



**Audit of Service to the Public  
in Both Official Languages in seven  
Airports Having a Significant Demand**

**Follow up to Audit of  
Winnipeg International Airport**

**February, 2005**

# Audit of Service to the Public in Both Official Languages

## Winnipeg International Airport

### 1. Introduction

This audit is part of the audit activities conducted by the Official Languages Branch (OLB) of the Public Service Human Resources Management Agency of Canada (PSHRMAC)<sup>1</sup> to ensure that the *Official Languages Act* (OLA), the *Official Languages (Communications with and Services to the Public) Regulations* (*Regulations*) and Treasury Board (TB) official languages policies are being enforced. The same seven airports previously audited in the year 2000 will be subject of this new audit, as follows:

- Vancouver International Airport
- Calgary International Airport
- Winnipeg International Airport
- Toronto Pearson International Airport
- Montreal-Dorval International Airport (Montreal)
- Greater Moncton International Airport
- Halifax International Airport

The goal of this new audit is to determine whether the airport authorities responsible for the administration of the above-mentioned airports and the federal institutions providing services to the public there-in can communicate with and provide services to the public in the official language of its choice, in accordance with the OLA and the *Regulations*.

### 2. Background

Since 1992, Transport Canada has been leasing to local airport authorities the international airports it owned and operated in locations such as those identified in the Introduction. Local airport authorities (non-profit corporations) are responsible for the management, operation and maintenance of the airports they lease, and for capital projects relating to such components as the runways, air terminal buildings, industrial areas, parking lots, ground transportation, emergency response services, personnel management and the financial and administrative functions.

The federal *Airport Transfer (Miscellaneous Matters) Act* (ATA) states that “Where the Minister has leased an airport to a designated airport authority, on and after the transfer date Parts IV, V, VI, VIII, IX and X of the *Official Languages Act* apply, with such modifications as the circumstances require, to the authority in relation to the airport as if (a) the authority were a federal institution; and (b) the airport were an office or facility of that institution, other than its head or central office.”

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<sup>1</sup> The *Official Languages Branch*, which used to be part of the *Treasury Board Secretariat*, was transferred to the new *Public Service Human Resources Management Agency of Canada* on December 12, 2003.

In the year 2000, the OLB conducted an audit to ensure that the OLA and TB official languages policies are being enforced for the airports of Vancouver, Calgary, Winnipeg, Toronto, Montreal (Dorval), Moncton and Halifax (here-after referred to as the “prior audit”).

### 3. Audit objectives

The objectives of the present audit were established under Part IV of the OLA which deals with the obligations of federal institutions, and third parties acting on their behalf, concerning service to the public. The audit objective is to determine the extent to which the airports in question (services provided in the airports by airlines, concessionaires, and health and safety services under the administration of the airport authorities), federal institutions<sup>2</sup> subject to the OLA and located at the airports audited (Canada Customs and Revenue Agency (CCRA), Citizenship and Immigration Canada (CIC) and Canadian Food Inspection Agency (CFIA)) and Air Canada are fulfilling their service to the public obligations under the OLA, the Regulations and other federal government policy.

### 4. Scope

The audit was conducted on the airport authorities (and services under their administration), federal institutions and Air Canada operating in the Vancouver, Calgary, Winnipeg, Toronto, Montreal, Moncton and Halifax airports. Audits were made up of the following four main components:

- telephone number testing during and outside business hours to determine if active offer and delivery of services were in both official languages,
- Internet Web site testing to assess the availability and linguistic quality of these sites,
- in-person interviews and
- tours of airport terminals and airport lands.

A separate report was prepared for each airport, as was done in the prior audit.

It should be noted that the audit did not cover the verbal announcements directly related to flights (for example, boarding announcements at departure gates) since they are related to the obligations of the route and, therefore, not directly related to operations of the airport.

### 5. Approach

The following steps were completed during the audit:

- Establish the audit parameters (such as audit objectives, scope and approach).
- Discuss the objectives and scope of the audit with the representative of the Commissioner of Official Languages in Montreal (for example, identify complaints received from the public during the past two years) prior to performing the audit.

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<sup>2</sup> Please note that some sectors of these institutions were transferred to the new Canada Border Services Agency on December 12, 2003. However, the details of these transfers were still unclear at the time the report was being prepared. Consequently, it was deemed more practical to use the organizational structure in place at the time the audit took place.

- Conduct verifications of the public telephone numbers for the entities audited (ie. airport authorities, airport hotels, Air Canada, CCRA, CIC, CFIA) during and outside of regular business hours. Determine the extent to which the public can communicate with service providers in these airports in both official languages.
- Conduct verifications of the Internet Web sites for the entities audited. Determine to what extent these Internet Web sites provide the same information in both official languages.
- Develop audit questionnaires and audit check-lists for the on-site visits for each of the entities audited within each airport. Ensure that all deficiencies identified in the prior audits are denoted in the questionnaires and check-lists for follow-up.
- Conduct on-site interviews of representatives of each of the entities being audited using the audit questionnaires. Verify the representatives knowledge of the requirements regarding services to the public in both official languages as part of these interviews.
- Conduct extensive tours of all areas of the airports to which the travelling public has access using the audit check-lists. Areas toured include all pre- and post-secure areas of the terminals buildings, structures connected to airport terminals such as hotels, and the surrounding properties within airport boundaries.
- Determine the existence and adequacy of bilingual capacity to provide continuous service in both official languages. For example, speak with a random selection of airport employees (covering each of the entities audited) to determine the availability of services and active offer in both official languages. Ensure that bilingual services are comparable.
- Review all signage posted within airport land boundaries interior to and exterior to the air terminal(s). Assess the existence and/or adequacy of symbols or signs announcing that services can be obtained in both official languages as part of this review of signage.
- Take photos of selected services and signage interior and exterior to airport terminals in order to better assist the entities audited. Prepare numbered schedules containing the details of each photo with suggested improvements, as applicable. Some photos were taken of things that were perfect examples of improvements since the last audit.
- Review all documentation made available to the public by the entities being audited.
- Review a sample of contracts between airport authorities audited and third parties, as applicable, to ensure that adequate language clauses are contained within these contracts.
- Determine the existence and adequacy of controls mechanisms to ensure that services are always provided in both official languages, as well as mechanisms to assess client satisfaction.
- Review the services related to public security, health and safety for each of the airports audited, such as public address announcements.
- Determine the extent to which the recommendations made in the prior reports have been addressed by the entities audited, and make new recommendations as necessary.
- Analyze all of the data collected, and prepare reports for each of the airports audited.

- Discuss draft findings with each entity interviewed.

## **6. Findings**

### **6.1 Airport Authority**

#### **6.1.1 Profile of organization**

The Winnipeg Airports Authority (WAA) now has 120 employees, of which nine (7.5%) are bilingual. These employees rarely have contact with the travelling public. In addition, the Information Centre in the airport, run by Destination Winnipeg under contract with the WAA, has a total of four employees, all of whom are bilingual. Furthermore, there are approximately 80 volunteers called “Gold Wing Ambassadors”, of whom three (3.8%) are bilingual. The parking is operated by the WAA, except for the valet parking. Passenger traffic for the Winnipeg International Airport in 2002 was 2.7 million passengers. January to March is its busiest time of the year due to various charter operations serving many southern destinations in addition to the airport’s regular schedule.

#### **6.1.2 Language obligations**

The WAA Representative in charge of official languages for the Winnipeg International Airport is well aware of its language obligations, except for some questions of interpretation regarding the Official Languages Act (OLA). Firstly, the WAA Representative stated that they do not see themselves as enforcers of the OLA, and that this should be the responsibility of either the OLB in the PSHRMAC or the Office of the Commissioner of Official Languages (OCOL). The WAA Representative stated that they would like clarification from OLB as to who, exactly, is responsible to monitor and enforce the Official Languages Act concerning third parties under contract.

Secondly, the WAA has delayed meeting with all tenants to clarify their language obligations pending clarification from the OLB on the obligations of Airport Authorities to the travelling public versus the general public (sections 22 versus 23 of the OLA). The WAA Representative stated that this request for clarification was made at a meeting of Canada’s airport authorities on June 14, 2002 and directly to OLB on November 21, 2002. The WAA was told that the document was still in development. The WAA Representative reiterated their intention to inform all airport tenants of their linguistic obligations, but stated that they want to ensure that the information provided is accurate.

The WAA Representative stated that they try to meet with their tenants quarterly, but at the time of the visit had not met with them “for a while”. The WAA Representative stated that the person responsible for official languages had changed since the last audit, and that there was a period of time after that change when the language responsibilities for that position were unclear.

There are still no controls to ensure that language clauses are being respected by tenants. The WAA Representative stated that they are not regularly reminding tenants regarding their obligations under the OLA. However, the WAA will meet with all of their tenants to review their obligations to the OLA once clarification of the OLA has been received from OLB.

