commissioner has been informed of the procedures to follow for directing French-speaking clients.

The office has 35 positions assigned to client service and administration of business policies services. Fifteen of these positions are business policies administration officers who do business with the public and eight of these positions are bilingual. Two of the positions assigned to client services are also bilingual. Since 1995, all employees who do business with the public have received basic training in French, so as to ensure the delivery of service in the two official languages. The commissioner also has a listing of the telephone numbers of the bilingual employees.

Canada Customs and Revenue Agency (16528)

Tax Services
385 Princess Street
Kingston, Ontario
Refund Inquiries: (613) 545-8385

The 1994 study revealed that service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

The auditor made three telephone calls to this office. At (613) 545-8385, the number listed in the TBS directory of federal offices designated bilingual for refund inquiries, a recorded message in English only offers callers two numbers to obtain services from that office: 1-800-924-0622 and (613) 545-8904 for services in French. On his call to 1-800-924-0622, greeting and service were in English only. However, he received service in French of very good quality at (613) 545-8904.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, the auditor was greeted in English only at the general inquiries counter and the conversation proceeded in that language.

This office has 25 positions, three of which are designated bilingual. Bilingual positions require the superior or the intermediate level of language proficiency in both official languages and incumbents meet or exceed the linguistic requirements. Staff have been made aware of the office's obligations through directives and meetings. This office does

not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Canada Customs and Revenue Agency:

1. inform TBS immediately of the appropriate telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
6. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Agency's Response

We have informed the GTS of the appropriate telephone numbers to list in the directory of federal offices designated as providing services in the two official languages.

Local management ensures that their employees who provide a service on the telephone and in person use a format for reception service in the two official languages. A reminder to that effect has been made to employees and the video "Notre engagement vers le service / Our Commitment to Service" has been watched by personnel and management. The adjustments made to Burolis will assist in obtaining a better use of the telephone lines designated "unilingual English", "unilingual French" and "bilingual" and will, therefore, remedy the deficiencies that have been noted.

Changes to the structure of call forwarding across this region are anticipated in the new year. The purpose of these changes is to provide a better quality service in the language chosen by the client.

Local management has already made employees aware of how to transfer calls in French to their bilingual colleagues.

The Kingston Office has already made contact with a French-language institution. In October 1999, employees participated in an exhibition at a local Francophone school to raise the profile of the services provided by the office. Regular communications will be maintained with the French-speaking community.

Commissioner's Comments

The COL would like to be informed of changes in the structure of call forwarding across this region within the three months subsequent to the publication of this report.

**Canada Customs and Revenue Agency
(16442)**

Tax Services
993 Princess Street
Kingston, Ontario
(613) 545-8389
(613) 536-4583

When we conducted our study in 1994, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has considerably deteriorated.

Two separate telephone calls were made to both numbers listed in the TBS directory of federal offices designated bilingual. All our calls were answered in English only.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only.

This office has 69 positions, four of which are bilingual. Bilingual positions require the intermediate level of proficiency in both languages and incumbents meet the linguistic requirements. Office staff are aware of their linguistic obligations. This office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

RECOMMENDATIONS

The Commissioner therefore recommends that Revenue Canada:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Agency's Response

Local management has reminded the personnel who answer the telephone and who meet members of the public of the need to provide reception services in the two official languages.

The Kingston Office has already made contact with a French-language institution. In October 1999, employees participated in an exhibition at a local Francophone school to raise the profile of the services provided by the office. Regular communications will be maintained with the French-speaking community.

Canada Customs and Revenue Agency (16501)

Customs Border Services
Post Office Box 400
Prescott, Ontario
Traveller's Service: (613) 925-4225
Commercial Operations: (613) 925-2933

When we audited this office in 1994, service in French at this office was of good quality. The 1999 follow-up shows that this level of service has slightly declined.

Our auditor placed two telephone calls to both numbers listed in the TBS directory of federal offices designated bilingual. A two-language greeting was used on three of the four calls. Each time the service in French was satisfactory.

Exterior and interior signage was in both official languages, except for a sign regarding personal exemption for travellers. Documentation intended for the public was available in both official languages.

When our auditor visited the office, he was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office has 26 employees, nine of whom are bilingual. Bilingual positions require a superior level of proficiency in both languages and incumbents meet or exceed the linguistic requirements. Staff have been frequently reminded of the linguistic obligations of the office to provide services in English and in French. However, this year, Regional management has bolstered the effectiveness of reminders in two ways. First, staff at its border crossings are participating in information sessions on active offer of service. As well, their annual performance appraisals will reflect the extent to which they serve clients in both official languages.

RECOMMENDATIONS

The Commissioner therefore recommends that Canada Customs and Revenue Agency:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that all signage at the office is in both official languages;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Agency's Response

Last spring, we organized workshops to sensitize employees regarding client services and the active offer of service in the two official languages. The employees watched the film "Notre engagement vers le service / Our Commitment to Service" and we provided audio cassettes to the unilingual English employees and provided them with folders on client service.

The active offer of service forms part of the evaluation criteria for all customs inspectors. As well, a reminder to this effect will be made to the employees.

It should be noted that three employees will attend a full-time language course in January 2000 to increase the bilingual capability of this office.

As noted in the follow-up report, the outside signs and inside posters were in the two official languages, with the exception of a poster dealing with travellers' personal exemptions. We have taken steps to have it replaced by a bilingual one by January 25, 2000.

Canada Customs and Revenue Agency (16497)

Customs Border Services
Pigeon River Customs Office
Rural Route 7
Mailing address: 201 North May Street, 1st Floor
Thunder Bay, Ontario
(807) 964-2093

At the time of our 1994 study, service in French at this office was of poor quality. The 1999 follow-up shows that the situation has improved considerably.

We made two telephone calls to this office. A two-language greeting was used on both calls and service provided in French was of very good quality.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, the auditor was greeted in both official languages and service in French was of very good quality.

This office has five employees and all are bilingual. Positions require the superior or the intermediate level of language proficiency in both official languages and incumbents meet the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office maintains contact with representatives of the French-speaking community.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

**Canada Customs and Revenue Agency
(89011)**

Customs Border Services
Pearson International Airport
Toronto, Ontario
(905) 676-3640

During our study in 1994, service in French at this point of service was of good quality. Our 1999 follow-up shows that the situation has deteriorated somewhat. Improvements are therefore needed.

The auditor made two telephone calls to (905) 676-3640, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. The greeting and call transfer were in English only in both cases. On his first call, our auditor received very good service in French; on his second call, service in French was unavailable.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view of the public.

During his on-site visit, the auditor was greeted in English only. However, he received very good quality service in French.

This office has 300 positions, 79 of which are bilingual. Bilingual positions require the intermediate level of proficiency in both languages. All incumbents of bilingual positions meet or exceed the linguistic requirements. Staff have been made aware of the offices obligations through directives and meetings.

RECOMMENDATIONS

The Commissioner therefore recommends that Canada Customs and Revenue Agency:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues.

Agency's Response

The personnel have received a written reminder regarding reception services in the two official languages. As well, representatives of the Office of the Commissioner of Official Languages have been invited to come and discuss the issue of the active offer of service with management.

By January 24, 2000, the number of bilingual customs inspectors will increase by 40%. In total, there will, therefore, be 106 bilingual customs officers. This increase will raise the quality of the services offered on the telephone and in person, in the two official languages.

Employees have been reminded of the procedure to follow for transferring calls in French to their bilingual colleagues.

Canada Post Corporation

230 Yonge Street
Bonfield, Ontario

When we conducted our study in 1994, service in French at this postal outlet was of poor quality. The 1999 follow-up shows that the situation has improved considerably.

Exterior and interior signage was in both official languages, as were forms. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French. However, the number for this postal outlet is included only in the English listing of the local telephone book.

The postal outlet has three employees. The postmistress and one of her two employees are bilingual. According to the Corporation Representative, incumbents of bilingual positions meet the linguistic requirements. Staff are aware of their linguistic obligations. In addition, the postmistress has contact with the Francophone community.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure that the number for this postal outlet is included in the French listing of the next issue of the local telephone book.

Corporation's Response

In Bonfield, the Corporation made a commitment to have the telephone number of the postal outlet listed in the French section of the next local telephone directory. This directory is currently being distributed and we will check it as soon as we receive it.

Canada Post Corporation

A & J Sutherland General Store
General Delivery
Calstock, Ontario

The 1994 study revealed that this postal outlet was unable to provide service in French. The 1999 follow-up shows that the situation has not changed.

No telephone number is listed for this point of service.

Exterior and interior signage was in both official languages, except for a few home-made signs. Documentation and forms intended for the public were available in both official languages. However, the point of service displays neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French. Service is provided by the postmaster, who does not speak French. He told our auditor that should the need arise, he could call

on his wife who is bilingual.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that all signage at the point of service is in both official languages, including home-made signs;
2. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view of the public so that members of the public know that the postal outlet provides service in both official languages;
3. ensure, within two months after the publication of this report, that staff who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

In Calstock, the operator was reminded that all panels dealing with postal services must be in the two official languages. The operator has also made a commitment to hire a bilingual employee the next time a position becomes vacant, after which he will order the active offer pictogram.

Canada Post Corporation

25 St Isidore Street
Casselman, Ontario
(613) 764-2878

At the time of our 1994 study, staff at this office provided service in French of very good quality. The 1999 follow-up shows that the quality of the service remains the same.

We made two telephone calls to (613) 764-2878, the number listed in the local telephone directory. A two-language greeting was used on both calls and the service provided in French was very good.

Exterior and interior signage was in both official languages, as were documentation and forms. The CPC pictogram was displayed so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in French only and he received very good quality service in French.

The office has three employees and all three are bilingual. The postmistress occasionally receives written directives from CPC with respect to serving the public in both official languages, which she always passes on to her employees. The office has no contact with the minority official language community. That responsibility falls to CPC management.

This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

In Casselman, we reminded the operator of his linguistic obligations, particularly with regard to bilingual reception service on the telephone and in person.

Canada Post Corporation

Dépanneur Chez Pauline
54 Main Street

Chute-à-Blondeau, Ontario
(613) 632-8393

The 1994 study showed that service provided in French at this postal outlet was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

The auditor made two telephone calls to (613) 632-8393, the number listed in the local telephone directory. On each call, the greeting was in French only and the service provided in French was very good.

Exterior and interior signage was in both official languages. Documentation was available in both official languages, but both (English and French) versions were not featured. Furthermore, the point of service displays neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

When our auditor visited this point of service, he was greeted in French only and he received very good quality service in French.

The postal outlet has two employees and both are bilingual. However, the staff's awareness of their linguistic obligations was quite limited. The point of service has no contact with the minority official language community. That responsibility falls to CPC management.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view of the public at reception so that members of the public know that the postal outlet provides service in both official languages;
3. ensure, within two months after the publication of this report, that documentation intended for the public is displayed in such a way as to reflect the two-language service capability of this point of service;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. officially inform employees, within two months after the publication of this report, of their obligation to serve the public in both official languages.

Corporation's Response

In Chute-à-Blondeau, we reminded the operator of his linguistic obligations, particularly with regard to bilingual reception service on the telephone and in person.

The active offer pictogram is now on display.

Commissioner's Comments

The COL believes that the Corporation should try to implement Recommendation No. 3 within the required time.

Canada Post Corporation

48 Queen Street
Crysler, Ontario
(613) 987-2850

In 1994, we received, very good quality service in French at this office. The 1999 follow-up shows that the quality of the service remains the same.

We made two telephone calls to (613) 987-2850, the number listed in the local telephone directory. A two-language greeting was used on both calls and the service provided in French was very good.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were

available in both official languages. The CPC pictogram was displayed in full view of the public.

