

**OFFICIAL LANGUAGES PROGRAM
ANALYSIS BY OFFICE - CROWN CORPORATIONS
LEGAL OBLIGATIONS AND OTHER INFORMATION**

Office designated bilingual for service to public: Part A

Office located in a bilingual region for language of work purposes: Part B

Global Analysis: Part C

Name of the institution: _____

Office code: _____

Offices with an obligation to serve the public in both official languages (significant demand and nature of the office).
Right of public: Any member of the public in Canada or abroad has the right to communicate with and to receive available services from federal institutions in either official language (OLA, Part IV).

<u>Anticipated Results</u>	<u>Situation Analysis</u>	<u>Remedial action</u>	<u>Deadline</u>	<u>Results Indicators</u>
1. The office makes an active offer of service in the two official languages (OLA, s. 28):				
- on the telephone;	yes no n/a			
- in person (at the reception desk);	yes no n/a			
- through recorded messages.	yes no n/a			
2. The reception area invites the client to use either official language: the official languages symbol is posted (OLA, s. 28).	yes no n/a			
3. Displays and signs (identifying the federal institution) are in both official languages. (OLA, s. 29).	yes no			
4. Publications are available in both official languages and displayed in a way that respects the equal status of the two official languages (OLA, s. 21 and s. 28).	yes no n/a			
5. All services are available and of comparable quality in the two official languages (OLA, s. 27 and s. 28):				
- on the telephone;	yes no adm. arr.* (Specify)			
- in person;	yes no adm. arr.* (Specify)			
- in writing;	yes no n/a			
- through computerized systems (including Internet).	yes no n/a			

* adm. arr. = temporary administrative arrangement

<u>Anticipated Results</u>	<u>Situation Analysis</u>	<u>Remedial action</u>	<u>Deadline</u>	<u>Results Indicators</u>
6. The office has recourse to a third party to provide services in its name (OLA, s. 25):	yes no			
- if yes, does it provide them in both official languages?	yes no n/a			
- if yes, is there a linguistic clause in contracts with third parties?	yes no n/a			
7. The office has recourse to the media (OLA, s. 11 or s. 30):				
- when the office publishes as required by a federal law, it does so in both English and French, within each region where the matter applies (OLA, Part III, s. 11);	yes no n/a			
- when the office communicates with the public (advertising, etc.), it uses the most effective medium to reach each official language group in their language of choice, notably through the use of minority press (OLA, s. 30).	yes no n/a			
8. The office makes it known to members of the public that its services are available in either official language, e.g. it maintains contact with associations representing the minority language population it serves (OLA, s. 28).	yes no n/a			
9. The office makes grants/contributions:	yes no			
- if yes, is there an official languages policy, practice or directive stating expectations regarding official languages matters?	yes no n/a			
- if yes, are the policies or directives applied?	yes no			
10. The office provides services for the traveling public (OLA, s. 23):	yes no			
- if yes, do employees provide them in both official languages?	yes no n/a			
- if yes, are services prescribed by regulation provided by third parties on contract offered in both official languages?	yes no n/a			
11. The office organizes or participates in national or international events open to the public (Regulations, paragraphs 10(b) and (c)):	yes no			
- if yes, does it do so in both official languages?	yes no n/a			
12. Standardized public announcements and signage regarding health, safety or security are in both official languages (OLA, s. 24(1) and reg. 8(b)).	yes no n/a			
<i>Attach OLIS II data on service to the public.</i>				

OFFICIAL LANGUAGES PROGRAM
ANALYSIS BY OFFICE - CROWN CORPORATIONS
LEGAL OBLIGATIONS AND OTHER INFORMATION

Bilingual region: _____

Name of the institution: _____

Office code: _____

Offices located in designated bilingual regions for language of work purposes.

Rights and obligations regarding language of work: English and French are the languages of work in all federal institutions in designated regions (OLA, Part V, s. 34). Each federal institution has the duty to ensure, in designated bilingual regions, that work environments are conducive to the effective use of both official languages (OLA, s.35).