The WAA Representative stated that the WAA has included language clauses in all of its service agreements, not just those with the tenants identified in the Transport Canada document. The auditors reviewed a sample of several service agreements, such as: the hotel, the Information Centre, an airline, a car rental agency, a duty-free store, a restaurant and a financial service provider. All service agreements

reviewed had thorough language clauses covering service and documentation. The WAA Representative also stated that the WAA is no longer using a list of bilingual services essential to the travelling public in a document produced by Transport Canada around 1980.

The WAA Representative stated that the airport's Internet Web site ([www.waa.ca](http://www.waa.ca)) is still unilingual English, except for the flight information link. However, the auditors found that the entire WAA Internet Web site was in English only. The WAA Representative stated that there are still no plans in place to ensure that it gets translated.

The WAA Representative told the auditors that calls received at the WAA telephone number (204) 987-9400 requesting services in French during business hours would be referred to the Airport Information Centre (204) 987-9402, which always has bilingual employees on staff. However, calls received after hours or when the receptionist is not available will be routed to the voice mail system which is currently not available in both official languages. The auditors received active offer in both official languages when they called the WAA during and outside business hours at (204) 987-9402, and a bilingual official was able to answer their questions in both cases.

Out of the five WAA publications that were reviewed, four are bilingual. The comment card is bilingual, but it does not contain a question regarding the delivery of services in Canada's two official languages. Furthermore, one cannot determine from the front of the brochure entitled "Winnipeg International Airport Valet" that it is, in fact, bilingual. The one page document entitled "Winnipeg International Airport Ground Transportation Services" is produced bilingually, English on one side, French on the other. Finally, WAA business cards are in English only.

It should be noted that the samples of pre-recorded safety announcements that the auditors listened to were fully bilingual. They further noted that an official languages symbol was visible at the WAA reception counter.

### **6.1.3 Exterior notices and signage**

As is the case in most large airports, there is a wide variety of signage covering numerous subjects. Motorists arriving at the airport will find that most signs are bilingual. However, most of the signs which need improvement relate to parking. Please see Appendix A for these and other details.

The WAA Representative stated that notices directing the public to the Economy and Premium Parking Lots are unilingual English because they are deemed proper names, but that parking related signage not involving proper names are bilingual. However, it was noted that several parking signs which had Premium Parking inappropriately translated as "Stationnement de classe superior".

### **6.1.4 Interior notices and signage**

Numerous signs and notices are posted throughout the airport. The large majority of these signs fully respect the requirements of the Official Languages Act. However, the auditors noted that some of them still need to be translated into French, or corrected as spelling errors in French might have been inadvertently made during translation. In the hope of providing assistance to the WAA in this matter, please find in Appendix B a list of signs the auditors noted during their visit that could be modified to better inform the public in both official languages.

### 6.1.5 Self-service machines

Self-service machines remains an area of challenge for airport. Again, the auditors noticed a number of self-service machines that were bilingual, such as the instructions on Telus public phones and Qwest prepaid phone card machines. However, the instructions for the hearing-impaired and for using laptop computers with public telephones are in English only.

### 6.1.6 Contract services

As noted in the last audit, fast food outlets (such as Second Cup, Gunn's, Harvey's, Norm N' Nates, Tim Hortons) have menus that are generally bilingual. However, services are still not obtainable in French, and all cash register receipts are still English only. The airport's only restaurant, the Exchange Brew Works and Eatery, had only English menus, signs and cash register slips, and was also not able to provide services in French. Here are further details:

Restaurant or food counter name	Location	Active offer	Bilingual staff on-duty	Admin. arrangements	Bilingual signs	Bilingual services avail. sign	Bilingual menu
Norm & Nates	Pre-secure	No	No	Yes	No	No	Yes
Tim Hortons	Pre-secure	No	No	Yes	Yes	No	Yes
The Exchange	Pre-secure	No	No	No	No	No	No
Bar - Exchange	Post-secure	No	No	Yes	No	No	No

The auditors met with the manager of Cara Operations Limited, who is responsible for all restaurants and fast food outlets, including food and drink vending machines. He stated that there are approximately 110 staff, of which approximately 20% are bilingual. However, he does not maintain a list of which employees are bilingual. He stated that he is looking at revising the Exchange menu, and will ensure that the revision will be done in both official languages.

Documentation for travel insurance is now available in both official languages at Travelex (formerly Thomas Cook) foreign exchange counters. Bilingual services can be obtained through administrative arrangements, and most signage is bilingual. This is a significant improvement from the prior audit. However, while the instructions on the Travelex automated teller machine are English only, the electronic instructions are bilingual.

The duty-free shops were closed at the time of the visits. However, the auditors noticed some signs that were bilingual. Other shops were open, and for the most part, all signage and receipts are in English only. It should be noted that most shops know that they can contact the Information Centre should they have a customer who wishes to have service in French. A case in point would be at the Relay store where all signs and cash register receipts were in English only, but where staff were able to provide services in French through administrative arrangements.

There are now six car rental agencies operating at Winnipeg International Airport: Enterprise, Hertz, National, Avis, Budget and Thrifty. Overall, the auditors have noted significant improvement from the prior audit, except for Budget, and Enterprise, a new car rental agency which was not operating at the time of the last audit.

<b>Car Rental Company</b>	<b>Active offer</b>	<b>Bilingual staff on-duty</b>	<b>Admin. arrangements</b>	<b>Bilingual car rental agreement</b>	<b>Bilingual signs</b>	<b>Bilingual documentation</b>
Enterprise	No	No	No	No	No	No
Hertz	No	Yes	Yes	Yes	No	Yes
National	No	No	Yes	Yes	Yes	Yes
Avis	No	Yes	Yes	Yes	Yes	Yes
Budget	No	No	Yes	No	No	No
Thrifty	No	No	Yes	Yes	Yes	Yes

The auditors did not receive active offer from any of the airlines visited nor see any indication that services in both languages were available.

The information related to Air Canada will be dealt with in a separate section.

### **6.1.7 Health and security**

The auditors met with a police sergeant of the Winnipeg Police Service Airport Unit during our tour, who stated that they make every attempt to provide services in both official languages, when required. To this end, if someone needed help and arrived at the police office requesting services in French and there were no bilingual police officers on duty, the police officer would first contact the Information Centre or Air Canada for a bilingual employee to assist. For more serious matters, a bilingual officer could be contacted at the Saint-Boniface office located in a French-speaking region of Winnipeg. Furthermore, an interpreter is available to come to the airport for serious matters, such as an arrest of someone who requires services in French. The agreement between the WAA and the City of Winnipeg for the provision of policing services at the airport contains only the general provision that “The Contractor shall comply with the Official Languages Act in the provision of the Services.”

### **6.1.8 Hotel**

The Sheraton Four Points Hotel connected to the Winnipeg International Airport remains in operation in much the same manner as discussed in the prior audit report. The reception counter still does not provide symbols, documentation or active offer of service in both official languages. However, staff is aware that if a guest requires services in French, the Information Centre in the airport can be contacted for help. Staff has also been advised via a memo dated December 23, 2002, that Destinations Winnipeg in the airport can provide translation services into French upon request. Reception staff can access information on providing services in various languages, such as French, by pressing F1 on their computers.

The hotel manager was not aware that the OLA applied to his hotel, so the auditors provided him with a copy of the OLA and its Regulations via the Internet. The manager stated that there are about 75 total staff, but he was not sure how many are bilingual. He stated that they used to maintain a roster identifying the languages of employees, but that it is now out of date.

All signage in the hotel is posted in English only, such as all instructions relating to safety and security. Other examples of signs only in English include card-key instructions, coat room and bell service signs, the main floor directory and signs directing passengers to the airport. Furthermore, the automated teller and vending machines in the hotel contain instructions in English only. Finally, all messages flashed across an electronic sign near the reception desk are in also English only. It should, however, be noted that several signs just outside the hotel are bilingual.



It should, however, be noted that bilingual documentation was available, such as the hotel client satisfaction questionnaire, in-room breakfast menu, Starwood preferred planner brochure, in-room comment questionnaire (although no question related to official languages), in-room document “For the sake of our environment” and in-room notice from cleaning staff. However, some documentation still needs to be translated, such as most of the guest information binder in each room, the hotel brochure, in-room Internet and movie instructions, and in-room notes regarding coffee and forgotten personal hygiene items.

The WAA Representative stated that the contract with the hotel has not been revised because the OLA requirements already apply to hotels at airports. The current contract still contains no references to official languages.

The auditors were unable to obtain active offer nor services in French when they called the hotel at (204) 775-5222 during and after regular business hours. Furthermore, the hotel Internet Web site ([www.fourpoints.com](http://www.fourpoints.com)) is in English only.

### **6.1.9 Conclusions**

The WAA is well aware of its language obligations, except that it would like further clarification and interpretation on pertinent aspects of the OLA and Regulations. The WAA has, therefore, not addressed any of the recommendations made in the prior audit report.

It should be noted that all four employees of the airport’s Information Centre are bilingual, and the WAA is able to provide bilingual services over the telephone both during and after regular business hours. Further, all service agreements reviewed had thorough language clauses covering services and documentation. In addition, the WAA is meeting all the OLA’s requirements in the area of safety and security.

However, WAA faces some challenges in order to satisfy the OLA and Regulations. For example, there are still no controls to ensure that language clauses are being respected by tenants, and the WAA is not regularly reminding tenants regarding their obligations under the OLA. The WAA Internet Web site is in English only. Several of its publications contain errors in French.

There is a large number and wide variety of signage covering numerous subjects throughout the interior and exterior to the air terminal. During their visit, the auditors noted that numerous signs are bilingual. However, there is still room for improvement, particularly with respect to signage related to parking. Self-service machines also remains an area of challenge for the airport, as the linguistic quality of the services provided by these machines is inconsistent.

Compliance to the OLA and Regulations by airport tenants continues to be inconsistent. For example, most restaurant menus are bilingual, but most restaurant staff are not able to provide services in both official languages. Travelex foreign exchange offices are complying with its official languages obligations, but instructions posted on its ATM machines are in English only. Most employees of duty-free shops and other retailers were able to provide services in French, but most retailer signs and cash register receipts are English only. The auditors noted significant improvement for Car Rental Agencies since the prior audit (except for Budget and Enterprise), but airlines remain an area of challenge for the WAA particularly for active offer and signage.

The Airport Authority has not been ensuring that the hotel provides signage and services in both official languages, contrary to what was recommended in the prior audit. It is thus not surprising that the hotel

has not made any improvements to services or signage since the prior audit. In fact, the hotel representative was unaware of their obligations under the OLA.

### 6.1.10 Responses to Prior Recommendations

**Recommendations from the prior report are in bold face type**, and are followed by current findings related to each recommendation:

1. **Set up a mechanism to monitor interior and exterior postings at the air terminal and the postings on the self-service equipment.**

Response: The auditors were not made aware of any mechanism that has been set-up since the prior audit to monitor interior and exterior postings at the air terminal and the postings on the self-service equipment.

2. **Set up a monitoring mechanism to ensure that third parties under contract respect the language clauses in their contracts, and establish compliance measures as necessary.**

Response: There are still no controls to ensure that language clauses are being respected by tenants. The WAA Representative stated that they are not regularly reminding tenants regarding their obligations under the OLA.

3. **Revise its contract with the hotel and ensure that the language obligations are respected.**

Response: The WAA Representative stated that the contract with the hotel has not been revised because the OLA requirements already apply to hotels at airports. The current contract still contains no references to official languages.

4. **Regularly remind the airlines of their language obligations.**

Response: The WAA has not yet reminded airlines of their language obligations pending further interpretation of the OLA from the OLB.

5. **Ensure that all new agreements with the police forces include an explicit language clause.**

Response: A supplemental agreement has been signed with the City of Winnipeg regarding policing services at the airport that extends the original agreement dated August 28, 1998 to June 30, 2005. As a result, there have been no changes to the original policing agreement, which, therefore, does not yet contain an explicit language clause.

### 6.1.11 New Recommendations

1. **All five recommendations from the prior audit need to be repeated.**
2. **Ensure that sections dealing with Health, Safety and Security and Services to the travelling public on the WAA Internet Web site are translated so that all information in these sections is available in both official languages at all times.**
3. **The WAA should prepare an action plan (including a time line) of implementation of the above recommendations, and forward a copy to the Official Languages Branch.**

## 6.2 Air Canada

### 6.2.1 Active Offer

#### 1. Active offer on the telephone outside business hours

The auditors tried three toll free telephone numbers for Air Canada. When they called the number for reservations, (888) 247-2262, they were first connected with a fully bilingual automated answering system, at the end of which they were able to speak to an Air Canada Agent who provided active offer and was able to provide services in both official languages. The toll free numbers (888) 422-7533 (Arrivals & Departures) and (888) 689-2247 (Baggage) also had bilingual automated answering systems, but they were put on hold for a long period of time and were not able to speak to an agent.

#### 2. Active offer on the telephone during business hours

The same results apply during business hours as they found for outside business hours.

#### 3. Active offer in person

Customer Service Agents are periodically reminded of the importance of saying “Un moment s’il vous plaît” before finding a bilingual agent. Reminders are regularly included in its monthly newsletter to all Air Canada staff called the “Prairie Region Update”. The February 2003 issue, for example, contained an article entitled “Un moment s’il vous plaît” reminding all agents to use this phrase prior to finding a bilingual agent by consulting the daily roster which indicated bilingual agents with a bold faced “B”. In addition, agents were all issued small slips of paper in early 2003 containing the same information as was in the article. Active offer is not provided at Air Canada administration offices because the public rarely visits these offices. The auditors also made note of a message on a large white board in the staff room as follows “très important: French announcements please! Call a lead or CTR if you need a French announcement.”

The Air Canada Representative in charge of official languages at the Winnipeg International Airport stated that it is misleading for non-French-speaking agents to provide verbal active offer to all passengers (eg. by saying “hello, bonjour”) because it might mislead a French-speaking person into believing that the agent speaks French, causing more harm than good. This is why only bilingual employees are asked to provide verbal active offer.

#### 4. Visibility of a symbol or sign announcing that services can be obtained in both official languages

Check-in counters that provide services in French are equipped with large overhead signs indicating that bilingual services are available. For example, the auditors visited Air Canada service counter 19 which had a sign indicating that service was available in French. The customer agent behind the counter at the time of the visit was bilingual. Furthermore, bilingual employees wear pins indicating that they speak both English and French.

#### 5. Postings in both official languages at all times

The vast majority of signage was posted in both official languages. However, there were several exceptions. For example, only the English was visible for a luggage measurement and security sign near gate E, and the sign on a door to the Air Canada baggage office “Same Day Service” was in English only. Please see Appendix C for further details.

## **6. Availability of publications in both official languages**

Air Canada provides very little printed documentation as most information is now posted on the Internet. For the most part, the documentation that still is available to the travelling public is provided in both official languages. However, the auditors noted three brochures that were available on top of check-in counters in English only:

- “Connection Information ... Air Canada is pleased to provide you this information to facilitate your connection through Toronto Airport”
- “Air Canada Aeroplan, your guide to reward travel”
- “Aeroplan Quick Reference Guide”

## **7. Use of both official languages on the Internet site**

Air Canada’s Internet Web site ([www.aircanada.ca](http://www.aircanada.ca)) is highly detailed and fully bilingual. However, passengers are only provided with the option to switch from one language to the other on the home page.

### **6.2.2 Service**

#### **1. Nature of the services provided by Air Canada at the airport visited**

The services provided to the travelling public at the Winnipeg International Airport are those generally found at airports, including ticket offices, check-in counters, access to the boarding and disembarking areas, baggage check and pick-up, executive class lounges, etc. Air Canada no longer has a service contract with Aeroguard Security, which handled passenger searches.

The auditors visited one of Air Canada’s executive class lounges (Maple Leaf Lounges), and found that the agent was bilingual, and that documentation and signage were, for the most part, bilingual. However, while the photocopier instructions were bilingual, the telephone, modem, printing and fax instructions were in English only.

#### **2. Existence of bilingual capacity required to provide continuous service in both official languages**

There are now 110 customer service staff who have regular contact with the public, of which 26 (23.6%) are designated as bilingual. Furthermore, there are ten baggage agents who have regular contact with the public, of which three (30%) are bilingual. On the day of our interview, the daily staff roster listed 50 staff on various shifts throughout the day, of which nine (18%) were bilingual. The Air Canada Representative stated that this is sufficient bilingual staff to have at the very least one bilingual employee on duty at all times.

Air Canada encourages its staff to undertake its standard French language training courses that are offered at different levels of proficiency from beginners to advanced and maintenance. During the auditors’ visit, there were a total of nine (8.2%) employees engaged in French language training: three at beginner levels and six at intermediate. As much as possible, staff are provided the training during paid time.

Language testing was conducted as part of Air Canada's merger with Canadian Airlines in late 2001 and early 2002. However, the auditors were not made aware of any testing that took place since that time.

It should be noted that all Air Canada announcements heard during the audit were bilingual. Furthermore, they did not encounter any difficulties obtaining service in French quickly and efficiently during their visits to various Air Canada counters throughout the airport.

Several check-in counters are now dedicated to providing bilingual services at all times, and the counters visited had bilingual agents available.

