



Service to the public in both official languages in offices designated as bilingual

(Part IV of the *Official Languages Act*)

Self-Evaluation Checklist for the Manager

As manager of an office required to serve the public in both official languages, have I planned and organized the available resources so as to offer quality service to my official language minority clients?

	Yes	No
1 Does my office's reception area invite clients to use their preferred official language?		
• Official languages symbol	<input type="checkbox"/>	<input type="checkbox"/>
• Notices	<input type="checkbox"/>	<input type="checkbox"/>
• Signage	<input type="checkbox"/>	<input type="checkbox"/>
• Publications	<input type="checkbox"/>	<input type="checkbox"/>
• Lapel pins	<input type="checkbox"/>	<input type="checkbox"/>
2 Do my employees assigned to serve the public make an active offer in both official languages?		
• On the telephone	<input type="checkbox"/>	<input type="checkbox"/>
• In person	<input type="checkbox"/>	<input type="checkbox"/>
• In recorded messages	<input type="checkbox"/>	<input type="checkbox"/>
• On the Internet	<input type="checkbox"/>	<input type="checkbox"/>
• In correspondence	<input type="checkbox"/>	<input type="checkbox"/>
3 Do my employees in positions designated as bilingual have the ability to provide and maintain quality service in both official languages?		
• On the telephone	<input type="checkbox"/>	<input type="checkbox"/>
• In person	<input type="checkbox"/>	<input type="checkbox"/>
• In recorded messages	<input type="checkbox"/>	<input type="checkbox"/>
• On the Internet	<input type="checkbox"/>	<input type="checkbox"/>

See over to continue

- 4** Do my employees in positions designated as bilingual provide quality service in both official languages?
- On the telephone Yes No
 - In person Yes No
 - In recorded messages Yes No
 - On the Internet Yes No
- 5** Does my office have enough bilingual staff to provide the service in both official languages at all times? Yes No
- 6** Have I taken any measures or dedicated any resources to ensure that my bilingual staff can deliver quality service in both official languages (e.g., language training, second-language ability, buddy system, surveys)? Yes No
- 7** Do third parties that must provide service on behalf of my office
- have the capacity to provide the service in both official languages? Yes No
 - provide the service in both official languages? Yes No
- 8** When my office uses the media, does it use a medium that reaches the official language minority community?
- Minority press Yes No
 - Community radio, if applicable Yes No
 - Interview Yes No
- 9** Does my office maintain annual contacts with the official language minority community in order to learn its needs?
- Meetings with associations representing the community Yes No
 - not applicable Yes No
 - A survey of official language minority clients Yes No
 - not applicable Yes No
- 10** When my office participates in a public event, does it present a bilingual image and service?
- Press Yes No
 - Radio Yes No
 - Television Yes No
 - Kiosk (brochures, posters, staff) Yes No

My follow-ups:
