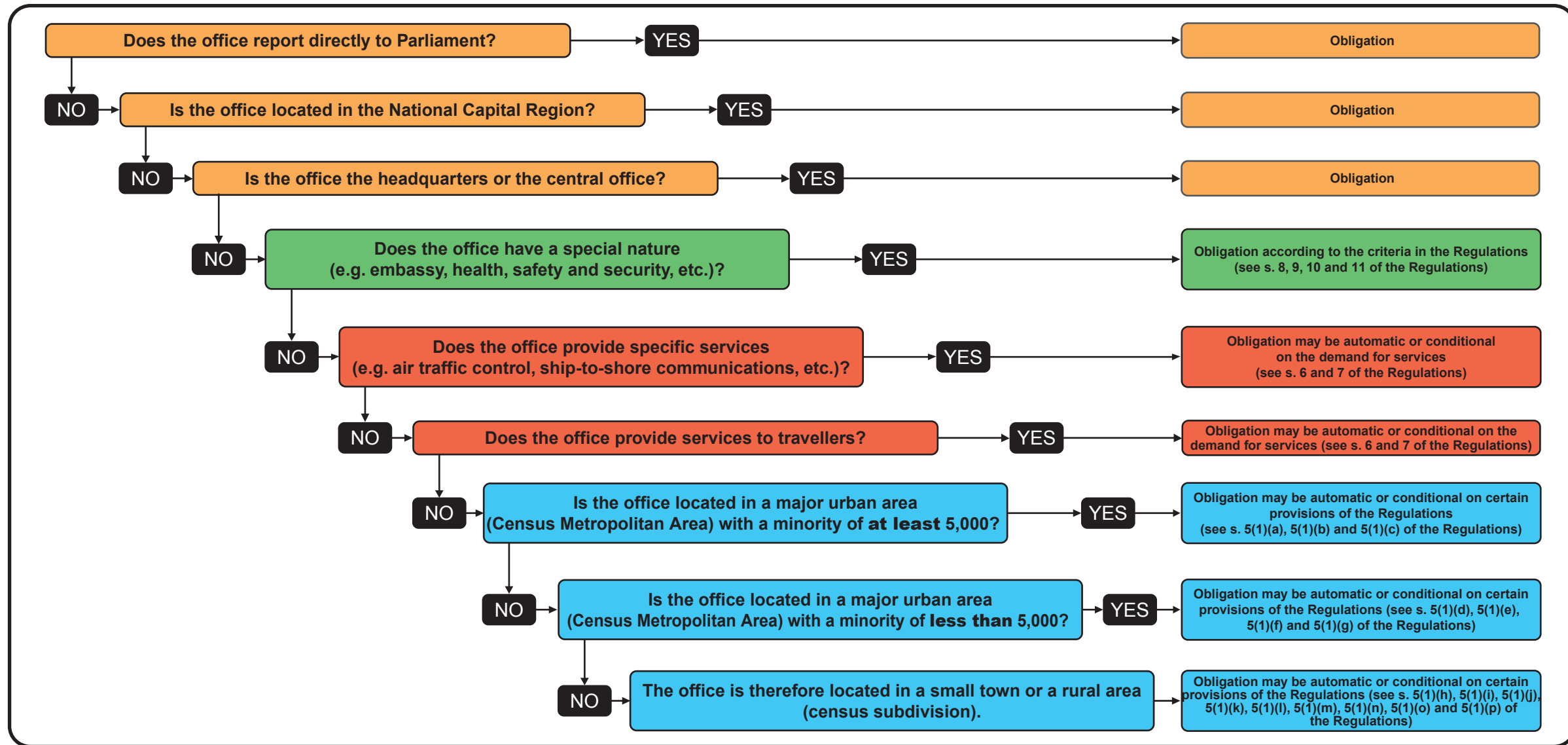




### Is there an obligation to provide service to the public in both official languages?

To answer this question, the senior official of the institution asks, for each office:



Note: This diagram illustrates the application of the regulatory provisions as established in the *Official Languages Act* and the *Official Languages (Communications with and Services to the Public) Regulations*. Please refer to the Act and Regulations themselves for any legal interpretation.