



Why are there positions designated as bilingual?

Official languages...
it's a matter of respect

www.hrma-agrh.gc.ca/ollo

To serve Canadians in the official language of their choice and to allow employees to work and to be supervised in the official language of their choice in regions designated as bilingual for language-of-work purposes¹, institutions ensure that they have the necessary linguistic resources.

Serving Canadians in the official language of their choice

Obligations related to communications with and services to the public

Institutions ensure that they communicate with and provide services to members of the public orally or in writing in the official language of their choice, as required under the *Official Languages Act* and the *Regulations*. Of the nearly 12,000 federal offices and service points in Canada, more than 3,400 are required to offer services in both official languages.

¹ Regions designated as bilingual for language-of-work purposes are the National Capital Region, New Brunswick, parts of Northern and Eastern Ontario, the bilingual region of Montréal, as well as parts of the Eastern Townships, the Gaspé, and Western Quebec.

Allowing employees in regions designated as bilingual to work and be supervised in the official language of their choice

Obligations related to language of work

In regions designated as bilingual for language-of-work purposes, institutions ensure that:

- employees occupying bilingual or either/or² positions are supervised in their preferred official language—all other employees are supervised in the language of their position;
- employees receive personal and central services in the official language of their choice; and
- employees can communicate with central agencies and receive common services in the official language of their choice.

Institutions also ensure that, everywhere in Canada, employees can file grievances in their preferred official language, regardless of the language requirements of their position.

It is not necessary that all positions be bilingual

In order to meet the obligations related to service to the public and language of work, some positions, providing services to the public or to employees, as well as some executive and supervisory positions require the knowledge of both English and French and are designated as bilingual. On March 31, 2004, 39 % of positions in the Public Service were bilingual.

For more details on the linguistic identification of positions, consult the Web page on official languages policies at http://www.hrma-agrh.gc.ca/ollo/common/policies-politiques_e.asp.

² When functions have to be performed in both English and French, positions are identified as bilingual. When functions can be performed in either English or French, positions are identified as either/or.