During his on-site visit, our auditor was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office has four employees, three of whom are bilingual. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. The office has no contact with the minority official language community. That responsibility falls to CPC management.

This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

In Crysler, we reminded the operator of his linguistic obligations, particularly with regard to bilingual reception service on the telephone and in person.

Canada Post Corporation

Voyer's Red & White
Highway 94
Corbeil, Ontario

At the time of our 1994 study, service provided in French at this postal outlet was of very good quality. The 1999 follow-up shows that the quality of the service remains the same.

Exterior and interior signage was in both official languages. Forms intended for the public were available in both official languages. However, the point of service displays neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

When our auditor visited the postal outlet, he was greeted in both official languages and service in French was of very good quality.

The point of service has two employees and both are bilingual. Staff are aware of their linguistic obligations. In addition, the manager has frequent contact with the Francophone community.

This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view so that members of the public know that the postal station provides service in both official languages.

Corporation's Response

The pictogram is now on display in Corbeil.

Canada Post Corporation

32-10th Street
Earlton, Ontario

When we audited this office in 1994, service provided in French was of very good quality. The 1999 follow-up shows that the quality of the service remains the same. Only active offer of service in both languages is lacking.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, our auditor was greeted in English only. However, he received very good quality service in French.

This office has three employees and all three are bilingual. However, there is only one position designated bilingual. Staff have been made aware of the offices obligations through directives and meetings. This office has regular contact with representatives of the French-speaking community.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

We reminded the Earlton employees that they should actively offer bilingual services at all times.

Canada Post Corporation

Village Video & Books
Main Street
Glen Robertson, Ontario

The 1994 study revealed that service in French at this postal outlet was of poor quality. The 1999 follow-up shows that the situation has not improved.

No telephone number is listed for this postal outlet.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. However, the point of service displays neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

When our auditor visited this point of service, he was greeted in English only and service could not be provided in French. Furthermore, the employee did not seek assistance from a bilingual colleague to provide service in French.

The postal outlet has three employees and only one fills a position requiring knowledge of both official languages -- this bilingual employee was absent at the time of our visit. Staff are aware of their linguistic obligations. This point of service has no contact with the minority official language community. That responsibility falls to CPC management.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view of the public at reception so that members of the public know that the postal station provides service in both official languages;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, as soon as possible and within three months after the publication of this report, that this point of service is able to provide services in person in both official languages, at all times;
4. ensure, within two months after the publication of this report, that non-bilingual employees of this point of service follow established procedures for referring (in French) French-speaking clients to their bilingual

colleagues.

Corporation's Response

In Glen Robertson, we reminded the operator of his linguistic obligations, particularly with regard to bilingual reception service on the telephone and in person.

The active offer pictogram is now on display.

The person in charge of the outlet during the morning may be unilingual. We have asked that reception service be in the two languages at all times and that customers who want to obtain a service in the other language be directed to bilingual individuals.

Canada Post Corporation

Hallmark Eaton Centre
55 Windham Street N
Guelph, Ontario

This postal outlet was not part of the 1994 study. The 1999 audit shows that it must improve its delivery of service in French.

No telephone number is listed for this point of service.

Exterior and interior signage was in both official languages, except for home-made signs. Documentation was available in both official languages, but only the English version was featured. In addition, the point of service displays neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

During his on-site visit, our auditor was greeted in English only. However, he received adequate service in French.

The postal outlet has four employees and only one fills a position requiring knowledge of both official languages. Staff have been informed of their linguistic obligations.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that all signage at the point of service is in both official languages, including home-made signs;
2. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view of the public at reception so that members of the public know that the postal outlet provides service in both official languages;
3. ensure, within two months after the publication of this report, that documentation intended for the public is displayed in such a way as to reflect the two-language service capability of this point of service;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this point of service is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Corporation's Response

In Guelph, we have made the corrections required in response to the first three recommendations on panels and documentation. As well, we have reminded the bilingual employee to always greet customers in English and French. We will continue to assess the bilingual human resource requirements at this outlet.

Canada Post Corporation

21, 9th Street

Hearst, Ontario

We did not examine the service provided in French at this office in 1994. The 1999 study shows that the office provides very good service in French.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in both official languages and service in French was very good.

This office has 10 employees, all of whom are bilingual. Staff are aware of the office's linguistic obligations. This office maintains contact with representatives of the French-speaking community.

This point of service is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

Canada Post Corporation

G & C's Variety
660 Gleason Avenue
Holtyre, Ontario

When we conducted our study in 1994, service in French at this postal outlet was of very good quality. The 1999 follow-up shows that the quality of the service remains the same.

Exterior and interior signage was in both official languages. However, the office displayed neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

During his on-site visit, our auditor was greeted in both official languages and service in French was adequate.

This point of service has one employee and she is bilingual. She is aware of her linguistic obligations and maintains contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting the lack of a pictogram. This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view of the public.

Corporation's Response

The active service pictogram has been ordered for the Holtyre office.

Canada Post Corporation

Market Square Postal Outlet
25 Frederick Street
Kitchener, Ontario

The 1994 study showed that service in French at this postal outlet was of poor quality. The 1999 follow-up shows that the situation has improved. However, additional improvements are needed.

No telephone number is listed for this point of service.

Exterior and interior signage was in both official languages, except for a few home-made signs. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view of the public.

During his on-site visit, our auditor was greeted in English only. However, he received adequate service in French. One of the two employees at this postal outlet is bilingual. Staff are aware of their linguistic obligations.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that all signage is in both official languages, including home-made signs;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

All the unilingual "house" panels in Kitchener have been corrected. We have reminded the employees of the importance of the active offer of service in the two languages.

Canada Post Corporation

114 Forestry Road
Longlac, Ontario

At the time of our 1994 study, service provided in French was of very good quality. The 1999 follow-up shows that the quality of the service remains the same.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

When our auditor visited this office, he was greeted in both official languages and service in French was very good.

This office has five employees and all are bilingual. Office staff have been informed of their linguistic obligations. This office has regular contact with representatives of the French-speaking community.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

Canada Post Corporation

361 MacDougall Street
Matheson, Ontario

The 1994 study revealed that this office was unable to provide service in French. The 1999 follow-up shows that the situation has improved considerably.

Exterior and interior signage was in both official languages, as were documentation and forms. However, the office displays neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

During his on-site visit, the auditor was greeted in both official languages and service in French was of very good quality.

This office has three employees, two of whom are bilingual. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office maintains contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting the lack of a pictogram. This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view of the public at reception so that members of the public know that the postal outlet provides service in both official languages.

Corporation's Response

The active offer pictogram has been ordered for the Matheson office.

Canada Post Corporation

Mattice General Store
252 King Street
Mattice, Ontario

During our study in 1994, service provided in French at this postal outlet was of very good quality. The 1999 follow-up shows that the quality of the service remains the same.

No telephone number is listed for this point of service.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view of the public.

During his on-site visit, the auditor was greeted in both official languages and service in French was of very good quality.

The postal outlet has three employees: the postmaster, his spouse and daughter, all of whom are bilingual. They are aware of their linguistic obligations. This point of service also has frequent contact with the Francophone community.

This point of service is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

Canada Post Corporation

General Delivery
Nakina, Ontario

The 1994 study showed that service in French at this office was of poor quality. The 1999 follow-up reveals that service in French is now of very good quality.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in both official languages and service in French was of very good quality.

This office has two employees; both are bilingual. Employees have been informed of their linguistic obligations. This office maintains contact with representatives of the French-speaking community.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

Canada Post Corporation

4500 Queen Street
Niagara Falls, Ontario

We did not examine the service provided in French at this office in our 1994 study. The 1999 audit shows that it is unable to provide service in French.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. However, the office displays neither the TBS pictogram nor the Corporation logo to

indicate that it provides service in English and in French.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French. Furthermore, the employee did not seek assistance from a bilingual colleague to provide services in French.

The office has five employees and only one is bilingual. Staff have been informed of the office's linguistic obligations at meetings.

We would like to point out that our auditor was adequately referred to this postal outlet when he asked for service in French in the postal outlet located at 4388, Queen Street (Gold's Variety, which is not designated to provide service in both official languages).

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed in full view of the public at reception so that members of the public know that the postal outlet provides service in both official languages;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
4. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for referring (in French) French-speaking clients to their bilingual colleagues;
5. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Corporation's Response

In Niagara Falls, we will maintain the current linguistic capability of the Corporation's office until we can find a franchise willing to offer services in the two languages. We believe that this process can be successfully completed within six months.

Commissioner's Comments

Until Canada Post Corporation finds another franchise, the COL believes that the Corporation should take more energetic steps to implement the recommendations that have been made. The COL would like to be informed of the steps taken in this regard in the three months subsequent to the publication of this report.

Canada Post Corporation

162 Pembroke Street East
Pembroke, Ontario

At the time of our 1994 study, this office was not able to provide service in French. The 1999 follow-up shows that the situation has not changed.

Two telephone calls were made to (615) 732-2411. On each call, the greeting was in English only. In both cases, service in French was not available.

Exterior and interior signage was in both official languages, with the exception of a home-made sign, on the west side of the building, inviting clients to use the other entrance for counter services. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view of the public.

During his on-site visit, the auditor was greeted in English only and adequate service could not be provided in French.

Only one of the three positions responsible for counter services is bilingual. However, its incumbent, who meets the linguistic requirements of the position, had been on leave for approximately one year -- two-language counter services

have been unavailable during her absence. Furthermore, upon her return, she will resume a work schedule that begins one hour after the start of business hours. Staff are aware of their linguistic obligations.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
3. ensure, within two months after the publication of this report, that all signage at the office is in both official languages, including home-made signs;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
6. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Corporation's Response

In Pembroke, there are two bilingual wicket clerks, one part-time and the other full-time and we have removed the unilingual house sign. However, we are reviewing our bilingual network in this town and we will try to change the linguistic designation of a franchise located downtown. This franchise already has adequate bilingual staff to provide customer services in the two official languages during all working hours. We will provide you with the details within two months.

Canada Post Corporation

Charlebois Grocery
364 McIntyre Street
Ramore, Ontario

The 1994 study revealed that service provided in French at this postal outlet was of very good quality. The 1999 follow-up shows that it has maintained the same quality of service. However, it must greet members of the public in both official languages.

Exterior and interior signage was in both official languages, as were documentation and forms. The Corporation logo was displayed to indicate that it provides service in English and in French.

When our auditor visited this postal outlet, he was greeted in English only. However, he received very good quality service in French.

The staff of this postal outlet consists of: the postmistress, two members of her family and one employee, all of whom are bilingual. They are aware of their linguistic obligations.

This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

The Ramore employees have been reminded that they should offer active bilingual services at all times.

Canada Post Corporation

Épicerie Jean-Gilles Laplante
139 Principale Street
St-Albert, Ontario

The 1994 study showed that service provided in French at this postal outlet was of very good quality. The 1999 audit indicates that it still provides very good service in French. However, the greeting is not in both official languages.

The auditor placed two telephone calls to (613) 987-2049, the number listed in the local telephone directory. The greeting was in French only in both cases. Our auditor received very good service in French, on each call.

Exterior and interior signage was in both official languages. The point of service displayed the CPC pictogram, but not in full view of the public.

During his on-site visit, our auditor was greeted in French only. He received very good quality service in French.

The postal outlet has two employees and both are bilingual. Staff have been informed of their linguistic obligations. The point of service has no contact with the minority official language community. That responsibility falls to CPC management.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that the CPC pictogram is displayed in full view of the public;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

In St-Albert, we reminded the operator of his linguistic obligations, particularly with regard to bilingual reception service on the telephone and in person.