### **3. Presence of work tools required for provision of service in both official languages**

Air Canada Winnipeg is able to follow up on correspondence it receives in French. Boarding cards, flight timetables and business cards are bilingual.

### **4. Comparability of the service in both official languages, and availability of administrative arrangements as necessary**

Services to the public in both official languages are comparable, because Air Canada staffs bilingual customer service agents at all times. For the rare occasion where there are no bilingual agents present at check-in counters, for example, a bilingual agent can be paged and arrive at the appropriate check-in counter within a few minutes.

## **6.2.3 Managers' Responsibilities**

### **1. Knowledge of requirements regarding service to the public in both official languages**

The Air Canada Representative was well aware of the requirements regarding service to the public in both official languages.

### **2. Existence of controls to ensure service is always provided in both official languages**

There are still no formal control mechanisms in place to check whether the service is always provided in both official languages. However, as in other airports, Air Canada's Customer Service Manager (CSM) conducts daily audits of its Customer Sales and Service. These audits include ensuring that bilingual agents are behind bilingual designated check-in counters and that public address announcements and signage are bilingual. The results are reviewed at daily operational meetings the following morning. All official languages deficiencies are brought to the Air Canada Representative's attention. The Air Canada Representative also stated that management will note deficiencies in areas such as official languages while walking through the terminal.

### **3. Existence of mechanisms to assess client satisfaction**

The Air Canada Representative was not aware of any Air Canada mechanisms (such as comment cards) to assess client satisfaction that are currently in place. However, members of the travelling public sometimes use WAA comment cards to voice their concerns. Results of these comments are promptly provided to Air Canada. However it should be noted that these comment cards do not contain a question with regards to official languages. Furthermore, the Air Canada Representative stated that people can contact Air Canada Customer Solutions by mail or fax or the Air Canada Ombudsman with complaints including official languages.

#### 4. Meetings with the representatives of the official language minority community

This section is not applicable to Air Canada.

#### 5. Use of the media

Contact with the media is primarily conducted and coordinated by Air Canada's head office in Montreal.

#### 6. Complaints related to official languages

The Air Canada Representative stated that he had received one complaint in the past year, which was regarding the lack of bilingual service at an Air Canada counter in the airport.

##### 6.2.4 Conclusions

Active Offer: The mechanisms that Air Canada has put in place ensure that the travelling public can obtain their information in both official languages. Automated telephone systems during and outside of business hours are fully bilingual, and the telephone attendants provided active offer and services in both official languages. Further, Air Canada's Internet Web site is highly detailed and fully bilingual. However, the auditors noted several printed documents that were available only in English. In addition, Air Canada is reminded to ensure that two sided signs are clearly visible in both official languages at all times.

Service: Air Canada at the Winnipeg International Airport has made some significant progress with respect to providing services in both official languages. Air Canada staff members were able to provide fully bilingual active offer and services at the check-in counters and Maple Leaf Lounges visited. It is evident that Customer Service Agents are regularly reminded of their official languages obligations. Air Canada's services are comparable in both official languages and it has adequate administrative arrangements in place. Finally, Air Canada is actively encouraging its staff to take French-language training.

Managers' Responsibilities: Air Canada is well aware of its official languages obligations and has been making every effort to meet them. In addition, it has implemented control mechanisms to check whether service to the public is being provided in both official languages.

##### 6.2.5 Responses to Prior Recommendations

**Recommendations from the prior report are in bold face type**, and are followed by current findings related to each recommendation:

1. **Maintain check-in counters providing services in both official languages, and ensure that it has a bilingual language capacity at them at all times.**

Response: Several check-in counters are now dedicated to providing bilingual services at all times, and the counters the auditors visited had bilingual agents available.

2. **Remind the employees that there must be an active offer of services at the wickets (check-in, tickets, baggage, etc.).**

Response: Customer Service Agents are periodically reminded of the importance of saying "Un moment s'il vous plaît" before finding a bilingual agent through memos and internal newsletters.

**3. Set up a mechanism to measure the level of satisfaction of clients in the air terminals with the delivery of services in both official languages.**

Response: The Air Canada Representative was not aware of any Air Canada mechanisms (such as comment cards) to assess client satisfaction that are currently in place.

### **6.2.6 New Recommendations**

- 1. The third recommendation needs to be repeated.**
- 2. Ensure that the difficulty Air Canada has with its two sided signage (French on one side and English on the other) is resolved so that the public knows that the information on the luggage measuring racks is indeed available in both official languages.**

## **6.3 Canada Customs and Revenue Agency (CCRA)**

### **6.3.1 Active Offer**

**1. Active offer on the telephone outside business hours**

The local telephone number for CCRA's airport office is (204) 983-6715, which is listed on the Winnipeg Airport Authority's Internet Web site. There are no telephone numbers listed in the Winnipeg public telephone directory for CCRA's airport offices. The CCRA Representative stated that people wishing to contact CCRA at the airport are generally first referred to 1-800-461-9999 for service in English and 1-800-959-2036 for service in French. Each of these telephone numbers refers to the other telephone number in case a caller accidentally calls the number for the other official language.

**2. Active offer on the telephone during business hours**

Bilingual services were available and active offer was received when the auditors called (204) 983-6715 both during and after regular business hours. They also called both of the toll-free numbers both during and after business hours, and found that both have automated answering systems which provide fully bilingual services.

**3. Active offer in person**

Several memos and e-mails have been sent to all staff since the past audit to remind them of the importance of active offer in person and on the telephone. Furthermore, the most recent memo emphasizes that students and other newer employees should be well aware and reminded regularly of the official languages requirements.

There was no one at the reception counter when the auditors visited it. Primary Inspection counters can still be readily identified as bilingual with written and visual active offers. If a francophone accidentally goes to a Primary Inspection counter not identified as bilingual, the agent will bring that person to the front of the line-up at the bilingual counter.

**4. Visibility of the official languages symbol at all times**

It should be noted that several official languages pictograms were visible during the audit, at least one in each of the areas of CCRA to which the public may have access.

## **5. Postings in both official languages at all times**

All CCRA related signage were posted in both official languages. Furthermore, electronic signs above Primary Inspection booths welcome travellers to Canada in both official languages, and identify booths that can provide services in both official languages. Please refer to Appendix D for further details.

## **6. Availability of publications in both official languages**

The auditors reviewed several of CCRA's brochure racks in the airport, on which most of the wide variety of publications on display were available in both official languages. There were, however, several brochures that were available in only one official language (English only unless indicated), as follows:

- "Using EDI for your Customs Releases"
- "Remboursement de la taxe aux Visiteurs au Canada" (French only)
- "Your guide to importing a vehicle from the United States into Canada"
- "Importing Non-Commercial Goods by Mail"
- "I Declare: A guide for Canadian residents returning to Canada"
- "CANPASS – Private Aircraft: Extending border services"

Please refer to Appendix D for further details.

## **7. Use of both official languages on the Internet site**

The CCRA Internet Web site ([www.ccradrc.gc.ca](http://www.ccradrc.gc.ca)) is fully bilingual and user-friendly. It describes the full range of CCRA services and is easy to move from one official language to the other.

### **6.3.2 Service**

#### **1. Nature of the services provided by the office visited**

CCRA mainly provides customs services and programs to travellers or business people arriving in or returning to Canada, similar to those described in the prior audit report.

#### **2. Existence of bilingual capacity required to provide continuous service in both official languages**

There are 22 employees, all of whom have regular contact with the public, of which eight (36.4%) speak French and are in bilingual designated positions. No hiring has been done since the last audit.

When bilingual employees are on holidays or on training, other bilingual staff work overtime, but they try to schedule training and holidays to reduce the amount of overtime as much as possible. French-speaking and non French-speaking officers receive about the same amount of overtime. In fact, at the time of the audit, cumulative overtime totals for the year so far showed that non French-speaking officers had more overtime than those who are bilingual, contrary to what was noted in the prior audit.

Bilingual staff are mainly stationed at Primary Inspection and occasionally at Secondary Inspection. If a French-speaking person is in the wrong Primary Inspection line-up, a Customs officer will bring that person to the front of the line of the bilingual Primary Inspection counter. French-speaking passengers



that are referred to Secondary Inspection are usually accompanied by a bilingual Primary Inspection Officer. If the cashier is not bilingual and services in French are required there, the cashier will call for a bilingual officer to go to the cashier immediately.

Shift schedules are developed to ensure that bilingual officers are working at all times except when no flights are scheduled. The auditors reviewed the shift schedules for the first three months of 2003, and there is at least one bilingual employee scheduled at all times flights are scheduled. On most days, there are two bilingual employees working each shift.

