



President
of the Treasury Board

Président
du Conseil du Trésor

Official Languages in Federal Institutions

Annual Report 1991-92

Canada

Official Languages in Federal Institutions

Annual Report 1991-92

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Speaker of
the Senate

Dear Mr. Speaker:

Pursuant to section 48 of the *Official Languages Act*, I hereby submit to Parliament, through your good offices, the fourth annual report of the President of the Treasury Board covering the fiscal year 1991-92.

Yours sincerely,



Gilles Loiselle
President of the Treasury Board

February 1993

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Foreword

I am pleased to submit to Parliament the fourth annual report of the President of the Treasury Board on the status of official languages programs in federal institutions, as required by the *Official Languages Act*. The report covers the period April 1, 1991 to March 31, 1992.

The Official Languages Program took a significant step forward on December 16, 1991, when the government approved Regulations on service to the public. These Regulations provide a consistent approach to determining where federal services to the public must be provided in both of the official languages of Canada. Rules governing all federal institutions replace the previous regime where each institution decided on its own whether services would need to be available in both official languages. It is a matter of considerable satisfaction to me that with these Regulations, over 90 per cent of Canadians from the two official languages communities will have access to federal government services in the language of their choice.

I am also pleased to report that the Official Languages Program is being run with effectiveness and efficiency. Some key indicators show that the program is continuing to make significant progress. At the same time, the overall program costs have declined.

I am looking forward with confidence to next year. Work has started in the Treasury Board Secretariat on a complete revision of official languages policies in close consultation with the users — the departments, agencies and Crown corporations of the federal government. At the same time, we shall be reviewing language training and translation to ensure that these

program support measures are also as effective and efficient as we can make them. Another major undertaking will be the development of evaluation tools so that the Treasury Board and federal institutions can be in a better position to measure whether the desired results are being achieved.

The Official Languages Program is serving the people of Canada well. It ensures that English-speaking and French-speaking Canadians across the country can communicate with the federal government in the official language of their choice. At the same time, it permits departments, agencies and Crown corporations to draw their human resources in an equitable manner from both official language communities and makes it possible for employees to work in the official language of their choice, within limits prescribed by the *Official Languages Act*.

The two official languages contribute to the strength of Canada in all its diversity. They help to define who we are, and why we are distinctive. Since almost all Canadians speak either English or French, and a considerable number know both, language can become a powerful force for unity by enabling citizens to communicate with each other and with federal institutions. In this, the Official Languages Program has played an important role, and will continue to do so.

Introduction

The *Canadian Charter of Rights and Freedoms* of 1982 establishes that English and French are the official languages of Canada. It also provides that any member of the public in Canada has the right, in certain circumstances, to communicate with and receive services from federal institutions in English or French. This constitutional framework was incorporated into the 1988 *Official Languages Act*, which also gave legal effect to a number of policies which had evolved within federal institutions over the years.

The Treasury Board is responsible for the general direction and coordination of policies and programs relating to service to the public, language of work and equitable participation of both official language communities. These three components of the Official Languages Program together form a cohesive framework designed to ensure equality of status of English and French in federal government institutions.

The basic principles underlying these components of the program are as follows:

- within prescribed circumstances, as set out in the *Official Languages Act* and pursuant Regulations, the public has the right to communicate with federal institutions and to be served by these institutions in the official language of its choice;
- employees of federal institutions have the right to work in the official language of their choice in designated regions as set out in the Act; and
- the government is committed to ensuring that English-speaking and French-speaking Canadians enjoy equal opportunities for employment and advancement in federal institutions.

Service to the public and language of work are legally enforceable obligations. On the other hand, equitable participation is a commitment on the part of the Government of Canada to ensuring that the work force of federal institutions tends to reflect the presence of both official languages communities of Canada. The commitment is a relative one in that the mandate of the institution, the public it serves and its location are all to be taken into account. The Act states explicitly that the commitment to equitable participation must not derogate from the principle of selection of personnel according to their merit.

The federal institutions themselves — departments, agencies and Crown corporations — bear responsibility for ensuring that the three basic elements of the Official Languages Program are implemented. The Treasury Board provides the policy framework, among its other responsibilities. The Public Service Commission takes official languages obligations into account as required in its staffing activities, and furnishes language training and testing. The Department of Justice provides legal advice relating to the Act and coordinates the federal government's position in language rights cases. The Department of the Secretary of State of Canada gives effect to the government's commitment under the *Official Languages Act* to the advancement of English and French in Canada, and is responsible for translation and interpretation services in Parliament and the Public Service. The Commissioner of Official Languages ensures compliance with the spirit and intent of the Act through his role as linguistic ombudsman and auditor.

Parliamentary review of official languages matters is carried out by the Standing Committee on Official Languages.

Responsibilities of the Treasury Board

Under the *Official Languages Act*, the Treasury Board is responsible for the general

direction and coordination of policies and programs in all federal institutions (other than the Senate, the House of Commons and the Library of Parliament) relating to the government-wide implementation of the three major program components.

In carrying out its responsibilities, the Treasury Board may, in the context of this mandate:

- establish or recommend policies to the Governor in Council;
- recommend regulations to the Governor-in-Council;
- issue policy directives;
- monitor and audit federal institutions to ensure compliance with policies, directives, and Treasury Board or Governor-in-Council regulations relating to the official languages of Canada;
- evaluate the effectiveness and efficiency of official languages policies and programs of federal institutions;
- provide information to the public and to personnel of federal institutions on policies and programs; and
- delegate any of its powers to the deputy heads or other administrative heads of other federal institutions.

Each year the President of the Treasury Board has to submit to Parliament an annual report providing an account of his or her mandate and initiatives of the previous year. This volume, the fourth such annual report, consists of:

- a section on the Regulations on service to the public;
- a section on the current situation in federal institutions;
- a section on the activities of the Treasury Board Secretariat; and
- an appendix with statistical tables.

Part I

**Regulations
on Service to
the Public**

The year 1991 marked the culmination of three years of intense work to define the provisions of the *Official Languages Act* with respect to service to the public. On December 16, 1991, the government adopted the Official Languages (Communications with and Services to the Public) Regulations. The advantage of the Regulations is that they not only specify, with the force of law, the circumstances under which the public is entitled to services in both official languages, but they also standardize the delivery of these services from one institution to another.

Parliamentary Process

The parliamentary process began with the tabling of the draft proposed Regulations in the House of Commons on November 8, 1990. The draft proposals were then sent to the Standing Joint Committee on Official Languages for review.

In the report presented to the government on May 7, 1991, the Committee concluded that, overall, the regulatory proposals were fair and equitable. However, the Committee did make seven recommendations, five concerning implementation of the Act and the Regulations and two recommending that the scope of certain rules be enlarged. The government agreed to act on the Committee's recommendations.

While the Committee was conducting its review, the obligatory period for the tabling of the draft Regulations (30 sitting days of the House) elapsed. The government pre-published the Regulations in Part I of the *Canada Gazette* on March 23, 1991. In accordance with section 86 of the *Official Languages Act*, the general public had a period of 30 sitting days of both Houses of Parliament following the pre-publication to submit its comments to the President of the Treasury Board. In actual fact, the consultation of the public took eight months.

Following an examination of the comments received at the various stages of the consultation process, including the review by the Standing Joint Committee on Official Languages, adjustments were made to the Regulations. Some of the changes broadened the scope of the Regulations in the application of two major urban centres (Montreal and Toronto) and, in small towns and rural areas, allowed for the delivery of services in both official languages when the proportion of the minority population is significant, without the need to assess demand.

More extensive studies revealed that the initial scope of some of the provisions would have imposed excessively burdensome official languages requirements on some services which would either not be used or be rarely used by the linguistic minorities. This was the case in particular with the search and rescue services in some regions of the country, and immigration services at some border crossings.

Lastly, the implementation dates were changed to better reflect the requirements of the Regulations with respect to those rules necessitating an assessment of demand. Changes were also made in recognition of the very special operational requirements of the Coast Guard of the Department of Transport, as well as the obligations imposed on the private sector by the rules governing services to the travelling public.

Scope of the Regulations

The Regulations complete some of the key provisions of the Act, relating to:

- federal offices where there is "significant demand" in both official languages;
- offices whose "nature" makes it reasonable that services be provided in both languages; and
- services provided to the travelling public by a third party pursuant to a contract.

Significant Demand

The Regulations on what constitutes significant demand for service in English and French for a given federal office include the following two sets of rules:

- rules of **general application** which are based, for the most part, on minority population census data with respect to the number and proportion of the linguistic minority; and
- rules on **certain specific services** which are based, for the most part, on the volume of demand in the language of the minority because, in these cases, population statistics are not relevant.

Nature of the Office

As for the "nature of the office," the Regulations apply to specific federal offices, regardless of the actual level of demand. The provisions cover, among other things, signage for the health, safety and security of the public, national parks, embassies, the principal offices of federal institutions located in the Northwest Territories and the Yukon, and popular events of national or international scope.

Contracted Services Provided to the Travelling Public

As for services provided to the travelling public through a contract, the Regulations apply to federal airports, railway stations, and ferry terminals, where there is significant demand. The services covered include businesses such as restaurants, car rental services, foreign exchange and services provided by air carriers in these locations. The Regulations also stipulate the manner in which such services must be provided.

Effective Date

The coming into force of the provisions of the Regulations is being phased in according to the following schedule:

- The provisions relating to the nature of the office and significant demand which automatically give rise to the delivery of services in both official languages on December 16, 1992.
- The provisions on significant demand which require an assessment of the demand in each official language on December 16, 1993.
- The provisions relating to contracted services provided to the travelling public in federal institutions, to maritime communications and to search and rescue services on December 16, 1994.

Application

The Regulations apply to all institutions subject to the *Official Languages Act* including departments, Crown corporations and Air Canada (pursuant to the *Air Canada Public Participation Act*).

It should be noted that federal offices located in the National Capital Region and head offices are not covered by the Regulations. These offices are already required to serve the public in both official languages under a provision of the *Official Languages Act* itself.

Implementation Preparations

The Regulations identify a number of circumstances in which federal institutions may be required to carry out an assessment to determine whether there is at least a demand of five per cent in one or the other of the official languages. During the consultation process, representatives of official language minority communities expressed concern about the manner in which this demand would be measured. The report of the Standing Joint Committee on Official Languages expressed this same concern.

The Treasury Board Secretariat, in collaboration with Statistics Canada, asked a private company to examine the most

appropriate methods for assessing demand. During January and February 1991, the Secretariat also consulted a number of provincial and territorial official language minority associations and representative organizations at the national level on the various assessment methods proposed by this study.

The Official Languages Branch of the Treasury Board Secretariat acquired a geographical information and spatial analysis system which it made available to federal institutions in order to assist them in better identifying the official language minority populations that they serve. Using this automated system, it is possible to combine various data banks, such as the list of federal offices and the official language minority populations. This system is capable of providing a visual display of the service area of a given federal office and of identifying, for this area, not only the resident official language minority population, but the population as a whole.

Information Sessions

In January 1992, the Official Languages Branch organized information sessions on the scope and means of implementing the Regulations for federal institutions directly affected by them. More than 150 people, representing some 70 institutions, attended. Several other sessions were organized for the official language communities in various parts of the country.

A Look Ahead to 1992-1993

On December 16, 1992, the strictly demographic rules of the Regulations will take effect. With this in mind, the Treasury Board Secretariat plans to issue directives on the implementation of some of the provisions in the Regulations covering the consultations which federal institutions must have with the official language minorities, and the requirements with respect to assessment of the demand for services.

The Secretariat will also take steps to make available a list of federal offices which must provide services to the public in both official languages.

Part II**The Current
Situation
in Federal
Institutions**

The surest way of knowing if federal institutions are meeting the objectives of two of the principal elements of the Official Languages Program — service to the public and language of work — is to conduct an evaluation. Clients can be asked whether they have received service in the official language of their choice to their satisfaction. Employees can be surveyed to determine if they can freely work in the official language of their choice within the limits set out by the *Official Languages Act*. The Official Languages Branch of the Treasury Board Secretariat had begun work, as the fiscal year ended, to develop such evaluation tools in conformity with the recommendations of **Public Service 2000**. Future annual reports will report on the progress achieved in this area.

The capacity of federal institutions to provide services in both official languages, and to meet the language of work needs of their Anglophone and Francophone employees, is nevertheless an important indicator of the current situation. Such statistical information may indicate why results have — or have not — met expectations. In the case of the equitable participation of English-speaking and French-speaking Canadians, statistical analysis is the only way to determine whether the commitments set out in the Act are being respected. Even here, however, the results cannot be considered as absolute since various factors — such as the mandate and location of the institution, and its clientele — must be taken into account in determining whether participation, as well as access to employment and promotion, has been equitable.

This chapter reports on progress made in the three basic components of the Official Languages Program, service to the public, language of work and equitable participation. As a result of the cooperation of Crown corporations and other organizations, the Appendix to this report contains, for the first time, a table with the participation rates for all employees of federal institutions taken together. There are also new

tables breaking down participation in Crown corporations by region and by occupational category. For the first time as well, tables are included showing participation by region for members of the Canadian Forces, and by occupational category for separate employers. There is, as well, a table giving the breakdown by subject of official languages costs within all federal institutions (see Part III).

Official Languages Program Management

The *Official Languages Act* stipulates that federal institutions bear responsibility for implementing its provisions. The task of the Treasury Board and its Secretariat is to provide “general direction and coordination of the policies and programs of the Government . . .” relating to service to the public, language of work and equitable participation of English-speaking and French-speaking Canadians. In other words, the Board is responsible for ensuring that a general framework exists so that the Act can be implemented effectively. It also has an important role to play in monitoring and evaluating the program within institutions.

The most important monitoring tools are the Letters of Understanding signed with departments and agencies, and the Agreements with Crown corporations that were under negotiation in 1991-92. These documents are designed to set out the strengths and weaknesses of institutions, and provide an action plan with a timetable for rectifying difficulties in the implementation of the program.

The Official Languages Program continues to be an integral part of the government’s plan, known as **Public Service 2000**, for renewal of the Public Service. Accordingly, official languages policies and directives were under review with the intention of providing institutions with as much latitude as possible in adapting the program to their particular circumstances, bearing in

mind the requirements of the *Official Languages Act*.

An effective official languages program depends on consultation with senior managers within federal institutions, with sector specialists and with the official languages communities across the country. As will be evident in the other parts of this report, consultations were extensive in 1991-92.

The consultative process within federal institutions will be made all the more effective with the introduction, in the fall of 1992, of the Official Languages Information Network. This electronic system will give official languages officers throughout the government direct access to the combined knowledge, experience and information of everyone on the network.

Trends in 1991-92

The Official Languages Program continued to make progress in 1991-92. Federal institutions began their preparations to implement the service-to-the-public Regulations (discussed in Part I) on the basis of solid achievements in this component of the program. In addition, the signature of Letters of Understanding (see Part III) provided departments and agencies with an opportunity to analyse their official languages situation in depth, and to propose remedial action where necessary. Also, the terms of reference for formal Agreements between the Treasury Board and Crown corporations on official languages objectives were approved in 1991-92. A number of them were in the final stages of negotiation.

Of particular significance is the fact that the official languages capacity of the Public Service was never greater. At the same time, more Public Service employees than ever before had superior proficiency in their second official language. Furthermore, the proportion of Public Service employees in bilingual positions who met the linguistic requirements of those

positions was up four percentage points in four years.

Progress was equally clear with respect to language of work, to which departments and Crown corporations devoted considerable energy. In one year, the proportion of Public Service supervisors — each of whom has a responsibility to provide leadership in official languages as elsewhere — who met the language requirements of their positions rose by three percentage points. Perhaps even more important was the increase, since 1989, of five percentage points in the proportion of supervisory positions calling for superior second-language proficiency.

The participation of English-speaking and French-speaking Canadians within the Public Service, the Crown corporations, and in all the institutions of the federal government, remained equitable on an overall basis. In analysing these figures, it must be remembered that in accordance with the provisions of the *Official Languages Act*, the mandate and location of institutions, as well as the needs of the public served, must be taken into account.

Overview: Departments and Agencies

The ability of departments and agencies of the federal government to provide services to the public as well as to employees in both official languages is related in large part to the number of bilingual positions and to the linguistic competence of individual Public Service employees. Between 1991 and 1992, the proportion of bilingual positions rose by 0.2 percentage points to stand slightly under 30 per cent (Table 1). A marginal decline in the number of French-essential positions brought the proportion of such positions to six per cent. Over the same period, the pool of bilingual Public Service employees, whether in bilingual positions or not, increased by 2 percentage points to 34 per cent (Table 2). More

importantly, the proportion of Public Service employees with superior proficiency, at 18 per cent, was higher than it had ever been.