The active offer pictogram is now on display.

Canada Post Corporation

1155 Labrosse Street
St-Eugène, Ontario

At the time of our 1994 study, service provided in French at this office was of very good quality. The 1999 follow-up shows that it still provides very good service in French. However, the greeting is not in both official languages.

Two telephone calls were made to (613) 674-2033, the number listed in the local telephone directory. The greeting was in French only in both cases. Our auditor received very good service in French, on each call.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The CPC pictogram was displayed in full view of the public.

When our auditor visited the office, he was greeted in French only. He received very good quality service in French.

Service at the counter is provided by three bilingual employees, two of whom fill positions requiring knowledge of both

official languages. Office staff are aware of their linguistic obligations. The office has no contact with the minority official language community. That responsibility falls to CPC management.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

In St-Eugène, we reminded the operator of his linguistic obligations, particularly with regard to bilingual reception service on the telephone and in person.

Canada Post Corporation

Highway 11
Val Côté, Ontario

The 1994 study revealed that service provided in French at this postal outlet was of very good quality. The 1999 follow-up shows that the quality of the service remains the same.

No telephone number is listed for this point of service.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, our auditor was greeted in both official languages and service in French was very good.

The postal outlet has only one employee, the postmistress, who is bilingual. She is aware of her linguistic obligations and she has frequent contact with the Francophone community.

This point of service is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

Canada Post Corporation

22 Webster Street
Virginiatown, Ontario

The 1994 study showed that service in French at this office was of poor quality. The 1999 follow-up reveals that the situation has improved considerably.

Exterior and interior signage was in both official languages, as were documentation and forms. However, the office displays neither the TBS pictogram nor the Corporation logo to indicate that it provides service in English and in French.

When our auditor visited the office, he was greeted in English only. However, he received adequate service in French.

One (the postmaster) of the two employees of this office is bilingual. Employees are aware of their linguistic obligations. This office maintains contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting the lack of a pictogram.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Post Corporation:

1. ensure, within two months after the publication of this report, that the TBS pictogram or CPC logo is displayed

- in full view of the public at reception so that members of the public know that the postal outlet provides service in both official languages;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

The active offer pictogram has been ordered for the Virginiatown office.

The employees have been reminded that they should actively offer bilingual services at all times.

Canada Mortgage and Housing Corporation (15745)

Branch Office
350 King Street East
Suite 202
Hamilton, Ontario
(905) 527-2642

When we conducted our study in 1994, this office was unable to provide service in French. The 1999 follow-up shows that the situation has not improved.

Two telephone calls were made to the local office number, which is not listed correctly in the TBS directory of federal offices designated bilingual. On his first call, our auditor was greeted in English only, but he subsequently received satisfactorily service in French. For the second case, greeting and call transfer to a voice mailbox were in English. The recorded message was also in English only. After another call transfer, the auditor finally obtained very good service in French.

Exterior signage was in both official languages, but interior signage was in English only. Forms intended for the public were available in both official languages. However, documentation was not available in both official languages. The TBS pictogram was displayed in full view of the public.

During his on-site visit, our auditor was greeted in English only. However, as soon as he expressed his language preference, he received very good service in French.

One of the 36 employees at this office fills a position requiring proficiency in both languages (at the intermediate level). The incumbent of this bilingual position exceeds the linguistic requirements. Staff were unaware that the office is designated bilingual. This office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canada Mortgage and Housing Corporation:

1. inform TBS immediately of the appropriate telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
4. ensure, within two months after the publication of this report, that all interior signage at the office is in both official languages;
5. ensure, within two months after the publication of this report, that all documentation intended for the public is available in both official languages;

6. officially inform employees, within two months of the publication of this report, of their obligation to serve the public in both official languages;
7. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Corporation's Response

We will inform TBS by February 29, 2000, at the latest, of all the Hamilton Office telephone numbers that should be listed in the directory of federal offices.

By the end of February, written directives will be sent to our employees to facilitate the forwarding, in French, of all calls from Francophone clients to bilingual colleagues. All employees of the Hamilton Office will have available a list of the telephone numbers of employees occupying a bilingual position.

All signage is currently in the two official languages.

All documentation intended for the public is available in the two official languages.

By the end of February, a pre-set format for reception service will be provided to our Anglophone employees. This format will encourage the public to communicate with the employees in French or English.

By the end of January, a memorandum will be sent to all Hamilton Office employees to notify them of their obligation to provide services to the public in the two official languages.

By the end of February, we will have contacted the local French-speaking community and informed its members of the services provided by the Office.

Canada Mortgage and Housing Corporation (92001)

Ontario Regional Office
100 Sheppard Avenue East
Suite 500
North York, Ontario
(416) 221-2642

At the time of our 1994 study, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

We made two telephone calls to this office. A two-language greeting was used on both calls and service provided in French was of very good quality.

Exterior and interior signage was in both official languages, except for one sign on a display case. Documentation and forms intended for the public were available in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office has 190 employees, 12 of whom fill bilingual positions. Also, eight employees whose positions require knowledge of English only in fact have superior-level skills in French. Bilingual positions require the superior or the intermediate level of language proficiency in both official languages. Most of the incumbents of bilingual positions meet the linguistic requirements. Office staff are aware of their linguistic obligations. However, this office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

RECOMMENDATIONS

The Commissioner therefore recommends that Canada Mortgage and Housing Corporation:

1. ensure, within two months after the publication of this report, that all signage at the office is in both official languages;
2. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Corporation's Response

All signage is currently in the two official languages.

The TBS pictogram has been set up in full public view.

By the end of February, a pre-set format in the two official languages will be made available to our employees at reception. This format will encourage the public to communicate with employees in French or English. Calls will be forwarded to the appropriate employees.

By the end of February, we will have contacted the local French-speaking community and informed its members of the services provided by the Office.

Canadian Broadcasting Corporation (1665)

English and French Television and Radio
CBE/CBET and CBEF
825 Riverside Drive West
Windsor, Ontario
(519) 255-3411

When we audited this office in 1994, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

We made two telephone calls to (519) 255-3411, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. The recorded message was in both official languages on each call and service provided subsequently in French was of very good quality. However, on both calls, the receptionist greeted our auditor in English only.

Exterior and interior signage was in both official languages, with the exception of a few home-made signs. Documentation and forms intended for the public were available in English and in French. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, our auditor was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office, which is made up of English and French units, has 85 employees, 14 of whom are bilingual. Only the receptionist position requires proficiency in both languages (at the superior level). The incumbent meets the linguistic requirements. Office staff are aware of their linguistic obligations. This office has regular contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that the Canadian Broadcasting Corporation:

1. ensure, within two months after the publication of this report, that all signage at the office is in both official languages, including home-made signs;
2. ensure, within two months after the publication of this report, that employees who answer the telephone or

who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Corporation's Response

By January 3, 2000:

All signage, including our home-made signs, will be in English and French.

Anyone answering the phone at the switchboard or greeting visitors at the reception area will greet the public in French and English.

Canadian Food Inspection Agency (88003)

Ontario Regional Office
174 Stone Road West
Guelph, Ontario
N1G 4S9
(519) 837-9400

When we conducted our study in 1994, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated.

We made two telephone calls to this office. A two-language greeting was used on both calls and service provided in French was of very good quality. However, the auditor had to insist both times to obtain service in French.

Exterior and interior signage was in both official languages, as were documentation and forms. The office displayed the TBS pictogram, but not in full view of the public.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French. Furthermore, the employee did not seek assistance from a bilingual colleague to provide services in French.

This office has 16 employees, four of whom are bilingual. Bilingual positions require the superior or the intermediate level of language proficiency in both official languages. All incumbents of bilingual positions meet or exceed the linguistic requirements. Office staff are aware of their linguistic obligations. This office maintains contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that Canadian Food Inspection Agency:

1. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
4. ensure, within two months after the publication of this report, that employees follow established procedures for transferring calls from French-speaking clients to their bilingual colleagues;
5. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for referring (in French) French-speaking clients to their bilingual colleagues.

Agency's Response

The TBS pictogram has been placed in full view of the public.

Employees working at the reception desk have been informed that they must greet the public in both official languages.

They have been provided with a list of bilingual employees and a guide to enable them to refer French-speaking clients to bilingual colleagues.

**Canadian Food Inspection Agency
(30465)**

70 King Street North
Waterloo, Ontario
N2J 2X1
(519) 886 6625

In 1994 study, this office was not able to provide service in French. The 1999 follow-up shows that the situation has not changed.

Two telephone calls were made to (519) 886-6625. On each call, the greeting was in English only, as was the recorded message asking callers to leave their name and telephone number so that someone could return their call. We have also noted that the office telephone number is different from the one listed in the directory of federal offices designated to provide services in both official languages.

An English-only sign asking visitors to call prior to their visit was posted on the door. Interior signage was also in English only and the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages. However, documentation and forms intended for the public were available in both official languages.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French.

The office has only one position and it is designated English-essential. The incumbent was unaware that the office is designated bilingual.

RECOMMENDATIONS

The Commissioner therefore recommends that Canadian Food Inspection Agency:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. inform TBS immediately of the appropriate telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
3. ensure, within two months after the publication of this report, the recorded telephone message is in both official languages;
4. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. ensure, within two months after the publication of this report, that all signage at the office is in both official languages;
6. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
7. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
8. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
9. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service over the telephone and in person of equivalent quality in both English and French;
10. officially inform employees, within two months after the publication of this report, of their obligation to serve the public in both official languages.

Agency's Response

The TBS pictogram is now displayed and the recorded telephone message is in both official languages.

Administrative arrangements have been made to refer French-speaking clients to our Guelph office. The officer has also been provided with a guide to greeting and referring French-speaking clients to our Guelph office. When this position becomes vacant, the linguistic profile will be reviewed accordingly.

Commissioner's Comments

The COL is of the opinion that the Canadian Food Inspection Agency should also undertake specifically to address Recommendations 2 and 5 within the prescribed time frames.

Canadian Heritage (16585)

Ontario Regional Office
4900 Yonge Street
Willowdale, Ontario
(416) 973-5400

When we audited this office in 1994, service in French at this office was of good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

There is an English-only recorded message at (416) 954-9243, the number listed in the TBS directory of federal offices designated bilingual, which directs callers to (416) 973-5400. Auditors made two telephone calls to (416) 973-5400. Each time, the greeting and the call transfer were in English only. However, on each call our auditor finally received service in French of very good quality.

The office address and telephone number are different from those listed in the directory of federal offices designated to provide services in both official languages.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, our auditor was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office has in Toronto 29 positions which require the superior or the intermediate level of language proficiency in both official languages. All incumbents of bilingual positions meet or exceed the linguistic requirements. Office staff are aware of their linguistic obligations. This office maintains contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Canadian Heritage:

1. inform TBS immediately of the appropriate address and telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that the recorded message at (416) 954-9243 is in both official languages;
3. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues.

Department's Response

As noted in the draft Report, the Regional Executive Director of our Ontario office has already taken measures aimed at correcting deficiencies in providing services in French.

The Receptionist and other front-line staff in the Ontario office now consistently greet callers and visitors in both English and French. Once the visitor or caller expresses their preference to receive service in French, every effort is made to provide service in French of the utmost quality.

Regarding the English-only recorded message at (416) 954-9243, this is a Bell Canada automated message informing callers that the number is out of service. We have requested that Bell Canada add a French recorded message as well, until such time as the number is discontinued.

We will also ensure that the Ontario office address and telephone number are listed correctly in the directory of federal offices designated to provide services in both official languages.

We are pleased that the investigator found that signage, as well as documentation and forms, at our Ontario office were in both official languages. We are also pleased that during the investigators on-site visit, he received very good quality service in French from our Ontario staff. We will strive to ensure that this continues.

Citizenship and Immigration Canada

Court of Canadian Citizenship
415 Talbot Street
9th Floor
London, Ontario
1 888 242-2100

We did not examine the service provided in French by this office in our 1994 study. The 1999 audit shows that it is unable to offer service in French. The organization must act promptly to correct the situation.

Our auditor placed two telephone calls to 1 888 242-2100, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. The recorded message was in both official languages. The auditor chose to speak to an employee by pressing the appropriate button. After an English-only call transfer, he received very good service in French.

Exterior and interior signage was in both official languages, except for a few signs. Documentation and forms intended for the public were available in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French.

The office has 14 employees, but none of the positions requires knowledge of both official languages. Staff did not seem to fully understand the requirements of the OLA nor their obligations in matters of services in both English and French. Staff were unaware that the office is designated bilingual.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Citizenship and Immigration Canada:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
3. ensure, within two months after the publication of this report, that all signage at the office is in both official languages;

4. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
5. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
6. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
7. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
8. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service over the telephone and in person of equivalent quality in both English and French;
9. officially inform employees, within two months after the publication of this report, of their obligation to serve the public in both official languages.

Department's Response

The Department has made temporary arrangements with other institutions in the same building to ensure that front line services are available in French. The London office also has an agreement with bilingual staff at other sites in the Ontario Central management area of Citizenship and Immigration to provide service in French. In the long term, a bilingual employee will be placed in the London office. There will be one bilingual employee out of a staff of 14.

Signage is now in both official languages and the Treasury Board pictogram is displayed in the reception area. Employees have been reminded verbally and in writing to greet members of the public in English and French. Employees who are not bilingual should direct requests from French-speaking members of the public to employees of other institutions who can respond to their requests.

Commissioner's Comments

The Commissioner believes that the Department should ensure that this office has a better bilingual capability in order to serve the public.

Citizenship and Immigration Canada (16072)

Citizenship and Immigration Centre
Lester B. Pearson International Airport
Mississauga, Ontario
(416) 973-4444

At the time of our 1994 study, service provided in French at this office left something to be desired. The 1999 follow-up shows that the situation has not improved.

The auditor made two telephone calls to (416) 973-4444, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. The recorded message was in both official languages. The auditor chose to speak to an employee by pressing the appropriate button. After an English-only call transfer, he obtained service in French of very good quality.

Interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, our auditor was greeted in English only at both Terminal 2 and Terminal 3 and service could not be provided in French.

Only six of the 140 employees at this office fill positions requiring knowledge of both official languages. Bilingual positions require a superior level of proficiency in both languages and incumbents meet the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at

meetings.

RECOMMENDATIONS

The Commissioner therefore recommends that Citizenship and Immigration Canada:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
3. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
4. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Department's Response

Management of this office has reminded employees of the importance of actively offering service in both official languages. The Department is now trying to recruit bilingual staff in order to ensure delivery of service. As an interim measure, staff at the Canada Customs and Revenue Agency will assist Citizenship and Immigration to provide service in both languages.

The Department has also given unilingual employees telephone technique cards for transferring calls from French-speaking clients to bilingual employees.

Citizenship and Immigration Canada (2793)

Canada Immigration Centre
Port of Entry Rainbow Bridge
5660 Falls Avenue
Niagara Falls, Ontario
L2E 3P7
1 888 242-2100
(905) 354-6043

The 1994 study revealed that this office was unable to provide service in French. The 1999 follow-up shows that the situation has improved.

We made two telephone calls to this office. The first was made to 1 888 242-2100, the number listed in the TBS directory of federal offices designated bilingual. The recorded message asking callers to dial another number was in both official languages. In the second case, the call was made to (354-6043), the number listed in the local telephone directory for this office. A two-language greeting was used on only one of the two calls. Our auditor did obtain adequate service in French on both calls.

Exterior signage was in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in English only. However, he received adequate service in French. It should be noted that this office is temporarily located in a trailer.

This office has 22 employees, three of whom are bilingual. Bilingual positions require the intermediate level of proficiency in both languages and incumbents meet or exceed the linguistic requirements. Office staff are aware of their linguistic obligations.

RECOMMENDATIONS

The Commissioner therefore recommends that Citizenship and Immigration Canada:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

Employees who answer the telephone, as well as those who meet the public, have been reminded to use a bilingual form of greeting. The Treasury Board pictogram is now displayed at Rainbow Bridge.

Citizenship and Immigration Canada (16066)

Citizenship and Immigration Centre
Room 327
19 Lisgar Street
Sudbury, Ontario
P3E 3L4
1 888 242-2100
(416) 973-4444

When we conducted our study in 1994, service in French at this office was of very good quality, both over the telephone and in person. The 1999 follow-up shows that the situation has deteriorated. Service in person is still of very good quality, but the office was unable to provide the service in French over the telephone.

Our auditor placed two telephone calls to 1 888 242-2100, the number listed in the TBS directory of federal offices designated bilingual. The recorded message asking callers to dial (416) 973-4444 was in both official languages. The auditor called this number twice and a two-language greeting was used on both calls. However, both times service in French was unavailable -- on his second call, he hung-up the phone after waiting, without success, 12 minutes for a bilingual employee.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in both official languages and service in French was of very good quality.

This office has three employees, two of whom are bilingual. The two bilingual positions require a superior level of proficiency in both languages and incumbents meet or exceed the linguistic requirements. Staff were informed of the office's linguistic obligations. This office maintains contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that Citizenship and Immigration Canada:

1. ensure, within two months after the publication of this report, that the 1 888 242-2100 number directs members of the public to a number where employees are able to offer services in both official languages at all times;
2. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues.

Department's Response

The two telephone numbers, 1-888-242-2100 and 416-973-4444, are for the Call Centre in Toronto, where callers can choose service in English or French.

According to the Department, the present telephone system does not allow an employee in either Sudbury or Toronto to communicate with a client before transferring the call. As the Commissioner's investigators noted, service in both official languages at the Sudbury office is of very high quality; therefore, telephone service at this office is also excellent.

**Environment Canada
(16122)**

Environmental Services Branch
North Bay, Ontario
Weather Forecasts (recorded message)
(705) 472-1167 (English)
(705) 472-9110 (French)

In 1994, service in French at this office was of very good quality.

Our 1999 follow-up revealed that the office had closed. However, weather forecasts are provided by means of automated answering devices and services offered in French at (705) 472-1167 are of excellent quality and fully comparable to those offered in English.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

**Environment Canada
(16116)**

Environmental Services Branch
Ontario Regional Office
4905 Dufferin Street
Toronto (Ontario)
Environmental Protection/Environmental Emergencies: (416) 346-1971
(24-hour service)

When we conducted our study in 1994, this office was unable to provide service in French. The 1999 review shows that the situation leaves a lot to be desired and that improvements are needed.

Our auditor placed two telephone calls to (416) 346-1971, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. The greeting was in English only in both cases. The auditor subsequently received very good service in French, on each call. Following an agreement, calls at this number are answered by Environment Ontario staff.

Exterior signage was in both official languages. Inside, signage was in English only and documentation intended for the public was not available in French. In addition, the office did not display the TBS pictogram in the reception area so that members of the public know that it provides service in both official languages. However, the TBS pictogram was displayed in full view of the public in the Communications Sector.

During his on-site visit, the auditor was greeted in English only. However, he received very good quality service in French.

The Environmental Protection Sector has 70 employees and only one fills a position requiring knowledge of both official languages. This bilingual position requires the intermediate level of proficiency in both languages and its incumbent does not yet meet the linguistic requirements. Office staff have been informed of their linguistic obligations.

RECOMMENDATIONS

The Commissioner therefore recommends that Environment Canada:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that all interior signage at the office is in both official languages;
3. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public in the reception area;
4. ensure, within two months after the publication of this report, that all documentation intended for the public is available in both official languages;
5. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
6. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
7. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking.

Department's Response

The regular receptionist answers in both official languages, can transfer calls in French easily and is also in French training. If the call is from the media, she transfers it to one of the bilingual communications officers. The back-up receptionist answers in both official languages and has been given the list of appropriate sentences in French to use when she transfers a call, i.e., un moment, s.v.p., je transfère votre appel, etc.

Recommendations 2, 3, 4, and 5 were completed within the prescribed time frame.

The Communications Manager and six of the staff are bilingual. There are three bilingual communications officers. Non-bilingual employees answer in both official languages and are being trained to follow established procedures when transferring calls from French-speaking clients. We have bilingual cards that show how to greet clients in person or on the phone in both official languages.

Farm Credit Corporation Canada (16195)

1030 Gordon Street
Guelph, Ontario
N1G 4X5
(519) 821-1330

The 1994 study revealed that this office provided satisfactory service in French. Our 1999 follow-up shows that the situation has deteriorated somewhat.

The auditor made three telephone calls to (519) 821-1330, the number listed in the TBS directory of federal offices designated bilingual as well as the local telephone directory. A two-language greeting was used each time. Service in French was available only once -- however, it was of very good quality.

Exterior and interior signage was in both official languages, except for the sign displaying the office address. Documentation and forms were available in both official languages. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only. However, he received very good quality service in French.

This office (which is in a downsizing process) has 17 employees, six of whom are bilingual. All incumbents of bilingual positions meet the linguistic requirements. Office staff have been informed of their linguistic obligations.

It should be noted that the manager has already taken measure aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Farm Credit Corporation Canada:

1. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
2. ensure, within two months after the publication of this report, that all signage at the office is in both official languages;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure that, after its reorganization, the number of bilingual positions and employees at this office is still sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

At the time this report was being finalized, Farm Credit Corporation had not provided us with its comments.

Fisheries and Oceans (91209)

Hydrographic Bayfield Institute for Marine Science and Surveys
867 Lakeshore Road
Burlington, Ontario
Navigation Charts
(905) 336-4812

At the time of our 1994 study, service in French at this office was of poor quality. The 1999 follow-up shows that the situation has not improved.

Two telephone calls were made to the local office number, which is listed in the TBS directory of federal offices designated bilingual. On his first call, our auditor was greeted in English only and service in French was not available. On the second call, an automated system offered the caller all its options in the two official languages.

Exterior and interior signage was in both official languages, as was documentation. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in English only and service could not be provided in French.

The office has 80 employees and only two fill positions requiring knowledge of both official languages. Positions require the intermediate level of proficiency in both languages. Incumbents of bilingual positions exceed the linguistic requirements. Office staff have been informed of their linguistic obligations.

RECOMMENDATIONS

The Commissioner therefore recommends that Fisheries and Oceans:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
3. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
4. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
5. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
6. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow

established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;

7. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Department's Response

The Canadian Hydrographic Services (CHS) has established a fully bilingual, automated system that greets callers to its local (905) 336-4812 and 1-877-CHS-LINX phone numbers. These are now the only two numbers used for the CHS in the many Central and Arctic Region telephone book Blue Pages. Callers using these phone numbers and wishing service in French are forwarded to a dedicated French language telephone, operated by a bilingual employee.

Through the establishment of the automated system described above telephone service is now provided in both official languages at all times.

This office can provide service, in person, in both official languages at all times, through its own bilingual staff (two) and through other DFO bilingual employees in the building (i.e. Communications, Science, Habitat Management).

A TBS pictogram has been ordered and will be displayed appropriately in the CHS offices.

CHS employees that meet the public at various venues such as boat shows are now prepared with a bilingual greeting and bilingual business service cards. In areas where we are likely to meet French-speaking clients, bilingual CHS employees from Headquarters (Ottawa) or Laurentian Region (Mont-Joli) are requested to assist

Instructions have been provided to all non-bilingual employees of this office in order to transfer (in French) calls from French-speaking clients to our dedicated French language telephone.