If for some reason a bilingual employee is not available when services in French are required, CCRA would first check with CIC to see if they have any bilingual staff on duty. As an alternative, CCRA at the Emerson US-Canada vehicle border crossing can be called for a French-speaking customs officer to assist by telephone.

### **3. Presence of work tools required for provision of service in both official languages**

As noted in the prior audit, CCRA is capable of responding to all types of correspondence in French, and business cards are fully bilingual.

### **4. Comparability of the service to the public in both official languages, and availability of administrative arrangements as necessary**

As was the case in the prior audit, services provided to the public in both official languages are essentially of comparable and equal quality. CCRA has bilingual personnel on shift whenever flights are scheduled, and it has also made administrative arrangements in case a bilingual officer is temporarily unavailable.

## **6.3.3 Managers' Responsibilities**

### **1. Knowledge of requirements regarding service to the public in both official languages**

The manager and the supervisory staff are well aware of their official languages responsibilities.

### **2. Existence of controls to ensure service is always provided in both official languages**

There are still no formal controls to ensure that the service is always provided in both official languages. However, there have been memos and e-mails reminding all staff of their linguistic obligations. There are stickers on telephones (please refer to Appendix D for photos) and shift schedules are developed to ensure that bilingual staff are working at all times. Managers and supervisors regularly perform informal checks to ensure that staff are following official languages procedures.

### **3. Existence of mechanisms to assess client satisfaction**

The CCRA Representative is not aware of the existence of mechanisms to assess client satisfaction. However, the airport has comment cards and forwards any comments pertaining to CCRA for resolution.

#### 4. Meetings with the representatives of the official language minority community

The CCRA Representative is not aware of any formal mechanism for contact with the official language minority associations.

#### 5. Use of the media

Any communications with the media are handled either by its regional office or its head office in Ottawa.

#### 6. Complaints related to official languages

There was a complaint regarding the availability of services in both official languages at the GST refund booth in the airport, which is normally staffed by students. Since then, the CCRA Representative has sent out more reminders all new staff and students pertaining to the importance of official languages and their obligations with regards to active offer and the delivery of services in both official languages.

#### 6.3.4 Conclusions

Active Offer: The auditors were able to obtain telephone services in French quickly and efficiently during and after regular business hours, and the CCRA web-site is fully bilingual and user-friendly. The public can easily identify CCRA counters providing bilingual services through written and visual active offers. Further, all CCRA related signage were posted in both official languages. However, the auditors noted several brochures that were available only in English.

Service: CCRA's services are provided to the public in both official languages and are essentially of comparable and equal quality. CCRA makes every effort to have two bilingual personnel on shift at all times, and has satisfactory administrative arrangements in place in case a bilingual officer is temporarily unavailable.

Managers' Responsibilities: The manager and supervisory staff are well aware of their official languages responsibilities. In addition, it has some control mechanisms in place to check whether service to the public is being provided in both official languages. However, there are not yet any mechanisms to assess client satisfaction nor meetings with representatives of the local French language community.

#### 6.3.5 Responses to Prior Recommendations

**Recommendations from the prior report are in bold face type**, and are followed by current findings related to each recommendation:

##### 1. **Remind the telephone operators of their language obligations related to active offer.**

Response: Several memos and e-mails have been sent to all staff since the past audit to remind them of the importance of active offer on the telephone. Furthermore, there are stickers on all phones to remind staff of the importance of active offer

2. **Check the telephone numbers published on the airport's Internet site and ensure that the services provided at those numbers are bilingual.**

Response: Bilingual services and active offer were provided when the auditors called CCRA's telephone number listed on the Winnipeg Airports Authority Internet Web site both during and after business hours.

### **6.3.6 New Recommendation**

1. **CCRA should regularly review all publications available to the travelling public on display racks throughout the airport to ensure that all publications are available in both official languages. Furthermore, CCRA may wish to consider only obtaining publications that contain both official languages on the same publication.**

## **6.4 Citizenship and Immigration Canada (CIC)**

### **6.4.1 Active Offer**

1. **Active offer on the telephone outside business hours**

The direct telephone number for the Citizenship and Immigration Canada (CIC) airport office is (204) 983-8836 which has a fully bilingual recording with the local CIC airport fax number and a bilingual toll free number (1-888-242-2100) for further information. The auditors called (204) 983-8836 both during and after business hours and found that the recording is fully bilingual and well translated, but they were not able to speak with a CIC officer nor leave a message.

2. **Active offer on the telephone during business hours**

There is no telephone number listed for CIC's airport office in the local Winnipeg public telephone directory. The Winnipeg Airports Authority Internet Web site does not provide CIC's local airport office telephone number.

3. **Active offer in person**

There was an active offer of service when the auditors visited CIC's Winnipeg International Airport offices. Staff are regularly reminded of the importance of active offer.

4. **Visibility of the official languages symbol at all times**

They noted that the official languages symbol was visible to the public at the time of their visit.

5. **Postings in both official languages at all times**

All CIC signage was posted in both official languages. However, several Passport Office postings in the CIC area were in English only, such as "Notice: The Passport Office is committed to..." and "Applications for Passports by Canadians living in the United States" on the front of a folder on a brochure rack. Please refer to Appendix E for further details.

## **6. Availability of publications in both official languages**

All CIC documentation that the auditors saw during their visit was available to the public in both official languages. However, not all types of passport application forms were available in both official languages. More specifically, some application forms were in English only although, inside bilingual envelopes. Note that the NAFTA popularization document has been translated and copies were available to the public in both official languages at the time of our visit.

## **7. Use of both official languages on the Internet site**

The CIC Internet Web site ([www.cic.gc.ca](http://www.cic.gc.ca)) is fully bilingual and user-friendly. It describes the full range of CIC services and is easy to move from one official language to the other.

### **6.4.2 Service**

#### **1. Nature of the services provided by the office visited**

The office provides a variety of services to U.S. travellers, students with visa problems and visitors, for example. It also provides services to Canadians requesting information on citizenship and dual citizenship, and answers questions about permanent residents. Most clients coming to this office have been referred to it by the Canada Customs and Revenue Agency (CCRA), as described in the prior audit report.

#### **2. Existence of bilingual capacity required to provide continuous service in both official languages**

CIC has a total of seven employees who work permanently at the airport, of which three (42.9%) are bilingual and are in positions so designated. The manager and administrative assistant are bilingual, as well as one of the five officers. There is, therefore, always someone available to provide services in French during office hours, from 7:30 a.m. to 5:30 p.m. Monday to Friday. However, a bilingual officer is not always available on evenings and weekends.

It is currently not possible for CIC to have bilingual staff present during all work shifts. The shift schedule for the five CIC officers is a random rotating schedule which, in order to be fair to all officers, does not give special consideration to the bilingual officer.

If there is a request for service in French and there are no bilingual employees on duty, CIC would first check with CCRA, who has bilingual officers on duty at all times. If a CCRA officer can not be found quickly, the downtown CIC office would be called. Furthermore, the CIC Representative stated that CIC officers could also call on colleagues at the Emerson US-Canada border crossing or at another airport for assistance. Finally, CIC at the airport provides the service of translators in numerous languages, including two French interpreters that are available either by telephone or in person.

#### **3. Presence of work tools required for provision of service in both official languages**

As noted in the prior audit report, the office is equipped with computers on which accents can be used, and fax cover sheets and business cards are bilingual. During their visit, the auditors also noted that the CIC Representative has a CD version of Termium to assist him with his translation needs.

#### **4. Comparability of the service to the public in both official languages, and availability of administrative arrangements as necessary.**

CIC's services provided in both official languages are generally of comparable quality because they are provided by its own employees most of the time. They are aware of their official languages obligations. When CIC officers are not available, administrative arrangement in place to ensure that services are provided in French quickly and efficiently. CIC is also actively planning to have another officer designated as bilingual, which would ensure that it is capable of providing its own services in both official languages nearly all of the time.

#### **6.4.3 Managers' Responsibilities**

##### **1. Knowledge of requirements regarding service to the public in both official languages**

The manager was well aware of CIC's language obligations at the airport. He even provided the auditors with a copy of CIC's Official Languages Responsibilities and Obligations.

An agreement with Avion Services Corp. has replaced the prior agreement with the Canadian Corps of Commissionaires for the short term detention of people who have been denied immigration. There is no language clause in this new agreement with Avion, but the agreement itself has been prepared in both official languages. If the detention period is longer, a detained person would be held at the Winnipeg Remand Centre that is run by the provincial government with whom there is no agreement.

##### **2. Existence of controls to ensure service is always provided in both official languages**

There are still no formal controls to ensure service is always provided in both official languages. However, the CIC Representative stated that staff are regularly reminded via e-mail (about twice a year) and at staff meetings of CIC's language obligations at the airport. Furthermore, the CIC Representative performs informal checks as part of his regular duties to ensure bilingual services are always being offered. Finally, the CIC Representative considers the lack of complaints as another means by which he is assured that the office is meeting its official languages obligations.

