

TRANSPORT CANADA OFFICIAL LANGUAGES
ACCOUNTABILITY FRAMEWORK

INTRODUCTION

The *Constitution of Canada* and the *Official Languages Act* (OLA) provides the legal foundation for the Government of Canada's strong commitment to a bilingual country and the vitality of two official linguistic communities across the country.

Reflecting the vision of a country founded on the principle of linguistic duality, the OLA sets forth the requirements and commitments that each federal institution is accountable for in implementing their mandated programs. The elements of the Official Languages Act that apply to Transport Canada are:

Service to the Public (Part IV)	Transport Canada must serve clients in the official language of their choice in offices located in the National Capital Region and where there is a significant demand.
Language of Work (Part V)	Both English and French are languages of work in Transport Canada's offices located in the following bilingual areas: The National Capital Region, the Province of New Brunswick, the Metropolitan Montreal, including Dorval, the county of Gaspé-Est and parts of Northern and Eastern Ontario, including Sudbury.
Equitable Participation (Part VI)	English-and French-speaking Canadians, without regard to their ethnic origin or first language learned, have equal opportunities to obtain employment and advancement in federal institutions. The composition of the work force tends to reflect the presence of both language groups in the general population. In fulfilling these commitments, federal institutions must respect the merit principle when staffing positions to assure an equitable participation of both official language groups.
Advancement of English and French (Part VII)	Although TC is not considered a key department in the implementation of Part 7 of the OLA, every federal department must make appropriate efforts to enhance the vitality of official language minority communities (Anglophones in Quebec and Francophones outside Quebec) and foster the full recognition and use of both English and French in society.

The Transport Canada Management Accountability Framework (MAF) for Official Languages, attached as Annex "A", sets out, at a high level, the following 11 elements that must be in place and well integrated to effectively manage the official languages program:

- OL Vision
- Governance and Strategic Direction
- Policy and Programs
- Citizen Focused Service
- Stewardship
- Results and Performance
- Transport Canada Values
- People
- Risk Management
- Accountability
- Learning, Innovation & Change Management

This OL Accountability Framework compliments the MAF by defining, in further detail, the specific roles and responsibilities of the various levels of management, of employees and of the key enabling organizations in meeting Transport Canada's official languages obligations.

ROLES AND RESPONSIBILITIES

Deputy Minister

- Ensures that Transport Canada complies with the spirit and intent of the OLA and its Regulations, and of the government's priorities on official languages.
- Is accountable for the management of the Official Languages Program and the achievement of results within Transport Canada through implementation of the MAF for Official Languages.
- Reports annually to the Public Service Human Resources Management Agency of Canada (PSHRMAC) on the department's progress on its official languages action plan with respect to the implementation of Service to the Public (Part IV), Language of Work (Part V) and Equitable Participation (Part VI) of the OLA. Reports, as when required, to the Department of Canadian Heritage, with respect to the advancement of English and French in Canadian society.
- Holds senior managers accountable for the implementation of the annual OL action plan through placing commitments in the accountability accords of Transport Management Executive Committee (TMX) members. The Deputy is also responsible for ensuring that TMX members meet the requirements of Annex A of the [Government's Action Plan for Official Languages \(February 2003\)](#)¹.
- Provides leadership within the federal government and nationally on official language matters within the transportation sector.

Champion

- Provides leadership to ensure that official languages obligations are taken into account in all TMX decisions.
- Applies influence in order to move the Department toward an exemplary performance in official languages matters.
- Raises the profile of the Official Languages Program and promotes its related values.
- Advises the Deputy Minister on strategic issues related to official languages.
- Works with the Human Resources Directorate (APR) and the Policy Group (AC) to ensure that departmental activities under Parts IV to VI of the OLA are fully and effectively coordinated with the Department's Part VII activities in order to ensure an integrated departmental position on all issues having an impact on official languages.