The proportion of bilingual positions in the various regions of Canada remained unchanged in 1992 except in the Atlantic provinces (excluding New Brunswick) where seven per cent of these positions were bilingual, as compared with six per cent in 1991 (Table 3). The heaviest concentration was, of course, to be found in the National Capital Region, where 56 per cent of the total of 69,000 positions were bilingual. In Quebec (excluding the National Capital Region), 54 per cent of almost 30,000 positions were bilingual. Of the 50,000 Public Service positions in the four western provinces and the two territories, 3 per cent were bilingual while in New Brunswick, the only province declared bilingual in the Constitution, 38 per cent of 7,000 positions were bilingual. As for Ontario outside the National Capital Region, 8 per cent of the 36,000 positions were bilingual. At Canadian missions abroad, the proportion of bilingual incumbents of rotational positions rose 6 percentage points so that in 1992, 70 per cent of the 1,350 employees were bilingual.

The percentage of employees who met the linguistic requirements of their bilingual positions rose by one percentage point in each of the last four years, and stood at 87 per cent in 1992 (Table 4). Of equal significance is the fact that the proportion of bilingual positions requiring superior proficiency also rose by four percentage points during this period. In 1992, 15 per cent of bilingual positions called for superior proficiency (Table 5).

Service to the Public

The *Canadian Charter of Rights and Freedoms* guarantees the public the right to receive services from federal institutions in the official language of its choice wherever there is "significant demand" and whenever

such services are reasonable "due to the nature of the office." These terms have now been precisely defined in Regulations adopted under the *Official Languages Act* (see Part I). The Charter also stipulates that bilingual services to the public are to be available from the headquarters of an institution and, in addition, the Act requires that any office in the National Capital Region must be able to communicate with the public in both English and French.

To be effective, service in both official languages must be offered actively. What this means is that when members of the public, over the telephone or in person, approach a government office that provides services in English and French, they are to be greeted in both languages and, in this way, encouraged to use the one they prefer. Similarly, signs must be in place to indicate that service is available in the two official languages. Obviously, behind this evidence of the availability of service, there must lie a real capacity to respond to the client's needs in either English or French.

Overall, the capacity of the Public Service to provide service in both official languages has continued to improve. Of the some 42,000 Public Service employees with responsibility to serve the public in English and French, 88 per cent, or 37,000, met the language requirements of their positions (Table 6). This represented an increase of 1.5 percentage points over 1991.

The degree of linguistic proficiency called for by these positions also continued to increase. In 1992, 16 per cent of the service-to-the-public positions required the highest level of linguistic competence, as compared with 15 per cent in 1991, and only 9 per cent in 1984 (Table 7). With the coming into force of a major part of the Regulations in December 1992, departments and agencies will be reviewing the official languages capabilities of their offices, both as to bilingual positions required and as to proficiency levels.

Language of Work

For the Public Service to be equally attractive to English-speaking and French-speaking Canadians, it must provide an environment where employees can work to the greatest extent possible in the official language of their choice. Under the *Official Languages Act*, federal institutions have an obligation to provide this sort of "conducive environment" in the National Capital Region and in those regions that have been designated bilingual for language of work purposes (parts of Northern and Eastern Ontario; the Montreal area; parts of the Eastern Townships, the Gaspé, and West Quebec; as well as New Brunswick).

The right of Public Service employees to work in the official language that they choose is not absolute. It is subject to the condition that the public is entitled to service in the language of its choice where provided for by law, as may be the case for other Public Service employees to whom an employee might be required to provide services. Furthermore, the linguistic designation of a position may dictate the language of work. Thus, Anglophone employees in French-essential positions, and Francophones in English-essential positions, must accept to work in the language of the position.

The Act sets out the minimum required for the creation of "work environments conducive . . . to the effective use of both official languages . . .". Federal institutions are obliged to:

- provide personal services (e.g., pay information) and central services (e.g., security) in both official languages;
- make available regularly and widely used work instruments in English and French;
- ensure that regularly and widely used automated information systems acquired or produced since January 1991 can be used in either official language;

- take steps so that supervisors can communicate with their employees in both official languages where appropriate or necessary; and
- ensure that any management group as a whole can function in both official languages.

In addition, the Act instructs federal institutions to take any other reasonable measures "to establish and maintain" work environments conducive to the use of both official languages and to accommodate the use of either official language by their staff.

The progress reflected in tables 8 to 11 was the result of efforts made both by individuals and their departments or agencies. In some departments, for example, second-language learning advisors provided help to employees who had made a formal undertaking to improve their second-language capabilities. They gave advice on an individual basis, led second-language workshops, provided second-language support in meetings, and searched out learning tools such as lexicons and exercises. Other measures taken to improve French-language capability included the setting aside of days when all members of a work unit used French, the twinning of English-speaking and French-speaking employees, and administrative writing courses in French for Francophones.

For the third consecutive year, the proportion of incumbents of bilingual positions who provide services to other Public Service employees and who met the language requirements of their positions rose by 1 percentage point, to stand at 85 per cent (Table 8). Following 1984, the percentage fell as the linguistic requirements of positions were upgraded, but the previous level was reached again in 1992. As well, the proportion of positions calling for superior second-language capacity increased by 1 percentage point between 1991 and 1992, to reach 12 per cent (Table 9). Positions requiring only the minimum "A" level fell from nine per cent to eight per cent.

As noted above, the Act recognizes the important role of both supervisors and senior management in creating an environment where employees feel at ease using both English and French. With respect to management as a whole, with its responsibility to provide leadership by example, the Secretary of the Treasury Board asked some 70 deputy heads of departments and agencies to reflect once a year on the relative use of the two official languages in meetings that they chaired personally. Deputies welcomed this initiative. Many of them recognized that their leadership was indeed essential in ensuring that employees could work in the language of their choice. Some stated that the use of French in management meetings was rather less than it might be. Deputies took several initiatives, including issuing internal directives relating to language of work and increasing the availability of work instruments in both official languages.

Tables 10 and 11 provide clear evidence of the progress made within the ranks of supervisors. Between 1991 and 1992, the percentage of supervisors in bilingual positions who met the linguistic requirements of their positions increased from 80 per cent to 83 per cent (Table 10). It is particularly noteworthy that at the same time, the proportion of supervisory positions requiring superior second-language proficiency rose by 2 percentage points to 21 per cent (Table 11). The total increase since 1989 is 5 percentage points.

Participation

The equitable participation of English-speaking and French-speaking Canadians within federal institutions is based on the principle that the federal administration must generally reflect the linguistic make-up of the country if all citizens are to claim it as their own.

Specifically, the *Official Languages Act* commits the Government of Canada to ensuring that Canadians of each language group,

regardless of their ethnic origin or the first language learned, "have equal opportunities to obtain employment and advancement in federal institutions." In addition, there is a commitment to ensuring that "the composition of the workforce tends to reflect the presence of both the official language communities . . . taking into account the characteristics of individual institutions, including their mandates, the public they serve and their location." No recruitment or promotion quotas are permissible, since the Act states that there can be no derogation from the merit principle.

Participation rates within the Public Service have remained unchanged since 1984, with 72 per cent having English as their first official language, and 28 per cent French (Table 12). Overall, the participation of both official language communities was equitable, taking into account, in particular, the location of federal institutions. The federal government recruits locally for support staff and most officer positions. As a result, many departments with large headquarters staffs in the National Capital Region had a higher percentage of Francophones than national participation rates would indicate, since the proportion of Anglophones and Francophones in the Region was 61 per cent and 39 per cent respectively (Table 13).

Elsewhere, the proportions were, for the most part, also close to those of the population of the region. For example, in the western provinces and northern Canada, 98 per cent of Public Service employees were Anglophones (unchanged since 1984). In the Atlantic provinces, 97 per cent were Anglophones.

In Quebec, the number of Anglophone employees in several federal departments increased in 1991-92 as a result of the combined efforts, over the last five years, of the federal government, Anglophone community associations and educational institutions. Unfortunately, these gains were offset by a decrease in the number of Anglophone

employees in a few large departments. As a result, the rate of Anglophone participation in the Quebec offices of departments and agencies remained under six per cent. With a view to reversing this trend, the Treasury Board Secretariat met with the departments concerned to ensure that staff reductions would not affect one official language group disproportionately. Furthermore, the Secretariat continued to remind departments and agencies of the importance of having equitable proportions of candidates from both official language groups, while respecting fully the merit principle.

Participation by occupational category remained unchanged in 1992 as compared with 1991, except for the Management Category (Table 14). There, the participation of French-speaking Canadians gained one percentage point to stand at 23 per cent.

At the end of 1991, a detailed assessment was published of the participation of Anglophones and Francophones in the Scientific and Professional Category of the Public Service. The study examined the impact of a staffing strategy proposed by a task force in 1982. The task force's principal recommendations concerned the relatively low rate of Francophone participation in the engineering, physical sciences, chemistry and scientific research groups. The 1991 study found that Francophone participation had improved in all four groups and was reasonably balanced for the category as a whole.

Crown Corporations and Other Institutions

Crown corporations have the same obligations under the *Official Languages Act* as do departments and agencies. They must, for example, ensure that service in both official languages is available in accordance with the provisions of the Act. A number of these corporations, such as Canada Post, Via Rail and the national museums, deal

with large numbers of people every year. On the whole, their record is good though they encounter difficulties at times.

The Treasury Board Secretariat has not yet begun the collection of Crown corporation statistical data relating to service to the public or language of work. Many corporations have completely different administrative rules from the Public Service. For example, they may not use the system of bilingual positions common to departments and agencies although they are still obliged to ensure that linguistic capacity is adequate in offices providing services in both official languages.

With respect to participation, Table 15 indicates that of the approximately 130,000 employees of Crown corporations nationwide, 70 per cent were English-speaking and 26 per cent French-speaking, with 4 per cent unknown. For the first time, this year a breakdown of participation rates is included on a regional basis. As well, figures are available for the first time for Anglophones and Francophones in Crown corporations by occupational category (Table 16).

Table 17 is also new this year, and provides participation rates by occupational category for the some 5,000 employees of agencies for which the Treasury Board is not the employer. Overall, 66 per cent were Anglophones and 34 per cent Francophones. Since most of these employees, such as those of the National Research Council, were recruited and were located in the National Capital Region, the participation rate was reasonable.

Anglophones comprised 81 per cent of the some 18,000 members of the Royal Canadian Mounted Police (RCMP) (Table 18), unchanged from 1990. Given the distribution of the RCMP across Canada, its mandate and the public it serves, participation was close to equitable. Table 19 provides figures for participation by occupational group within the RCMP.

Also, for the first time, this year statistics are available for participation by region of Anglophone and Francophone Canadian Forces personnel (Table 20). Nationally, 74 per cent of the members of the Forces were Anglophones, and 26 per cent Francophones. Overall, participation was balanced, although there were, of course, variations among the various Commands.

All Federal Institutions'

Table 21 provides participation data unavailable previously for the employees of all federal institutions including the Public Service, Crown corporations, separate employers, the RCMP and the Canadian Forces. In 1991-92, Anglophone participation was 72 per cent and Francophone participation 27 per cent. The first official language of one per cent of these employees was unknown, reflecting the incompleteness of Crown corporation data. Taking into account the location of the institutions, their mandates and their publics, participation was equitable overall.

Part III

**Activities
of the
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This part of the annual report presents the activities of the Treasury Board and its Secretariat during the 1991-1992 fiscal year as they relate to the responsibilities conferred on it under the *Official Languages Act*.

The Official Languages Branch had 50 person-years and a budget of \$5.2 million to assist the Board in carrying out its mandate. In addition, \$3.8 million were contributed to Crown corporations under section 108 of the *Official Languages Act*.

A deputy secretary determines the strategic and operational priorities of the Branch which is divided into three divisions:

- the **Policy Division** is responsible for making recommendations on the content of regulations established to give effect to the *Official Languages Act* and for the development and interpretation of official languages policies;
- the **Operational Liaison and Service to the Public Division** is responsible for monitoring implementation of the policies in federal institutions, liaison with official language minorities and provincial governments, and the development of information programs for the general public and employees of federal institutions; and
- the **Program Support Services Division** is responsible for the management of the support programs and databases relating to the program, organization of the framework of program audit and evaluation activities, coordination of the Branch's activities and resource management.

Regulations, Policies and Directives

Official Languages Regulations

Regulations on service to the public in both official languages were approved by the government on December 16, 1991.

For the most part, they will come into effect on December 16, 1992, although several of the provisions will not be implemented until December 1993 or 1994. The approval of the Regulations followed an extensive review by the Standing Joint Committee of the Senate and the House of Commons on Official Languages, and in-depth consultations with representatives of the minority official language communities and federal institutions. The general public was also invited to provide comments. For a detailed discussion of the Regulations, see Part I of this report.

Policies

The Treasury Board Secretariat continued its review of existing policies and directives on official languages in order to clarify, simplify and complete them. It also proceeded with the preparation of a draft of the revised policies and guidelines. These proposed policies and guidelines generally apply to all federal institutions and Air Canada and present the major thrusts of the program in the areas of service to the public, language of work, equitable participation and program management.

The policies set forth the basic requirements arising from the Act and related Regulations and specify the obligations of federal institutions and of Air Canada. The guidelines offer suggested implementation measures to meet the policy requirements. Institutions will be able to adapt these measures to meet their particular needs.

Federal institutions and Air Canada have already been consulted on a number of these policies. Over the coming year, consultations will continue, especially with the members of the Departmental and Crown Corporations Advisory committees. The new *Official Languages Manual* should be available by the end of March 1993.

In the meantime, the Secretariat issued two letters of clarification for all federal institutions. The first clarified the obligations arising from sections 11 and 30 of the *Official*

Languages Act on the use of appropriate media to communicate with the public in the official language of its choice. The second letter covered section 91 of the Act and hiring practices to ensure that the language requirements of a vacant position are established objectively based on the duties of the position.

In addition, on December 12, 1991, the Treasury Board approved two major changes to its policy on the staffing of bilingual positions:

- one amendment enables the deputy minister to delegate decision-making authority regarding the obligation of a candidate to meet the language requirements of a bilingual position at the time of appointment (imperative staffing); and
- the other removes the criterion requiring that any bilingual position occupied for a period of three years by one or more unilingual employees must be staffed on an imperative basis.

The Official Languages Branch of the Secretariat continued to advise institutions by providing them with interpretations that they requested on the *Official Languages Act* and policies. Moreover, in an effort to simplify administration of the program, in keeping with the objectives of **Public Service 2000**, the Branch has integrated all of the current policies and directives into a single volume, eliminating those which were outdated.

Official Languages and Information Technology

Under the *Official Languages Act*, federal institutions must ensure that regularly and widely used automated systems for the processing and communication of data can be used in either official language if these systems were acquired or produced after January 1, 1991. This requirement applies in the National Capital Region and other regions designated as bilingual for language of work purposes.

A 1988 Treasury Board policy on Official Languages and Information Technology provided for a review, in 1990, of its implementation by federal institutions. As a result, the Advisory Committee on Information Management (ACIM) established a working group to assess the impact of official languages requirements on information technology, in consultation with the private sector. In January 1992, the working group reported that all departments surveyed had taken significant measures to comply with the Act and the policy.

The working group noted that the lack of established standards on keyboards, character sets and codes presented an impediment to meeting the requirements of the Act. However, in November 1991, the Canadian Standards Association approved the new "Canadian Keyboard Standard for the English and French Languages." The Treasury Board intends to adopt this standard as a Treasury Board Information Technology Standard (TBITS) in the summer of 1992.

During the course of the year, the Treasury Board Secretariat sent a letter to federal institutions to remind them of their obligations relating to the information technology provisions of the *Official Languages Act* and the 1988 policy on this matter.

Accountability Framework

Under the *Official Languages Act*, the Treasury Board is responsible for monitoring and auditing federal institutions for their compliance with official languages policies and regulations. The Annual Management Report called for under Letters of Understanding with departments and agencies is the main instrument used to monitor an institution's progress. Such a report will also be submitted to the Treasury Board Secretariat pursuant to the Agreements to be signed with Crown corporations. Secretariat officials are maintaining contacts with the institutions on a continuing

basis, not only for purposes of monitoring but also with a view to providing advice and guidance.

1991-1992 Letters of Understanding

The Letters of Understanding remain one of the key management tools in ensuring the accountability of the departments and agencies. They clearly set out the obligations of the institutions with respect to official languages and specify performance indicators.