CHS Central and Arctic Region recently (Feb. 1999) staffed a new bilingual position, bringing its total to two. Further bilingual appointments will be encouraged in future staffing endeavours. In the short term, CHS will ensure that French-speaking clients receive quality service through the existing CHS bilingual employees and other DFO bilingual employees in the building (i.e. Communications, Science, Habitat Management).

Fisheries and Oceans (30509)

Toll-free number
Canadian Coast Guard
Search and Rescue: Vessels
370 Dalhousie Street
Amherstburg, Ontario
1 800 267-7270

This office was not included in our 1994 study. The 1999 review shows that the use of a two-language greeting was lacking.

Our auditor placed two telephone calls to 1 800 267-7270, which is listed in the TBS directory of federal offices designated bilingual. On his first call, the auditor was greeted in English only. The employee then provided the auditor with satisfactory service in French. The same situation occurred on the second call.

RECOMMENDATION

The Commissioner therefore recommends that Fisheries and Oceans:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

The Amherstburg SAR Station is a seasonal operation that will closed at the end of December 1999 and will reopen in April 2000. Remedial steps to ensure a two-language greeting will be in place prior to the reopening of the station. Employees will be prepared with a bilingual greeting and bilingual business service card.

Health Canada (88015)

Policy and Consultation Branch
25 St-Clair Avenue East
4th Floor
Toronto, Ontario
M4T 1M2
(416) 973-4390

The 1994 study revealed that service in French at this office was of poor quality. The 1999 follow-up shows that the situation has improved considerably.

Our auditor called this office twice. The first call was made to (416) 973-4390, the number listed in the TBS directory of federal offices designated bilingual. The recorded message was in both official languages. The auditor chose to speak with an attendant, who greeted him in English only. He subsequently obtained very good quality service in French. In the second case, he dialed (613) 957-2991. The greeting was in both official languages and service in French was of very good quality.

Exterior and interior signage was in both official languages, as were documentation and forms. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in English only. As soon as he expressed his language preference, he received very good quality service in French.

This office has two employees and both are bilingual. Positions require the superior or the intermediate level of language proficiency in both official languages and incumbents meet or exceed the linguistic requirements. Office staff are aware of their linguistic obligations. This office has regular contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that Health Canada:

1. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
2. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

We have split the responsibilities of these two positions. The Policy and Consultation Branch is responsible for answering requests for information by telephone and for distributing publications. Reception is now the responsibility of the Corporate Services Branch, whose direct telephone number is (416) 973-5649.

We have taken the measures required to implement these recommendations and assure you that, in future, members of the public will be greeted in person and on the telephone in both official languages by the reception clerk. We have also displayed the Treasury Board Secretariat symbol in a location where it is clearly visible to the public.

(15889)

Human Resources Centre of Canada
1 North Front Street
Belleville, Ontario
K8N 5E2
(613) 969-3350

During our 1994 study, this office provided good service in French. The 1999 follow-up shows that the situation has considerably deteriorated.

We made two telephone calls to (613) 969-3350, the number listed in the TBS directory of federal offices designated bilingual. On the first call, the auditor heard a recorded message in English only; this message included reference to access service in French. An employee greeted him in English only at the end of this message; he was transferred to a bilingual employee who served him well in French following his request for service in that language. In his second call, he pressed for service in French. The auditor heard a recording in that language which led him to chose Employment information by pressing a second button; this time he reached a message in English only requesting that he leave his name and telephone number. He declined to do so.

Exterior signage and forms intended for the public were in both official languages. Interior signage as well as documentation were in English only. Furthermore, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages. The TBS directory had not been updated to reflect the address of the building currently housing this facility.

When our auditor visited the office, he was greeted in English only and service was not provided in French.

This point of service and its four satellite offices have 60 staff members, 45 of whom work in the Belleville site. Only two of the total number of positions are bilingual; its incumbents meet or exceed the intermediate level of language skills required for the positions. Staff have been informed of the office's linguistic obligations. This office maintains contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. inform TBS immediately of the appropriate address to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
4. ensure, within two months after the publication of this report, that all interior signage at the office is in both official languages;
5. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
6. ensure, within two months after the publication of this report, that all documentation intended for the public is available in both official languages;
7. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
8. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
9. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
10. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Department's Response

Since your auditors last visit, the number of Treasury Board Secretariats (TBS) pictograms has been increased and displayed in full view of the public in all the offices visited. All interior signage, including home-made signs, forms, publications and documentation for the public are now in both official languages and the TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

Commissioner's Comments

The COL notes the measures taken for providing service in both official languages. However, she is of the opinion that the Department should undertake specifically to address Recommendation 10 within the prescribed time frames.

Human Resources Development Canada (2397)

Human Resources Centre of Canada
58 Dalhousie Street
Room 211
Brantford, Ontario
1 800 277-9915
(519) 751-6500

The 1994 study revealed that service in French at this office was of poor quality. The 1999 follow-up shows that the situation has not improved.

Our auditor placed two telephone calls. The first was made to 1-800-277-9915, the number for the call centre. The recorded message was in both official languages. We have noted that the number listed in the directory of federal offices designated to provide services in both official languages is no longer in service. In the second case, the call was made to (519) 751-6500, the number listed in the local telephone directory. Service in French was unavailable at this number.

Exterior and interior signage was in both official languages, except for home-made signs. Documentation and forms intended for the public were available in English and French. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

During his on-site visit, our auditor was greeted in English only. As soon as he expressed his language preference, he received very good quality service in French. However, the auditor had to wait for ten minutes -- this is unacceptable -- to obtain service in French.

The office has 51 employees, but none of the positions requires knowledge of both official languages. However, a few employees whose positions require knowledge of English only in fact have skills in French. Office staff are aware of their linguistic obligations. This office has regular contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. inform TBS immediately of the appropriate telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
3. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, as soon as possible and within three months after the publication of this report, that this office is able

- to provide service over the telephone in both official languages at all times;
5. ensure, within two months after the publication of this report, that all signage at the office is in both official languages, including in-house signs;
 6. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
 7. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
 8. ensure, within two months after the publication of this report, that non-bilingual employees at this office, including staff at the reception area who are the first point of contact with the public, follow established procedures for referring (in French) French-speaking clients to bilingual staff;
 9. ensure, as soon as possible and within two months after the publication of this report, that this office is able to provide services in person of equivalent quality in both official languages and in just as timely a fashion in French as in English;
 10. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service over the telephone and in person of equivalent quality in both English and French.

Department's Response

Since your auditors last visit, the number of Treasury Board Secretariats (TBS) pictograms has been increased and displayed in full view of the public in all the offices visited. All interior signage, including home-made signs, forms, publications and documentation for the public are now in both official languages and the TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

The last recommendation is more difficult to address. The office has taken steps to promote institutional bilingualism by ensuring that all employees are aware of the procedures to take when a Francophone client visits the office, and is definitely considering recruiting more bilingual employees once it is in a position to do so. In the interim, effective administrative arrangements are being put in place to provide service over the telephone and in person of equivalent quality in both English and French.

Commissioner's Comments

The COL would like to be informed, within two months after publication of this report, of the interim measures taken by the Department to provide service in both official languages pending the establishment of a permanent capability. The COL would also like to be informed within the same time frame of the Department's longer-range plan for achieving such capability.

Human Resources Development Canada (3014)

Human Resources Centre of Canada
73 Water North Street
Cambridge, Ontario
N1R 5T8
(519) 621-7150

During our 1994 study, service in French at this office was of good quality. The 1999 follow-up shows that the situation has considerably deteriorated.

Two telephone calls were made to the local office number, which is also listed in the TBS directory of federal offices designated bilingual. A two-language greeting was used on both calls. On the first call, the employee indicated that she spoke no French and asked the auditor if he wished to speak with a bilingual employee. She tried to transfer the call to a bilingual colleague, but his line was busy. The same situation occurred on the second call.

Exterior and interior signage was in both official languages, with the exception of a few in-house signs. Documentation and forms intended for the public were available in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

The office has 13 employees and only one position requires proficiency in both languages -- at the superior level. The incumbent meets this linguistic requirement. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office maintains contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
3. ensure, within two months after the publication of this report, that all signage at the office is in both official languages, including in-house signs;
4. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
5. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
6. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
7. ensure, within three months after the publication of this report, that the number of bilingual positions and employees at this office is sufficient to ensure that French-speaking citizens receive quality services in their language in just as timely a fashion as English-speaking citizens.

Department's Response

Since your auditors last visit, the number of Treasury Board Secretariats (TBS) pictograms has been increased and displayed in full view of the public in all the offices visited. All interior signage, including home-made signs, forms, publications and documentation for the public are now in both official languages and the TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

Commissioner's Comments

The COL notes the measures taken for providing service in both official languages. However, she is of the opinion that the Department should undertake specifically to address Recommendations 1 and 7 within the prescribed time frames.

Human Resources Development Canada (15916)

Human Resources Centre of Canada
414 Main Street
Geraldton, Ontario
P0T 1M0

(807) 854-0635

The 1994 study revealed that service provided in French at this office was of very good quality. The 1999 follow-up shows that the quality of the service remains the same.

Our auditor placed two telephone calls to (807) 854-0635, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. A two-language greeting was used on both calls and the service provided in French was very good.

Exterior and interior signage was in both official languages. All documentation and forms in display racks were available in both official languages and French and English versions were featured. The TBS pictogram was displayed in full view of the public.

During his on-site visit, the auditor was greeted in both official languages and service in French was of very good quality.

This office has two positions, both of which are bilingual. The two incumbents meet the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office has regular contact with representatives of the French-speaking community.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

Human Resources Development Canada (15928)

Human Resources Centre of Canada
10 Government Road East
Kirkland Lake, Ontario
P2N 3J8
(705) 567-9205

When we conducted our study in 1994, service in French at this office was of very good quality. The 1999 audit shows that it still provides very good service in French, except for the greeting in person, which is not in both official languages.

Two telephone calls were made to (705) 567-9205, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. A two-language greeting was used on both calls and the service provided in French was very good.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed in full view of the public.

When our auditor visited the office, he was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office has 42 employees, most of whom are bilingual. Bilingual positions require the superior or the intermediate level of language proficiency in both official languages. Most of the incumbents of bilingual positions meet the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office maintains contact with representatives of the French-speaking community.

This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Department of Human Resources Development:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

**Human Resources Development Canada
(92323)**

Income Security Programs
490 Weber Street West
Kitchener, Ontario
1 800 277-9915
(519) 579-1550

In 1994, this office provided good service in French. The 1999 follow-up shows that the situation has considerably deteriorated.

The office address and telephone number are different from those listed in the directory of federal offices designated to provide services in both official languages.

On his first call, the auditor dialed 1 800 277-9915, the number listed in the local telephone directory. A two-language greeting was used and the service provided in French was very good. In the second case, at (519) 579-1550, after a bilingual menu, there was an English-only message stating: "your call is being transferred." The employee who took the call spoke no French.

Exterior signage was in both official languages as were documentation and forms intended for the public. However, interior signage was for the most part in English only.

During his on-site visit, our auditor was greeted in English only and service could not be provided in French. Furthermore, the employee did not seek assistance from a bilingual colleague to provide services in French.

