

**OFFICIAL LANGUAGES PROGRAM
DIAGNOSTIC GRID
PRIMARY OBLIGATIONS - DEPARTMENTS AND AGENCIES**

Office designated bilingual for service to the public: Part A

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

Program Management: 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			

<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):				
- 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 publications within each region where the matter applies or, in the absence of such publications, in both official languages in at least one publication in general circulation within that region (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 and ensures that the minority official languages groups are informed (OLA, s. 28).	yes no n/a			
9. The office which gives grants/contributions, applies policy, practices or directives that specify official languages requirements consistent with TB policies (pol., chap. 1-4).	yes no n/a			
10. The office provides services for the traveling public (OLA, s. 23):				
- 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)):				
- if yes, has the office the obligation, under regulations and policies, to do so in both official languages?	yes no n/a			
- if yes, does it comply with its obligations?	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			
13. The office provides in both official languages all documents tabled to the House of Commons and the Senate (OLA, s. 8).	yes no n/a			
14. The federal-provincial agreements which meet criteria set out in the Act are made in both official languages (OLA, s. 10).	yes no n/a			
15. Where an office regulates organizations with respect to any of their activities in the area of health, safety and security to the public, it must ensure, through its regulation of these organizations, wherever it is reasonable to do so, that the public can communicate with the regulated organizations and obtain services in both official languages (OLA, s. 26).	yes no n/a			

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PRIMARY OBLIGATIONS - DEPARTMENTS AND AGENCIES**

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			
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).	yes no n/a			
4. All work instruments largely and widely used (manuals, directives, forms, etc) by employees are available in both official languages (OLA, s. 36 (1) (a)).	yes no			

<u>Anticipated Results</u>	<u>Situation Analysis</u>	<u>Remedial action</u>	<u>Deadline</u>	<u>Results Indicators</u>
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			
- user training;	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			
7. In bilingual regions, EX's occupying a bilingual position, have achieved the CBC level by March, 1998 (OLA, s.36 (1) (c); pol. chap. 4-3).	yes no n/a			
8. Every federal institution (central agencies or common service organizations) that directs or provides services to other federal institutions accomodates the use of either official language by officers and employees of those institutions (OLA, s. 37).	yes no n/a			
9. The head or central office communicates in the language (s) of the office receiving the communication (OLA, s. 34, 35, 36, 37; pol., chap. 2-3).	yes no n/a			

OFFICIAL LANGUAGES PROGRAM
DIAGNOSTIC GRID

Name of Institution: _____

Global analysis

<u>Anticipated Results</u>	<u>Situation Analysis</u>		<u>Remedial action</u>	<u>Deadline</u>	<u>Results Indicators</u>
1. 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	no			
	yes	no			
2. The institution advertises its vacant positions among the two language groups (OLA, s. 39).	yes	no			
3. The institution checks that there are no barriers to the advancement of the two language groups (OLA, s. 39).	yes	no			
4. The institution reminds its managers and employees of their rights and obligations regarding: - service to the public; - language of work.	yes	no			
	yes	no			
5. Managers are accountable for implementing the Act and policies on official languages.	yes	no			
6. The institution has a strategy for monitoring or auditing the program's implementation.	yes	no			
7. All designations of functions or positions as unilingual or bilingual are objective and justified (OLA, s. 91).	yes	no			
8. The treatment of the minority language is comparable in French unilingual regions and in English unilingual regions (OLA, s. 35 (1) (b)).	yes	no	n/a		
9. Where use is made of alternative program service delivery (e.g. privatization, devolution), the institution takes into account official languages considerations.	yes	no	n/a		
- Are there any linguistic clauses in the contracts, agreements, or devestiture or enabling legislation?	yes	no			
10. The organization has been audited on official matters in the last year.					
- if yes, did it follow-up on all of the recommandations?	yes	no			