As of March 31, 1992, 71 departments and agencies had signed an initial Letter of Understanding and 17 others were in the process of negotiations. The Treasury Board approved 23 Letters of Understanding¹ between April 1991 and March 1992.

Consultations on ways of implementing the accountability regime were held with departments and agencies with the goal of revising the system in the context of **Public Service 2000**, and to reflect the evolution in the management of the Official Languages Program. As of January 1993, some 24 departments and agencies will be able to use a simplified, client-centred approach, that is more oriented to partnership and results.

Agreements with Crown Corporations

Agreements between the Treasury Board and Crown corporations will provide an offi-

cial languages accountability framework in the same way that Letters of Understanding do for departments and agencies. Following extensive consultations, guidelines for the preparation of these Agreements were approved and distributed in June 1991. The guidelines were accompanied by a call letter asking Crown corporations to begin the process of drafting, and by a schedule for the submission of proposed Agreements.

Draft Agreements have been prepared and submitted to the Treasury Board Secretariat by 15 Crown corporations. Several of these are in the final stages of negotiation. The CNR Agreement has been signed by the Chief Executive Officer and approved by the responsible minister. It will be submitted to the Treasury Board in April. Another 11 draft agreements are scheduled for submission in 1992-1993.

Audits

Under the *Official Languages Act*, the Treasury Board can monitor and audit the activities of all federal institutions with the exception of the Senate, the House of Commons and the Library of Parliament. During the 1991-1992 fiscal year, and in the context of **Public Service 2000**, the Treasury Board Secretariat continued to call on the internal audit community to audit official languages activities. The Secretariat also launched a study of the internal audit of official languages. The results of this study will enable the Secretariat to strengthen its collaboration with internal auditors in federal institutions.

In 1991-1992, the Secretariat published a report on language training purchased by federal institutions from private sector language schools. The audit found that there was effective management of the language training obtained from accredited suppliers. In general, suppliers met the accreditation criteria and departments adhered to policies and guidelines when acquiring language training from suppliers. However, the audit also found that there was a need

¹The 23 institutions whose Letters of Understanding were approved included: Labour Canada; Canadian Advisory Council on the Status of Women; Canadian Security Intelligence Service; National Defence; Forestry Canada; Multiculturalism and Citizenship Canada; Hazardous Materials Information Review Commission; Department of the Secretary of State of Canada; Copyright Board; Procurement Review Board of Canada; Canadian International Trade Tribunal; Canadian Centre for Management Development; Canadian Secretariat; Investment Canada; Industry, Science and Technology Canada; Transport Canada; Canadian Centre for Occupational Health and Safety; Revenue Canada – Taxation; Revenue Canada – Customs and Excise; Communications Canada; Employment and Immigration Canada; Department of Fisheries and Oceans; Canadian Transportation Accident Investigation and Safety Board.

for improved information management. The systems being used led to duplication, statistical data on hours of training were not up to date and certain key elements, such as the breakdown of costs, were not available. The Treasury Board Secretariat will work with the federal institutions concerned to examine possible solutions to these problems in 1992-1993.

Support Programs

Language Training

Second-language training is an important support measure for the Official Languages Program. In 1991-1992, federal employees received 1.9 million hours of language training, an increase of 200,000 hours over 1990-1991 (Table 22).

In order to simplify procedures, the Public Service Commission is no longer required to consult with the Treasury Board Secretariat regarding requests for additional language training for surplus staff and requests for the extension of the training period. Reporting procedures for the language training data banks have also been simplified by the Secretariat and the Commission. These changes eliminated almost 75 per cent of the updating activities carried out by departments.

The Secretariat also continues to accredit private sector language schools in order to offer departments greater flexibility in their choice of suppliers. As of March 31, 1992, departments had access to 82 accredited suppliers.

Translation

Translation is also one of the principal support measures of the Official Languages Program. It contributes to the government's ability to communicate with the people of Canada in the official language of their choice, and to ensure that Public Service employees have work instruments available in both English and French.

The Translation Bureau of the Department of the Secretary of State provides most of the translation services used by departments and agencies and by parliamentary institutions, although these organizations also purchase translation in relatively small amounts from their own resources. The Treasury Board Secretariat determines the amount of translation that the Translation Bureau can undertake in the year, and allocates individual envelopes to institutions on the basis of their priorities and needs.

In spite of considerable pressure in 1991-92 on translation resources because of the number and importance of forums and documents related to Constitutional negotiations, the volume of 252 million words translated by the Translation Bureau was almost unchanged from 1990-91 (Table 23). While it is expected that some 19 million fewer words will be translated in 1992-93, the objectives of the program will continue to be met. At the same time, savings will be achieved in line with the government's overall financial objectives.

Bilingualism Bonus

As of March 31, 1992, 59,917 employees were being paid the bilingualism bonus. Members of the Executive Group and of some other groups are not eligible for the \$800 annual bonus.

It is important to ensure that the bonus is paid only to incumbents of bilingual positions who have the second-language proficiency required by their positions. Thus, in 1991-1992, 10,199 employees were tested to verify that they had maintained their proficiency. The success rate on these tests was 97.8 per cent compared to a success rate of 90.5 per cent in 1987-1988, when the confirmation process was introduced. Employees who fail the test lose the bonus until they have achieved the necessary proficiency. In 1992-1993, it is expected that another 12,321 employees will be tested.

Assistance to Crown Corporations

In accordance with a provision of the 1988 *Official Languages Act*, the President of the Treasury Board established a program to provide assistance to Crown corporations. The four-year, cost-sharing program was designed to facilitate the implementation of the language of work provisions of the Act in bilingual regions.

As of March 31, 1992, \$10,548,000 of its \$18,000,000 set aside for this program had been committed by the Treasury Board. However, it was anticipated that commitments for the final year would increase significantly once the final series of proposals had been approved.

Cost of the Program

In 1991-92, \$305.3 million were spent on the Official Languages Program within federal departments, agencies and Crown corporations. The year before, expenses were \$333.8 million (Table 24). Most notably, savings of over \$5 million were made in the language training program of the Public Service Commission and in training purchased by departments and agencies for which the Treasury Board was the employer. (At the same time, 200,000 more training hours were delivered than in the previous year.) As well, administrative costs within the Treasury Board Secretariat fell by \$1.5 million as a result of an organizational restructuring. On the other hand, the cost of the bilingualism bonus to departments and agencies rose by \$2 million. The balance of the difference in the costs in 1991-92 as compared with 1990-91 resulted from changes in accounting methods.

Table 25 gives the breakdown by program elements of official languages costs in 1991-92 in all federal institutions.

Information

Keeping the Public Informed

During 1991-1992, the Treasury Board Secretariat increased its contacts with official language minority communities. It also continued its liaison activities with federal institutions which provide services to the public across the country.

Representatives of the Official Languages Branch attended annual meetings of provincial and national associations of official language minority communities. They also met with organizations such as the French- and English-language press associations and the Centre de linguistique de l'entreprise au Québec.

The Official Languages Branch also continued to provide information sessions on the draft proposed Regulations on service to the public in both official languages for federal employees and official language minority communities. Special information sessions were held in all regions of the country after the final version of the Regulations was adopted in order to explain the changes made to the draft Regulations. Consultation meetings were also held across the country on methods of assessing the demand for services in either official language.

Officers of the Official Languages Branch also organized special meetings aimed, among other things, at facilitating communications between the associations and federal institutions in Manitoba and the Yukon.

Keeping Employees Informed

In December 1991, the Official Languages Branch organized an official languages symposium with the central theme "The 1990s: Rising to the Challenge." This symposium emphasized program management in an ever-changing environment. Three hundred thirty-one representatives of federal institutions attended. Participants heard presentations from public sector as well as private sector representatives. Participants

also took part in workshops on the Crown corporations accountability regime, perspectives on the future of official languages, language of work, service to the public on the eve of the enactment of the Regulations, and technology in the 21st century.

To facilitate implementation of the Regulations on service to the public, the Official Languages Branch organized information sessions for representatives of federal institutions who provide services to the public in the regions. Branch representatives also met with official languages coordinators, as well as with managers in Montreal, Toronto and Western Canada.

In 1990-91, the Departmental Advisory Committee on Official Languages identified the need to train employees of federal institutions who had official languages responsibilities. The course, *Orientation to Official Languages*, was designed by a subcommittee with the assistance of Training and Development Canada of the Public Service Commission and under the sponsorship of the Official Languages Branch of the Treasury Board Secretariat. The course gives an overall view of the legal foundation of the Official Languages Program and provides a basic knowledge of the three main components of the program as well as of program management and the support mechanisms.

A pilot course was presented in October 1991 and proved to be a success. Since then, several courses have been given in the National Capital Region, all using a bilingual format. Unilingual courses will be available for the fall of 1992. Demand for the course was high. As a result, the course will be listed as a regular component of the Public Service Commission's training curriculum. A schedule has been established for the National Capital Region, and one is being developed for the regions. Resource persons will be drawn from federal institutions, the Commission and the Secretariat.

Advisory Committees

The Senior Committee on Official Languages, composed of senior officials of a dozen departments, agencies and Crown corporations, met during 1991-92 primarily to discuss the Regulations on service to the public, then still in draft form. Other matters considered included **Public Service 2000** as related to official languages.

The Departmental Advisory Committee, which brings together representatives of the Treasury Board Secretariat and the departments and agencies, met several times to discuss the Official Languages Program. Key issues were implementation of the Regulations on service to the public, the 1991 symposium and the Official Languages Information Network project. The Committee also organized customized working sessions for the officers responsible for official languages.

The Crown Corporations Advisory Committee consists of 12 representatives of Crown corporations but its meetings are regularly attended by at least the same number of observers from corporations not directly represented. It met three times during 1991-92 and, in addition, two special sessions on the service-to-the-public Regulations were held for all Crown corporations. A subcommittee initiated the development and calibration of a second-language test package specifically designed to meet the testing needs of Crown corporations.

Publications

In order to facilitate dissemination of information on the Regulations in federal institutions, the Treasury Board Secretariat produced and distributed a videocassette entitled *Now we're talking/Parlons-en*. This video explains the rationale for and the structure of the Official Languages Regulations. In addition, a synoptic table of the provisions of the Regulations has been published so that people responsible for

implementing them have a detailed outline of the rules in a single glance.

The Secretariat has also produced a cartoon strip entitled *A Knack for Service/Servir avec brio*, to make Public Service employees aware of the importance of an active offer of service in both official languages. This publication, together with a reminder card, has been distributed to employees in offices which provide services in English and French. In response to numerous requests from federal institutions and some private sector agencies, the Secretariat reprinted its guide aimed at assisting persons required to chair meetings in both official languages in bilingual regions.

In addition, the Official Languages Branch, in close collaboration with the Departmental and Crown Corporations Advisory committees, released its first publication in an automated format. It is a collection of the initiatives taken by the various federal institutions in the area of official languages, reproduced on diskette for personal computers.

The "Action Request" form used daily in offices across the country has been revised to provide a box so that the language used by callers can be recorded. This addition to the form should promote appropriate follow-up in the language of the caller's choice.

Statistical Tables**Public Service**

1. Language Requirements of Positions
2. Bilingual Positions and Pool of Bilingual Employees
3. Language Requirements of Positions by Region
4. Bilingual Positions: Linguistic Status of Incumbents
5. Bilingual Positions: Second-Language Level Requirements
6. Service to the Public: Bilingual Positions – Linguistic Status of Incumbents
7. Service to the Public: Bilingual Positions – Second-Language Level Requirements
8. Internal Services: Bilingual Positions – Linguistic Status of Incumbents
9. Internal Services: Bilingual Positions – Second-Language Level Requirements
10. Supervision: Bilingual Positions – Linguistic Status of Incumbents
11. Supervision: Bilingual Positions – Second-Language Level Requirements
12. Participation of Anglophones and Francophones
13. Participation by Region
14. Participation by Occupational Category

Crown Corporations

- 15. Participation by Region of Anglophones and Francophones
 - 16. Participation of Anglophones and Francophones by Occupational Category
-

Separate Employers

- 17. Participation of Anglophones and Francophones by Occupational Category
-

Royal Canadian Mounted Police

- 18. Participation by Region of Anglophone and Francophone Members
 - 19. Participation by Occupational Category
-

National Defence

- 20. Participation by Region of Anglophone and Francophone Canadian Forces Personnel
-

Employees of All Federal Institutions

- 21. Participation of Anglophones and Francophones
-

Training and Translation

- 22. Language Training (All Suppliers)
 - 23. Official Languages Translation
-

All Federal Institutions

- 24. Official Languages Program Costs
- 25. Official Languages Program Costs by Subject

Explanatory Notes

General

The statistical data for Public Service incumbents and their positions used in this report come from a single source: the Official Languages Information System (OLIS). This system contains information concerning those federal institutions for which the Treasury Board is the employer, i.e., departments and agencies which come under Schedule I, Part I of the *Public Service Staff Relations Act* (which excludes Crown corporations and certain other institutions).

Under the *Official Languages Act*, the President of the Treasury Board is required to submit an annual report to Parliament on the status of programs relating to official languages in all federal institutions other than the Senate, the House of Commons and the Library of Parliament. Included are parent Crown corporations and wholly owned federally incorporated subsidiaries, the Canadian Armed Forces (uniformed members), and the Royal Canadian Mounted Police (members). The Treasury Board Secretariat is developing an official languages information system to include these other institutions; data currently available are provided in tables 15 to 21. Future reports will provide a more complete account of the linguistic make-up of all federal institutions.

The Official Languages Information System (OLIS)

Departments are required to provide and to maintain current data relating to official languages. It is important to note that, over the years, OLIS data have undergone changes resulting from, for example:

- the creation and abolition of some departments and agencies;
- departments, becoming Crown corporations (in particular, Canada Post Corporation);
- changes in data sources: since April 1987, employee data have been obtained from the Pay/Incumbents System;
- changes in the selection of the population for reporting purposes; and
- modifications in the Public Service Commission's tests used to measure second-language proficiency.

It must also be pointed out that employees hired for a period of less than six months are not included in OLIS.

Technical Notes and Definitions

Where statistics are provided for positions, these always pertain to *occupied positions* only. All 1992 figures are as of March 31.

Proportion of bilingual Public Service employees: Table 2

The proportion of bilingual Public Service employees rose by 2 percentage points between 1991 and 1992.

Second-language capacity levels: Tables 2, 5, 7, 9 and 11

Knowledge of the second official language is assessed for each of the three skills: reading, writing and oral interaction. All the above tables are based on test results for oral interaction skills (understanding and speaking).

Superior corresponds to level C. In Table 2, the data also include those employees exempted from further testing because of their advanced proficiency.

Intermediate corresponds to level B.

Minimum corresponds to level A.

Other refers mainly to positions requiring code "P" or not requiring second-language oral interaction skills. Code "P" is used for a specialized or expert proficiency in one or both official languages that cannot be acquired through language training at government expense (e.g., stenographers, translators).

Prior to 1990, the number of Public Service employees with superior proficiency in their second official language was underestimated because the language test in use previously only determined whether an individual met the linguistic requirements of the position being staffed. The current test measures the individual's actual level of achievement.

Language requirements of positions: Tables 1 and 3

All positions in the Public Service are identified according to one of the following categories:

- *English-Essential*: a position in which all the duties can be performed in English.
- *French-Essential*: a position in which all the duties can be performed in French.
- *Either English- or French-Essential ("Either/or")*: a position in which all the duties can be performed either in English or in French.
- *Bilingual*: a position in which all, or part, of the duties must be performed in both English and French.

In Table 3, figures for "Unilingual" positions were obtained by adding English-Essential, French-Essential and English-or-French positions.

Language requirements outside Canada: Table 3

Since all rotational positions abroad of the Department of External Affairs are identified as "Either/or," the language requirements outside Canada are described in terms of the linguistic capacity of the incumbents, rather than by reference to position requirements.

**Linguistic status of incumbents:
Tables 4, 6, 8 and 10**

These tables indicate whether incumbents of positions:

- *meet* the language requirements of their positions;
- are *exempted* from meeting the language requirements of their positions. Government policy allows that, under specific circumstances, an employee may:
 - apply for a bilingual position staffed on a non-imperative basis, i.e., without having to meet the language requirements of the position, e.g., employees with very long records of service, employees with a handicap preventing them from learning a second language, and employees affected by a reorganization, transfer or lay-off;
 - remain in a bilingual position without having to meet the new language requirements of the position, e.g., incumbents of unilingual positions reclassified as bilingual, or incumbents of bilingual positions where the language requirements are raised; or
- *must meet* the language requirements of their position, in accordance with the Exclusion Order on Official Languages under the *Public Service Employment Act*, which grants employees a period of time to acquire the language proficiency required for their positions through training.