The office has seven employees, but none of the positions requires knowledge of both official languages. Staff were unsure as to the bilingual status of the office. This office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. inform TBS immediately of the appropriate address and telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
3. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
4. ensure, within two months after the publication of this report, that all interior signage at the office is in both official languages;
5. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
6. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
7. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
8. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for referring (in French) French-speaking clients to their bilingual colleagues;

9. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service over the telephone and in person of equivalent quality in both English and French;
10. officially inform employees, within two months after the publication of this report, of their obligation to serve the public in both official languages;
11. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Department's Response

Since your auditors last visit, the number of Treasury Board Secretariats (TBS) pictograms has been increased and displayed in full view of the public in all the offices visited. All interior signage, including home-made signs, forms, publications and documentation for the public are now in both official languages and the TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

Commissioner's Comments

The COL would like to be informed, within two months after publication of this report, of the interim measures taken by the Department to provide service in both official languages pending the establishment of a permanent capability. The COL would also like to be informed within the same time frame of the Department's longer-range plan for achieving such capability.

Human Resources Development Canada

Human Resources Centre of Canada
451 Talbot Street
London, Ontario
N6A 4S7
(519) 645-4580
1 800 808-6352

We did not examine the service provided in French by this office in our 1994 study. The 1999 review shows that improvements are needed.

The auditor made two telephone calls to (519) 645-4580. On each call, the greeting was in English only. In both cases, service in French was not available. On his second call, the auditor was told in English only to dial 1 800 808-6252 to obtain service in French. The appropriate number for services in French is listed neither in the local telephone book, nor in the directory of federal offices designated to provide services in both official languages.

Exterior and interior signage was in both official languages, except for home-made signs. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office has 210 employees, eight of whom are bilingual. Bilingual positions require the intermediate level of proficiency in both languages. All incumbents of bilingual positions meet the linguistic requirements. Office staff are aware of their linguistic obligations. This office has regular contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. ensure that the next issue of the local telephone book lists numbers where services in French are available;
2. inform TBS immediately of the appropriate telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
3. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
5. ensure, within two months after the publication of this report, that all signage at the office is in both official languages, including home-made signs;
6. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
7. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues.

Department's Response

Since your auditors last visit, the number of Treasury Board Secretariats (TBS) pictograms has been increased and displayed in full view of the public in all the offices visited. All interior signage, including home-made signs, forms, publications and documentation for the public are now in both official languages and the TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

Commissioner's Comments

The COL notes the measures taken for providing service in both official languages. However, she is of the opinion that the Department should undertake specifically to address Recommendation 1 within the prescribed time frames.

Human Resources Development Canada (15958)

Human Resources Centre of Canada
141 Lake Street
Pembroke, Ontario
K8A 5L8
(613) 735-0681

At the time of our 1994 study, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

Two telephone calls were made to the number (613) 735-0681 listed in the TBS directory of federal offices designated bilingual. The recorded message was in both official languages. Our auditor chose service in French by pressing the appropriate button. He immediately received very good service in French.

Exterior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

When our auditor visited the office, he was greeted in English only. However, he received very good quality service in French.

The office has 14 employees, three of whom are in bilingual positions which require an intermediate level of language skills. The incumbents meet or exceed these requirements. Staff have been made aware of the offices obligations

through directives and meetings. However, the office has no communications with the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. ensure, within two months after the publication of this report, that all interior signage at the office is in both official languages;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Department's Response

All interior signage is now in both official languages.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice.

Human Resources Development Canada (92322)

Income Security Programs
43 Church Street
St. Catharines, Ontario
1 800 277-9915
1 800 277-9914

The 1994 study revealed that service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

The office address was different from the one listed in the directory of federal offices designated to provide services in both official languages. The office had moved to another location.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed in full view of the public. However, the office's directory in the building lobby was in English only.

During his on-site visit, the auditor was greeted in English only. However, as soon as he expressed his language preference, he received adequate service in French.

This office has six employees, two of whom are bilingual. Bilingual positions require the superior or the intermediate level of language proficiency in both official languages. Incumbents of bilingual positions meet or exceed the linguistic requirements. Office staff are aware of their linguistic obligations. This office maintains contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. inform TBS immediately of the appropriate address to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, within two months after the publication of this report, that the directory in the building lobby list the

office in French as well as in English.

Department's Response

All interior signage is now in both official languages and the TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

Human Resources Development Canada

Income Security Programs
22 Bay Street
Sault Ste. Marie, Ontario
P6A 1Z4
1 800 277-9914

This office was not included in our 1994 study. The 1999 review shows that improvements are needed.

Our auditor placed two telephone calls to 1 800 277-9914, the only number listed in the local telephone book. On each call, the greeting was in English only. In both cases, service in French was not available. The office address and telephone number are different from those listed in the directory of federal offices designated to provide services in both official languages. In addition, telephone number for this office was listed in English only in the local telephone book.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only. However, he received very good quality service in French.

This Centre, which serves the Algoma District has 52 employees, nine of whom are bilingual. All incumbents of bilingual positions meet the linguistic requirements. Staff were informed of the office's linguistic obligations. This office has regular contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. ensure that the next issue of the local telephone book lists in French the office number;
2. inform TBS immediately of the appropriate address and telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
3. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
5. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
6. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for referring (in French) French-speaking clients to their bilingual colleagues.

Department's Response

The TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

Commissioner's Comments

The COL notes the measures taken for providing service in both official languages. However, she is of the opinion that the Department should undertake specifically to address Recommendation 1 within the prescribed time frames.

Human Resources Development Canada

Human Resources Centre of Canada
319 LaSalle Boulevard
Suite 204
Sudbury, Ontario
(705) 670-6600

We did not examine the service provided in French by this office in our 1994 study. The 1999 follow-up shows that only deficiency was an English-only home-made sign.

We made two telephone calls to this office. On the first call, the message on the automated system was in both official languages and allowed callers to select one official language or the other or to speak with an employee. Our auditor chose the last option. Service in French was of very good quality. On the second call, a two-language greeting was used and service in French was also of very good quality.

Exterior and interior signage was in both official languages, except for an home-made sign related to emergency evacuation. Forms intended for the public were available in both official languages. The TBS pictogram was displayed so that members of the public know that it provides service in English and in French. (A pictogram should also be installed on the second floor).

When our auditor visited the office, he was greeted in both official languages and service in French was of very good quality.

This office has 172 employees and 98 are bilingual. Bilingual positions require the superior or the intermediate level of language proficiency in both official languages. All incumbents of bilingual positions meet the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office maintains contact with representatives of the French-speaking community.

This office is complying overall with its linguistic obligations and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that Human Resources Development Canada:

1. ensure, within two months after the publication of this report, that all signage at the office is in both official languages, including home-made signs.

Department's Response

All interior signage is now in both official languages.

Human Resources Development Canada (15981)

Human Resources Centre of Canada
975 Alloy Drive
Thunder Bay, Ontario
P7B 6N5
(807) 346-2000

At the time of our 1994 study, service in French at this office was of good quality. The 1999 follow-up shows that the quality of the service remains the same.

The auditor made two telephone calls to (807) 346-2000, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. A two-language greeting was used on both calls and service provided in French was of very good quality. Call transfer to a bilingual colleague was also made in French.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

Seven of the 67 positions at this Centre require the superior or the intermediate level of language proficiency in both official languages. All incumbents of bilingual positions meet or exceed the linguistic requirements. Office staff are aware of their linguistic obligations. This office has regular contact with representatives of the French-speaking community.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

Treasury Board Secretariats (TBS) pictograms has been increased and displayed in full view of the public.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

Human Resources Development Canada (15989)

Human Resources Centre of Canada
Metro Training Centre
25 St. Clair Avenue East
Room 601
M4T 1M2
Toronto, Ontario
(416) 973-6121

The 1994 study revealed that this office provided good service in French. The 1999 follow-up shows that the situation has considerably deteriorated.

Two telephone calls were made to (416) 973-6121. On each call, the greeting was in English only. In both cases, service in French was not available. We have learned that the telephone number listed in the directory of federal offices designated to provide services in both official languages is not the Training Centre's number.

Part of exterior and interior signage was bilingual. However, there were numerous English-only signs. Forms intended for the public were available in both official languages. On the other hand, documentation was available in English only. Furthermore, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French.

The office has eight employees, but none of the positions requires knowledge of both official languages. Office staff

were informed of their linguistic obligations. This office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

RECOMMENDATIONS

The Commissioner therefore recommends that Human Resources Development Canada:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. inform TBS immediately of the appropriate telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
3. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
5. ensure, within two months after the publication of this report, that all signage at the office is in both official languages;
6. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
7. ensure, within two months after the publication of this report, that all documentation intended for the public is available in both official languages;
8. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
9. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
10. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service over the telephone and in person of equivalent quality in both English and French;
11. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Department's Response

Since your auditors last visit, the number of Treasury Board Secretariats (TBS) pictograms has been increased and displayed in full view of the public in all the offices visited. All interior signage, including home-made signs, forms, publications and documentation for the public are now in both official languages and the TBS directory of federal offices is being updated.

The staff now greet the clients, in person and over the phone, in both official languages to encourage the members of the public to communicate in the official language of their choice. Our employees have also been reminded of their obligation to refer French-speaking clients to bilingual staff in the official language of the clients choice.

As to the recommendations concerning our contacting the French-speaking community to identify its needs and inform its members of the services provided, please be assured that the Toronto Programs Group and the HRCCs in Toronto are in regular contact with the Francophone community.

Commissioner's Comments

The COL would like to be informed, within two months after publication of this report, of the interim measures taken by the Department to provide service in both official languages pending the establishment of a permanent capability. The COL would also like to be informed within the same time frame of the Department's longer-range plan for achieving such capability.

Sub-Office - Spectrum
Federal Building
Room 215
120 Clarence Street
Kingston, Ontario
K7L 4X1
1 800 267-2859

When we conducted our study in 1994, this office was not able to provide service in French. The 1999 follow-up shows that telephone service is provided in French at the 1-800 number, but the situation has not changed for service in person.

We made two telephone calls to 1 800 267-2859. A two-language greeting was used on both calls and service provided in French was of very good quality. We have also noted that this office is not listed in the local telephone book.

Exterior and interior signage was in both official languages. Documentation intended for the public was not available in both official languages. Furthermore, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in English only and service in French was not provided.

The office has only one employee and his position is not designated bilingual. He is aware of his linguistic obligations. We are told that this office does not provide services to the general public.

RECOMMENDATION

The Commissioner therefore recommends that Industry Canada:

1. review the office's mandate to determine if its registration in the directory of federal offices designated to provide services in both official languages is still relevant.

Department's Response

This Kingston work site is staffed by one single officer and is not for public access and walk-in client service. The service in both official languages is provided via a toll-free 1-800 number, which is correctly indicated in the telephone directory. The directory of federal offices designated bilingual will be corrected accordingly. Furthermore, a sign will be placed at the site to inform clients that service in person is not available at that location and that for telephone service in both official languages, clients have to call the 1 800 number.

Industry Canada (15823)

District Office - Measurement Canada
875 Notre-Dame Street
Sudbury, Ontario
General Enquiries: (705) 671-0633

The 1994 study revealed that this office was unable to provide service in French. The 1999 follow-up shows that the situation has improved.

The office address is different from the one listed in the directory of federal offices designated to provide services in both official languages. The office had recently moved to 875 Notre-Dame Street.

Our auditor placed two telephone calls to (705) 671-0633, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. A two-language greeting was used on both calls and service provided in French was of very good quality. The call transfer to a bilingual colleague was also made in French. According to an employee from another section -- both employees from the Measurement Section were working in the field at the time of our visit -- this number is permanently routed to a telephone in Ottawa. We were told that this office

has no contact with the general public.

Exterior and interior signage was in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only. However, he received adequate service in French.

This office has two employees, both of whom are bilingual.