##### **3. Existence of mechanisms to assess client satisfaction**

The CIC Representative was not aware of any CIC mechanisms to assess client satisfaction. However, he did note that clients might put comments in a Statistics Canada questionnaire available at CCRA counters.

##### **4. Meetings with the representatives of the official language minority community**

There is still no formal mechanism for direct contact with local official language minority associations. However, the CIC Representative regularly attends meetings regarding topics such as how to attract more immigrants to Manitoba, at which representatives of the local French-speaking community usually attend. The last meeting he attended, on October 15, 2002, was entitled "Agrandir notre espace francophone – Passons à l'action pour l'immigration. It was organized by the "Société franco-manitobaine" in collaboration with community and governmental partners.

##### **5. Use of the media**

The airport office does not use the media.

## 6. Complaints related to official languages

The CIC Representative was not aware of any complaints since the prior audit.

### 6.4.4 Conclusions

Active Offer: The CIC's airport office telephone number has a recorded bilingual message that provides its local fax number and a bilingual toll free number. Furthermore, the CIC Internet Web site is fully bilingual and user-friendly. CIC staff provided active offer when the auditors visited, and most postings and documentation are bilingual. However, several passport related documents on display were in English only.

Service: Although it is currently not possible for CIC to have bilingual staff present during all work shifts, it has adequate administrative arrangements in place and is actively working towards adding more bilingual staff. Bilingual employees are available at all times during regular office hours, and most of the time on evenings and weekends. CIC services are thus, for the most part, comparable in both official languages.

Managers' Responsibilities: The manager the auditors met was well aware of CIC's language obligations at the airport. CIC has limited controls in place to ensure service is always provided in both official languages, and its Representative regularly attends Immigration related meetings that often involve representatives of the local French language community. However, CIC has no mechanisms yet in place to assess client satisfaction.

### 6.4.5 Response to Prior Recommendation

The recommendation from the prior report is in bold face type, and are followed by the current finding related to the recommendation:

1. **Have the NAFTA popularization document translated.**

Response: The NAFTA popularization document has been translated and copies were available to the public in both official languages at the time of the audit.

### 6.4.6 New Recommendations

1. **CIC should ensure that all posting and publications on display and available to the travelling public in its office are in both official languages.**
2. **CIC should ensure that official languages clauses are added to the Avion contract as soon as possible.**

## **6.5 Canadian Food Inspection Agency (CFIA)**

### **6.5.1 Active Offer**

#### **1. Active offer on the telephone outside business hours**

The telephone number for the office at the airport, (204) 983-7683, according to the Canadian Food Inspection Agency (CFIA) Representative, is not published anywhere nor given out to the public nor listed on the Winnipeg Airports Authority's Internet Web site.

The following CFIA telephone numbers are listed in the local Winnipeg public telephone directory:

- (204) 983-2200 is for the Regional Office in Winnipeg, and
- (204) 983-2219 is for the Winnipeg District Office (which reports to the Regional Office).

The auditors received no active offer at (204) 983-2219 and were told that no one in the office spoke French. They then tried (204) 983-2200 where they received an active offer in French from the receptionist, but were told that no one from the Animal Inspection Department could speak French.

#### **2. Active offer on the telephone during business hours**

The telephone number now provided on receipts for seized commodities is (204) 983-2200 where, according to the CFIA Representative, bilingual services are available at all times during office hours. However, the auditors were not able to obtain services in French at this number when they called both during and after business hours. Please refer to Appendix F for further details.

#### **3. Active offer in person**

There is no CFIA reception office at the airport. Members of the travelling public who wish to pick up seized goods or obtain other CFIA information will approach the CCRA office, who will then either get a CFIA officer or take a message.

#### **4. Visibility of the official languages symbol at all times**

CFIA does not have any official language symbols, because it does not currently have an area in the airport to which the public has access.

#### **5. Postings in both official languages at all times**

The auditors only noted two CFIA postings that were located in areas to which the public does not have access. Please refer to Appendix F for further details.

#### **6. Availability of publications in both official languages**

There are no CFIA publications currently available in public areas. However, all brochures kept inside the CFIA office available for distribution to the public were bilingual.

#### **7. Use of both official languages on the Internet site**

The CFIA Internet Web site ([www.inspection.gc.ca](http://www.inspection.gc.ca)) is fully bilingual and user-friendly. It describes the full range of CFIA services and is easy to move from one official language to the other.

## 6.5.2 Service

### 1. Nature of the services provided in both official languages

CFIA inspectors will interview individuals who are attempting to enter Canada with commodities that are possibly banned. Inspectors, therefore, sometimes seize goods, collect fines and examine newly arrived animals, sometimes by a CFIA veterinarian. The CFIA Representative regards CFIA's presence at the airport more as assistance to CCRA than it does as services to the travelling public.

### 2. Existence of bilingual capacity required to provide continuous service in both official languages

There is now one full time equivalent position at the airport (a "non-funded position for acting purposes" according to the CFIA Representative), plus a supervisor. There five employees who are trained to work at the airport and work on various shifts. None of the CFIA employees assigned to airport duties are bilingual. Neither are there any positions designated as bilingual for the airport. CFIA is, therefore, not able to provide bilingual services on any work shift. The airport CFIA office is staffed Monday to Friday on 7.5 hour shifts. The shift is either 10:00 a.m. to 6:00 p.m. or 4:00 p.m. to midnight depending on when international flights arrive. In addition, during the charter season (January to March), there is usually a CFIA officer at the airport to cover two flights on weekends, which translates into about three hours per weekend.

If there is a request for services in French, CFIA would first ask a bilingual CCRA officer for assistance. If none are available, the CFIA officer would call the Regional Office in Winnipeg during office hours.

### 3. Presence of work tools required for provision of service in both official languages

As noted in the prior audit report, the receipts given to a person whose goods have been seized are bilingual. If the need arose to correspond with a client in French, a translation service would be used.

### 4. Comparability of the service in both official languages, and availability of administrative arrangements as necessary

The services provided to the public in both official languages are neither comparable nor equal in quality. Services in French are unavailable, because there are never bilingual employees on duty. Furthermore, administrative arrangements do not account for situations where bilingual CCRA officers may not be available outside of regular office hours. In addition, services are not comparable at the telephone number that is provided by CFIA to members of the travelling public whose goods have been seized.

## 6.5.3 Managers' Responsibilities

### 1. Knowledge of requirements regarding service to the public in both official languages

Although the CFIA Representative interviewed was familiar with the Official Languages Act (OLA) and its requirements, he was not aware that the CFIA airport point of service is designated as bilingual according to the Regulations.



## 2. Existence of controls to ensure service is always provided in both official languages

There are no controls to ensure that service is always provided in both official languages. CFIA services are not available in both official languages at the airport.

## 3. Existence of mechanisms to assess client satisfaction

There are no mechanisms in place to assess client satisfaction.

## 4. Meetings with the representatives of the official language minority community

There are no mechanisms for contact with any official language minority associations.

## 5. Use of the media

Any contact with the media is done by CFIA's regional or national office.

## 6. Complaints related to official languages

The CFIA Representative was not aware of any complaints since the prior audit.

### 6.5.4 Conclusions

Active Offer: Services in both official languages are not available at the telephone number that is given out to passengers from whom goods are seized. The receipts, however, on which this telephone number is written, are bilingual. Documentation is available in both official languages, and the CFIA Internet Web site is fully bilingual and user-friendly.

Service: CFIA is not able to provide bilingual services on any of its work shifts because none of the five CFIA employees assigned to work at the airport are bilingual. Furthermore, its administrative arrangements are not adequate. The services provided to the public in both official languages are, therefore, not comparable in both official languages.

Managers' Responsibilities: The CFIA Representative was familiar with the Official Languages Act (OLA) and its requirements, although he was unaware of the fact that the point service at the airport had linguistic obligations. There are no language monitoring mechanisms, no formal mechanisms to assess client satisfaction, and no meetings with representatives of the local French speaking community.

### 6.5.5 Responses to Prior Recommendations

**Recommendations from the prior report are in bold face type**, and are followed by current findings related to each recommendation:

#### 1. **Take measures so that the receipts issued to travellers bear a telephone number at which an active offer and services in both official languages can be provided.**

Response: The auditors were not able to obtain services in both official languages at the telephone number currently provided on receipts for seized commodities.

2. **Revise the language designation of the positions of the inspectors working at the airport.**

Response: The language designation of the positions of the inspectors working at the airport have not been revised.

3. **Make arrangements with other Agency offices to provide at least one bilingual substitute for the inspectors on duty at the airport, to ensure that it has capacity in both official languages.**

Response: There have been no arrangements made with other CFIA offices to provide at least one bilingual substitute for the inspectors on duty at the airport, to ensure that CFIA's airport office has capacity in both official languages.

