

**Burolis**

Official Languages/Langues officielles



**Guide for Official Languages  
Officials in Institutions Subject  
to the *Official Languages Act* -  
to carry out BUROLIS  
Transactions via the Internet**

June 2000



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## Introduction

In order to enable institutions subject to the *Official languages Act (OLA)* to update the list of their offices more quickly and regularly, the Treasury Board Secretariat (TBS) has developed a new tool that will allow institutions to use the Internet to make their changes directly as they occur. In future, institutions will be responsible for keeping data on their offices and points of service in the Burolis list up to date.

The purpose of this guide for official languages officials is to explain the procedure to follow to enter or update their office entries in Burolis. The guide has been designed to be user-friendly by providing illustrations and explanations and lays out the steps to follow for the various possible transactions in a clear and simply way. The document also contains synoptic tables for cases related to the nature of the office and the rules governing significant demand in order to assist institutions with their analysis of the application of the Regulations. The descriptions provided should give the reader a better understanding of the content but they do not constitute a legal interpretation of the Regulations.

In light of the growing importance of electronic media, and the Internet in particular, in the search for information and documentation, it is especially important that institutions subject to the OLA ensure that Burolis is kept up to date. The list is the main source of information for minority official language communities with respect to federal offices and points of services with an obligation to serve the public in both official languages.

## BUROLIS – a few words on its origin, its content and its users

### Origin

In 1991, the *Official Languages (Communication with and Services to the Public) Regulations* were approved by the government and published in the Canada Gazette in accordance with section 32 of the *Official Languages Act (OLA)*. These regulations stipulated that, under specific circumstances, certain offices and points of service of all federal institutions and organizations subject to the OLA had to be able to offer services in the two official languages. Accordingly, federal offices and points of service were surveyed and an initial list established under the name of BUROLIS.

### Content

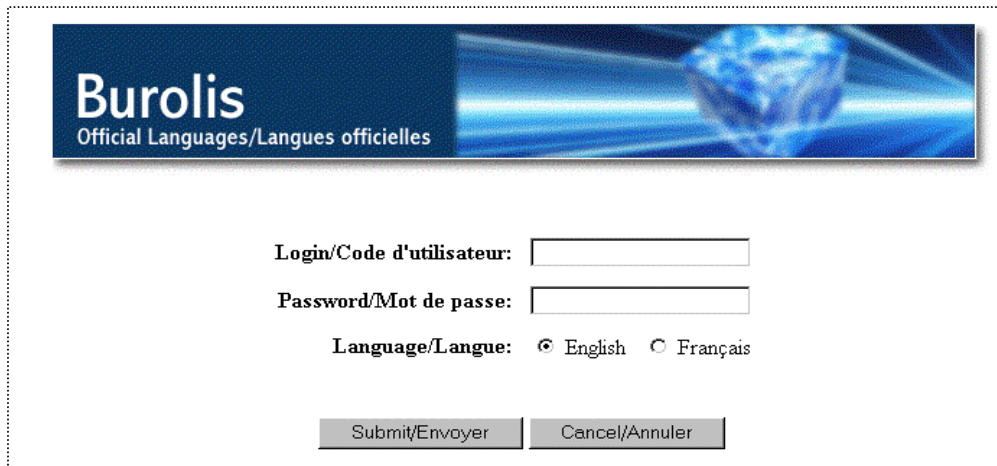
As a centralized, automated database, Burolis lists all offices and service points of federal institutions and other organizations subject to the OLA and its Regulations, including offices abroad. Burolis on-line is a user-friendly system that enables users, through its search software, to obtain information on all offices of a given institution or for all federal offices in a province or territory.

### Users

Burolis not only provides the federal government, and the Official Languages Division in particular, with a monitoring and reference tool for the application of the OLA, it also represents the only federal government database containing a complete list of federal offices and points of service. Its users include all federal institutions and agencies subject to the provisions of the OLA and its Regulations, the Office of the Commissioner of Official Languages and the general public through Publiservice or the Internet.

## Opening BUROLIS

### Screen



**Burolis**  
Official Languages/Langues officielles

Login/Code d'utilisateur:

Password/Mot de passe:

Language/Langue:  English  Français

### Procedure

Once you have connected to the Internet by typing in <http://www.tbs-sct.gc.ca/burolis> or <http://publiservice.tbs-sct.gc.ca/burolis> , fill in the boxes :

- ***user code***
- ***password***, and
- specify your language of choice by clicking on  ***English*** or  ***Français***.

Click on

## Possible Transactions

### Screen



The screenshot shows the Burolis interface. At the top, there is a blue header with the text "Burolis Official Languages/Langues officielles". Below the header, the text "Institution: Canada Mortgage and Housing Corporation" is displayed. Underneath, there is a label "Office Code:" followed by a dropdown menu. At the bottom of the interface, there are three buttons: "Add", "Update", and "Delete".

### Procedure

There are three types of transactions available to users: **Add**, **Update**, **Delete**

#### Add an office

To add an office, select **Add**.

#### Update an office

To make changes to an office, use the scroll bar to select the office code.

Select **Update**.

#### Delete an office

To delete an office, use the scroll bar to select the office code. Select **Delete**.

#### NOTE

The procedure to follow for each of these transactions is described on the following pages.



## ADD AN OFFICE

### Screen

Burolis Official Languages/Langues officielles

Create a first office at this address

---

Add an additional office at an address.

In this case,  
please provide the office code of that  
office already created at this address:

Ok Cancel

### Procedure

Users have two options: create a first office or add an additional office at an existing address.

#### To create a first office

click on the  button and then click on **Ok**.

#### To add an additional office at an existing address

1. click on the  button
2. find the office code by clicking on the pull-down menu, and
3. click on **Ok**.

Fill in the appropriate boxes.

## CREATE A FIRST OFFICE AT THIS ADDRESS

### First part of the Screen



The screenshot shows the 'Addition of an office' form in the Burolis system. At the top, there is a header with the Burolis logo and the text 'Official Languages/Langues officielles'. Below the header, the title 'Addition of an office' is displayed. The form contains several fields: 'Institution' with a text box containing 'Canada Mortgage and Housing Corporation'; 'English Address' and 'French Address' with large text areas; 'Province' with a pull-down menu; 'City' with a text box and a 'List of city' button; 'Postal code' with a text box; 'NCR' with radio buttons for 'Yes' and 'No'; and 'Program' with a pull-down menu.

### Procedure

- **English address** and **French address**: enter the civic address of the office. See Annex A, "Notes and examples for entering office addresses"
- **Province**: select the province using the pull-down menu.
- **City**: select the city by clicking on the **List of cities** bar.
- **Postal code**: enter the postal code.
- **NCR**: click on "Yes" or "No".
- **Program**: select the program using the pull-down menu, if applicable<sup>1</sup>.

---

<sup>1</sup> Programs are used by some institutions to make it easier to group offices offering the same types of programs or services. To update or add a program, the institution must contact its portfolio officer at the Official Languages Division of the Treasury Board Secretariat.

## Second part of the Screen

|                                |   |                      |   |
|--------------------------------|---|----------------------|---|
| Provides service to the public | <input type="radio"/> Yes <input type="radio"/> No            | Nature of office     | <input type="text"/>  |
| Obligation                     | <input type="radio"/> Yes <input type="radio"/> No            | Specific Rule        | <input type="text"/>  |
| Obligation Source              | <input type="text"/>  | Demographic          | <input type="text"/>  |
| Provision                      | <input type="text"/>  | Key service          | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Multiple office                | <input type="radio"/> Yes <input checked="" type="radio"/> No | Proportionality rule | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Business Unit Group            | <input type="text"/>  | Remarks              | <input type="text"/>  |

## Procedure

- **Provides service to the public:** select "Yes" or "No".
- **Obligation:** select "Yes" or "No".
- **Obligation source:** select from the pull-down menu "OLA" or "Regulations". If the source is the OLA, in the **Provision** box, select *OLA 22* or *OLA 24* from the pull-down menu. If the source is the Regulations, do the analysis described below before filling in the other boxes.