RECOMMENDATIONS

The Commissioner therefore recommends that Industry Canada:

1. inform TBS immediately of the appropriate address to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. review the office's mandate to determine if its registration in the directory of federal offices designated to provide services in both official languages is still relevant.

Department's Response

The Sudbury work site is a sub-office of the Ottawa district office and is not for walk-in client service. The directory of federal offices designated bilingual will be corrected accordingly. Furthermore, a sign will be placed at the site to inform clients that service in person is not available at that location. For telephone service in both official languages, clients have to call (705) 671-0633. Clients seeking phone service are greeted with a dual language greeting, and when no one is available, the calls are directed for service to the Ottawa district location where a bilingual greeting occurs. Since the office does not have to provide service in person in both official languages, the TBS pictogram does not have to be displayed.

Industry Canada (15827)

Measurement Canada
1859 Leslie Street
Don Mills
Toronto, Ontario
(416) 385-2601

During our 1994 study, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

Auditors made two telephone calls to this office. A two-language greeting was used on one of the two calls. Service in French was available only once -- however, it was of very good quality. The office telephone number is different from the one listed in the directory of federal offices designated to provide services in both official languages.

Exterior and interior signage was in both official languages. All documentation in display racks was available in both official languages, but only the English version was featured. The TBS pictogram was displayed in full view of the public.

During his on-site visit, the auditor was greeted in English only. However, as soon as he expressed his language preference, he received adequate service in French.

This office has 17 employees, two of whom are bilingual. Bilingual positions require the intermediate level of proficiency in both languages and incumbents meet or exceed the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Industry Canada:

1. inform TBS immediately of the appropriate telephone numbers to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
5. ensure, within two months after the publication of this report, that documentation intended for the public is displayed in such a way as to reflect the office's two-language service capability;
6. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
7. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Department's Response

The appropriate telephone number has been entered on October 4, 1999, in the directory of federal offices designated to provide services in both official languages.

All staff responsible for reception duties, and those involved with telephone and in person service to the public have been counselled on the need to use a bilingual greeting in all interactions. Appropriate procedures for greeting and transferring clients to the officer able to provide service in the language of choice of the client have been distributed to all staff. Furthermore, reminders to staff occur regularly on their official languages obligations.

The information products available in the public reception area are offered in both official languages and are regularly monitored to ensure that both languages are continuously displayed. All staff have been counselled on the need to ensure that all material must be offered and available in both languages at all times.

To promote a broader understanding of the needs of local French communities and ensure that all IC services are promoted, implementation of this recommendation will be coordinated by the Ontario Regional Office of Industry Canada.

Industry Canada (16342)

Regional Office
4th Floor
151 Yonge Street
Toronto, Ontario
(416) 973-5000

At the time of our 1994 study, service in French at this office was of very good quality. The 1999 follow-up shows that only active offer of service in both languages is lacking.

Two telephone calls were made to this office. A two-language greeting was used on one of the two calls. However, service in French was available on both calls -- it was of very good quality. The office address is different from the one listed in the directory of federal offices designated to provide services in both official languages. In addition, the office address is not the same in the English and the French listings in the local telephone book.

Exterior and interior signage was in both official languages. Documentation intended for the public was available in both official languages.

When our auditor visited the office, he was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

This office has 200 employees and 30 are bilingual. Bilingual positions require the intermediate level of proficiency in both languages. All incumbents of bilingual positions meet the linguistic requirements. Staff have been made aware of the offices obligations through directives and meetings. This office has regular contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that Industry Canada:

1. ensure that the next issue of the local telephone book lists the appropriate office address in French and English listings;
2. inform TBS immediately of the appropriate address to enter in the directory of federal offices designated to provide services in both official languages;
3. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

Bell Canada public directory showed the correct address as 151 Yonge Street in the English section of the directory, while an error occurred in the French section that showed 153 Yonge Street. Bell Canada has been notified and changes will be made at the next printing of this directory.

Our records show that a change of address was entered in the directory of federal offices on May 5, 1999, and that the office address listed in the directory, in English and in French, is still relevant.

Following the visit of the investigator, all employees responsible for providing reception service at the Regional Office were verbally reminded of their obligations to offer service in both official languages, on the telephone and in person. Periodic monitoring is being undertaken.

National Defence (92271)

Canadian Forces Recruiting Centre
317 Park Avenue
Thunder Bay, Ontario
P7B 1C7
(807) 343-5116

During our 1994 study, we received very good service in French. The 1999 follow-up shows that the situation has deteriorated and that improvements are needed.

The auditor made two telephone calls to (807) 343-5116, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. A two-language greeting was used on both calls. On the first call, the recorded message was in both official languages. In the second case, the auditor had to insist to obtain bilingual service -- call transfer was made, however, in French. We have also noted that the Department's listings in the telephone directory are in both official languages in the blue pages, but in English-only in the yellow pages.

Exterior and interior signage was in both official languages, except for a few signs such as: "Recruiter" and "Military

Career Counsellor." Documentation as well as forms intended for the public were available in both official languages and the TBS pictogram was displayed.

When our auditor visited the office, he was greeted in English only and service could not be provided in French.

The Centre has three employees, but none of the positions requires knowledge of both official languages. Office staff are aware of their linguistic obligations.

Following our visit, the manager has taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that the National Defence:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. ensure, within two months after the publication of this report, that all signage is in both official languages;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
4. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide services in person in both official languages, at all times;
5. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service over the telephone and in person of equivalent quality in both English and French;
6. ensure, as soon as possible and within three months after the publication of this report, that all the Department's listings in the local telephone directory are in both official languages.

Department's Response

In the case of CFRC Thunder Bay , the office has taken corrective measures regarding recommendations 1, 2 and 3.

As pertains to recommendation 4, unfortunately, the organization that was approved for this recruiting centre was flawed in that none of the positions was designated bilingual. Nonetheless, the situation has been corrected, and two of the four positions have been designated bilingual.

However, given that military personnel has to be transferred to those positions, and that such transfers generally take place between June and September, it will be next summer before the changes have taken place. Nevertheless, the recruiting centre will be requested to institute temporary measures so that French-speaking clients can receive service in French, at least via telephone.

As for recommendation 5 regarding the provision of service of equivalent quality in both official languages, be it provided over the telephone or in person, it will also be met -- essentially through the measures taken at CFRS Thunder Bay to meet recommendation 4.

Corrective action with respect to recommendation 6 regarding departmental listings in the yellow pages of the local telephone directory will be undertaken as soon as feasible.

Commissioner's Comments

The COL considers that the National Defence ought to take whatever means (such as a temporary posting) are necessary to ensure the provision of adequate services in French at this recruiting centre pending the summer personnel transfers .

National Defence
Emergency Preparedness Canada
(15876)

Regional Office
20 Holly Street

Suite 205
Toronto, Ontario
M4S 3B1
(416) 973-6343

The 1994 study revealed that this office was unable to provide service in French. The 1999 follow-up shows that the situation has improved considerably. Only the bilingual active offer of service in person is still lacking.

We made two telephone calls to (416) 973-6343, the number listed in both the TBS directory of federal offices designated bilingual and the local telephone directory. A two-language greeting was used on both calls and service provided in French was of very good quality.

Our review revealed that exterior and interior signage was in both official languages. Documentation intended for the public was also available in English and French. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, the auditor was greeted in English only. However, as soon as he expressed his language preference, the employee provided him with very good quality service in French.

This office has three employees and all three are bilingual, including the commissionaire. Positions require the intermediate level of proficiency in both languages and incumbents meet or exceed the linguistic requirements. Staff were informed of the office's linguistic obligations. This office maintains contact with representatives of the French-speaking community.

This office is complying overall with its linguistic obligations, and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the National Defence:

1. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

National Defence (16379)

Canadian Forces Recruiting Centre
441 University Avenue West
Windsor, Ontario
(519) 252-7615

At the time of our 1994 study, service provided in French at this office left something to be desired. The 1999 follow-up shows that the situation has not improved.

Our auditor placed two telephone calls to this office. On each call, the greeting was in English only. In both cases, service in French was not available. In addition, the employee did not seek assistance from a bilingual colleague to provide services in French.

Exterior signage was in both official languages, but interior signage was in English only. However, documentation and forms intended for the public were available in both official languages. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in English only and service could not be provided in French.

The office has five employees, but none of the positions requires knowledge of both official languages.

RECOMMENDATIONS

The Commissioner therefore recommends that the National Defence:

1. immediately put in place, until the office's two-language capability is increased, effective temporary administrative arrangements to provide French-speaking clients with services in French;
2. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, within two months after the publication of this report, that all interior signage at the office is in both official languages;
4. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French;
5. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
6. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for referring (in French) French-speaking clients to their bilingual colleagues;
7. increase, as soon as possible and within three months after the publication of this report, the office's two-language capability to provide service over the telephone and in person of equivalent quality in both English and French.

Department's Response

In the case of CFRC Windsor, corrective measures have been introduced for recommendations 2, 3, 4, 5 and 6.

Regarding recommendations 1 and 7, effective temporary administrative arrangements are in place to provide French-speaking clients with services in French, which will soon be provided by one officer with a bilingual capability. Also, there remains one bilingual position to fill.

Natural Resources (1369)

Canadian Forest Service
Great Lakes Forestry Centre
1219 Queen Street East
Sault Ste. Marie, Ontario
P6A 5M7
(705) 949-9461

During our 1994 study, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated.

Two telephone calls were made to the (705) 949-9461 number, which is listed in the TBS directory of federal offices designated bilingual. On each call, the greeting was in English only. In both cases, service in French was not available. In addition, the office's number is listed in English only in the local telephone book.

Exterior and interior signage was in both official languages, except for two signs at the parking lot entrance. Documentation and forms intended for the public were available in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages.

During his on-site visit, the auditor was greeted in both official languages and service in French was adequate.

This office has 165 employees, 15 of whom are bilingual. Office staff are aware of their linguistic obligations. This office does not have regular contact with representatives of the French-speaking community, but would be well advised to do so in order to gain a better understanding of that community's needs and keep it informed of the services provided by the office.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that the Department of Natural Resources:

1. ensure that the next issue of the local telephone book lists in French the office's number;
2. ensure, within two months after the publication of this report, that employees who answer the telephone use a two-language greeting to encourage members of the public to communicate with them in English or in French;
3. ensure, as soon as possible and within three months after the publication of this report, that this office is able to provide service over the telephone in both official languages at all times;
4. ensure, within two months after the publication of this report, that all signage at the office is in both official languages;
5. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
6. ensure, within two months after the publication of this report, that non-bilingual employees of this office follow established procedures for transferring (in French) calls from French-speaking clients to their bilingual colleagues;
7. ensure, within three months after the publication of this report, that the office contacts the local French-speaking community to identify its needs and inform its members of the services provided by the office.

Department's Response

The policy on the use of the bilingual reception service format has been reviewed with the receptionists. One of the directives of the Great Lakes Forestry Centre (GLFC) is to offer a bilingual telephone reception to its clients, as in "Great Lakes Forestry Centre, bonjour." The Sault Ste Marie office receives many telephone calls and is well-known for providing reception service in both official languages. It may be that your investigator was served by a temporary employee who forgot this directive. Please note that the personnel assigned to reception have been notified that they should check whether temporary employees are using the bilingual reception service format.

In the Bell Canada telephone directory, the telephone number of the office is listed in the English and French sections of the federal government pages. The local telephone directory entitled "The Helpful Pages" is prepared by a private company and distributed locally. It is also published without consultation with or the agreement of the advertisers. Municipal, provincial and federal government offices appear in it in English only. It is clear that we are not responsible for the content of this directory.

In three months time, the GLFC will have a new automated voice mail system. Clients will be assured of receiving a bilingual reception service and will have the option of accessing the Centre's services in the language of their choice.