### 6.5.6 New Recommendations

1. **All three recommendations from the prior audit need to be repeated.**
2. **CFIA should develop adequate administrative arrangements to ensure that members of the travelling public can obtain services in both official languages at all times.**
3. **CFIA at the Winnipeg International Airport should prepare an action plan (including a time line) of implementation of the above recommendations, and forward a copy to the Official Languages Branch.**

## APPENDIX A

**WINNIPEG AIRPORT AUTHORITY  
INTERIOR AND EXTERIOR SIGNAGE (with photos)**

Please note that this is not an exhaustive list. It has been accumulated to assist the Winnipeg Airport Authority (WAA) with improving its signage. Please also note that photos were taken for the following items, and have been provided separately. The photos in this appendix are shown in the order taken. Furthermore, most airport signage has been re-listed in groups in Appendix B to further assist the WAA in correcting its signage.

Photo #	Sign Location	Sign Description	Comments
P2100001	8½ x 11 laminated sheet posted just above an MTS payphone near the car rentals area	“MTS: To use a Laptop with a Millennium Payphone (Desktop or Multi-pay)...”	Should be bilingual
P2100003	8½ x 11 sheet in a plastic stand on the Information Centre counter	“Important Notice: Please be advised that the Lost and Found / Information Centre does not hold or store items...”	Should be bilingual
P2100007	Sign at Westjet check-in counter line-up	“Enter”	Should be bilingual
P2100008	8½ x 11 sheet in a plastic stand on Westjet check-in counters	“Items that are Prohibited by Transport Canada as Carry-On Items...”	Should be bilingual
P2100009	8½ x 11 sheet pasted on inside of window at entrance to Police office	“...If you require a police officer, contact...”	Should be bilingual
P2100010	Sign on wall at entrance to Police office	“POLICE AND SECURITY”	Should be bilingual
P2100012	Near the Police office	Back-lit sign directing the public to the “Police Airport Unit” and “Airport Security Unit”	Should be bilingual
P2100013	Posted above an MTS public telephone in the international arrivals area	Instructions for the hearing-impaired: “This payphone can be used between deaf and hearing persons...”	Should be bilingual

## APPENDIX A (continued)

Photo #	Sign Location	Sign Description	Comments
P2100017	Notices on luggage carts	“Always use child restraint. Never leave child unattended” and “Notice: Carts are to be received only from cart dispensing machines...”	Should be bilingual
P2100018	Notice on luggage carts	“For passenger use only”	Should be bilingual
P2100019	Transit information sign	“Going Downtown?...”, “Vous allez au centre-ville?... ”	Great job!
P2100020	Small white box just below large yellow sign in Arrivals area B	1. The word “Comments” on box 2. Yellow notice entitled “Shops and Boutiques”	Should be bilingual
P2100021	Large yellow sign in Arrivals area B	Yellow notice entitled “Shops and Boutiques”	Should be bilingual
P2100022	Large notice	“Winnipeg Welcomes the World”, “Winnipeg accueille le monde”	Great job!
P2100024	Arrivals area B	Instructions for “Plush Mania” game	Should be bilingual
P2100025	Near Westjet baggage conveyor belt	1. “...conveyor emergency shut off” 2. “...distributeurs de <u>monnaic</u> sont...”	Both signs well done except one error in French “monnaie”
P2100026	On the wall behind the Westjet Baggage Services counter	“Baggage Services”	Should be bilingual
P2100033	Westjet hand luggage signs on luggage measurement racks	“Lighten up! Allégez-vous!” and “Take a load off before you take off...Allégez-vous avant de décoller...”	Great job!
P2100034	Duty free sign	“Take Advantage of Duty Free Prices, Profitez des prix hors taxes”	Great job!
P2100035	Relay store, near Secondary screening	All signs in English	Should be bilingual
P2100037	Qwest Prepaid phone card machine	Bilingual	Great job!

## APPENDIX A (continued)

Photo #	Sign Location	Sign Description	Comments
P2100042	Arrivals level, baggage pick-up area	“baggages <u>volumineux</u> , <u>chenils</u> boîtes ... attirail, <u>ramasser</u> ici”	Should be “bagages” “chenils,” & “ramasser” is not a good transl.
P2100043	Large wooden exterior sign	“This Airport’s Going Places! Improvements Under Construction: Security Enhancements...”	Should be bilingual
P2100044	Huge permanent sign at road entrance to airport	“Aéroport International de Winnipeg International Airport”	Great job!
P2100045	Large green exterior parking sign	1. “Economy ... Premium” 2. Capitalization of French words 3. “Premiere ... supplémentaire” 4. “demi ... ½”	1. Should be bilingual 2. Most not capitals 3. Missing accents 4. Inconsistent
P2100047	Large green parking sign	“P Economy Long Term” with an arrow	Should be bilingual
P2100048	Large exterior lighted parking sign	“Public Parking Premium Lot 1 ... Lot Full When Flashing”	Should be bilingual
P2120002	Northwest Airlines: 1. Sign on silver stand in 2. Sign on luggage measuring box (US departures area)	1. “Customers may be subject to random screening prior to departure...” 2. “For your safety and convenience we recommend that you check all luggage that does not fit in this box”	Should be bilingual
P2120007	Hotel: Sign in gold coloured frame	“In Case of Fire: Upon discovery of Fire, leave the Fire area...”	Should be bilingual
P2120008	Hotel: sign inside elevators	“To ensure guest / Hotel security please...”	Should be bilingual
P2120009	Hotel: main floor	“Coat Room”	Should be bilingual
P2120010	Hotel: at exits, and on walls	Red “Exit” signs, and fire alarm pull stations	Should be bilingual
P2120011	Hotel: Electronic sign near the reception desk	All messages flashed, for example: “Welcome to the Four Points...”	Should be bilingual
P2120012	Hotel: Electronic sign near the reception desk	All messages flashed, for example: “Wednesday February 12...”	Should be bilingual
P2120013	Hotel: 8½ x 11 sign in plastic stand at reception	“To our guests, Airport luggage carts should be left in the lobby...”	Should be bilingual

## APPENDIX A (continued)

Photo #	Sign Location	Sign Description	Comments
P2120014	Hotel: 8½ x 11 sign in plastic stand at reception	“Massage Therapy: In house licensed massage therapy is now available...”	Should be bilingual
P2120015	Hotel: Signs near bell man’s desk	“Bell Service” & “Limousine or Sedan Service to Downtown”	Should be bilingual
P2120016	Hotel: Directory on wall on mail floor	“Main Floor...Administration, Boardroom, Washrooms...”	Should be bilingual
P2120017	Hotel: sign at entrance to hotel from parking	“Four Points Hotels – Sheraton, Free Parking while enjoying our...”	Should be bilingual
P2120018	Hotel: notices on glass sliding entrance doors	Red “In Emergency Push To Open ...”	Should be bilingual
P2120019	Hotel: Signs just outside entrance to hotel	1. “Premium Lots; Do you have your parking tickets?” 2. “Straight ahead...Skywalk connection...Restaurant, Lounge...”	1. Great job! (see 20) 2. Should be bilingual
P2120020	Hotel: Signs just outside entrance to hotel	1. “Stationnement de class supérieure Avez-vous pris votre billet?” 2. “Straight ahead...Skywalk connection...Restaurant, Lounge...”	1. Great job! (see 19) 2. Should be bilingual
P2120021	Hotel: at entrance to hotel restaurant	“Welcome to Four Points Restaurant & Lounge; Dinner Feature...”	Should be bilingual
P2120022	Hotel: Direct Cash ATM machine	Instructions posted on machine and on screen	Should be bilingual
P2120023	Hotel: Vending machine for snack food	Instructions all in English only	Should be bilingual
P2120024	Hotel: Instructions inside doors of guest rooms	“In Case of Fire: Upon discovery of Fire, leave the Fire area...”	Should be bilingual
P2100048	Large exterior lighted parking sign	“Public Parking Premium Lot 2 ... Lot Full When Flashing”	Should be bilingual
P2120028	Green parking sign	“Additional Parking Premium Lot 4”	Should be bilingual
P2120033	Large wooden sign	“P, Public Parking Now Open, Premium Lot 4”	Should be bilingual

## APPENDIX A (continued)

Photo #	Sign Location	Sign Description	Comments
P2120034	Small green parking rates sign on post	“P Premium Lot 4: 1st ½ Hour \$2.00, Each Additional ½ Hour...”	Should be bilingual
P2120035	Small white parking liability sign on post	“Winnipeg Airports Authority Inc. is not responsible...L’ Administration <u>aéroportuaire</u> de Winnipeg...”	Great job, except should be “aéroportuaire”
P2120036	French version of parking sign	“Stationnement de classe superior 1, 2, 3” mostly blocked by tree branches	Ensure English & French are visible
P2120104	Notice regarding public address system in the smoking room 2 <sup>nd</sup> floor	“Please be advised that there is no public address system for airline announcements in this facility.”	Should be bilingual
P2120105	Travelex (formerly Thomas Cook) automated teller machines	On screen instructions are bilingual, but posted information on security and user fees is in English only	Should be bilingual
P2120106	Travelex (formerly Thomas Cook) automated teller machines	On screen instructions are bilingual, but posted information on security and user fees is in English only	Should be bilingual
P2120111	Notice on Northwest Airlines check-in counter	“All checked baggage and carry-on items are subject to search...”	Should be bilingual
P2130001	Large Northwest Airlines signs at check-in	“The following items are prohibited beyond the security checkpoint and on-board any aircraft...”	Should be bilingual
P2130002	Notice regarding public address system in the Exchange Restaurant	“Please be advised that there is no public address system for airlines announcement in this facility”	Should be bilingual
P2130003	Notice regarding public address system in the Exchange Restaurant	“Please be advised that there is no public address system for airlines announcement in this facility”	Should be bilingual

## APPENDIX B

### WINNIPEG AIRPORT AUTHORITY INTERIOR AND EXTERIOR SIGNAGE

The following interior and exterior signage has been noted to be English only, unless otherwise indicated. Please note that this is not an exhaustive list. It has been accumulated to assist the Winnipeg Airport Authority with improving its signage. Photos for these signs are listed in Appendix A by photo number.

#### AIRPORT AUTHORITY (INTERIOR)

- Notice entitled “Important Notice: Please be advised that Lost and Found / Information Centre does not hold or store items...” 8½ x 11 sheet in a plastic stand on the Information Centre counter
- Boxes marked “Comments” for travellers to deposit bilingual comment cards, found at several locations in the airport
- Yellow notices entitled “Shops and Boutiques” directing travellers to these services with descriptions of various services available
- The notice regarding the public address system in the smoking room on the second floor “Please be advised that there is no public address system for airlines announcement in this facility”
- Large wooden sign “This Airport’s Going Places! Improvements Under Construction: Security Enhancements...” (exterior)

#### WESTJET (INTERIOR)

- “Enter” sign at Westjet check-in counter line ups
- Notice entitled “Items that are Prohibited by Transport Canada as Carry-On Items” 8½ x 11 sheet in a plastic stand on the Westjet check-in counters
- “Baggage Services” on the wall behind the Westjet Baggage Services counter

#### NORTHWEST AIRLINES (INTERIOR)

- Notice on front of Northwest Airlines check-in counter “All checked baggage and carry-on items are subject to search...”
- Large Northwest Airlines sign “The following items are prohibited beyond the security checkpoint and on-board any aircraft...” at check-in
- Large Northwest Airlines sign “Travel Information and Tips: Please have identification...” at check-in
- Sign on silver stand in post-secure area “Customers may be subject to random screening prior to departure...”
- Sign on luggage measuring box “For your safety and convenience we recommend that you check all luggage that does not fit in this box”

#### SAFETY AND SECURITY (INTERIOR)

- At entrance to Police office “...If you require a police officer, contact...” 8½ x 11 sheet pasted on inside of window
- At entrance to Police office “POLICE AND SECURITY” sign on the wall
- Back-lit sign directing the public to the “Police Airport Unit” and “Airport Security Unit” near the Police office
- Notices on luggage carts, such as “Always use child restraint. Never leave child unattended” and “For passenger use only”



**APPENDIX B** (continued)POSITIVE NOTES (INTERIOR)

- Transit information sign
- Large notice “Winnipeg Welcomes the World”
- Westjet “Take a load off” hand luggage measurement and security racks
- Duty free sign “Take Advantage of Duty Free Prices”
- Change machine instructions

PARKING RELATED (EXTERIOR)

- “Public Parking Premium Lot 1 – Lot Full When Flashing” and Lot 2
- Large green sign “P Economy Long Term” with an arrow
- “Additional Parking Premium Lot 4”
- Large wooden sign “Public Parking Now Open Premium Lot 4”
- Small green “P Premium Lot 4” parking rates sign
- One of the “Stationnement de classe superior 1, 2, 3” signs is mostly blocked by tree branches

POSITIVE NOTES (EXTERIOR)

The following signs were noted to be bilingual, unless otherwise noted:

- Huge permanent “Winnipeg International Airport” sign at road entrance to airport is bilingual “Aéroport International de Winnipeg”
- Large green “Parking Rates” sign bilingual
- Parking related car rental signage, for the most part, is bilingual
- Numerous signs with the instructions on how to pay for parking in Premium Lots 1, 2 and 3 are bilingual

## APPENDIX C

AIR CANADA - SIGNAGE  
WINNIPEG INTERNATIONAL AIRPORT

Please note that this is not an exhaustive list. It has been accumulated to assist Air Canada at the Winnipeg International Airport with improving its signage. The photos in this appendix have been provided separately, and are described below in the order taken.

Photo #	Sign Location	Sign Description	Comments
P2100036	Luggage racks (French on one side, English on other) many locations	“Carry-On Baggage Allowance” rack and “Carry-On Baggage New Security Measures...” only French side visible	Both languages should be easily visible to all people
P2100038	Signs inside Maple Leaf Lounge	Telephone, modem, printing and fax instructions in English only	Should be bilingual
P2100039	Signs inside Maple Leaf Lounge	Telephone, modem, printing and fax instructions in English only	Should be bilingual
P2120003	Sign on door to Air Canada baggage office	“Same Day Service” English only	Should be bilingual
P2120004	Luggage racks (French one side, English other)	“Zip Carry-On Baggage...” Pink	Should be bilingual
P2120005	Air Canada Zip large banner behind check-in	“Canada’s Low Fare High Value Airline...”	Should be bilingual
P2120006	Messages on large white board in staff room	“très important: French announcements please! Call a lead or CTR if you need a French announcement.”	Great job!
P2120112	Check-in counters that provide services in French	Equipped with large overhead signs indicating French services are available “Service En Francais”	Great job! (except French should be: “Service en français”)

## APPENDIX D

CANADA CUSTOMS AND REVENUE AGENCY - SIGNAGE  
WINNIPEG INTERNATIONAL AIRPORT

Please note that this is not an exhaustive list. It has been accumulated to assist the Canada Customs and Revenue Agency (CCRA) at the Winnipeg International Airport with improving its signage. Photos were taken for the following items, which are listed in the order taken. (Actual photos provided separately).

Photo #	Sign Location	Sign Description	Comments
P2130001	Stickers on phones to remind staff	“PLEASE ANSWER PHONE WITH HELLO / BONJOUR”	Great job!
P2130005	Wickets well identified as bilingual	“Bilingual Agent - Agent Bilingue” & “English – Français” blue symbol	Great job!
P2130008	Brochure racks	Not all brochures were available in both official languages	All brochures should be bilingual
P2130010	At the reception counter	8 ½ x 11 sheet on wall regarding registering boat licenses	Great job!
P2130012	Brochure racks	Not all brochures were available in both official languages	All brochures should be bilingual
P2130013	Reception window well identified as bilingual	“Service available in both English and French” & “English – Français” blue symbol	Great job!
P2130015	Brochure racks	Not all brochures were available in both official languages	All brochures should be bilingual

**APPENDIX E****CITIZENSHIP AND IMMIGRATION CANADA - SIGNAGE  
WINNIPEG INTERNATIONAL AIRPORT**

Please note that this is not an exhaustive list. It has been accumulated to assist Citizenship and Immigration Canada (CIC) at the Winnipeg International Airport with improving its signage. A photo was taken for the following item. (Actual photo provided separately).

Photo #	Sign Location	Sign Description	Comments
P2110050	Passport Office postings in CIC area	“Applications for Passports by Canadians living in the United States” on the front of a folder on a brochure rack; “Notice: The Passport Office is committed to...” all English only	Should be bilingual

**APPENDIX F****CANADIAN FOOD INSPECTION AGENCY - SIGNAGE  
WINNIPEG INTERNATIONAL AIRPORT**

Please note that this is not an exhaustive list. It has been accumulated to assist Canadian Food Inspection Agency (CFIA) at the Winnipeg International Airport with improving its signage. Photos were taken for the following items, which are listed in the order taken. (Actual photos provided separately).

Photo #	Sign Location	Sign Description	Comments
P2110002	Examples of receipts for seized goods	Bilingual	Not able to obtain bilingual services at the phone number listed
P2110003	Sign on door to CFIA offices	“AGENCE CANADIENNE D’INSPECTION DES ALIMENTS”	Great job!