



GUIDE

for the preparation of the Annual Review on Official Languages 2004-05

Institutions – Treasury Board is the Employer

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Context

In accordance with section 48 of the *Official Languages Act (OLA)*, a report on the implementation of the federal government's Official Languages Program (OLP) (Parts IV, V and VI of the *OLA*) in all institutions subject to the *OLA* must be tabled in Parliament each year.

The information provided by your institution will be used to analyse its performance and respond to various requests concerning official languages, which the Official Languages Branch (OLB), Public Service Human Resources Management Agency of Canada (the Agency), may receive.

This information could also be subject to specific follow-ups, such as an audit, or be included in the annual report.

This year, **language of work** will be a key theme in the annual report, and the good practices and initiatives implemented by the institutions in this area will be emphasized.

Please note that the examples provided could be highlighted, with your consent, as innovative initiatives in the annual report or be posted on the OLLO Web site.

General Information

The annual review must be sent in by **Friday, April 15, 2005** at the latest.

We ask that you use the template. It is available at the OLLO Web site address below, under "Publications and Guides": http://www.hrma-agrh.gc.ca/ollo/index-sm_e.asp or http://publiservice.hrma-agrh.gc.ca/ollo/index-sm_e.asp

At the request of the Public Service Commission (PSC) of Canada, we have included with the template a questionnaire designed to gather information on the application of the *Public Service Official Languages Exclusion Approval Order*. Such cooperation between the PSC and the Agency is part of the effort to coordinate information requests from central agencies to the persons responsible for human resources in the institutions. Once completed, the questionnaire must be forwarded directly to the PSC at the address indicated.

In an effort to save time in the preparation of the annual report, we ask that the person responsible for official languages **send us in advance a copy of the institution's good practices**. The complete review could be sent to us at a later time with the signature of the Deputy Head.

The annual review is a public document and must accordingly be provided in both official languages.

Please send a copy of your annual review to the following:

1. Ms. Diana Monnet
Vice-President
Official Languages Branch
Public Service Human Resources Management Agency of Canada
7th Floor, West Tower, L'Esplanade Laurier
300 Laurier Avenue West
Ottawa, Ontario K1A 0R3

2. Dr. Dyane Adam
Commissioner of Official Languages
Canada Building
344 Slater Street
Ottawa, Ontario K1A 0T8

3. Mr. Marc-Olivier Girard
Clerk
House of Commons Standing Committee on Official Languages
House of Commons of Canada
Room 620, Wellington Building
180 Wellington Street
Ottawa, Ontario K1A 0A6

4. Mrs. Gaëtane Lemay
Clerk
Senate Standing Committee on Official Languages
Senate of Canada
Room 1051, Chambers Building
40 Elgin Street
Ottawa, Ontario K1A 0A4

1 LEADERSHIP

Describe in box 1 the leadership activities carried out in the past year. Leadership is demonstrated through senior management's commitment to implementing management strategies that promote entrenching official languages in the organizational culture.

This commitment can be demonstrated in several ways:

- initiatives, such as creating an employee committee on official languages;
- measures to support the OLP, such as allocating resources for the implementation of the program;
- accountability mechanisms, such as including official languages in performance objectives.

2 OFFICIAL LANGUAGES PROGRAM

2.1 Service to the public

Status

Describe in box 2.1.1 the activities undertaken during the year to maintain or improve service to the public in both official languages (e.g., active offer, signage, Internet site, use of the media, etc.).

Improvements planned

Describe in box 2.1.2 the activities planned for the coming year to improve service to the public in both official languages or to remedy any identified shortcomings.

Good practices

Describe in box 2.1.3 the successful initiatives put in place in the area of service to the public. The examples provided could be highlighted, with your consent, as innovative initiatives in the annual report or be posted on the OLLO Web site.

2.2 Language of work

Status

Describe in box 2.2.1 the activities undertaken during the year to maintain or improve the use of both official languages in the workplace (e.g., holding bilingual meetings, information and awareness sessions, etc.).

Improvements planned

Describe in box 2.2.2 the activities planned for the coming year to improve the use of both official languages in the workplace or to remedy any identified shortcomings.

Good practices

Describe in box 2.2.3 the successful initiatives put in place in the area of language of work. This year, **language of work** will be a key theme in the annual report, and the good practices and initiatives implemented by the institutions in this area will be emphasized. The examples provided could be highlighted, with your consent, as innovative initiatives in the annual report or be posted on the OLLO Web site.

3 MONITORING ACTIVITIES

3.1 Public satisfaction

Describe in box 3.1.1, if applicable, the results of the activities undertaken during the year to measure public satisfaction with the availability and quality of your services in both official languages (e.g., surveys, internal complaint resolution mechanism, etc.).

Indicate in box 3.1.2 the measures taken or planned to improve the situation.