## Analysis

The institution must first determine, whether the services offered by the office in question reflect the **nature of the office**, see Annex B1, "*Synoptic Table - Nature of Office*". If the situation does not apply, then the rules related to **significant demand** will apply.

In accordance with the precedence of the rules concerning significant demand, determine if the services provided are subject to specific circumstances, see Annex C1, "*Synoptic Table - Specific Rules*" or the general circumstances, see Annex D1, "*Summary Table of Rules related to Significant Demand*".

## Second part of the Screen

|                                |   |                      |   |
|--------------------------------|---|----------------------|---|
| Provides service to the public | <input type="radio"/> Yes <input type="radio"/> No            | Nature of office     | <input type="text"/>  |
| Obligation                     | <input type="radio"/> Yes <input type="radio"/> No            | Specific Rule        | <input type="text"/>  |
| Obligation Source              | <input type="text"/>  | Demographic          | <input type="text"/>  |
| Provision                      | <input type="text"/>  | Key service          | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Multiple office                | <input type="radio"/> Yes <input checked="" type="radio"/> No | Proportionality rule | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Business Unit Group            | <input type="text"/>  | Remarks              | <input type="text"/>  |

|                          |                      |                                      |   |
|--------------------------|----------------------|--------------------------------------|---|
| Measured Specific Demand |                      | Service Area                         |   |
| English %                | <input type="text"/> | Minority Population                  | <input type="text"/> % <input type="text"/> |
| French %                 | <input type="text"/> | Total Population                     | <input type="text"/>                        |
|                          |                      | % of the Measured Demographic Demand | <input type="text"/>                        |

If the office is subject to the rules governing the nature of the office, use the description rubric in Annex B3, "Nature of Office", and note the rubric data for the code, provision and obligation.

**BOXES TO BE FILLED IN**

- **Nature of office:** enter the code corresponding to the description.
- **Provision:** enter the code corresponding to the description.

If the office is subject to the specific rules, use the description rubric in Annex C3, "Specific Rules", and note the rubric data for the code, provision and obligation.

**BOXES TO BE FILLED IN**

- **Nature of office:** enter the code corresponding to the description.
- **Provision:** enter the provision corresponding to the description<sup>2</sup>.
- **Measured specific demand:** enter the percentages, if applicable.

<sup>2</sup> If the obligation is conditional, the department must measure the demand in accordance with Directive B, "Assessment of demand in the context of Official Languages Regulations". See [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_e.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_e.html) or Directive C, "Operational definition of the concept of restricted clientele with respect to the provisions set out under the specific circumstances for significant demand", see, [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_e.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_e.html).

If the obligation arises from the demographic rules (**General Circumstances**), use Annex E, "*Minority Population by First Official Language Spoken*", to find the location of the office<sup>3</sup> see [http://www.tbs-sct.gc.ca/ollo/english/stat/minority/minpop91\\_e.html](http://www.tbs-sct.gc.ca/ollo/english/stat/minority/minpop91_e.html). Note the number and percentage of the minority. Refer to Annex D1 or D2, describing the various types of demographics to determine if there is an obligation and under what rule.

The demographic rules involve several concepts including the number and percentage of the minority, certain types of so-called key services,<sup>4</sup> the number of offices offering the same services and the service area<sup>5</sup>. The principle of proportionality is explained in Directive A, "*Principle of Proportionality*". See [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLnag/CHAP5\\_2\\_e.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLnag/CHAP5_2_e.html).

**BOXES TO BE FILLED IN**

- **Demographic:** enter the code corresponding to the provision determined by the analysis, referring to Annex D3, "*Demographics*".
- **Provision:** enter the provision determined by the analysis.
- **Key service:** select "Yes" or "No".
- **Multiple office:** select "Yes" or "No".
- **Proportionality rule:** select "Yes" or "No".
- **Business Unit Group:** enter the group assigned by your institution, if applicable.
- **Remark:** enter a remark, if required.
- **Measured Specific Demand:** enter the data, if applicable.
- **Service area:** enter the data, if applicable.

---

<sup>3</sup> The **Census Metropolitan Areas (CMA)**, listed on page 2, are described in detail in Annex A of the document, "Census Metropolitan Areas and Their Minority Populations". For the **census subdivisions (CSD)**, see pages 3-101.

<sup>4</sup> The key services are defined in the Regulations as follows: services related to income security programs of the Department of National Health and Welfare (now Human Resources Development Canada); services of a post office; services of an employment centre of the Department of Employment and Immigration (now Human Resources Development Canada); services of an office of the Department of National Revenue (Taxation) (now the Canada Customs and Revenue Agency); services of an office of the Secretary of State of Canada (now Canadian Heritage); services of an office of the Public Service Commission. In some circumstances, the services include those of a detachment of the Royal Canadian Mounted Police.

<sup>5</sup> The service area is the area served by an office, which necessarily extends beyond the CSD in which it is located.

## Third part of the Screen

The screenshot shows a web interface for selecting provinces and territories. At the top, it says "Services provided to" followed by a button labeled "All Provinces". Below this, there are 12 checkboxes arranged in a 3x4 grid, corresponding to the provinces and territories of Canada: Newfoundland, Prince Edward Island, Nova Scotia, New Brunswick, Québec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, Yukon, and Northwest Territories, and Nunavut. At the bottom of the form, there are three buttons: "Services", "Save", and "Cancel".

## Procedure

**Provinces served by this office:** select the provinces and territories served by this office, if applicable.

Then click on **Services** to access the **Service provided by office** screen.

## Screen

The screenshot shows the "Service provided by office: T0113A" screen. At the top, there is a blue header with the text "Burolis Official Languages/Langues officielles". Below the header, the title "Service provided by office: T0113A" is displayed. There are two input fields: "English service name" and "French service name". Below these fields is a table with four columns: "Telephone", "English note", "Telephone", and "French note". The table has three rows, each with a dropdown arrow in the "English note" column.

| Telephone | English note | Telephone | French note |
|-----------|--------------|-----------|-------------|
|           |              |           |             |
|           |              |           |             |
|           |              |           |             |

## Procedure

**Name of service:** enter the name of the service in English and French.

**Telephone:** enter the telephone number of the service in English and French.

**Note:** to be filled in, if applicable, by activating the scroll bar (see screen below). To update or add a note, the institution must contact its portfolio officer in the Official Languages Division of the Treasury Board Secretariat.

| English service name |                      | French service name  |                      |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> |                      | <input type="text"/> |                      |
| Telephone            | English note         | Telephone            | French note          |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Click on **Save**.

## Screen

**Services provided by office : T0113A**

| English   |              |           | French            |              |           |                    |
|-----------|--------------|-----------|-------------------|--------------|-----------|--------------------|
| Selection | Service name | Telephone | Note              | Service name | Telephone | Note               |
| iii       |              | 989-0099  | (24-hour service) | eeee         | 989-0099  | (24 heures sur 24) |

Add Update Delete  
Return

## Procedure

The screen offers you the option to **Add**, **Update** or **Delete** a service.

When there are no more services to enter, click on **Return**.

## Screen

Transaction saved.  
Once approved by your program officer, it will be reflected in Burolis.

Return Add a new office at the same address

## Procedure

Click on **Return** to exit the office.