**Service to the public in both official languages:
Tables 6 and 7**

These tables cover incumbents of bilingual positions and bilingual positions where there is a requirement for service to the public in both official languages.

**Bilingual internal services:
Tables 8 and 9**

These tables cover incumbents of bilingual positions and bilingual positions where the

duties include provision of bilingual personal services (e.g., pay), or central services (e.g., library services), in those regions prescribed for the purpose of language of work in the *Official Languages Act*.

**Bilingual supervision:
Tables 10 and 11**

These tables cover incumbents of bilingual positions and bilingual positions with bilingual supervision responsibilities in those regions prescribed for the purpose of language of work in the *Official Languages Act*.

N.B.: Since a position may be identified bilingual for more than one requirement (e.g., service to the public and supervision), the sum total of positions in tables 7, 9 and 11, for example, does not match the number of bilingual positions in Table 5.

Participation: Tables 12, 13, 14, 15, 16, 17 and 21

“Anglophones” and “Francophones” refer to the first official language of employees. The first official language is that language declared by employees as the one with which they have a primary personal identification (that is, the language in which they are generally more proficient).

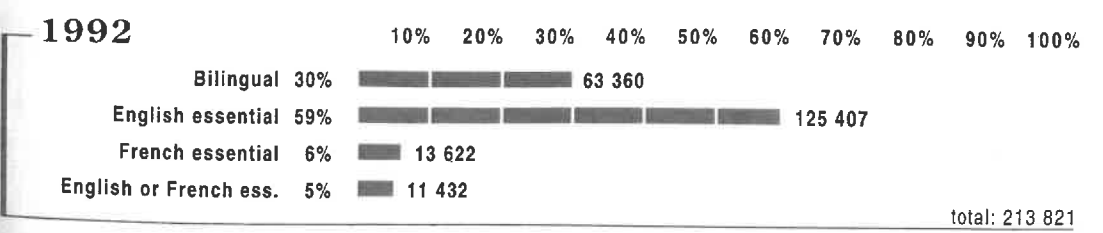
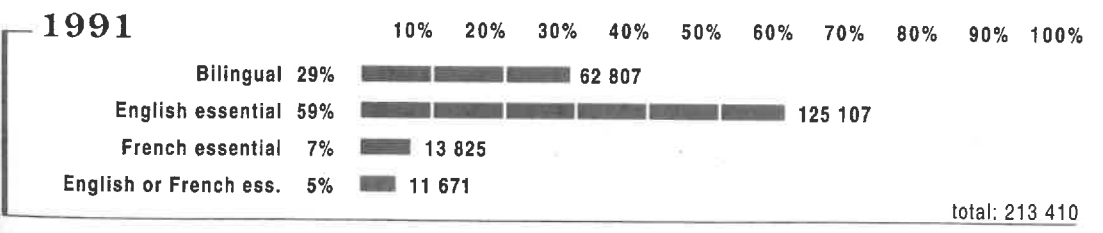
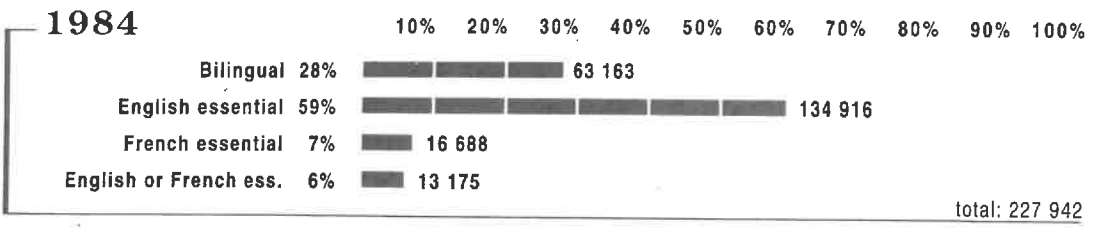
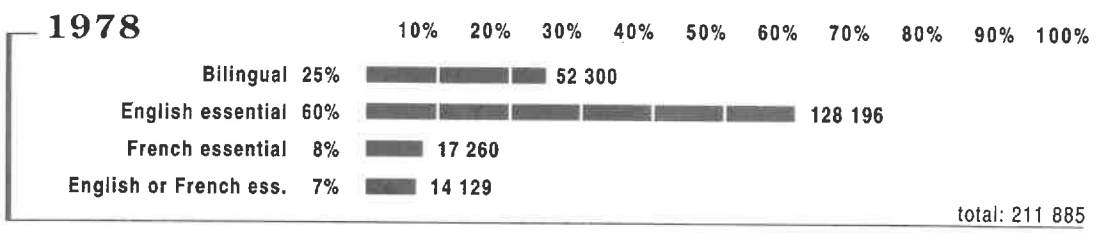
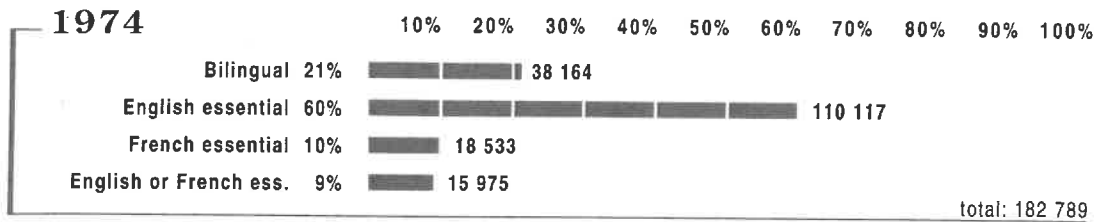
**Participation – Royal Canadian Mounted Police and National Defence:
Tables 18, 19 and 20**

Civilian employees are included in the Public Service statistics.

Costs within federal institutions: Tables 24 and 25

These costs include simultaneous translation and translation of parliamentary and government documents, language training for Public Service employees and military personnel, bilingualism bonus and administration of policies and programs by central agencies, departments, Crown corporations and the Armed Forces.

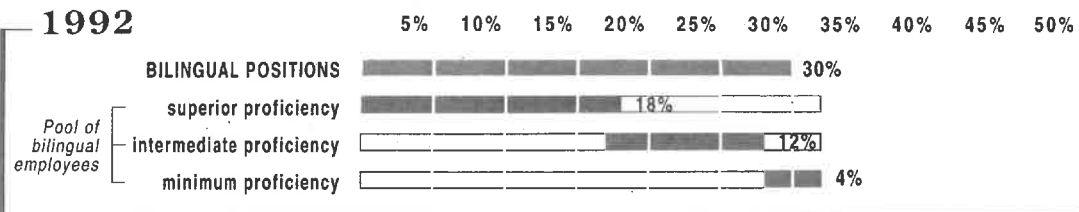
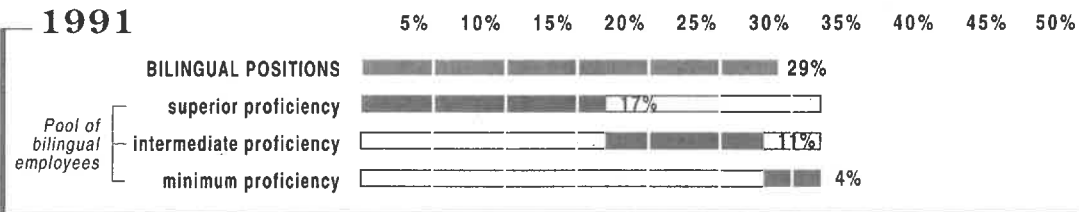
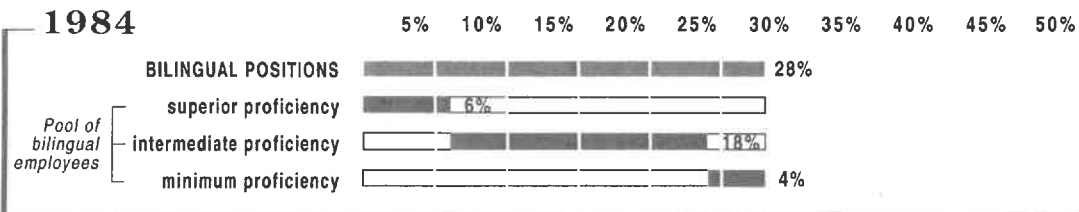
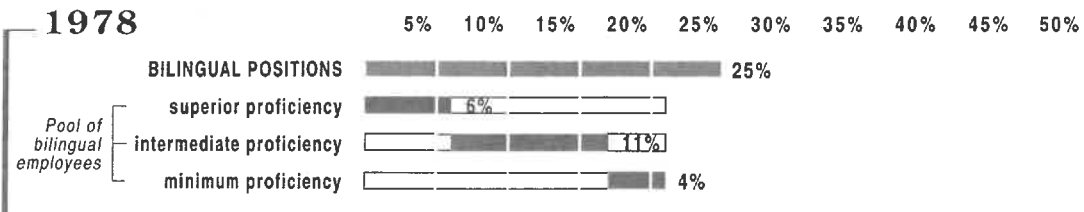
Table 1:
Language Requirements of
Positions in the Public Service



OLIS data

Table 2:

**Bilingual Positions
and Pool of Bilingual Employees
in the Public Service**



OLIS data

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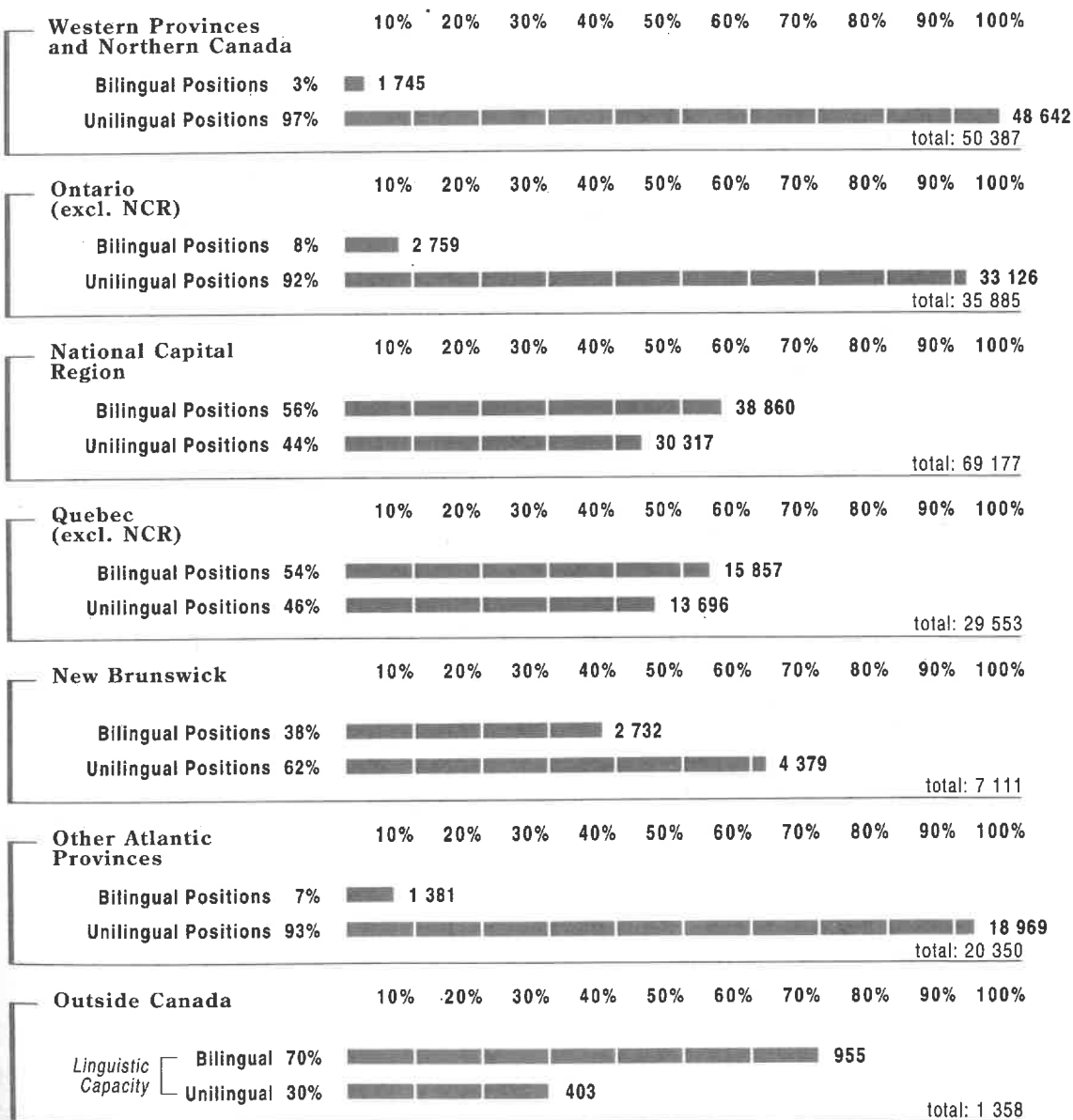
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Table 3:

Language Requirements of Positions in the Public Service

by Region
March 31, 1992



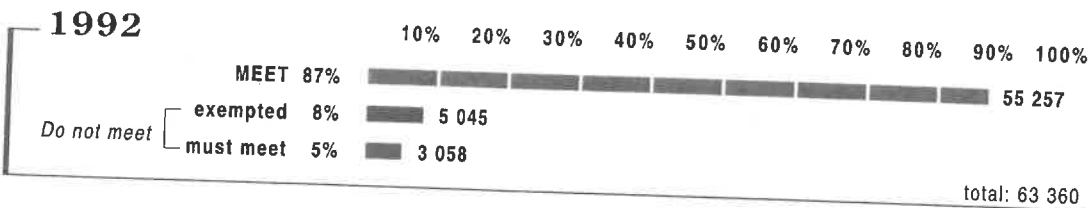
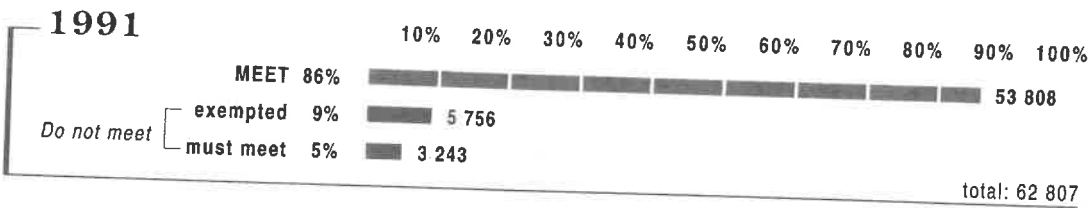
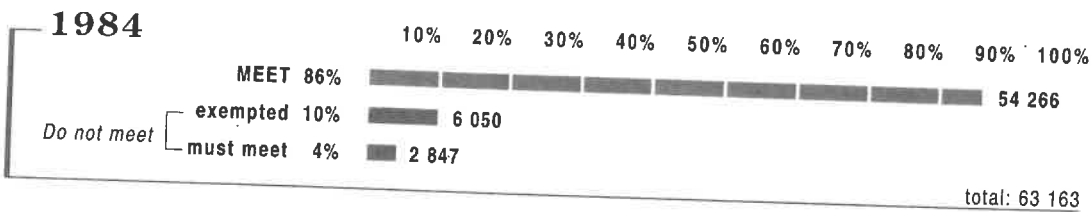
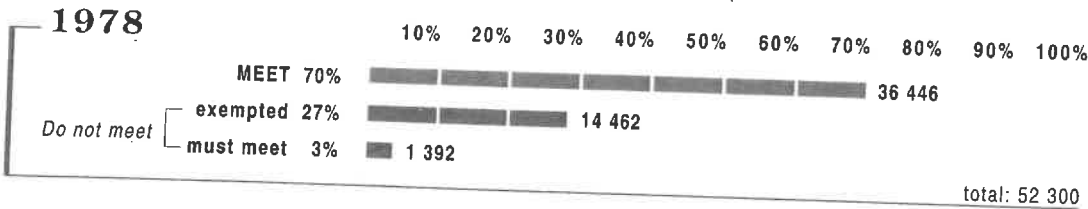
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Table 4:

Bilingual Positions in the Public Service

Linguistic Status of Incumbents

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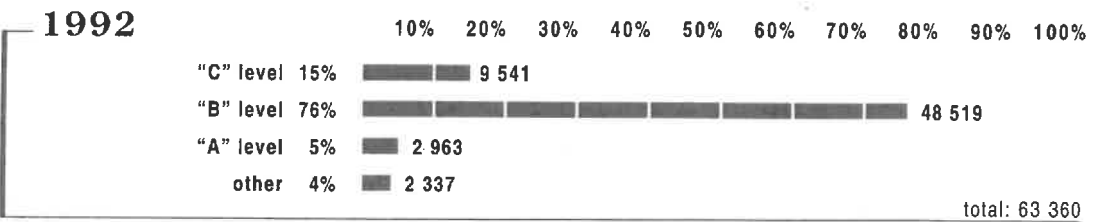
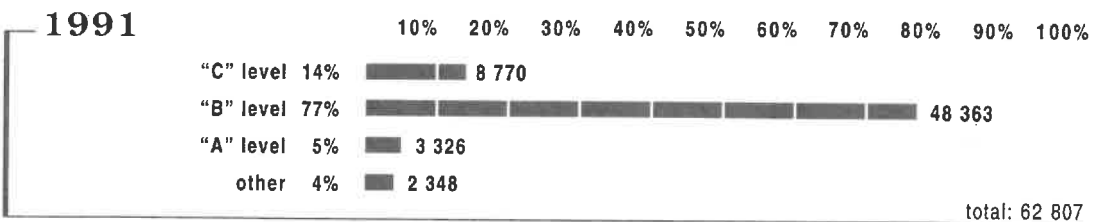
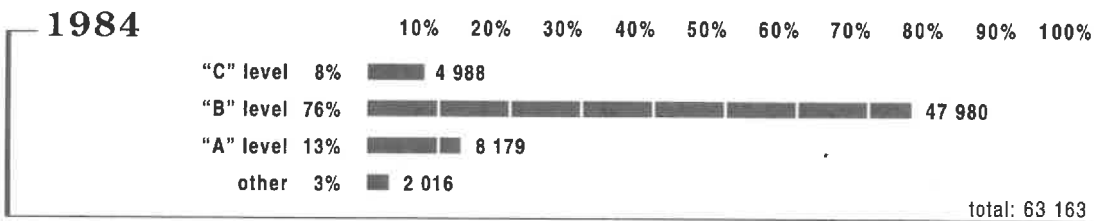
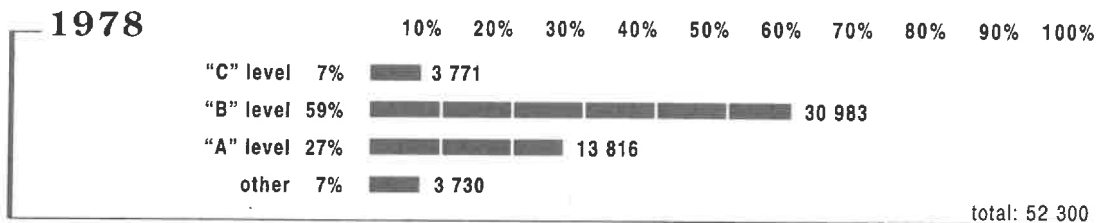


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Table 5:

**Bilingual Positions in
the Public Service**

Second-Language Level Requirements

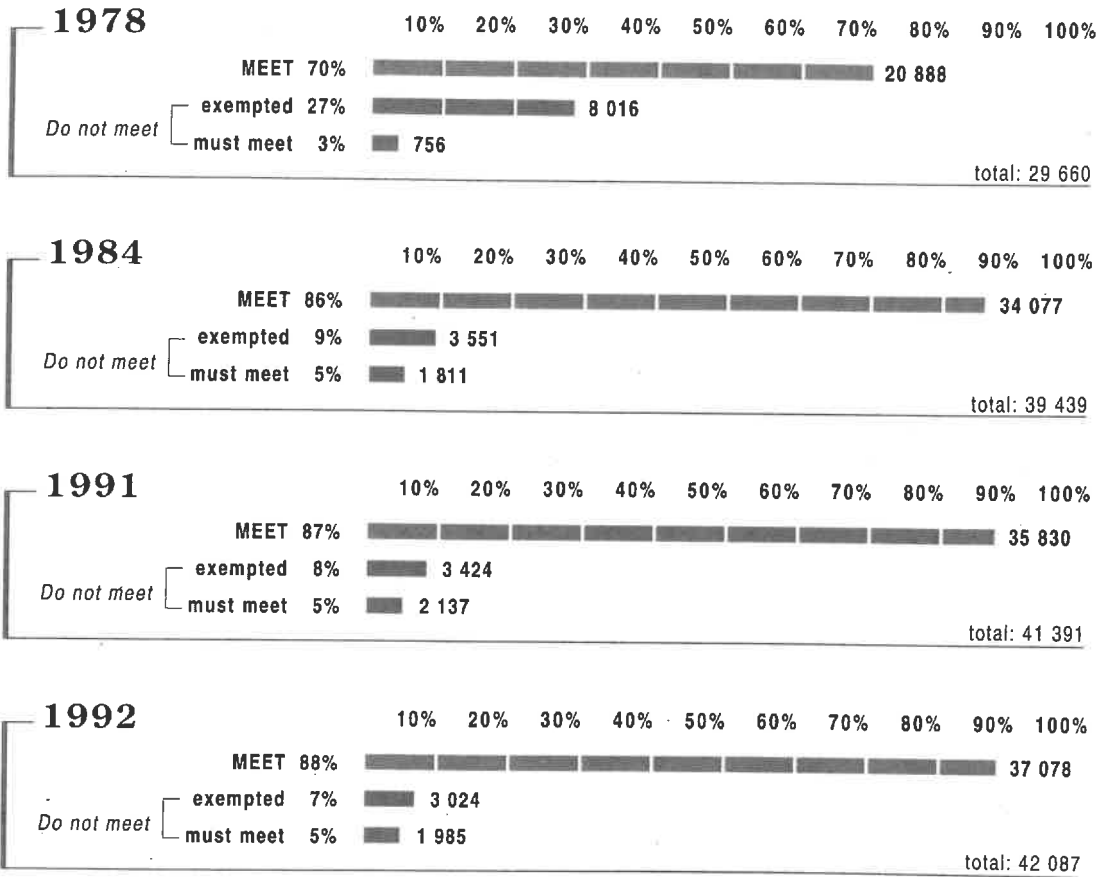


OLIS data

Table 6:

Service to the Public — Public Service

Bilingual Positions
Linguistic Status of Incumbents

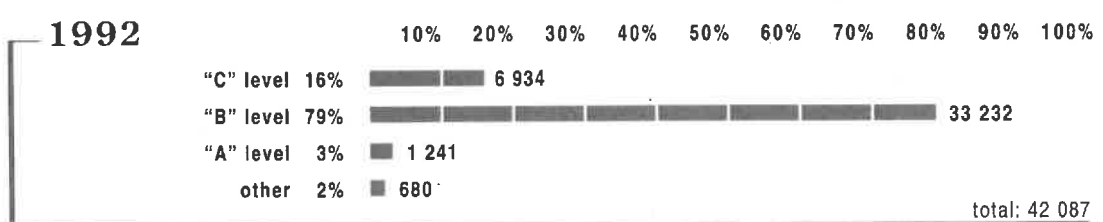
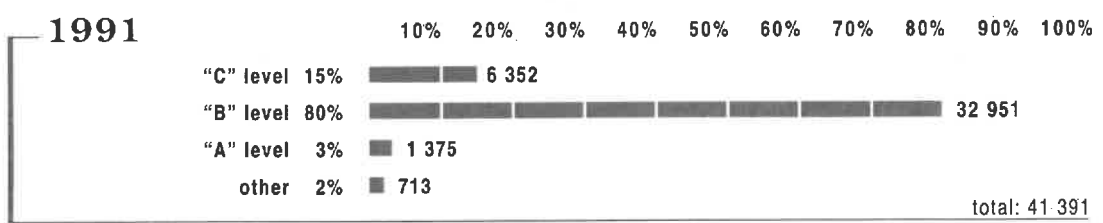
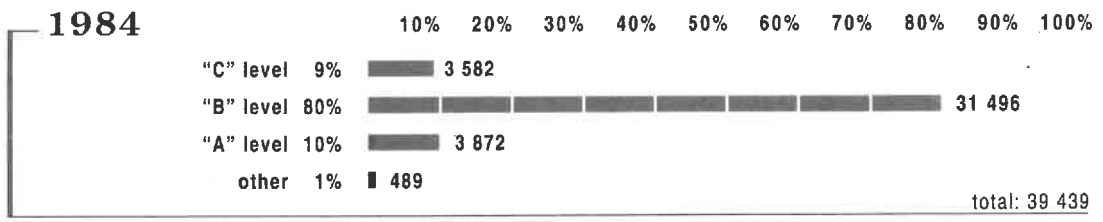
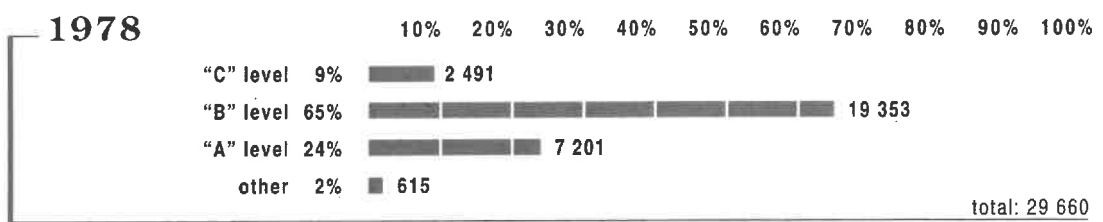


OLIS data

Table 7:

Service to the Public — Public Service

Bilingual Positions
Second-Language Level Requirements

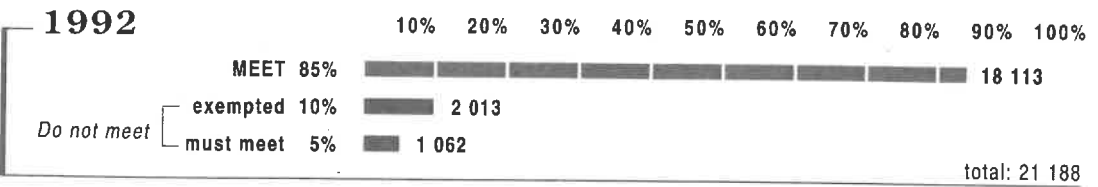
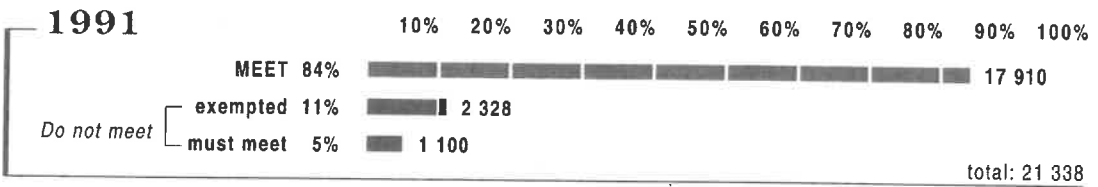
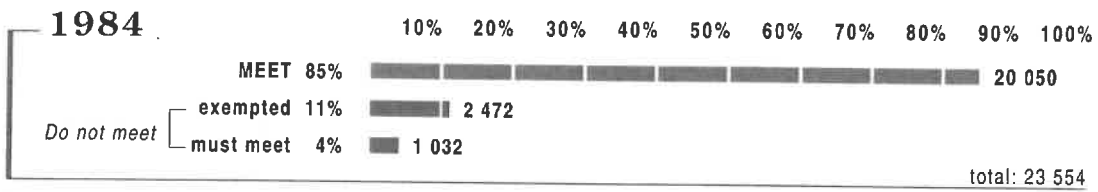
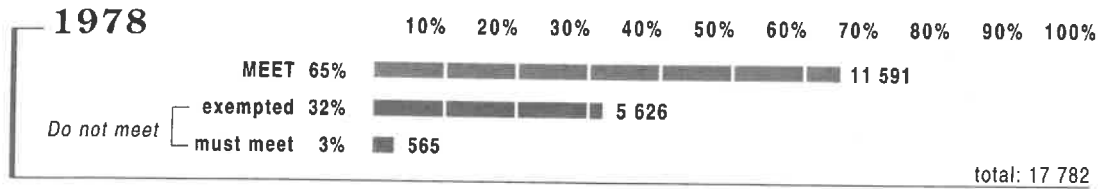


OLIS data

Table 8:

Internal Services — Public Service

Bilingual Positions
Linguistic Status of Incumbents

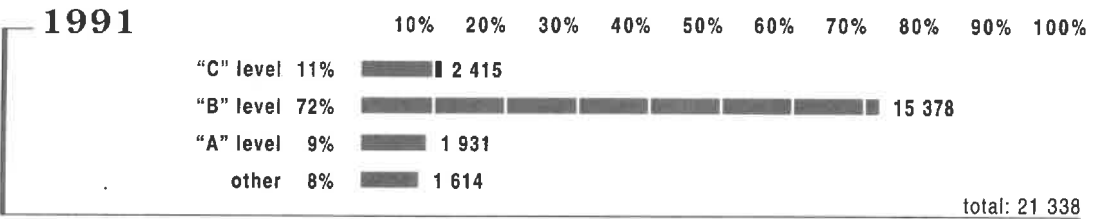
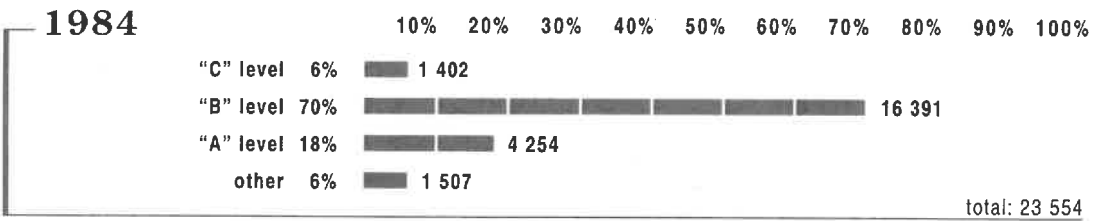
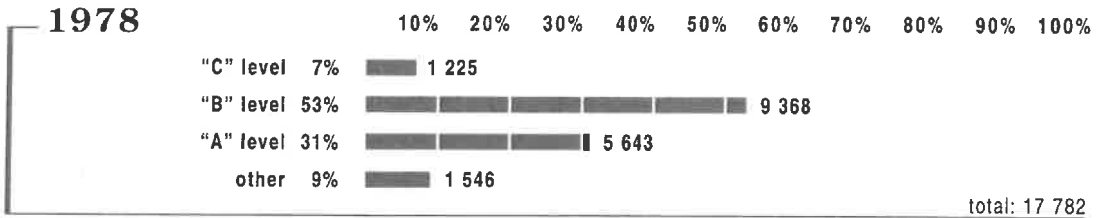


OLIS data

Table 9:

Internal Services — Public Service

Bilingual Positions
Second-Language Level Requirements

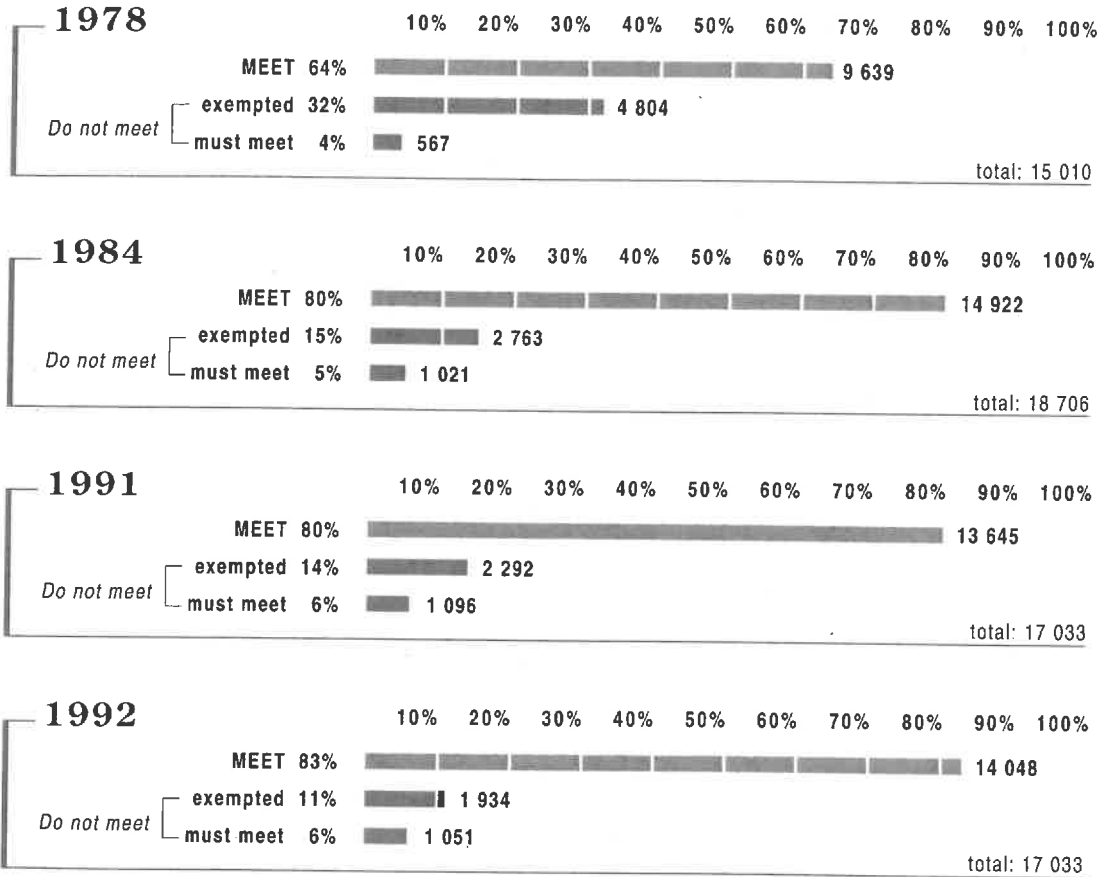


OLIS data

Table 10:

Supervision — Public Service

Bilingual Positions
Linguistic Status of Incumbents

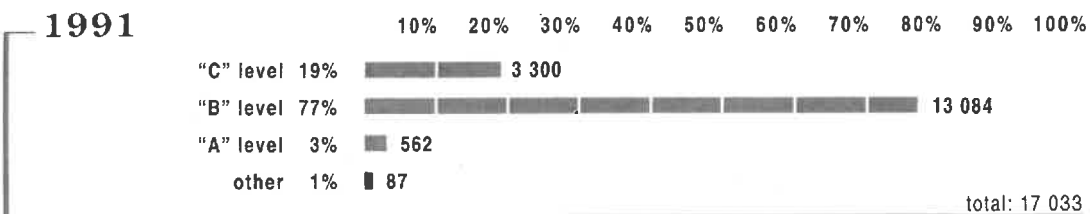
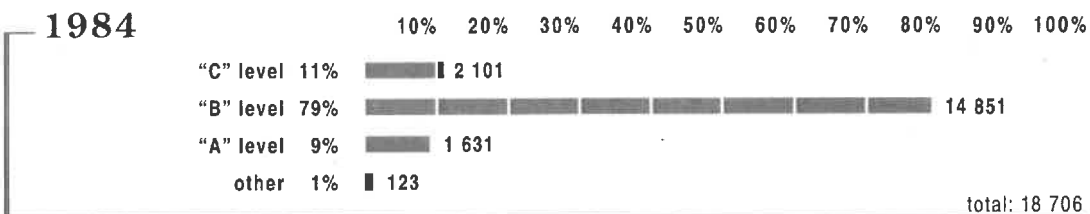
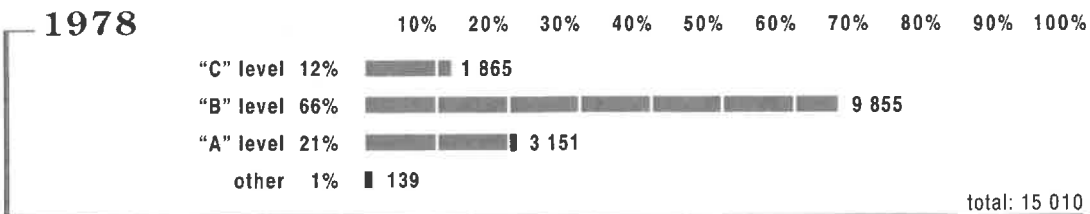


OLIS data

Table 11:

Supervision — Public Service

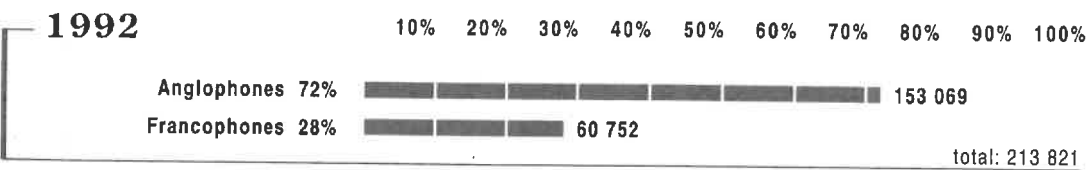
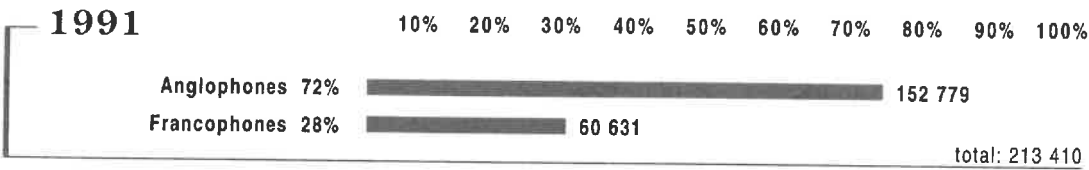
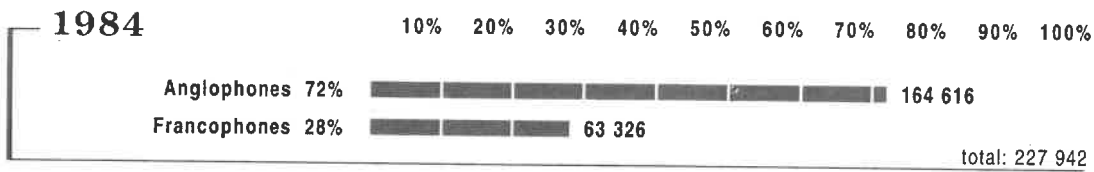
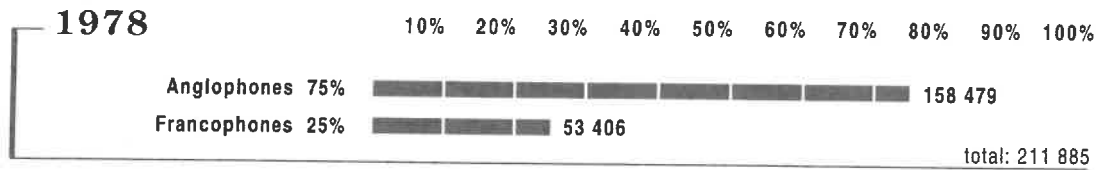
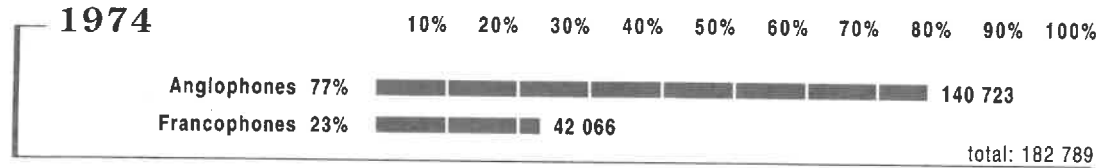
Bilingual Positions
Second-Language Level Requirements



OLIS data

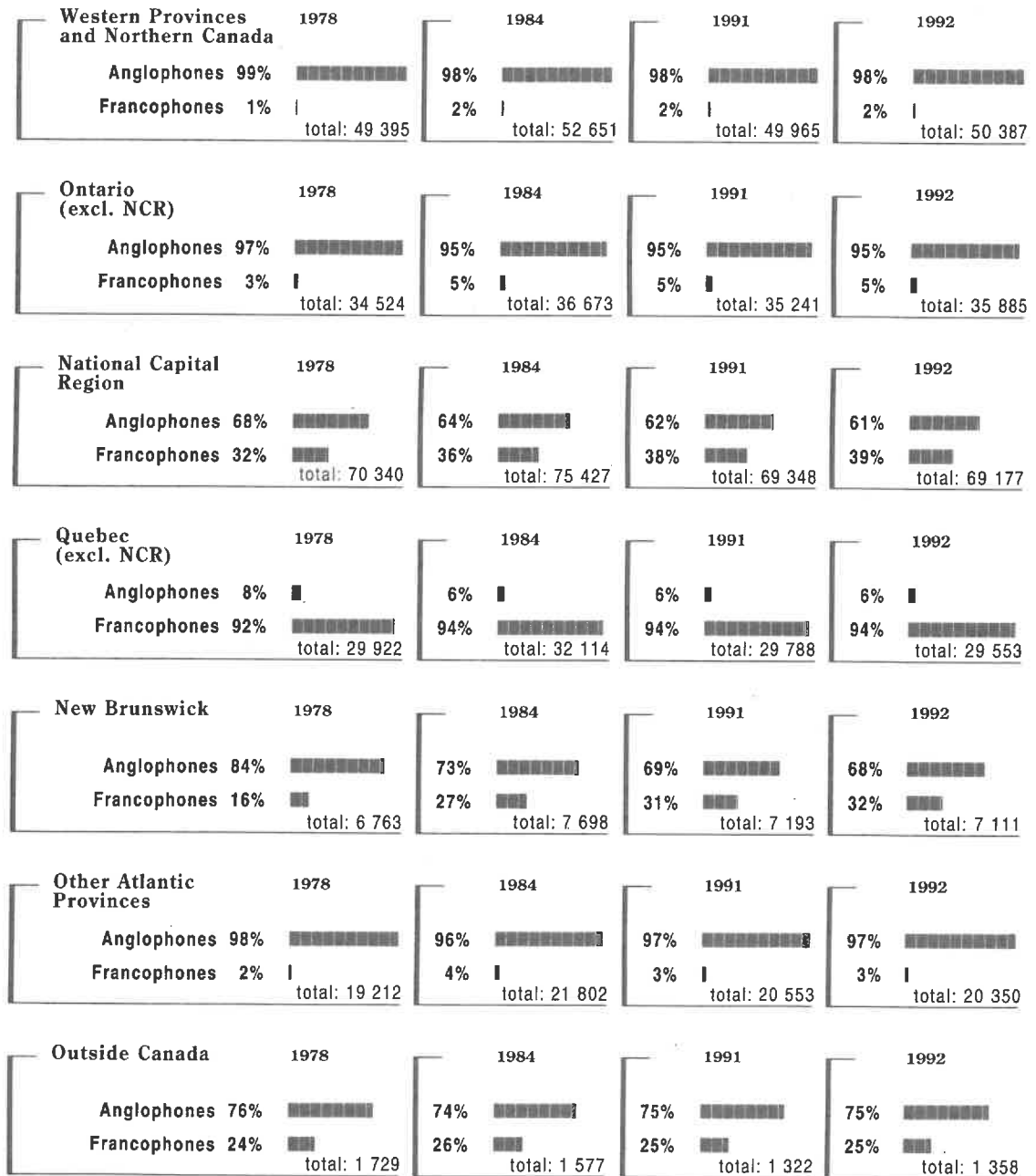
Table 12:

Participation of Anglophones and Francophones in the Public Service



OLIS data

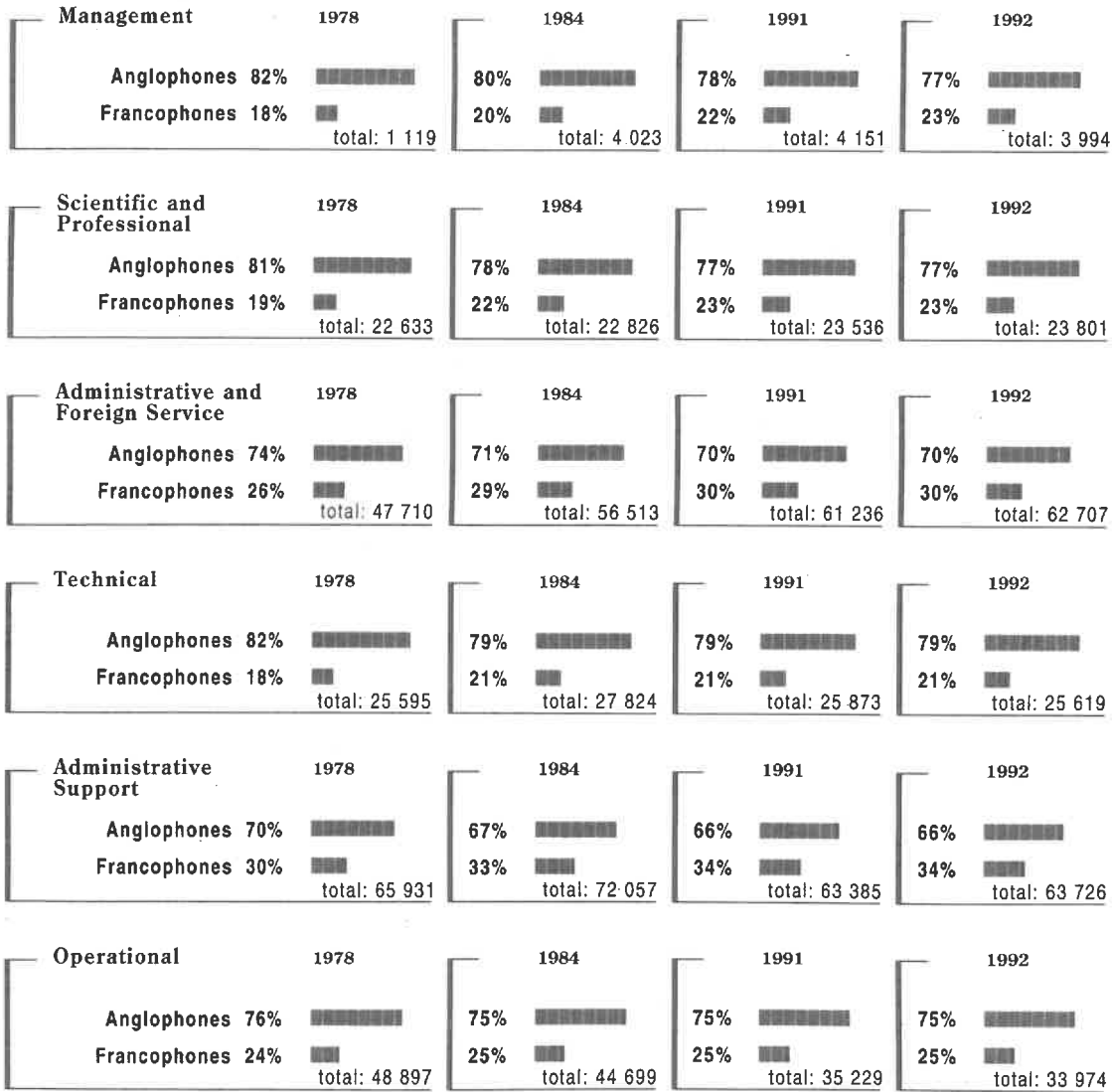
Table 13:
Participation by Region
in the Public Service



OLIS data

Table 14:

Participation by Occupational Category in the Public Service

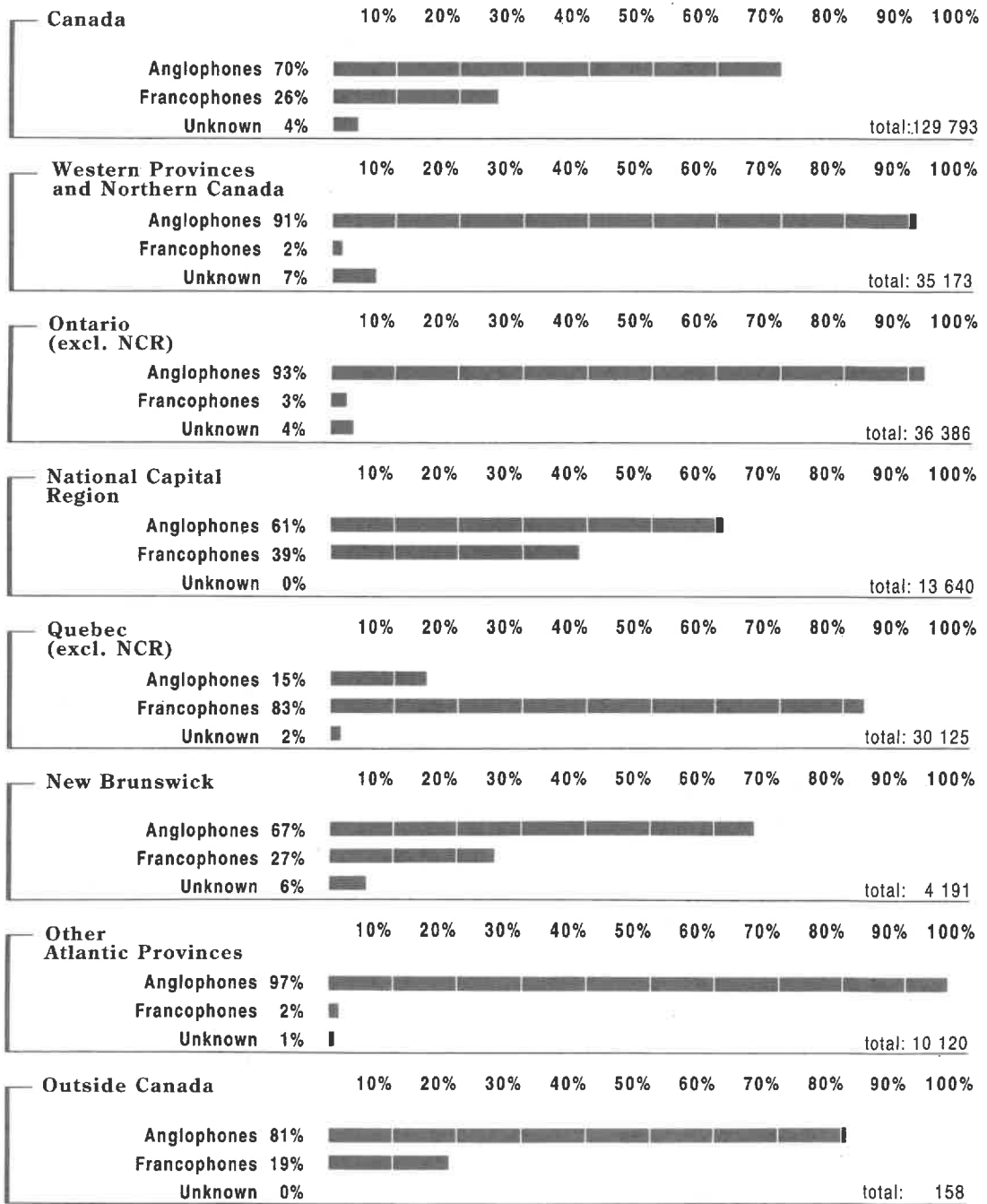


OLIS data

Table 15:

**Participation by Region of
Anglophones and Francophones
in Crown Corporations**

1991

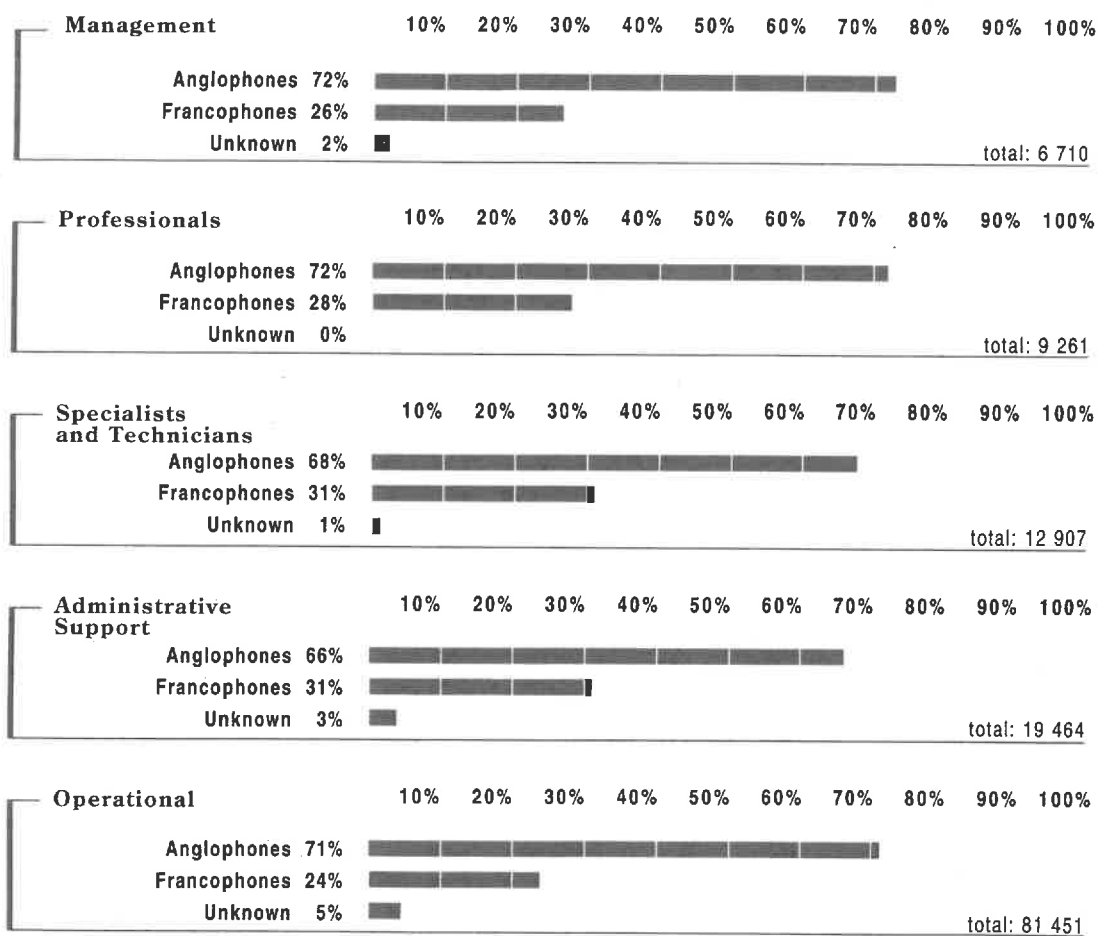


OLIS II data

Table 16:

Participation of Anglophones and Francophones in Crown Corporations by Occupational Category

1991

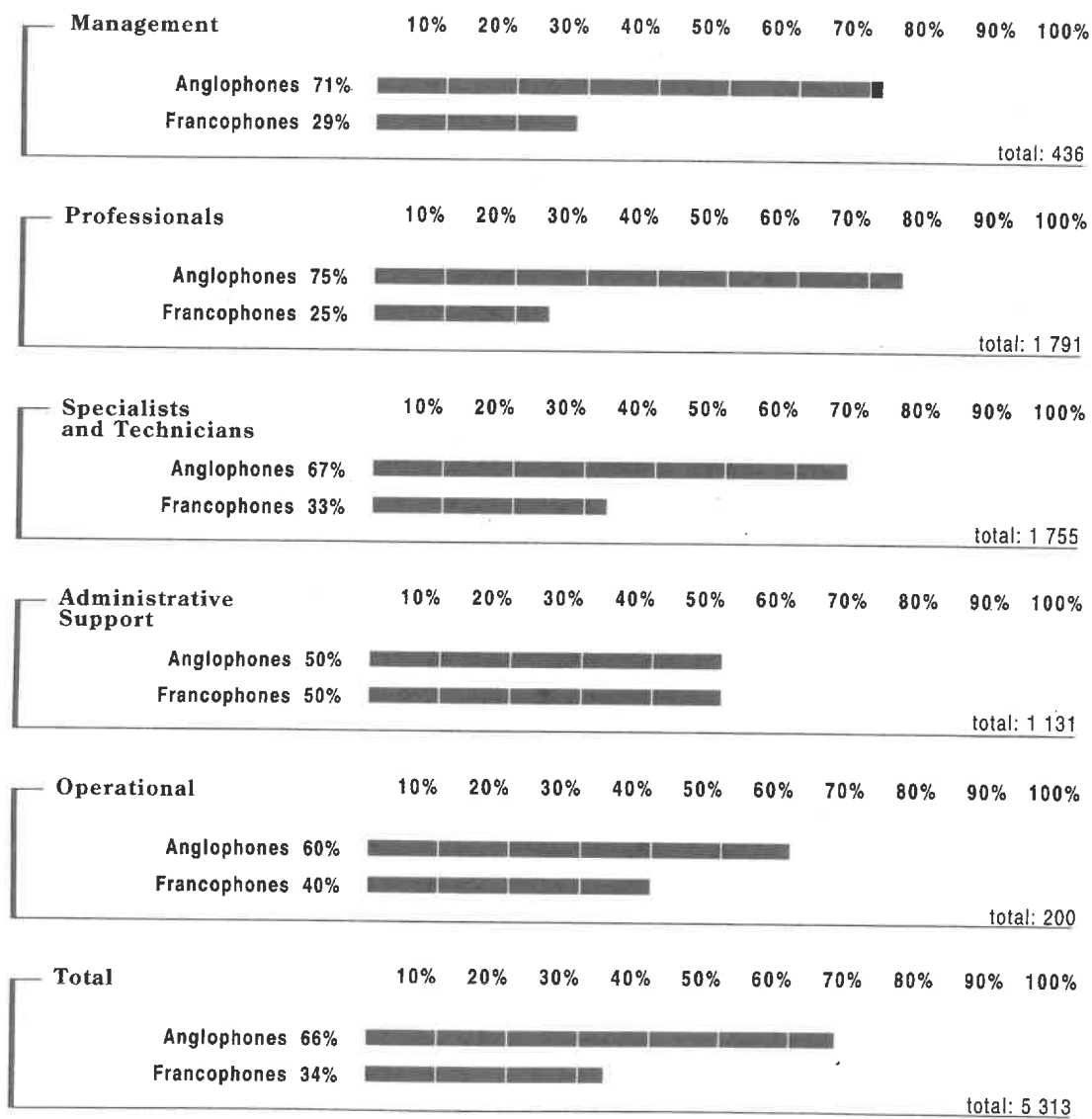


OLIS II data

Table 17:

Participation of Anglophones and Francophones Employed by Separate Employers by Occupational Category

1991

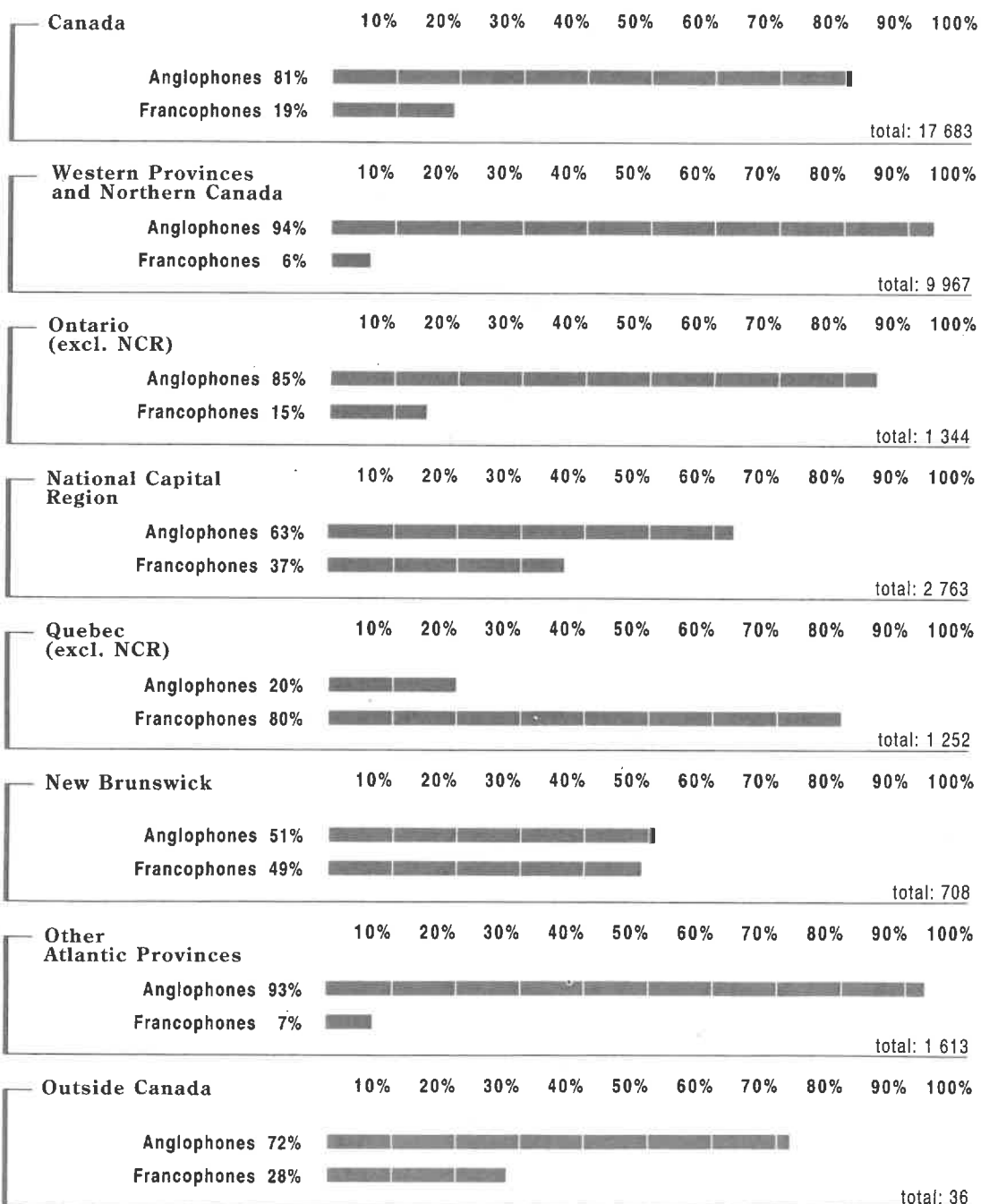


OLIS II data

Table 18:

Participation by Region of Anglophone and Francophone Members of the Royal Canadian Mounted Police

1991

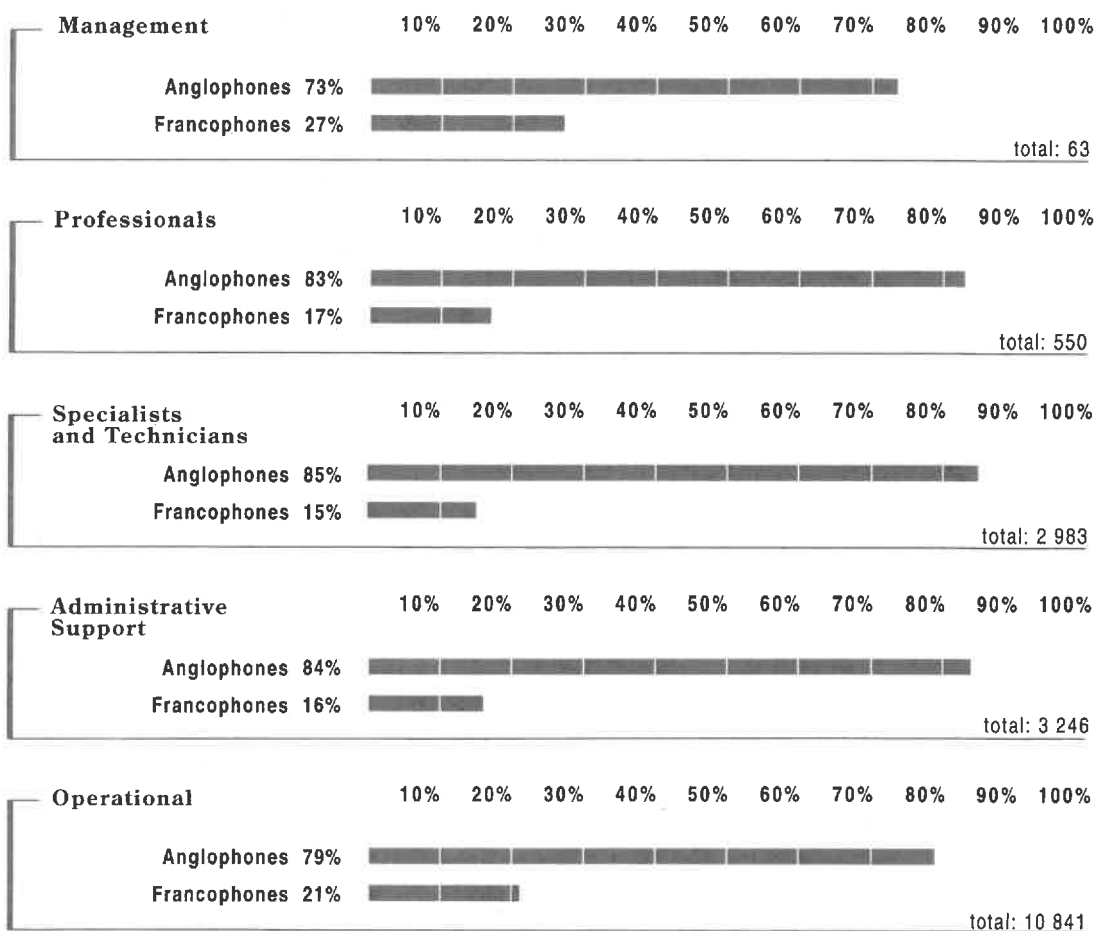


OLIS II data

Table 19:

**Participation of Members of the
Royal Canadian Mounted Police
by Occupational Category**

1991

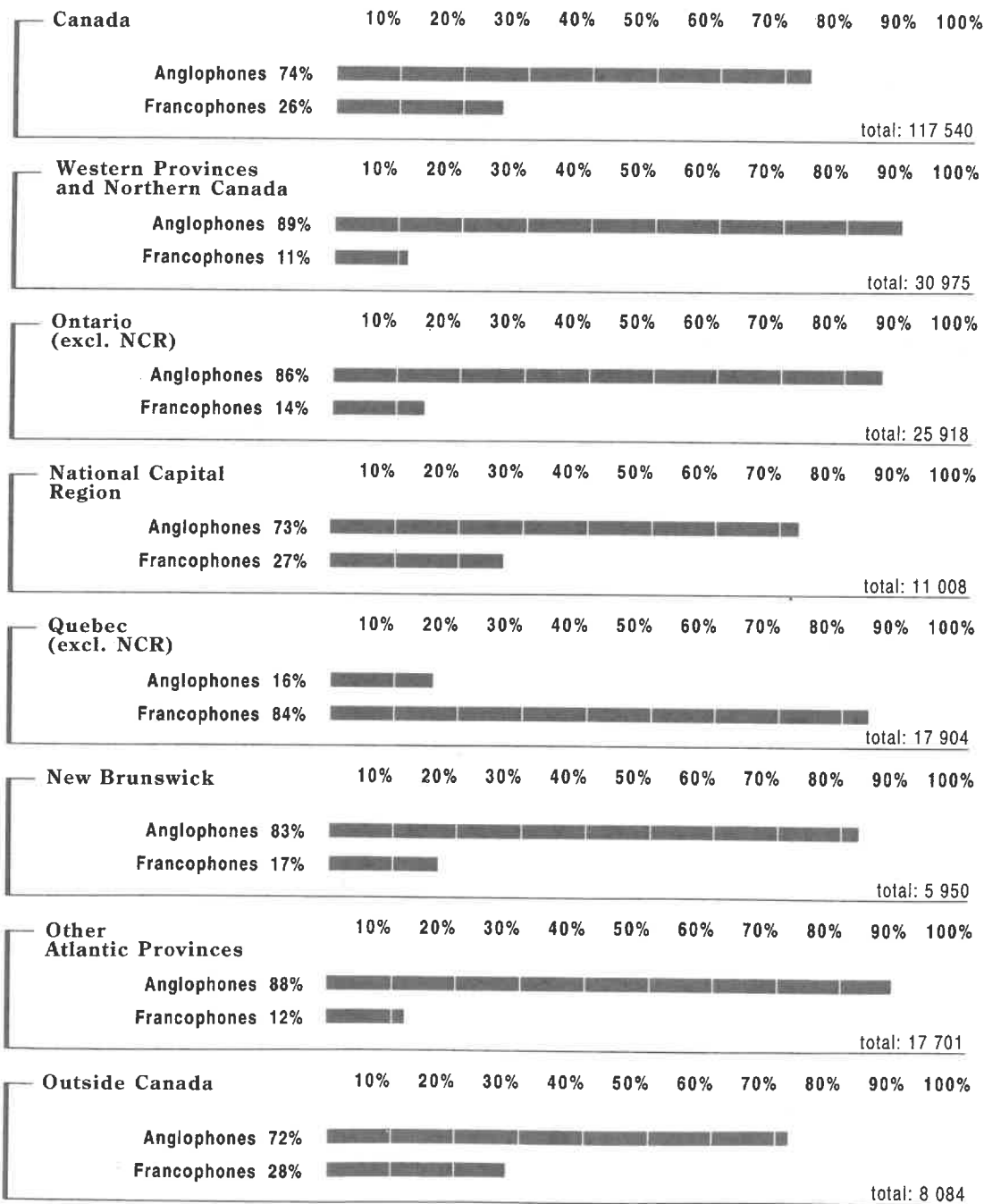


OLIS II data

Table 20:

**Participation by Region of
Anglophone and Francophone
Canadian Forces Personnel**

1991



OLIS II data

Table 21:

**Participation of Anglophones
and Francophones Employed
in All Federal Institutions**

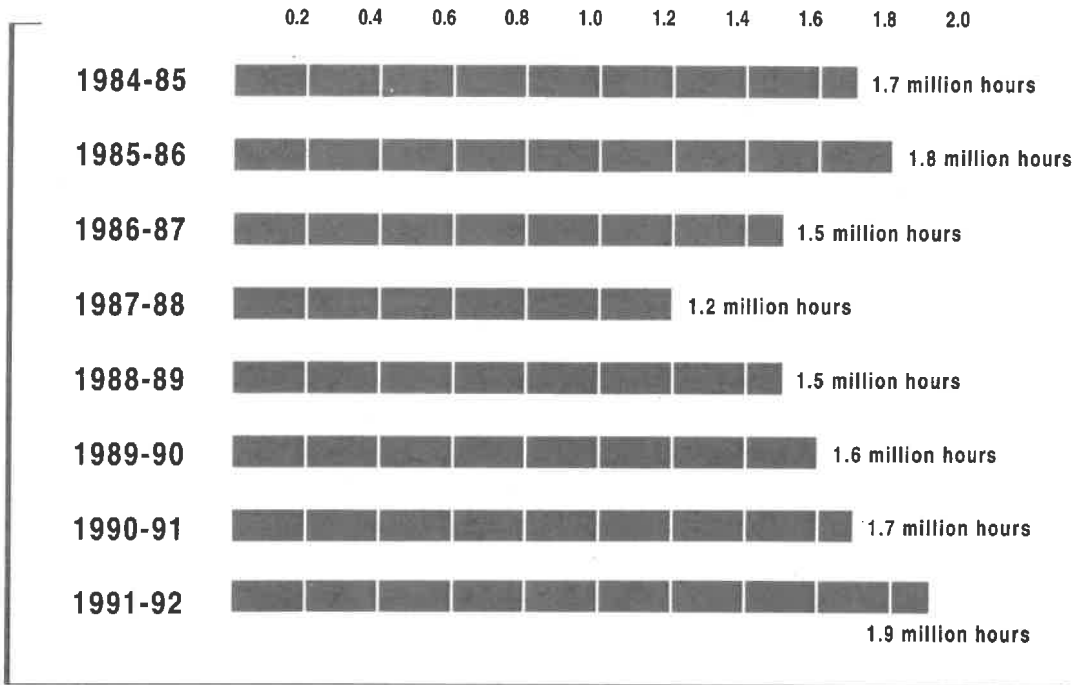


OLIS and OLIS II data

Table 22:

Language Training

All Suppliers

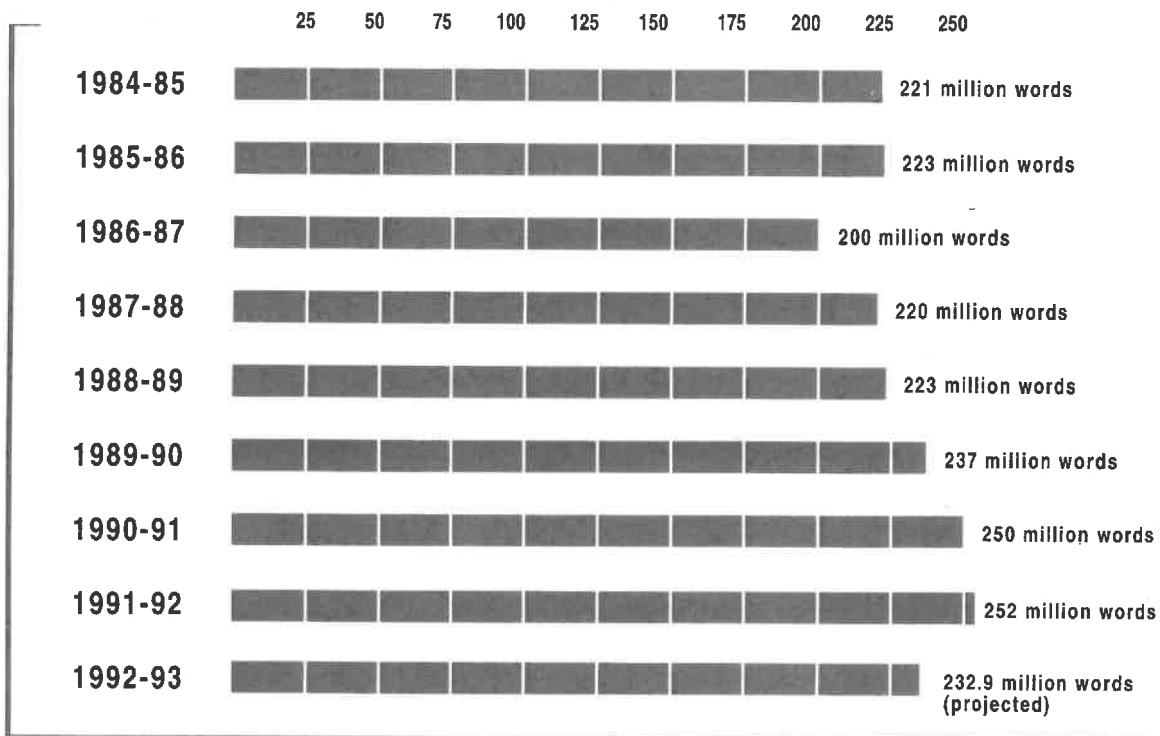


Language Training Module/Language Training System data

Table 23:

Official Languages Translation

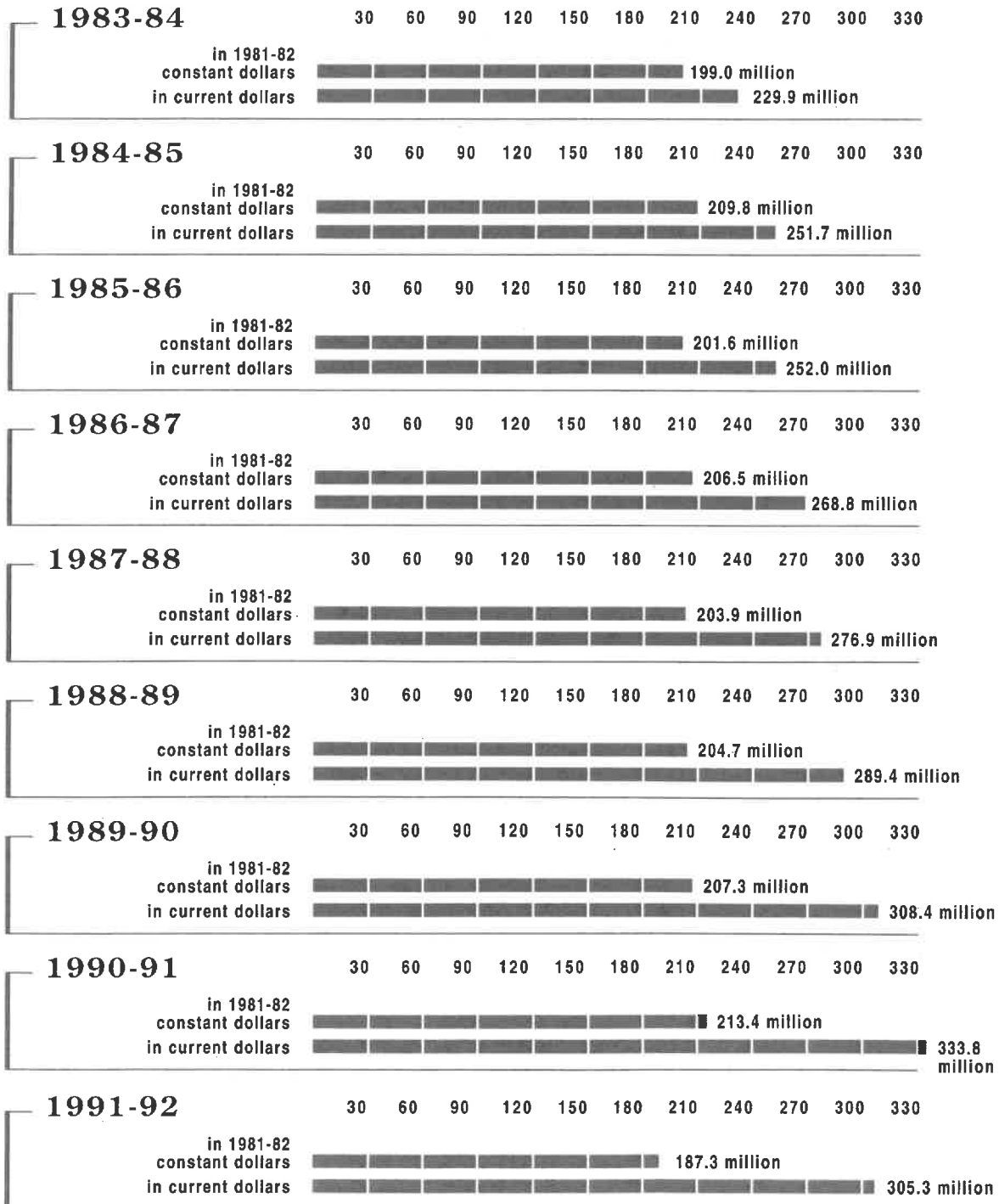
Departments and Agencies



Secretary of State data

Table 24:

**Official Languages Program Costs
within Federal Institutions**



Treasury Board Secretariat data

Table 25:

**Official Languages Program
Costs within Federal
Institutions by Subject**

Subjects	1991-1992 Actual Expenditures (millions \$)
Translation	
Translation Bureau (1)	102.9
Departments and Agencies	6.3
Crown Corporations, Parliamentary Institutions (2), Canadian Forces and Departments and Agencies (3)	12.8
Total	122.0
Language Training	
Public Service Commission (4)	29.6
Departments and Agencies (5)	13.9
Crown Corporations, Parliamentary Institutions, Canadian Forces and Departments and Agencies (3),(5)	9.7
Total	73.2
Bilingualism Bonus	
Departments and Agencies	48.4
Departments and Agencies (3)	1.4
Total	49.8
Administration and Implementation (6)	
Treasury Board - OLB	5.1
Public Service Commission (7)	3.4
Departments and Agencies	29.0
Crown Corporations, Parliamentary Institutions, Canadian Forces and Departments and Agencies (3)	19.0
Total	56.5
Contributions to Crown Corporations (Language of Work Assistance Program)	3.8
GRAND TOTAL	305.3

NOTES

1. Translation Bureau's costs include those of translation and interpretation of official languages provided to departments and agencies, parliamentary institutions and Canadian Forces, but not for multilingual and sign-language; receipts and amounts recovered have been deducted. Costs incurred by departments and agencies, parliamentary institutions, Canadian Forces and Crown corporations are not included in the Translation Bureau's costs.
2. Includes House of Commons, Senate and Library of Parliament.
3. Includes departments and agencies listed in Schedule 1, Part 2 of the *Public Service Staff Relations Act* (PSSRA).
4. Includes language training provided by the Public Service Commission at no charge to the Public Service, and that bought by the Public Service Commission; amounts paid to revolving fund have been deducted since they are reported by departments and agencies.
5. Includes costs of language training given or paid by federal institutions and purchased from the Public Service Commission, and private and parapublic suppliers. Included as well are travel expenses related to training and reimbursement of tuition fees.
6. Includes salaries of employees who work 50 per cent or more of their time on the administration of the Program, and other expenses such as information services, rent, professional and special services.
7. Includes Public Service Commission costs for the application of the Official Languages Exclusion Order of the Public Service Employment Act (PSEA), the administration of the Second Language Evaluation and the equitable provision of professional training in both official languages.