¹ RDIMS document: 1196118

TMX Members

- Ensure that official languages are integrated into organizational culture, values, operational planning and policy-making.
- Oversee the preparation of and approve action plans and progress reports on the implementation of Parts IV, V, VI and VII of the OLA. OL action plans should derive from the actual commitments of delegated managers based upon self-assessments, monitoring reports, and audits/complaints that identify problems requiring corrective actions.
- Implement the action plans and ensure follow-up.
- Closely support the Official Languages Champion.
- Integrate the implementation of official languages elements in the accountability accords/ performance agreements of managers, and negotiated agreements with third parties such as lessors of federal transport assets.
- Communicate the importance of official languages to managers and employees and recognize good performance.
- Implement Part VII of the OLA by ensuring the vitality of official language minority communities is supported and the equality of status of English and French is actively advanced in Canada.
- Ensure that [Treasury Board submissions](#)² or Memoranda to Cabinet emanating from their program include an assessment of the impact that the proposed program or program change will have on minority linguistic communities.

Managers

- Are accountable for ensuring that official languages obligations are respected and that the policies stemming from these obligations are implemented as follows:
 - the Official Languages Program is part of the Department's overall planning process;
 - comparable quality services are provided to the public in both official languages where legally required;
 - work environments are fully conducive to the use of both official languages in bilingual regions;
 - take necessary measures, while respecting the merit principle, to assure an equitable participation of both official language groups;
 - strategic planning and development of policies and programs take into account the development and the promotion of official language minority communities; and
 - employees are encouraged to maintain and improve their second language skills.

² RDIMS document: 1150724

- Complete the [self-assessment guide](#)³ every year and prepares an action plan with measurable activities, objectives and deadlines to correct anomalies. Ensure that measures are implemented to correct or improve problem areas. Monitor the implementation of actions, and reports annually on progress achieved.
- Increase employees' awareness, understanding and application of official languages' rights and responsibilities to ensure Transport Canada fully complies with its official language obligations and commitments. Assume responsibility for resolving complaints received by the Commissioner of Official Languages (COL) as per the [Transport Canada Guidelines for Resolving Official Languages Complaints](#)⁴ document. Identify and correct systemic problems.
- Take into account official languages when developing policies, programs, Memoranda to Cabinet, Treasury Board submissions, federal-provincial agreements, partnership and contribution agreements, third party service agreements as well as in alternative service delivery situations.
- Plan and monitor language training, translation services, and the establishment of language requirements of positions.
- Budget for the administration of the Official Languages Program, i.e., bilingual bonus, language training and translation.

Employees

- Provide services to the members of the public in the official language of their choice when working in designated bilingual offices.
- Provide personal or central services to employees in the official language of their choice in bilingual regions.
- Exercise the right to work in the official language of their choice in bilingual regions while complying with the public's right to be served in the official language of its choice and the right of other employees to receive personal or central services in the official language of their choice.
- Maintain or increase their language proficiency level by using both official languages in their duties and by taking advantage of the tools available for language retention.

³ The self-assessment guide enables managers to quickly evaluate, on their own, the overall official languages situation in their area of responsibility. It consists of a series of questions which managers can ask themselves in order to assess the performance of their organization/unit in terms of its official languages responsibilities. In light of this self-assessment, it will then be up to managers to take any measures necessary to correct or improve the situation. (RDIMS document: 1091627)

⁴ RDIMS document: 752695

Human Resources Directorate (APR)

- Provides advice and recommendations to senior managers, the Regional Directors of Human Resources and the Human Resources Management Advisors, to support the Department's compliance with the Official Languages Act .
- Develops official languages policies, guidelines, strategies, programs and plans that apply to the whole Department.
- Monitors the implementation of those policies, guidelines and planned activities that apply to the Department as a whole.
- Conducts telephone spot checks of all the designated offices in each region on a yearly basis to ensure that the public is receiving quality service in both official languages.
- Consolidates the regional input and drafts the Department's annual review for the Deputy Minister's approval.
- Promotes the Official Languages Program within the Department.
- Supports the Assistant Deputy Minister of Corporate Services and the Official Languages' Champion by preparing departmental progress reports for presentation to TMX.
- Represents the Department at meetings with central agencies, including the Office of the Commissioner of Official Languages (OCOL).
- Liaises with the central agencies and ensures follow-up on studies.
- Coordinates the responses to complaints from the OCOL and follows-up on recommendations from the OCOL.
- Provides functional advice and information on official languages matters to regional human resources advisors.
- Updates the BUROLIS directory, which contains the list of offices and service points where the public must be served in English and French.
- Coordinates language training and testing in the NCR.

Regional Human Resources Offices

- Provide operational advice and recommendations to managers and employees.
- Provide advice to ensure clients are provided with quality bilingual services in designated offices.
- Promote second language training and development and the maintenance of acquired second language proficiency levels.

- Provide advice and monitor the linguistic identification of positions.
- Coordinate the responses to complaints from the OCOL and follow-up on recommendations from the OCOL.
- Follow-up on planned activities, up-date information systems, coordinate language training and testing, develop promotional activities for the Official Languages Program and provide information on the program to employees.

Policy (AC)

- Provides advice and recommendations to senior managers and managers on issues regarding the advancement of English and French in Canadian society.
- Collects information on the Department's compliance with its Part VII obligations, and analyzes the implementation of the Department's Part VII actions.
- Ensures that the requirements related to the promotion of official language minorities are taken into account in the development and implementation of departmental policies on the Canadian transportation system.
- Ensures consultations with representatives of minority official language communities as appropriate in developing and implementing transportation policies and programs.
- Ensures, in conjunction with all Groups and regions, that the needs of official language minorities are taken into account in agreements signed with provincial authorities.
- Coordinates the resolution of complaints to the OCOL related to Part VII and their follow-up.
- Coordinates the follow-up on Part VII related studies conducted by OCOL.
- Coordinates support pertaining to Part VII issues to the Minister, Deputy Minister and the Champion.



Management Accountability Framework for Official Languages

<p>Governance & Strategic Direction On a yearly basis, senior managers approve departmental priorities as a strategy for improving the OL performance.</p> <p>OL Vision To be an exemplary federal government organization which embraces and respects the linguistic duality of the Canadian population it serves; to have a capable and bilingual workforce delivering bilingual service to the public wherever significant demand exists; to have employees expressing themselves in the OL of their choice; to provide all employees with equitable access to employment opportunities and career advancement.</p>	<p>Transport Canada Values To ensure that TC is a reflection of Canadian values and a model of duality. The Department and management demonstrate leadership and commitment to OL. Official languages in TC is simply a matter of respect and employees at all levels of the organization share the responsibility for respecting the linguistic rights of colleagues, clients and the public.</p>			<p>Results & Performance Managers responsible for OL evaluate annually the overall OL situation in their area of responsibility. Measures are implemented to correct or improve the situation.</p> <p>Telephone spot checks are carried out with all designated offices on a yearly basis, to ensure the public receives quality service in both OL.</p>
	<p>Policy & Programs Enhance TC's capacity to deliver its policies and programs in both official languages wherever significant demand exists.</p>	<p>People Environment which empowers its employees to work and be managed in the OL of their choice and ensures Canadians receive services of equal quality in the OL of their choice.</p>	<p>Citizen Focused Service Citizens will be better served in both official languages wherever significant demand exists.</p>	
	<p>Risk Management Provides a framework to embrace the linguistic duality of the Canadian population served by TC.</p>	<p>Stewardship OL policy provides management control, monitoring and follow-up.</p>	<p>Accountability Roles and responsibilities of all those involved are clearly outlined. Accountabilities of both management and employees are defined. Delegations for approval of OL activities are specified.</p>	
<p>Learning, Innovations & Change Management Senior management leads the required changes to strengthen the OL Program; environment is respectful of official languages' requirements; performance measurement used to improve organizational results; progress in improving OL capacity; investments in OL training.</p>				