Click on the **Add an additional office at this address** bar to add an office at this same address. Follow the steps described previously to **"Create a first office at this address"**.<sup>6</sup>

<sup>6</sup> This situation applies when a single office offers services to the public under more than one rule. For example, an office offers service to a restricted clientele (see specific rules) in one official language and other services in both official languages to the general public.



## UPDATE AN OFFICE

### Screen



Burolis Official Languages/Langues officielles

Institution: Canadian Heritage

Office Code: [ ]

Add Update Delete

### Procedure

In the **Office code** box, activate the scroll bar and select the number of the office.

### Screen



Burolis Official Languages/Langues officielles

### Modification of an office

Office Code: [10927]

Institution: [Canadian Heritage]

| English Address                                     | French Address                          |
|---|---|
| Building 223<br>Legion Road<br>Post Office Box 5879 | Edifice 223<br>Legion Road<br>C.P. 5879 |

Province: [Newfoundland] City: [St John's] List of city

Postal code: [A1C5X4] NCR:  Yes  No

Program: [Newfoundland and Labrador Office]

### Procedure

Make the desired changes to the office coordinates. When complete, click on **Save**

## Screen



Burolis Official Languages/Langues officielles

**Services provided by office : 1777**

| English               |              |                | French |              |                |      |
|-----------------------|--------------|----------------|--------|--------------|----------------|------|
| Selection             | Service name | Telephone      | Note   | Service name | Telephone      | Note |
| <input type="radio"/> |              | (709) 637-4477 |        |              | (709) 637-4477 |      |

Add Update Delete  
Return

## Procedure

If there are changes to make to the services offered, click on **Services**.

Users have three options: **Add**, **Update**, or **Delete**. Make the changes using the buttons.

To exit, click **Return**.

## DELETE AN OFFICE

### Screen



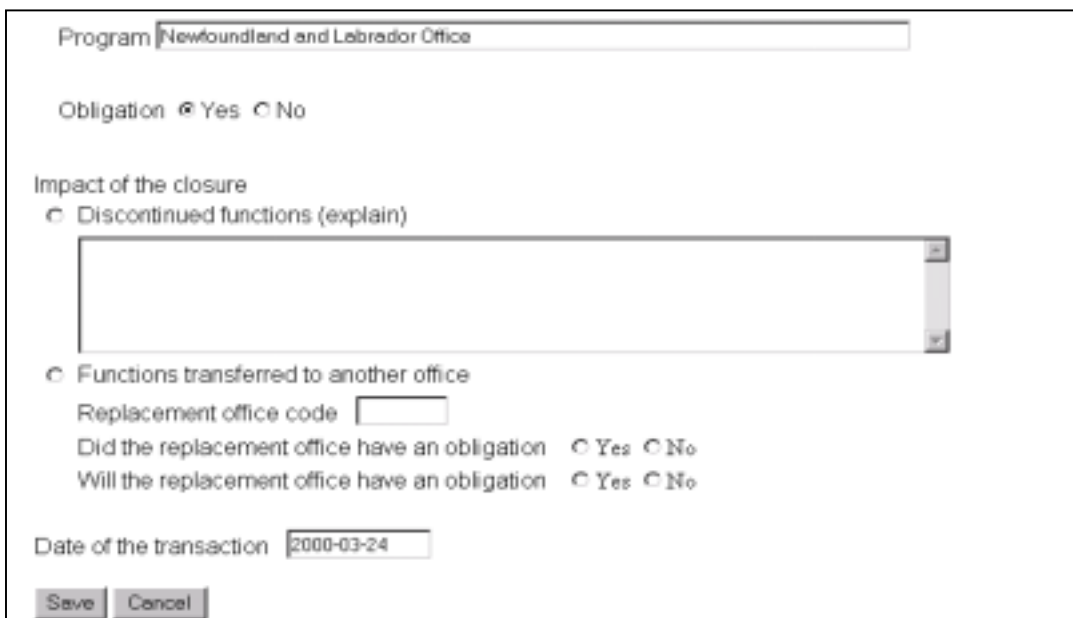
The screenshot shows the Burolis interface with the following elements:

- Header: Burolis Official Languages/Langues officielles
- Institution: Canadian Heritage
- Office Code: [Dropdown menu]
- Buttons: Add, Update, Delete

### Procedure

In the **Office code** box, activate the scroll bar and select the number of the office.

### Screen



The screenshot shows the Burolis interface with the following elements:

- Program: Newfoundland and Labrador Office
- Obligation:  Yes  No
- Impact of the closure:
  - Discontinued functions (explain)  
[Text area]
  - Functions transferred to another office
    - Replacement office code: [Text box]
    - Did the replacement office have an obligation:  Yes  No
    - Will the replacement office have an obligation:  Yes  No
- Date of the transaction: 2000-03-24
- Buttons: Save, Cancel

## Procedure

Under the heading ***Impact of the closure***, choose between ***Discontinued functions*** or ***Functions transferred to another office***.

If the functions have been discontinued, provide an explanation in the appropriate box. "Functions discontinued" means the elimination of the office (program or service offered for both the minority and majority official language population) and not the transfer of the functions to another office.

If the functions have been transferred to another office, answer the three questions asked on the screen.

### **NOTE**

The institution must make an appropriate analysis of the impact of the transfer of the functions prior to entering the transaction. It is important to redo the analysis (see Annex D2) to ensure the accuracy of the data in light of the new circumstances.

The system will automatically enter the date in the ***Date of the transaction*** box.

Click on **Save** before exiting.

## Validation Process

The transactions made by the institutions are held pending as long as they have been validated by the Official Languages Division.

The information will appear in Burolis twenty-four hours after it has been validated.

## References

You will find on the TBS Internet site on Official Languages under Legislation and Statistics (see screens below) more information on the Regulations and the Demographic data on the first official language spoken.



### MINORITY FIRST LANGUAGE SPOKEN

- [Minority Populations by first official language spoken \(1986\)](#)
- [Minority Populations by first official language spoken \(1991\)](#)

# ANNEX A

## Notes and examples for entering addresses

### Examples of Translation to use: from English to French

|                  |                | NOTE         | EXAMPLE   | EXEMPLE  |
|------------------|----------------|--------------|---|--|
| Avenue           | avenue         |              | 15 Fraser Avenue  | 15, avenue Fraser  |
|                  | Avenue         | <sup>1</sup> | 32 <sup>nd</sup> Avenue   | 32 <sup>nd</sup> Avenue  |
|                  |                | <sup>2</sup> | First Avenue  | First Avenue   |
| Boulevard        | Boulevard      |              | 101 Roland-Therrien Blvd.,<br>Suite 12                                | 101, boul. Roland-Therrien,<br>bureau 12                           |
|                  |                |              | Blvd.   | Boul.  |
|                  |                |              | 151 Saint-Laurent Boulevard<br>East                                   | 151, boulevard Saint-Laurent<br>Est                                |
| Building         | Édifice        |              | Joe Tobi Building   | Édifice Joe Tobi   |
| Compartment      | section        |              |   |  |
| Complex          | complexe       | <sup>3</sup> | Guy-Favreau Complex   | Complexe Guy-Favreau   |
| Crescent         | Crescent       | <sup>4</sup> | 4611 Cowley Crescent,<br>Room 109                                     | 4611 Cowley Crescent,<br>bureau 109                                |
| Drive            | Drive          | <sup>4</sup> | 1050 Stafford Drive   | 1050 Stafford Drive  |
| East             | Est            |              | E. (abbreviation)   | E. (abréviation)   |
| Floor            | étage          | <sup>5</sup> | 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> | 1 <sup>er</sup> , 2 <sup>e</sup> , 3 <sup>e</sup> , 4 <sup>e</sup> |
| General Delivery | Poste restante |              |   |  |
| Highway          | Highway        | <sup>4</sup> | Highway 2 (Vancouver)   | Highway 2 (et non Autoroute)                                       |
| Lane             | Lane           | <sup>4</sup> | 500 Palmers Lane<br>(Charlottetown)                                   | 500 Palmers Lane   |
| North            | Nord           | <sup>6</sup> | N. (abbreviation)   | N. (abréviation)   |

<sup>1</sup> This term is not translated when preceded by a numerical ordinal.

<sup>2</sup> Designation up to and including Tenth are usually spelled out, especially when this helps to prevent confusion with the building number. First Avenue, Second Street, Tenth Avenue.

<sup>3</sup> If there is no hyphen in English, ex. Joe Tobi Building, there should not be any in French. If the French word has a hyphen there should also be one in English.

<sup>4</sup> This term should not be translated when the office is located outside Quebec.

<sup>5</sup> Ordinal figures are used in abbreviated form to identify floors of a building with "th" following the number except for 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup>. According to the revised Canadian Style the following form to identify floors of a building "Floor 11" could also be used.

<sup>6</sup> The initial letter of a compass direction is capitalized. Corresponding abbreviations may be used when space is insufficient.

## Guide to Carry Out Burolis

### Transactions Via Internet

|                 |              | NOTE         | EXAMPLE                    | EXEMPLE                      |
|-----------------|--------------|--------------|----------------------------|------------------------------|
| Post Office Box | Case postale |              | P. O. Box 118              | C.P. 118                     |
| Postal Bag      | Sac postal   |              |                            |                              |
| R.R.            | R.R.         |              | R.R. 2                     | R. R. 2                      |
| Road            | Road         | <sup>7</sup> | 350 Chickadee Road         | 350 Chickadee Road           |
| Room            | porte        |              |                            |                              |
| Site            | chantier     |              |                            |                              |
| South           | Sud          |              | S. (abbreviation)          | S. (abréviation)             |
| South West      | Sud-Ouest    |              | S. W.                      | S.-O.                        |
| Station         | Succursale   |              | Station A                  | Succursale A                 |
| Street          | rue          |              | 1234 Main Street           | 1234, rue Main               |
|                 | Street       |              | 52nd Street (Toronto)      | 52nd Street (et non 52e Rue) |
|                 |              | <sup>2</sup> | Third Street               | Third Street                 |
| Suite           | bureau       |              | 12 Maple Street, Suite 321 | 12, rue Maple, bureau 321    |
| Tower           | Tour         |              | Standard Life Tower        | Tour Standard Life           |
| West            | Ouest        |              | W. (abbreviation)          | O. (abréviation)             |

---

<sup>7</sup> There is no comma between the numerical ordinal and the artery of travel's name when the latter has not been translated.



### Examples of translation to use: from French to English

|                |                  | NOTE          | EXAMPLE  | EXEMPLE  |
|----------------|------------------|---------------|--|--|
| Autoroute      | Autoroute        | <sup>8</sup>  | Autoroute 20 (Montréal)  | Autoroute 20 et non Highway 20   |
| Avenue         | Avenue           | <sup>9</sup>  | 15, avenue Champlain   | 15 Champlain Avenue  |
|                |                  |               | 1 <sup>re</sup> Avenue (Québec)  | 1 <sup>re</sup> Avenue (et non 1 <sup>st</sup> Avenue or First Avenue) |
| Boulevard      | Boulevard        |               | 101, boul. Roland-Therrien, bureau 12                                    | 101 Roland-Therrien Blvd., Suite 12                                    |
|                |                  |               | 151, boulevard Saint-Laurent Est   | 151 Saint-Laurent Boulevard East                                       |
|                |                  |               | Boul.  | Bldv.  |
| Bureau         | Suite            |               | 12, rue Maple, bureau 321  | 12 Maple Street, Suite 321   |
| Case postale   | Post Office Box  |               | C.P. 118   | P. O. Box 118  |
| chantier       | Site             |               |  |  |
| chemin         | Chemin           | <sup>10</sup> | 2610, chemin de la Côte-Sainte-Catherine                                 | 2610, chemin de la Côte-Sainte-Catherine                               |
| complexe       | Complex          | <sup>11</sup> | Complexe Guy-Favreau   | Guy-Favreau Complex  |
| croissant      | Croissant        | <sup>1</sup>  |  |  |
| édifice        | Building         |               | Édifice Joe Montferrand  | Joe Montferrand Building   |
| est            | East             |               | E. (abréviation)   | E. (abbreviation)  |
| étage          | Floor            | <sup>12</sup> | 1 <sup>er</sup> , 2 <sup>e</sup> , 3 <sup>e</sup> , 4 <sup>e</sup> étage | 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup>  |
| nord           | North            | <sup>13</sup> | N. (abréviation)   | N. (abbreviation)  |
| ouest          | West             |               | O. (abréviation)   | W. (abbreviation)  |
| place          | Place            |               | Place du Portage   | Place du Portage   |
| porte          | Room             |               |  |  |
| poste restante | General Delivery |               |  |  |
| promenade      | Promenade        |               |  |  |

<sup>8</sup> This term is not translated when the office is located in Quebec.

<sup>9</sup> This term is not translated when preceded by a numerical ordinal.

<sup>10</sup> There is no comma between the numerical ordinal and the artery of travel's name when the latter has not been translated.

<sup>11</sup> If there is no hyphen in English, ex. Joe Tobi Building, there should not be any in French. If the French word has a hyphen there should also be one in English.

<sup>12</sup> Numerical adjectives (or numerals) ordinals are abbreviated using "e". Adjectives "premier, première" are exceptions and are abbreviated as follows 1<sup>er</sup> and 1<sup>re</sup>. It is not recommended to use "ième ou ème".

<sup>13</sup> The initial letter of compass direction is capitalized. Corresponding abbreviations may be used when space is insufficient.

## Guide to Carry Out Burolis

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|            |             | NOTE | EXAMPLE                 | EXEMPLE                 |
|------------|-------------|------|-------------------------|-------------------------|
| R.R.       | R.R.        |      | R. R. 2                 | R.R. 2                  |
| rue        | Street      |      | 1234, rue Main          | 1234 Main Street        |
|            |             |      | 52e Rue (Québec)        | 52e Rue (Québec)        |
|            |             |      | Troisième Rue ou 3e Rue | Troisième Rue ou 3e Rue |
| ruelle     | Ruelle      |      |                         |                         |
| sac postal | Postal Bag  |      |                         |                         |
| section    | Compartment |      |                         |                         |
| succursale | Station     |      | Succursale A            | Station A               |
| sud        | South       |      | S. (abréviation)        | S. (abbreviation)       |
| sud-ouest  | South West  |      | S.-O.                   | S. W.                   |
| tour       | Tower       |      | Tour Standard Life      | Standard Life Tower     |

## ANNEX B1

### Synoptic Table – Nature of the Office

#### Health, Safety and Security of the Public:

- Offices providing emergency services (e.g. first aid) in airports, railway stations and ferry terminals;
- Offices using signage and standardized announcements regarding the health, safety and security.

#### Location of the Office:

##### a) National and historic parks (National Parks Act);

- Office located in a park;
- Post office;
- Service to a park, from a proximity to a park.

##### b) Principal Office

- In the Yukon;
- In the N.W.T.;
- in the Nunavut.

#### National and International Mandate

- Embassies, consulates;
- In each province, at the point of entry providing immigration services to the greatest number of persons seeking to come into Canada;
- No-immigration services.