3.2 Employee satisfaction

Describe in box 3.2.1, if applicable, the results of the activities undertaken during the year to measure employee satisfaction (in regions designated as bilingual for language of work purposes) with the use of the two official languages (e.g., surveys, internal complaint resolution mechanism, etc.).

Indicate in box 3.2.2 the measures taken or planned to improve the situation.

3.3 Internal audits

Describe in box 3.3, if applicable, the results of internal audits on:

- official languages exclusively;
- other subjects containing an official languages component.

In addition, provide the proposed or anticipated action plan in response to the recommendations made.

3.4 Follow-ups to the 2003-04 Annual Review

Describe in box 3.4, if applicable, the measures taken in response to the follow-ups required by the OLB in its letter in reply to your 2003-04 annual review (Appendix 4).

3.5 Telephone audit (published in March 2004)

Describe in box 3.5 the activities undertaken to improve the availability and active offer of service in the offices or facilities where deficiencies have been identified in the context of the telephone audit of the availability of service to the public in both official languages.

4 LINGUISTIC DATA

The Position and Classification Information System (PCIS) is a system that your institution must supply with data and update regularly, in accordance with the requirements of the *PCIS User's Manual* available under "Publications and Guides" at: http://www.hrma-agrh.gc.ca/ollo/index-sm_e.asp or http://publiservice.hrma-agrh.gc.ca/ollo/index-sm_e.asp

The PCIS is the tool used by the government to track human resources management, in particular with regard to official languages.

This year, special attention will be paid to the measures taken to comply with the PCIS requirements concerning linguistic data, and the mechanisms put in place to ensure the reliability of the data transmitted to Public Works and Government Services Canada.

The appendices below include all active employees holding indeterminate positions or term positions of three months or more. Employees in acting positions or on assignment are counted only once, in their substantive position or in the acting or assigned position, according to the most recent date of appointment.

4.1 Reconciliation of Appendix I, II and III data

Appendix I provides data on the linguistic status of incumbents of positions designated as bilingual, specifically:

- EXs in regions designated as bilingual for language of work purposes;
- supervisors in regions designated as bilingual who are not EXs;
- employees providing service to the public and those providing personal and central services.

The information reflects PCIS data as of January 31, 2005.

4.1.1 Appendix I: Service to the public and language of work

Compare the data from your departmental information system with the data from Appendix I.

- a) Explain in box 4.1.1.1 the gaps identified and describe the measures taken prior to March 31, 2005, to reconcile your departmental data with those of the PCIS.
- b) Explain in box 4.1.1.2, if applicable, the measures taken to correct the errors that appear under the heading "incomplete records" in Appendix I.

Appendix II provides data on the linguistic status of employees providing service to the public by service point/office with the obligation to provide service to the public in both official languages. The information reflects PCIS data as of January 31, 2005.

The data reported in this appendix are produced by incorporating the office code and the communication requirements for service to the public into the human resources management system (i.e., PeopleSoft or other) when creating or updating the data on the position. The data make it possible to determine whether an office that has the obligation to provide service to the public in both official languages has sufficient staff in place to handle the demand.

4.1.2 *Appendix II: Bilingual offices*

Compare the data from your departmental information system with the data from Appendix II. Validate the PCIS data for each office designated as bilingual.

- a) Justify in box 4.1.2.1 the lack of bilingual capacity in the offices concerned, where necessary.
- b) Present in box 4.1.2.2 an action plan with timeframe designed to remedy the absence of office code and communication requirements for service to the public in your departmental information system.

Appendix III indicates the participation rate for English-speaking and French-speaking Canadians within your institution.

4.1.3 *Appendix III: Equitable participation*

Compare the data from your departmental information system with the data from Appendix III. If the composition of your workforce does not tend to reflect, in accordance with section 39 of the *Official Languages Act*, the presence of both official language communities:

- a) describe in box 4.1.3.1 the measures taken to ensure that Canadians from both official language communities have equal opportunities for employment and advancement. Describe, where necessary, the strategy developed to reduce gaps or achieve a satisfactory balance between the two language communities, taking into account your institution's mandate, the public served and the location of your offices.
- b) explain in box 4.1.3.2, where necessary, the measures taken to correct the errors indicated under the heading "unknowns".

4.2 **Data quality reports**

Describe in box 4.2 the measures taken to ensure the accuracy of the monthly data entered into the PCIS and to correct the errors highlighted in the data quality reports provided by Public Works and Government Services Canada.

5 IMPLEMENTATION OF THE POLICIES AND DIRECTIVES

This section aims to obtain results from the assessments conducted by your institution regarding the implementation of the official languages policies and directives that came into effect on April 1, 2004, as necessary.

In cases where the institution has not yet assessed the achievement of the targeted objectives, the institution is asked to provide certain data on the indicators listed in the policies and directives.