



President
of the Treasury Board

Président
du Conseil du Trésor

Annual Report on Official Languages 1996/97

**Annual Report on
Official Languages
1996/97**



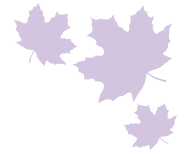
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PRESIDENT'S MESSAGE

The *Official Languages Act* will soon mark its 30th anniversary and although the principles are well established, we must ensure that they are implemented in a dynamic and realistic manner every day.

In 1997/98, we will conduct the third phase of an audit of the quality of service to the public in a number of Canadian cities. When that exercise is complete, we will know whether the offices providing service in both official languages are properly meeting their obligations. We will also continue to ensure that the managers of those offices are aware of their obligations to provide this service.

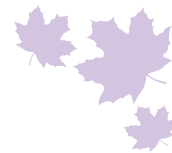
As for the language of work, I am proud to report that more than 90 per cent of Public Service managers holding bilingual positions already meet the reading (94 per cent) and writing (98 per cent) requirements. The challenge now will be to ensure that some 39 per cent of managers occupying bilingual positions achieve a higher level of oral proficiency in their second official language. There will be a careful review of language-of-work policies to determine whether changes are necessary.

I want to stress the importance of relations with official-language minority communities. On March 20, 1997, I signed a letter of understanding with the Minister of Canadian Heritage that gives the Treasury Board Secretariat a greater role in ensuring the accountability of federal institutions required to support the development of minority communities. My officials will maintain regular contact with official-language minority communities so that they can take advantage of the official status that the legislation confers on both languages officially recognized in this country.

After reading this report, I am sure you will be convinced, as I am, that the Government of Canada is making a concerted effort to promote respect for and the vitality of the official languages every day in every region of the country. There is still a great deal to do to ensure that all of us always feel comfortable using the official language of our choice, but I believe that by setting attainable annual objectives, we will make Canada an even better country in which to live.

Marcel Massé

President of the Treasury Board



SPEAKER OF THE HOUSE OF COMMONS

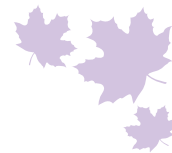
Dear Mr. Speaker:

Pursuant to section 48 of the *Official Languages Act*, I hereby submit to Parliament, through your good offices, the ninth annual report of the President of the Treasury Board covering the fiscal year 1996/97.

Yours sincerely,

Marcel Massé
President of the Treasury Board

October 1997



SPEAKER OF THE SENATE

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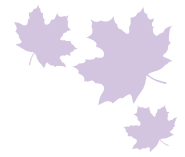
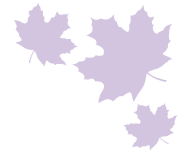


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INTRODUCTION

The *Canadian Charter of Rights and Freedoms* states that “English and French are the official languages of Canada and have equality of status and equal rights and privileges as to their use in all institutions of the Parliament and government of Canada.”

Canada is not the only country in the world to have two official languages. What sets us apart from other nations is the effort we have made to promote bilingualism. This typically Canadian approach, set forth in the *Official Languages Act*, is evidence of our commitment to the fundamental values that have defined Canada’s evolution and history — and continue to do so — and demonstrates our willingness to translate those values in an authentic way in Canadian society.

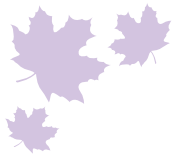
The most distinctive and striking characteristic of Canada’s approach is that it is based on the principle of institutional bilingualism. In other words, it is the institutions of Parliament and the government of Canada that are required to be bilingual.

If the principle of institutional bilingualism has the effect of imposing the obligations of bilingualism on federal institutions, it finds its counterpart in the language rights conferred on all Canadians and in the guarantee that those rights will be respected. The approach adopted is rooted in the relationship between those rights and obligations and acknowledges the presence and needs of official language minorities in the provinces and territories of Canada.

Institutional bilingualism rests on three pillars, which, together, form what is called the Official Languages Program in federal institutions:

- **service to the public**, or the obligation of federal institutions to actively offer and provide services to the public in both official languages and the corresponding right of the public to communicate with these institutions and to receive services in the official language of its choice, where provided for by law;
- **language of work**, or the obligation of federal institutions to create work environments conducive to the effective use of both official languages in bilingual regions designated for this purpose and the corresponding right of federal employees to be able to work in the official language of their choice, within the limits defined by the Act; and
- **equitable participation**, or the government’s commitment to seeing to it that English- and French-speaking Canadians have equal employment and advancement opportunities within federal institutions and that the staff of those institutions tend to reflect the presence of the two official language communities in Canada.





For its part, the Treasury Board Secretariat (TBS) has launched a strategic reorientation of its role and activities in light of the challenges presented by the current economic context. This exercise began in August 1996 with the integration of the Official Languages and Employment Equity Branch with the Human Resources Branch and continued in February 1997 with the administration, by separate divisions within the Human Resources Branch, of the official languages and employment equity programs, respectively. This restructuring recognizes concretely that official languages contain an important 'human resources' component.

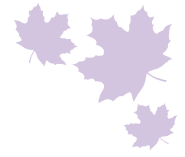
Official languages play a major role in the quality of services provided to the public. The delivery of these services and the integration of high standards of quality are key elements of the challenges facing the President of the Treasury Board, as indicated in last year's annual report on official languages. The Quality Service Initiative, announced on October 11, 1996, confirmed to Canadians the federal government's commitment in this area.