#### Other Circumstances (Communications and services)

- Correspondence services serving one or several provinces;
- Toll-free long-distance telephone provided to one or more entire provinces;
- Automated Systems;
- Signage in airports, railway stations and ferry terminals.

## ANNEX B2 Summary Table on rules related to the Nature of the Office

|   |   |   |                |
|---|---|---|----------------|
| <b>Health and Security</b>                | Health, Safety and Security of the public in airports, railway stations of ferry terminals                |   | 8a)            |
|   | Written notices or signage regarding health, safety and security  |   | 8b) or 8c)     |
| <b>Location of the Office</b>             | National or historic park   | Office located in a park                        | 9a)            |
|   |   | Post Office                                     | 9b)            |
|   |   | Service to a park, from a proximity to a park   | 9c)            |
|   | Principal Office  | Yukon   | 9d)            |
|   |   | N.W.T.  | 9e)            |
|   |   | Nunavut   | 9e)            |
| <b>National and International Mandate</b> | Embassies and consulates  |   | 10a)           |
|   | Point of entry into Canada in a province providing immigration services to the greatest number of persons | Immigration services                            | 10d)           |
|   |   | No-immigration services (other than an airport) | 10e)           |
| <b>Communications</b>                     | Correspondence services serving one or more provinces   |   | 11a)(i)        |
|   | Toll-free long-distance services provided to one or more provinces  |   | 11a)(ii);(iii) |
|   | Automated systems   |   | 11b)           |
|   | Signage in airports, railway stations and ferry terminals   |   | 11c)           |

## ANNEX B3 Nature of Office

| CODE | DESCRIPTION   | PROVISION    | OBLIGATION |
|------|---|--------------|------------|
| 800  | Toll-free long distance telephone service only provided to one or more entire provinces.  | 11a)ii);iii) | Yes        |
| COR  | Correspondence services only provided to one or more entire provinces.  | 11a)i)       | Yes        |
| HSS  | First aid services, travelling public.  | 8a)          | Yes        |
| INP  | Office located in a national or historic park.  | 9a)          | Yes        |
| MAN  | Offices subject to the provisions of the National or international mandate of the office.   | 10a)         | Yes        |
| PRI  | A Principal office in the Northwest Territories, Nunavut or the Yukon. A principal office is defined, for the purpose of this report, as the office serving the greatest number of persons using the French language to request services. | 9d), 9e)     | Yes        |
| SYS  | Automated System.   | 11b)         | Yes        |
| TOP  | Office providing a service to the public/user of a national or historic park.   | 9c)          | Yes        |
| TRAF | For each province, No-immigration services at the border crossing that serves the greatest number of persons who come into Canada (highest traffic in a province).  | 10e)         | Yes        |
| TRI  | For each province, immigration services at a place of entry into Canada, that serves the greatest number of persons who seek to come into Canada (the highest traffic in a province).   | 10d)         | Yes        |

## ANNEX C1

### Synoptic Table – Specific Rules

**a) Travelling public - Offices**

- Airports
- Ferry Terminals
- Railway Stations

**b) Travelling Public - Routes**

- Aircraft
- Train
- Ferry

**c) Maritime communications and Air traffic control services**

- Air traffic control services pursuant to the *Aeronautical Communications Standards and Procedures Order*
- Coast radio station services and vessel traffic services
- Vessels and aircrafts providing search and rescue services

**d) Other Services**

- Point of entry into Canada providing immigration and other services
- Restricted and identifiable clientele

## ANNEX C2

### Rules related to significant demand: specific rules

| TRAVELLING PUBLIC: OFFICE IS OR IS LOCATED IN                   |                     |           |             |
|---|---------------------|-----------|-------------|
| Airport or an office located in the airport                     | Passengers          | 1,000,000 | 7(3)        |
| Ferry terminal  | Passengers per year | 100,000   | 7(4)b)      |
| Railway Stations  | CMA                 | +5000     | 7(4)(a)(i)  |
|   | CSD                 | +500+5%   | 7(4)(a)(ii) |
| Airport, Railway Stations, Ferry Terminals or office located in | Measuring demand    | 5%        | 7(1)        |

| TRAVELLING PUBLIC: SERVICES ON BOARD |  |   |             |
|--------------------------------------|--|---|-------------|
| Aircraft                             | Route that starts, intermediate stops, or finishes | Airport in the NCR, Montreal and Moncton  | 7(4)(c)i)   |
|                                      | Route that starts and finishes                     | Airports located in the same province where the minority is at least 5%                 | 7(4)(c)ii)  |
|                                      | Route that starts and finishes                     | Airports located in different provinces if the minority of each province is at least 5% | 7(4)(c)iii) |
|                                      | Other routes                                       | Measuring demand 5%   | 7(2)        |
| Train                                | Interprovincial route that starts or finishes      | Province with a minority of 5%+ or passes through that province                         | 7(4)(d)(i)  |
|                                      | Route that starts and finishes at railway stations | Same province, minority is 5%+  | 7(4)(d)(ii) |
|                                      | Other routes                                       | Measuring demand 5%   | 7(2)        |
| Ferry                                | Route  | Passengers + 100,000  | 7(4)e)      |
|                                      | Other routes                                       | Measuring demand 5%   | 7(2)        |

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| MARITIME COMMUNICATIONS AND AIR TRAFFIC CONTROL SERVICES |   |   |                    |
|--|---|---|--------------------|
| Ship-to-shore communications services                    | Coast radio station services and vessel traffic services                          | Service area (Bay of Fundy, St. Lawrence River on the Gulf of St. Lawrence) | 6(2)a              |
|  |   | Demand 5%   | 6(1)b              |
| Air traffic control services                             | Pursuant to the <i>Aeronautical Communications Standards and Procedures Order</i> |   | 6(2)b              |
| Search and rescue services                               | Long-range vessels and aircraft of the Coast Guard and National Defence           | Eastern Canada up to the Manitoba border                                    | 6(2)(d)i, ii, iii) |
|  |   | 5% of demand  | 6(1)e              |

| OTHER SERVICES  |  |                |       |
|---|--|----------------|-------|
| Points of entry into Canada   | Immigration services                         | 5%             | 6(1)c |
| Border crossings (except airports and ferry terminals) in Ontario, Quebec and New-Brunswick | Services other than immigration              | 500,000 person | 6(2)c |
|   |  | 5%             | 6(1)d |
| Restricted and identifiable clientele   | 5% want the service in the minority language |                | 6(1)a |



## ANNEX C3 Specific Rules

| CODE | DESCRIPTION   | PROVISION   | OBLIGATION |
|------|---|-------------|------------|
| ATC1 | Air traffic control services from offices in designated areas.  | 6(2)b)      | Yes        |
| ATC2 | Air traffic control services from offices in other areas.   | 6(2)b)      | No         |
| BOR1 | No-immigration services at border crossings (other than airports and ferry terminals) in Ontario, Quebec or New Brunswick (minority population of 5%), where less than 500,000 persons come into Canada per year.   | 6(2)c)      | Yes        |
| BOR2 | No-immigration services at border crossings (other than airports and ferry terminals) in Ontario, Quebec or New Brunswick (minority population of 5%), where less than 500,000 persons come into Canada in a year. (Other than those under code TRAF). Demand to be measured. | 6(1)d)      | Cond.      |
| CLI  | Restricted clientele to be measured.  | 6(1)a)      | Cond.      |
| ENT  | Immigration services at points of entry, other than those under code TRI. Demand for services must be measured.   | 6(1)c)      | Cond.      |
| MAR1 | Maritime communication services from offices in designated areas.   | 6(2)a)      | Yes        |
| MAR2 | Maritime communications services from offices in other areas. Demand for services must be measured.   | 6(1)b)      | Cond.      |
| ROA1 | Air Canada routes that start, finish or have stopovers in the NCR, Montreal or Moncton.   | 7(4)c)i)    | Yes        |
| ROA2 | Air Canada routes that start and finish in the same province of Ontario, Quebec or New Brunswick (minority population of 5%).   | 7(4)c)(ii)  | Yes        |
| ROA3 | Air Canada routes that start in one and finish in another of the provinces of Ontario, Quebec or New Brunswick (minority population of 5%).   | 7(4)c)(iii) | Yes        |
| ROA4 | Any other Air Canada route. The demand for service must be measured.  | 7(2)        | Cond.      |
| ROF1 | Marine Atlantic ferry routes having at least 100,000 passengers per year.   | 7(4)e)      | Yes        |
| ROF2 | Any other Marine Atlantic route. The demand for service must be measured.   | 7(2)        | Cond.      |