The two unilingual signs located at the entrance to the parking lot have been removed. The Treasury Board Secretariat pictogram has always been and will continue to be posted in public view, at the receptionist's office and at the work stations of bilingual employees in the building.

Over the next few months, all unilingual employees will receive a short period of training in French to enable them to reach a language level where they can direct, in French, calls from French speaking clients to their bilingual colleagues.

In a few weeks time, the GLFC will meet a representative of the local French-speaking community to reaffirm its commitment to providing equivalent services to French-speaking Canadians and to discuss ways to better serve this community.

Public Service Commission

1 Front Street
Toronto, Ontario
M5J 2X5
(416) 973-3131

This office was not included in our 1994 study. The 1999 audit shows that it provides very good service in French, except for the greeting in person, which is not in both official languages.

Two telephone calls were made to this office. A two-language greeting was used on both calls and service provided in French was of very good quality.

Exterior and interior signage was in both official languages. Documentation and forms intended for the public were available in both official languages. However, the office did not display the TBS pictogram so that members of the public know that it provides service in both official languages. We have also noted that the office address is different from the one listed in the directory of federal offices designated to provide services in both official languages (the office had recently moved to another location).

During his on-site visit, the auditor was greeted in English only. As soon as he expressed his language preference, he received very good quality service in French.

This office has 17 employees, ten of whom are bilingual. Bilingual positions require the superior or the intermediate level of language proficiency in both official languages and incumbents meet the linguistic requirements. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office has regular contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting deficiencies.

RECOMMENDATIONS

The Commissioner therefore recommends that the Public Service Commission :

1. inform TBS immediately of the appropriate address to enter in the directory of federal offices designated to provide services in both official languages;
2. ensure, within two months after the publication of this report, that the TBS pictogram is displayed in full view of the public;
3. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

The regional offices for Central and Southern Ontario relocated in January 1999 and the TBS was informed of their new address.

Two pictograms are in full view of the public in the reception area located opposite the elevators. One pictogram is above a window display and the other is by the receptionist's window.

There will be a workshop on January 25, 2000, at the PSC regional office. Receptionists and their replacements will attend. The aim of this workshop is to make receptionists aware of their roles and responsibilities as regards the official languages program. The resource person has already been selected and has already begun planning the workshop.

Public Works and Government Services (3019)

Burlington Channel Lift Bridge
1157 Beach Boulevard
Hamilton, Ontario
Realty: (905) 544-3236

During our study in 1994, service in person in French at this office was unavailable. The 1999 follow-up revealed that the situation has not changed. This office is still unable to provide service in person in French.

We were told by the manager that this point of service is no longer designated to provide services in both official languages.

RECOMMENDATION

The Commissioner therefore recommends that Public Works and Government Services:

1. immediately ask TBS to remove this office from the directory of federal offices designated to provide services in

both official languages.

Department's Response

Regarding the Burlington Channel Lift Bridge, although there is no on location service to the general public, the Department has incorporated information regarding the hours of operation for the Bridge with the National Call Centre number located in Toronto. Service at that number is bilingual.

Public Works and Government Services (16616)

Crown Assets Distribution Centre
6205 Kestrel Road
Mississauga, Ontario
(416) 973-7300

When we conducted our study in 1994, service in French at this office was of very good quality. The 1999 follow-up shows that the situation has deteriorated slightly.

Our auditor placed two telephone calls to this office. The recorded message was in both official languages.

Exterior and interior signage was in both official languages. The TBS pictogram was displayed so that members of the public know that it provides service in both official languages.

When our auditor visited the office, he was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

The office has six employees, but none of the positions requires knowledge of both official languages. Staff were informed of the office's linguistic obligations. This office does not have regular contact with representatives of the French-speaking community.

We have learned, at the time of the audit, that this office would shut down its operations within two years.

RECOMMENDATIONS

The Commissioner therefore recommends that the Public Works and Government Services:

1. immediately put in place, until the office closes its doors, effective temporary administrative arrangements to provide French-speaking clients with services
2. ensure, within two months after the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

As of August 26, 1999, the Crown Assets Distribution Centre (CADC) - Retail Store has been transferred to the Department of National Defence which undertook a pilot project with the private sector to sell goods previously handled by CADC.

The vehicular section of CADC is now being handled by Auto Auction Group Inc in Brampton, Ontario.

The necessary action will be taken to ensure that Burolis is updated to reflect the change to the Crown Assets Distribution Centre in Mississauga.

Royal Canadian Mounted Police (16554)

Pearson International Airport Detachment
Airway Centre, 2nd Floor, East Wing
Suite 290

5945 Airport Road
Mississauga, Ontario
(905) 676-3058

At the time of our 1994 study, this detachment provided satisfactory service in French. Our 1999 follow-up indicated that this office no longer provides services to the general public.

The (905) 676-3058 number is no longer in service. We have also been told that the unit only deals with Citizenship and Immigration Canada staff.

RECOMMENDATION

The Commissioner therefore recommends that the Royal Canadian Mounted Police:

1. review the detachment's mandate to determine if its registration in the directory of federal offices designated to provide services in both official languages is still relevant.

RCMP's Response

The Officer in charge of the Pearson International Airport Detachment is monitoring services for a one-year period in relation to the provision of bilingual services.

Royal Canadian Mounted Police

22 Bay Street
Sault Ste. Marie, Ontario
P6A 5S2
(705) 941-7267

We did not examine the service provided in French by this office in our 1994 study. The 1999 follow-up shows that the office provides very good service in French, both over the telephone and in person.

The auditor called this office twice. A two-language greeting was used on both calls and service provided in French was of very good quality. However, telephone number for this detachment was listed in English only in the local telephone book. In addition, the office address and telephone number are different from those listed in the directory of federal offices designated to provide services in both official languages.

Exterior and interior signage was in both official languages, as were documentation and forms. The TBS pictogram was displayed in full view of the public.

During his on-site visit, the auditor was greeted in both official languages and service in French was of very good quality.

This office has ten employees, eight of whom are bilingual. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office maintains contact with representatives of the French-speaking community.

This office is complying fully with its linguistic obligations, and the COL encourages it to continue to do so.

RECOMMENDATIONS

The Commissioner therefore recommends that the Royal Canadian Mounted Police:

1. ensure that the next issue of the local telephone book lists in French the detachment number;
2. inform TBS immediately of the appropriate address and telephone numbers to enter in the directory of federal offices designated to provide services in both official languages.

RCMP's Response

Your recommendations concerning the Sault Ste. Marie Detachments listing in the local telephone book have been noted, and we will take corrective action in the very near future. In addition, the Treasury Board Secretariat will be informed of the correct address and telephone number for the Detachment.

Veterans Affairs Canada (2202)

Regional Office
Bag service 4000
145 Government Road West
Kirkland Lake, Ontario
(705) 567-9571 (Collect calls are accepted)

The 1994 study revealed that service in French at this office was of poor quality. The 1999 follow-up shows that the situation has improved considerably. The office is now in a position to provide very good service in French, both over the telephone and in person.

We made two telephone calls to this office. A two-language greeting was used on both calls and service provided in French was of very good quality.

Exterior and interior signage was in both official languages. The TBS pictogram was displayed in full view to inform members of public that services are available in English and French.

During his on-site visit, our auditor was greeted in English only. However, as soon as he expressed his language preference, he received very good quality service in French.

Five of the six employees responsible for services to the public are in bilingual positions, which require the intermediate level of proficiency in both languages, and they meet or exceed the linguistic needs. Staff have been informed of the office's linguistic obligations by means of written directives and reminders issued at meetings. This office maintains contact with representatives of the French-speaking community.

It should be noted that the manager has already taken measures aimed at correcting this deficiency. This office is complying overall with its linguistic obligations, and the COL encourages it to continue to do so.

RECOMMENDATION

The Commissioner therefore recommends that the Veterans Affairs Canada:

1. ensure, within two months of the publication of this report, that employees who meet the public use a two-language greeting to encourage members of the public to communicate with them in English or in French.

Department's Response

The Director, Regional Administrative Services (Ontario) has provided a verbal and a written notification to all employees who perform receptionist duties at our Kirkland Lake office, reminding them of their responsibilities with regards to service to the public in both official languages. This note has also been posted at their workstation, in English and French.

Appendix A 1994 Recommendations

In the report entitled "A Study of Federal Offices Designated to Respond to the Public in Both English and French," the Commissioner recommended that:

- Federal offices designated to provide services in both official languages review the language of signs posted inside their premises to ensure that all signs are in both official languages.
- Designated offices post signs, preferably the standard TBS pictogram, indicating that service is available in English and French.

- Federal institutions review the number and the deployment of bilingual staff in offices which are designated to provide services in both official languages to ensure that they have adequate human resources to provide good quality service.
- Institutions and central agencies develop and adopt effective means of informing members of the public that they have a choice of language when communicating with or receiving services from federal institutions.
- Institutions which designate toll-free telephone numbers to provide service to the public in both languages ensure that an adequate number of bilingual staff are on hand at all times to guarantee service in both official languages.
- Federal institutions review the deployment of their bilingual staff, particularly those working in offices which are not required by the regulations to provide services in both official languages.
- Where appropriate, federal institutions establish in offices which have no official languages obligations an effective system to refer clients who require services in the other official language to designated offices.
- The TBS establish a process to periodically review and update the list of designated points of service to ensure that all information is current.
- The TBS ensure that the public is informed of the location of designated offices.
- Institutions ensure that all managers of designated offices and front-line staff are informed of their responsibilities.

Appendix B

Glossary

- **significant demand**

After conducting a widespread consultation of institutions and the public, TBS published the Official Languages (Communications with and Services to the Public) Regulations (the Regulations) on December 16, 1991. The Regulations define the expression "significant demand" and establish the rules for its application.

The general rules relating to **significant demand** are based on the demographic data from census units: the size of the linguistic minority (above a certain threshold) served by an office or a point of service, the characteristics of that population and the proportion of the region's population that it represents.

- **weighting**

When a probability sample survey is used (as was the case for the 1994 study), each unit chosen represents a certain number of other units within the population; in order to express this representation, each unit of the sample is weighted. For example, if we choose five points of service at random out of a total population of 30 points of service, each of the five units chosen thus receives a weight of six, and we assume that it represents six points in the population.

For the purposes of this follow-up to the study on the points of service, all the offices chosen have the same weight: a weight of one. Consequently, the results of the survey represent all the audited points of service and not all the designated two-language points of service in British Columbia.

- **key services**

The Regulations established that certain federal institutions provide services deemed essential to the minority population. In census metropolitan areas where the English or French linguistic minority population has fewer than 5,000 persons and in census subdivisions where the minority population is at least 500 persons and represents less than 5% of the population of the subdivision, these institutions must offer services in both official languages if they are the only office of the federal institution within the region or subdivision to offer any of the following services:

- services related to income security programs
- services of a post office
- services of an employment centre (now called a human resources centre)
- services of an office of the Department of Revenue Canada (Taxation)
- services of an office of the Department of the Secretary of State of Canada (now called Canadian Heritage)

- services of an office of the PSC

- **nature of the office**

After conducting a widespread consultation of institutions and the public, TBS published the Official Languages (Communications with and Services to the Public) Regulations (the Regulations) on December 16, 1991. The Regulations define the expression "nature of the office" and establish the rules for its application.

The rules on the nature of the office relate to the services that affect public health or safety or that, as a result of the office's location or mandate, require services in both languages. These include offices of federal institutions located in national parks and national historic parks (including one post office in each park).

Cat. No. SF-31-45/2000

ISBN 0-622-64914-1

Date modified: 2012-03-06


Top of page

[Important Notices](#)