<u>Anticipated Results</u>	<u>Situation Analysis</u>	<u>Remedial action</u>	<u>Deadline</u>	<u>Results Indicators</u>
1. Employees whose functions or positions are bilingual may communicate in the official language of their choice (OLA, s. 36(1)(c)):				
– orally with their immediate supervisors;	– yes no n/a			
– in writing with their immediate supervisors;	– yes no adm. arr.* (Specify)			
– for their performance appraisal;	– yes no n/a			
– employees obtain their written appraisal in the official language of their choice.	– yes no n/a			
2. Employees can obtain internal services (personal and central) in the official language of their choice (OLA, s. 36(1)(a)):				
– when they are offered locally, i.e. by the office;	– yes no n/a			
– when they are offered by the regional office;	– yes no n/a			
– when they are offered by Headquarters.	– yes no n/a			
3. Employees receive their professional training and development in the official language of their choice (OLA, s. 36):				
– all courses offered by the institution to the employees of the office are offered in both official languages;	yes no n/a			
– all courses purchased by the institution are offered to the employees of the office in both official languages;	yes no n/a			
– all computer-assisted courses are offered in both official languages (independent learning courses).	yes no n/a			

* adm. arr. = temporary administrative arrangement

<u>Anticipated Results</u>	<u>Situation Analysis</u>	<u>Remedial action</u>	<u>Deadline</u>	<u>Results Indicators</u>
4. All work instruments largely and widely used by employees are available in both official languages (OLA, s. 36(1)(a)):				
– manuals;	yes no			
– directives and memoranda;	yes no			
– forms.	yes no			
5. Computer systems largely and widely used, acquired or produced by the office after January 1, 1991, can be used in either official language. (OLA, s. 36(1)(b)):				
- electronic mail;	yes no n/a			
- software;	yes no n/a			
- documentation.	yes no n/a			
6. Meetings attended by employees are in both official languages (OLA, s. 36(2)): - agenda; - employees are invited to use the language of their choice; - discussion during the meeting; - minutes.	yes no n/a yes no n/a yes no n/a yes no n/a			
<i>Attach OLIS II data on language of work</i>				

**OFFICIAL LANGUAGES PROGRAM
ANALYSIS BY OFFICE - CROWN CORPORATIONS
LEGAL OBLIGATIONS AND OTHER INFORMATION**

Name of Institution: _____

Name of Chief Executive Officer: _____

Global Analysis of the institution to be completed by the Head Office

<u>Anticipated Results</u>	<u>Situation Analysis</u>			<u>Remedial action</u>	<u>Deadline</u>	<u>Results Indicators</u>
1. The institution informs minority official language groups of the location of its bilingual offices (OLA, s. 28).	yes	no	n/a			
2. The institution reminds its managers and employees of their rights and obligations regarding: - service to the public; - language of work.	yes yes	no no				
3. Managers are accountable for implementing the Act and policies on official languages.	yes	no				
4. The institution has a strategy for monitoring or auditing the program's implementation.	yes	no				
5. In bilingual regions for language of work purposes, senior management, as a whole, is capable of functioning in both official languages (OLA, s. 36(1)(c)).	yes	no				
6. The participation of Anglophones and Francophones reflects the presence of the official language communities of Canada, taking into account the institution's mandate, location and clientele (OLA, s. 39): - at headquarters; - at its regional offices.	yes yes	no no				
7. The institution advertises its vacant positions among the two language groups (OLA, s. 39).	yes	no				
8. The institution checks that there are no barriers to the advancement of the two language groups (OLA, s. 39).	yes	no				
9. All designations of functions or positions as unilingual or bilingual are objective and justified (OLA, s. 91).	yes	no				
10. The treatment of the minority language is comparable in French unilingual regions and in English unilingual regions (OLA, s. 35(1)(b)).	yes	no				
<i>Attach OLIS II data on equitable participation</i>						

If the institution wishes to do so, they may forward this grid with a covering letter signed by the Chief Executive Officer of the institution. The letter must demonstrate the Chief Executive Officer's commitment to implementing the Official Languages Program and indicate the main achievements of the previous year as well as the current year's main objectives.