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| CODE | DESCRIPTION   | PROVISION         | OBLIGATION |
|------|---|-------------------|------------|
| ROR1 | Via Rail routes that start in, finish in, or pass through Ontario, Quebec or New Brunswick.   | 7(4)d)(i)         | Yes        |
| ROR2 | Via Rail routes that start and finish in Ontario, Quebec or New Brunswick (minority population of 5%).  | 7(4)d)(ii)        | Yes        |
| ROR3 | Any other Via Rail route. The demand for service must be measured.  | 7(2)              | Cond.      |
| SAR1 | Search and rescue services from offices in designated areas.  | 6(2)d)            | Yes        |
| SAR2 | Search and rescue services from offices in other areas. Demand for services must be measured.   | 6(1)e)            | Cond.      |
| TPA1 | Services to the travelling public at airports handling at least one million passengers per year.  | 7(3)              | Yes        |
| TPA2 | Services to the travelling public at airports handling less than one million passengers per year. Demand for services must be measured.   | 7(1)              | Cond.      |
| TPF1 | Services to the travelling public at federal ferry terminals located in Canada and handling at least 100,000 passengers per year.   | 7(4)b)            | Yes        |
| TPF2 | Services to the travelling public at federal ferry terminals located in Canada and handling at least 100,000 passengers per year. Demand for services must be measured.   | 7(1)              | Cond.      |
| TPR1 | Services to the travelling public at federal passenger railway stations located in CMA's where the minority is at least 5000, or in CSD's where the minority is at least 500 equal to 5% (demographic type = 1 or 3). | 7(4)a)(i) or (ii) | Yes        |
| TPR2 | Services to the travelling public at federal passenger railway stations in other locations. Demand for services must be measured.   | 7(1)              | Cond.      |

# ANNEX D1

## Summary Table of rules related to significant demand: general circumstances

| DEMOGRAPHIC TYPE 1 |   |              |                    |                          |       |
|--------------------|---|--------------|--------------------|--------------------------|-------|
| CMA<br>+5,000      | All services<br>(No key or key)                   | Only office  |                    |                          | 5(1)a |
|                    |   | Many offices | Different services | Each office              | 5(1)a |
|                    |   |              | Same services      | Proportion of office     | 5(1)b |
|                    | Key services<br>CMA of<br>Montreal and<br>Toronto | Only office  |                    |                          | 5(1)a |
|                    |   | Many offices | Different services | Each office              | 5(1)a |
|                    |   |              | Same services      | Proportion of office + 1 | 5(1)c |

| DEMOGRAPHIC TYPE 2 |                 |                  |                    |                      |       |       |
|--------------------|-----------------|------------------|--------------------|----------------------|-------|-------|
| CMA<br>-5,000      | No key services | Service area     |                    |                      | 5000  | 5(1)e |
|                    |                 | Measuring demand |                    |                      | 5%    | 5(1)d |
|                    | Key services    | Only office      |                    |                      |       | 5(1)f |
|                    |                 | Many offices     | Different services | Each office          |       | 5(1)f |
|                    |                 |                  | Same services      | Proportion of office |       | 5(1)g |
|                    |                 | Service Area     |                    | 5000                 | 5(1)e |       |
|                    |                 | Measuring demand |                    | 5%                   | 5(1)d |       |

| DEMOGRAPHIC TYPE 3 |                                 |              |                    |                                   |            |            |
|--------------------|---------------------------------|--------------|--------------------|-----------------------------------|------------|------------|
| CSD<br>+500+5%     | All services<br>(No key or key) | Only office  |                    |                                   | 5(1)h(iii) |            |
|                    |                                 | Many offices | Different services |                                   |            | 5(1)h(iii) |
|                    |                                 |              | Same services      | Minority of 30% of all offices    |            | 5(1)j      |
|                    |                                 |              |                    | Minority -30% proportionality     |            | 5(1)i      |
|                    |                                 |              |                    | Other offices<br>(service area)   | + 500 + 5% | 5(1)h(i)   |
|                    |                                 |              | 5,000              |                                   | 5(1)h(ii)  |            |
|                    |                                 |              |                    | Two provinces with different O.L. | 5(1)h(iv)  |            |

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| DEMOGRAPHIC TYPE 4 |                 |                  |                                   |                                   |           |
|--------------------|-----------------|------------------|-----------------------------------|-----------------------------------|-----------|
| CSD<br>+500-5%     | No key services | Service area     | + 500 + 5%                        |                                   | 5(1)h(i)  |
|                    |                 |                  | 5,000                             |                                   | 5(1)h(ii) |
|                    |                 |                  | Two provinces with different L.O. |                                   | 5(1)h(iv) |
|                    |                 | Measuring demand | 5%                                |                                   | 5(1)k     |
|                    | Key services    | Only office      |                                   |                                   | 5(1)l     |
|                    |                 | Many offices     | Proportionality                   |                                   | 5(1)m     |
|                    |                 |                  | Other offices (service area)      | + 500 + 5%                        | 5(1)h(l)  |
|                    |                 |                  |                                   | 5,000                             | 5(1)h(ii) |
|                    |                 |                  |                                   | Two provinces with different O.L. | 5(1)h(iv) |

| DEMOGRAPHIC TYPE 5 |                 |              |              |                                   |       |           |
|--------------------|-----------------|--------------|--------------|-----------------------------------|-------|-----------|
| CSD<br>200-500+5%  | No key services | All offices  | Service area | +500+5%                           |       | 5(1)h(i)  |
|                    |                 |              |              | 5,000                             |       | 5(1)h(ii) |
|                    |                 |              |              | Two provinces with different O.L. |       | 5(1)h(iv) |
|                    |                 |              |              | Measuring demand                  | 5%    |           |
|                    | Key services    | One office   |              |                                   | 5(1)o |           |
|                    |                 | Many offices | Service area | +500+5%                           |       | 5(1)h(i)  |
|                    |                 |              |              | 5,000                             |       | 5(1)h(ii) |
|                    |                 |              |              | Two provinces with different O.L. |       | 5(1)h(iv) |

| DEMOGRAPHIC TYPE 6 |                            |              |                                   |  |           |
|--------------------|----------------------------|--------------|-----------------------------------|--|-----------|
| CSD<br>-200+30%    | No key services            | Service area | +500+5%                           |  | 5(1)h(i)  |
|                    |                            |              | 5,000                             |  | 5(1)h(ii) |
|                    |                            |              | Two provinces with different O.L. |  | 5(1)h(iv) |
|                    | Key services (all offices) |              |                                   |  | 5(1)p     |

| DEMOGRAPHIC TYPE 7                    |              |                                   |  |           |
|---------------------------------------|--------------|-----------------------------------|--|-----------|
| CSD<br>200-500 -5%<br>or<br>-200 -30% | Service area | +500+5%                           |  | 5(1)h(i)  |
|                                       |              | 5,000                             |  | 5(1)h(ii) |
|                                       |              | Two provinces with different O.L. |  | 5(1)h(iv) |

