

National Capital Commission
Annual Review on Official Languages
April 1, 2004 – March 31, 2005

It proved to be yet another successful year for the National Capital Commission (NCC) with regards to its official languages program. Here are highlights of 2004-2005.

A. Service to the public

The NCC is a leader in providing service to the public in both official languages. The Capital InfoCentre (CIC), the Gatineau Park visitor centre and sites, along with the Canada and the World Pavilion continue to be models of exceptional visitor service in both official languages.

One particular event worth noting is an event which occurred on March 10, 2005, at the CIC. The Minister of Canadian Heritage, the Honourable Liza Frulla, along with members of her staff used our Capital InfoCentre for their photo-op and launch of the team hosting the Canada Pavilion in Japan for Expo 2005. The Minister was very impressed with our CIC operation and facility and was very pleased with the bilingual services offered by the employees of the CIC.

During the year, the NCC received fewer than a handful of complaints from the Commissioner of Official Languages. In general, enquiries or complaints were handled in an expeditious manner to the satisfaction of the Office of the Commissioner of Official Languages.

Special study conducted by the Commissioner of Official Languages (March 2004)

Following the results of the study conducted by the Office of the Commissioner of Official Languages entitled For Rent: In Search of Bilingual Services from Businesses in NCR Federal Buildings, a meeting was held between the Chairman of the NCC, Marcel Beaudry, and Senator Jean-Robert Gauthier on April 15, 2004. Regarding the NCC's efforts to help its tenants provide bilingual services to their clients:

- The NCC has reviewed its lease template with its Legal Services to find a means of drawing attention to existing linguistic clauses so its commercial tenants may be clearly informed of their obligations regarding these clauses. In September 2004, a new procedure was implemented. Our Property Management Contractor discussed the linguistic requirements identified in the new Appendix "A" of the lease with each new tenant, and with existing tenants when renewing their leases. Subsequent to the adoption of this new procedure, tenants must sign at the end of the Appendix to confirm that they have read and accepted the identified linguistic conditions.
- The process of verifying compliance among the commercial tenants has been formalized, the inspection methodology has been changed and verifications will take place at least once a year. Further to the inspections, the August 2004

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report shows an improvement in bilingual services offered by our tenants in the downtown area. In November 2004, an inspection of tenants located outside the downtown area was completed.

- We have contacted some tenants to discuss why they are not adhering to the linguistic clauses in their leases. They confirmed that they would improve their quality of bilingual services and, subsequently, we proceeded to an inspection to ensure that the situation had been rectified.
- We have supplied tools to our tenants to encourage them to offer services to their clients in both official languages (e.g., the Business Assistance kit provided by the City of Ottawa, offering low-cost translation services, oral communication workshops and assistance in recruiting bilingual personnel). The NCC has distributed kits to tenants in two phases. In July 2004, we sent a letter to tenants situated in downtown Ottawa informing them of the Business Assistance Project. Each tenant received a kit identifying the range of services aimed at increasing and improving the delivery of French-language services. Distribution of kits to tenants located outside the downtown area was completed on September 30, 2004. The City of Ottawa Coordinator submitted a report to the NCC identifying tenants who took advantage of the services offered.
- During the Coordination Committee meeting, it was confirmed that there has been an improvement on the part of our downtown tenants.
- Leases are renewed on a case-by-case basis, taking into account linguistic requirements.
- We are looking at how we can collaborate with Canadian Heritage and PWGSC on implementing the recommendations contained in the special study conducted by the Office of the Commissioner of Official Languages.
- Our next step is to offer our tenants the new Business Assistance Project kit providing a terminology glossary as well as basic and intermediate workshops offered by the City of Ottawa.

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Government of Canada Telephone Services Audit

The NCC received its report card subsequent to the Government of Canada Telephone Services Audit conducted in February and March 2003 and our results with respect to both availability of service and of active offer are very positive.

	Calls	Un-succes- sful calls	Suc- cessful calls	Persons				Machine	
				Active offer		Availability of service		Active offer	
				%	Total	%	Total	%	Total
NCC	6	0	6	75.0%	4	100.0%	4	100.0%	2

We have since followed up to ensure that the active offer of service is available at all times.

B. Language of Work

Although the NCC is subject to the *Official Languages Act* and to the Government of Canada policies on Official Languages, it does not benefit from the financial support other federal organizations have to provide language training, and yet is expected to comply with the policies and promote linguistic duality and respect of English and French.

The NCC makes a constant effort and takes concrete measures, to create and maintain a work environment conducive to the use of both official languages. The Executive Management Committee agreed upon an approach to ensure that the supervisory group meets its linguistic obligations. In an effort to increase the bilingual capacity of this group of employees (among whom 87% are qualified to carry out their duties in both official languages), an analysis of a number of supervisory positions was conducted, the results were verified and meetings with the respective Branch Vice-presidents took place in an effort to address any shortcomings that may exist. At the moment, there are four groups of employees undergoing French-language training: two beginner groups, one intermediate group and one advanced group, for a total of 12 employees.

With respect to the availability and accessibility of language training, for the third year in a row, on-site language training sessions (maintenance of second-language skills in oral interaction) are available for employees during lunch-time. About 60 employees (12%)

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are currently registered in this form of training (which is proving to be very popular and well received by the participants).

We are still awaiting further information from the Official Languages Branch of the Public Service Human Resources Management Agency of Canada to obtain sustainable funding for language training.

C. Equitable participation of English-speaking and of French-speaking Canadians

Given the proportion of 83% of our positions designated bilingual, and in light of the direction the Government of Canada is taking with respect to bilingual imperative staffing being the norm for bilingual positions, we feel that our current representation of 54% Francophones and 46% Anglophones will continue to remain relatively unchanged.

D. Varia

New Official Languages Policies

New policy instruments of the Government of Canada on Official Languages took effect on April 1, 2004:

- [Official Languages Policy Framework](#)
- [Policy on Language of Work](#)
- [Policy on Official Languages for Human Resources Management](#)
- [Directive on the Linguistic Identification of Positions or Functions](#)
- [Directive on the Staffing of Bilingual Positions](#)
- [Directive on Language Training and Learning Retention](#)

In spite of not being subject to the new Directives, work is currently underway to update our internal policy on official languages to reflect the new policy instruments of the Government of Canada and to tailor the new Directives to our organizational reality.

Performance Evaluation Card

The NCC is one of about 30 federal institutions that was assessed against certain criteria and will receive a Performance Evaluation Card that will be included in the annual report of the Office of the Commissioner of Official Languages (2004-2005).

Leon Award for Leadership

The Chairman of the NCC, Marcel Beaudry is nominated for the Leon Award for Leadership of the Commissioner of Official Languages, Dyane Adam. The recipient of

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the award will be announced in May 2005, and a write-up will be included in the annual report of the Office of the Commissioner of Official Languages (2004-2005).