## ANNEX D2 Analysis

### CENSUS METROPOLITAN AREA (CMA)

#### In the case of a Type 1 CMA with at least 5,000

a) In a CMA, whether the office provides **key or non-key services**

- Q1 If it is the institution's only office, there is an obligation under rule 5(1)(a).
- Q2 If the institution has several offices providing the same services, there is an obligation for a given number of offices under rule 5(1)(b), in accordance with Directive A, "*Principle of Proportionality*". See [http://www.tbs-  
sgt.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_e.html](http://www.tbs-<br/>sgt.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_e.html).
- Q3 If the institution has several offices providing different services, there is an obligation for each of these offices under rule 5(1)(a).

b) Further, in the case of the Montréal and Toronto CMAs, if the office provides **key services**

- Q1 Is it the institution's only office? If yes, there is an obligation under rule 5(1)(a).
- Q2 If the institution has several offices providing the same services, there is an obligation for a given number of these offices plus 1 (+1) under rule 5(1)(c), in accordance with Directive A. "*Principle of Proportionality*". See [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_f.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_f.html).
- Q3 If the institution has several offices providing different services, there is an obligation for each of these offices under rule 5(1)(a).

#### In the case of a Type 2 CMA, minority of less than 5,000

a) For an office providing **non-key services**

- Q1 Does the service area have a minority of at least 5,000? See note<sup>1</sup>.

If the service area includes a minority population of at least 5,000, there is an obligation under rule 5(1)(e).

If the service area includes a minority population of less than 5,000, the institution must measure the demand, in accordance with Directive B,

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<sup>1</sup> To calculate the service area, the minority population served by this office needs to be counted. See *Minority Population by First Official Language Spoken*, Annex E.

"Assessment of demand in the context of the Official Languages Regulations". See [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_f.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_f.html). The obligation to provide services in both official languages will apply based on rule 5(1)(d).

b) For an office providing **key services**

Q1 Is it the institution's only office? If yes, there is an obligation under rule 5(1)(f).

Q2 If the institution has several offices providing different services, each of these offices has an obligation under rule 5(1)(f).

If the institution has several offices providing the same services, there is an obligation for a given number of these offices under rule 5(1)(g), in accordance with Directive A, "*Principle of Proportionality*". See [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_e.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_e.html).

In the other offices providing the same services, there is an obligation if the service area includes a minority of at least 5,000 and that obligation is under rule 5(1)(e).

## CENSUS SUBDIVISION (CSD))

### In the case of a Type 3 CSD, minority of at least 500 and at least 5%

a) There is no distinction between non-key services and **key services**.

- Q1 Is it the institution's only office providing such services? If yes, there is an obligation under rule 5(1)(h)(iii).
- Q2 If the institution has several offices providing different services, there is an obligation for each of these offices under rule 5(1)(h)(iii).
- Q3 If the institution has several offices providing the same services and the minority represents more than 30% of the population, there is an obligation for all offices under rule 5(1)(j).

If the minority represents between 5% and 30% of the population, there is an obligation for a given number of the institution's offices under rule 5(1)(i), in accordance with Directive A, "*Principle of Proportionality*". See [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_f.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_f.html).

For the other offices, if applicable, the service area must be taken into consideration. If the area includes a minority of at least 500 and represents at least 5% of the population, there is an obligation under rule 5(1)(h)(i). If the area includes a minority of at least 5,000, there is an obligation under rule 5(1)(h)(ii). If the service area covers two provinces where there is a different minority official language, there is an obligation under rule 5(1)(h)(iv).

### In the case of a Type 4 CSD, minority of at least 500 and less than 5%

a) For an office providing **non-key services**

- Q1 Does the service area include a minority of at least 500 that represents at least 5% of the population? If yes, there is an obligation under rule 5(1)(h)(i).
- Q2 Does the service area include a minority of at least 5,000? If yes, there is an obligation under rule 5(1)(h)(ii).
- Q3 Does the service area cover two provinces where there is a different minority official language? If yes, there is an obligation under rule 5(1)(h)(iv).

If no, the department must measure the demand, in accordance with Directive B, "*Assessment of demand in the context of the Official Language Regulations*", [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_f.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_f.html). The obligation will be determined under rule 5(1)(k).

b) For an office providing **key services**

Q1 Is it the institution's only office? If yes, there is an obligation under rule 5(1)(l).

Q2 If the institution has several offices, there is an obligation for a given number of these offices under rule 5(1)(m), in accordance with Directive A, "*Principle of Proportionality*". See [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_f.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_f.html).

For the other offices, if applicable, the service area must be taken into consideration. If the area includes a minority of at least 500 and represents at least 5% of the population, there is an obligation under rule 5(1)(h)(i). If the area includes a minority of at least 5,000, there is an obligation under rule 5(1)(h)(ii). If the service area covers two provinces where there is a different minority official language, there is an obligation under rule 5(1)(h)(iv).

**In the case of a Type 5 CSD, minority between 200 and 500 and at least 5%**

a) For any office providing **non-key services**

Q1 Does the service area include a minority population of at least 500 that represents at least 5% of the population? If yes, there is an obligation under rule 5(1)(h)(i).

Q2 Does the service area include a minority population of at least 5,000? If yes, there is an obligation under rule 5(1)(h)(ii).

Q3 Does the service area cover two provinces where there is a different minority official language? If yes, there is an obligation under rule 5(1)(h)(iv).

If no, the institution must measure the demand, in accordance with Directive B, "*Assessment of demand in the context of the Official Languages Regulations*", [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/OffLang/CHAP5\\_2\\_f.html](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/CHAP5_2_f.html). The obligation will be determined under rule 5(1)(n).

b) For an office providing **key services**

Q1 There is an obligation for one office under rule 5(1)(o).

For the other offices, if applicable, the service area must be taken into consideration. If the area includes a minority of at least 500 and represents at least 5% of the population, there is an obligation under rule 5(1)(h)(i). If the area includes a minority of at least 5,000, there is an obligation under rule 5(1)(h)(ii). If the service area covers two provinces where there is a different minority official language, there is an obligation under rule 5(1)(h)(iv).



**In the case of a Type 6 CSD, minority of less than 200 and at least 30%**

a) For an office providing **non-key services**

- Q1 Does the service area include a minority population of at least 500 that represents at least 5% of the population? If yes, there is an obligation under rule 5(1)(h)(i).
- Q2 Does the service area include a minority population of at least 5,000? If yes, there is an obligation under rule 5(1)(h)(ii).
- Q3 Does the service area cover two provinces where there is a different minority official language? If yes, there is an obligation under rule 5(1)(h)(iv).

b) For an office providing key services, there is an obligation for that office or for any other office under rule 5(1)(p).

**In the case of a Type 7 CSD, minority between 200 and 500 and less than 5%, or less than 200 and less than 30%**

- Q1 Does the service area include a minority population of at least 500 that represents at least 5% of the population? If yes, there is an obligation under rule 5(1)(h)(i).
- Q2 Does the service area include a minority population of at least 5,000? If yes, there is an obligation under rule 5(1)(h)(ii).
- Q3 Does the service area cover two provinces where there is a different minority official language? If yes, there is an obligation under rule 5(1)(h)(iv).

## ANNEX D3 General Circumstances

| CODE                                  | DESCRIPTION  | PROVISION              | OBLIGATION |
|---------------------------------------|--|------------------------|------------|
| <b>Demographic Type 1: CMA + 5000</b> |  |                        |            |
| 11                                    | A single service (key or non-key) in an office in Montreal or Toronto, which is automatically bilingual.   | 5(1)a)                 | Yes        |
| 12                                    | One of a multiple key services in an office in Montreal or Toronto, designated as bilingual under the proportionality rule. (Proportionality +1)   | 5(1)c)                 | Yes        |
| 13                                    | One of multiple non-key services in an office in Montreal or Toronto, designated as bilingual under the proportionality rule.  | 5(1)b)                 | Yes        |
| 14                                    | A single service (key or non-key) in an office in any other CMA where the minority population is at least 5,000 (demographic type 1), which is automatically bilingual.  | 5(1)a)                 | Yes        |
| 15                                    | One of multiple services (key or non-key) in an office in any other CMA of demographic type 1, that has been designated as bilingual under the proportionality rule.   | 5(1)b)                 | Yes        |
| 16                                    | One of multiple offices that has not been designated as bilingual under the proportionality rule.  | 5(1)b)<br>or<br>5(1)c) | No         |
| <b>Demographic Type 2: CMA –5000</b>  |  |                        |            |
| 21                                    | A single key-service in an office in a CMA where the minority population is less than 5,000 (demographic type 2) which is automatically bilingual.   | 5(1)f)                 | Yes        |
| 22                                    | One of multiple key services in an office in a CMA of demographic type 2, that has not been designated bilingual under the proportionality rule, and for which the obligation to provide services in both official languages is conditional upon the service area. | 5(1)e)                 | Cond.      |
| 23                                    | One of multiple key services in an office in a CMA of demographic type 2, that has been designated bilingual under the proportionality rule.   | 5(1)g)                 | Yes        |
| 24                                    | A non-key service in an office in a CMA of demographic type 2, for which bilingual designation is conditional to 5,000 in the service area or the measured demand.   | 5(1)d)<br>ou<br>5(1)e) | Cond.      |

| CODE  | DESCRIPTION  | PROVISION                     | OBLIGATION |
|---|--|-------------------------------|------------|
| <b>Demographic Type 3: CSD +500 and +5%</b> |  |                               |            |
| 31  | A single office (key or non-key service) in a CSD of demographic type 3, which is therefore automatically bilingual.   | 5(1)h)(iii)                   | Yes        |
| 32  | An office (key or non-key service) in a CSD of demographic type 3 (minority of at least 500 representing between 5 and 30% of the total population), and for which the service area comprises an area of two provinces whose minority languages are different.                                     | 5(1)h)(iv)                    | Yes        |
| 33  | One of multiple offices (key or non-key services) in a CSD that comprises a minority of 500 representing at least 5% of the total population (demographic type 3), that has been designated as bilingual under the proportionality rule. In this case, the % of the minority is between 5 and 30%. | 5(1)i)                        | Yes        |
| 34  | One of multiple offices (key or non-key service) in a CSD of demographic type 3 where the % of the minority is 30% or more. All services, multiples or not, must be bilingual.   | 5(1)j)                        | Yes        |
| 35  | One of multiple offices (key or non-key service) in a CSD of demographic type 3, that has not been designated as bilingual under the proportionality rule, and for which the obligation is conditional upon the service area.  | 5(1)h)(i)<br>or<br>5(1)h)(ii) | Cond.      |
| <b>Demographic Type 4: CSD +500 and -5%</b> |  |                               |            |
| 41  | A single office providing key services in a CSD of demographic type 4, which is therefore automatically bilingual.   | 5(1)l)                        | Yes        |
| 42  | An office (key or non-key service) in a CSD where the minority population is at least 500 people, representing less than 5% of the total population (demographic type 4), that has a service area comprising an area of two provinces whose minority languages are different.                      | 5(1)h)(iv)                    | Yes        |
| 43  | One of multiple offices providing key services in a CSD of demographic type 4, that has been designated as bilingual under the proportionality rule.   | 5(1)m)                        | Yes        |
| 44  | One of multiple offices providing key services in a CSD of demographic type 4, that has not been designated as bilingual under the proportionality rule, and for which the obligation is conditional upon the service area.  | 5(1)h)(i)<br>or<br>5(1)h)(ii) | Cond.      |

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| CODE                                       | DESCRIPTION  | PROVISION                                   | OBLIGATION |
|--|--|---|------------|
| 45   | An office providing non-key services in a CSD of demographic type 4, for which the obligation is conditional upon the service area, and if that condition is not met, is conditional upon the demand for service.  | 5(1)h(i)<br>5(1)h(ii)<br>5(1)h(iv)<br>5(1)k | Cond.      |
| <b>Demographic Type 5: CSD 200-500 +5%</b> |  |   |            |
| 51   | A single office providing key services in a CSD of demographic type 5, which is therefore automatically bilingual or a secondary office (NWT, Nunavut or Yukon) providing a single key service in CSD of demographic type 5.   | 5(1)o                                       | Yes        |
| 52   | An office (key or non-key services), in a CSD where the minority is between 200 and 500 representing at least 5% of the total population (demographic type 5), that has a service area comprising an area of two provinces whose minority languages are different.                           | 5(1)h(iv)                                   | Yes        |
| 53   | In a secondary office (NWT, Nunavut, Yukon), the 2nd or more of multiple services in the same CSD of demographic type 5, not designated bilingual under another rule, for which the obligation is conditional upon the service area.   | 5(1)h(i)<br>5(1)h(ii)                       | Cond.      |
| 54   | One of multiple offices providing key-services in a CSD of type 5, that has not been designated as bilingual (2nd service or more), for which the obligation is conditional upon the service area.   | 5(1)h(i)<br>5(1)h(ii)                       | Cond.      |
| 55   | An office providing a non-key service in a CSD of demographic type 5, or a secondary office (NWT, Nunavut, Yukon), for which the obligation to offer bilingual services is conditional upon the service area, and, if that condition is not met, is conditional upon the demand for service. | 5(1)n<br>5(1)h(i)<br>5(1)h(ii)              | Cond.      |
| <b>Demographic Type 6: CSD –200 +30%</b>   |  |   |            |
| 61   | An office providing a key service in a CSD of demographic type 6, that is automatically bilingual.   | 5(1)p                                       | Yes        |
| 62   | An office (key or non-key services) in a CSD where the minority is less than 200 and at least 30% of the total population (demographic type 6), that has a service area comprising an area of two provinces whose minority languages are different.  | 5(1)h(iv)                                   | Yes        |
| 63   | An office providing a non-key service in a CSD of demographic type 6, for which the obligation is conditional upon the service area.   | 5 (1)h)i<br>5(1)h(ii)                       | Cond.      |

| CODE   | DESCRIPTION  | PROVISION               | OBLIGATION |
|--|--|-------------------------|------------|
| <b>Demographic Type 7: 200-500 +5% or -200-30%</b> |  |                         |            |
| 71   | Any office in a CSD or a secondary office (NWT, Nunavut, Yukon) of demographic type 7, for which the obligation is conditional upon the service area.  | 5(1)h)(i)<br>5(1)h)(ii) | Cond.      |
| 72   | Any office in a CSD where the minority population is between 200 and 500 people, representing less than 5% of the total population, or, comprising a minority population of less than 200 people, representing less than 30% of the total population (demographic type 7), for which the service area comprises an area in two provinces whose minority languages are different. | 5(1)h)(iv)              | Yes        |
| 81   | Any office located outside Canada and at that office or facility over a year at least 5% of the demand from the public is in that language.  | 5(3)                    | Cond.      |