During the coming fiscal year, the TBS will concentrate on the information activities of federal institutions and their employees, as well as on initiatives to assist them in applying the provisions of the Act and its regulations. The President will ensure that federal institutions continue to advance and to resolve problems associated with the day-to-day implementation of the Program, particularly in the areas of language of work and service to the public. The TBS will focus on its new responsibilities under the memorandum of agreement signed on March 20, 1997 with the Minister of Canadian Heritage with respect to fostering and assisting the development of official language minority communities.

This agreement also stipulates that the Minister of Canadian Heritage and the President of the Treasury Board will report on the implementation of the agreement between their two organizations when submitting their respective annual reports.

The Canadian government attaches a great deal of importance to the *Official Languages Act* and to the respect of its principles by federal institutions. It is essential that the government's commitment be re-affirmed and demonstrated daily by all employees of federal institutions. In this way, we will all contribute to consolidating and strengthening one of the cornerstones of Canadian federalism in the interests and to the benefit of future generations.





CHAPTER 1

GENERAL DIRECTION AND STRATEGIC MANAGEMENT OF THE PROGRAM

The fiscal year 1996/97 was highlighted by a number of events relating to the general direction and strategic management of the Official Languages Program in federal institutions. The TBS introduced organizational and structural changes that should enhance implementation of the Official Languages Program in federal institutions. The Secretariat's mandate with respect to the *Official Languages Act* was expanded and will in future include specific responsibilities with respect to section 41 of the Act. Under this section, the government is committed to enhancing the vitality of English and French linguistic minority communities in Canada and supporting and assisting their development, as well as fostering the full recognition and use of both English and French in Canadian society.

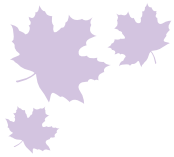
Re-engineering for the future

In 1996/97, the TBS refocused its activities and initiatives on the objectives of supporting Public Service reform and redefining the role of the federal government. This re-engineering will enable the Secretariat to realign its activities in light of today's context and to provide the federal government with the direction and leadership required at a time of structural and organizational change.

In recent years, federal institutions have tended to integrate official languages functions with various disciplines associated with human resources management. This trend accelerated during the last phase of restructuring and massive downsizing. As a result, the official languages officer who in the past worked within a small group of official languages specialists is, today, often the only official languages specialist on a team of human resources officers.

In keeping with this trend, the organizational unit responsible at the TBS for the Official Languages Program in federal institutions was integrated with the Human Resources Branch to better reflect the close ties between the Program and human resources. Beginning in February 1997, the Official Languages Program and the Employment Equity Program were no longer administered within the same division.





The support and experience of human resources specialists will enable the new Official Languages Division to provide more effective support to the TBS in fulfilling its mandate and to focus on the general direction and strategic management of the Program, while continuing to provide federal institutions with mechanisms for the effective implementation of the provisions of the *Official Languages Act*.

These changes towards operational integration will enhance training, development and consultation efforts both in the National Capital Region (NCR) and in the regions. The TBS is committed to preparing members of the network so that they are better able to respond to the major orientations of the government and to such new initiatives as alternative delivery methods, devolution, partnerships, quality of service and information technologies.

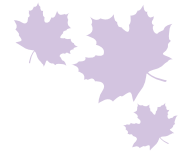
Fulfilling the government's commitment to Part VII of the Act

Section 41 of Part VII of the *Official Languages Act* states the Government of Canada's commitment to: enhancing the vitality of the two official language minority communities; supporting and assisting their development; and fostering the full recognition and use of English and French in Canadian society. Under section 42, the Minister of Canadian Heritage, in consultation with other ministers of the Crown, is given responsibility for encouraging and promoting a co-ordinated approach to the implementation by federal institutions of these commitments. Federal institutions are, however, accountable for the quality and vitality of their efforts in implementing section 41.

On November 18, 1996, in its response to the Standing Joint Committee on Official Languages on the implementation of Part VII of the Act, the government acknowledged that there was a need for greater accountability by federal institutions in this area. The TBS was given the very important mission of encouraging key institutions to incorporate their specific responsibility for the implementation of section 41 of the Act into the development of their action plans. The TBS is responsible for providing them with the management and accountability framework and for working with them. It is their interlocutor when there is a need to review or to discuss the general direction set forth in the action plans. The government announced that the President of the Treasury Board and the Minister of Canadian Heritage would enter into an agreement specifying the Secretariat's role in this area.

Accordingly, the two ministers signed a memorandum of agreement on March 20, 1997 describing their shared objectives and respective responsibilities for the implementation of section 41 of the *Official Languages Act*. Under this agreement, the TBS is





responsible for encouraging federal institutions to assume their specific responsibility and for working with the Department of Canadian Heritage to develop and enhance the mechanisms for evaluating federal activities in this area. Provision is also made for the President of the Treasury Board to report in future on the implementation of the agreement in his annual report to Parliament on official languages.

The purpose of the memorandum of agreement is to enhance implementation of section 41 of the Act and does not in any way restrict the responsibilities of the Department of Canadian Heritage. Pursuant to section 42, it retains responsibility for promoting a co-ordinated approach to the implementation of section 41 of the Act and must report annually to Parliament on the progress made by federal institutions in supporting and enhancing official language minority communities.

Well-defined roles and responsibilities

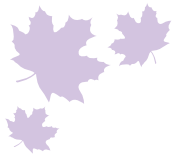
The *Official Languages Act* clearly defines the respective responsibilities of the Treasury Board and federal institutions and other organizations subject to the Act, the latter having primary responsibility for ensuring implementation of the provisions of official languages legislation in concrete terms in their daily operations. For its part, the Treasury Board, with the support of its Secretariat, is mandated to: provide the policies and directives required to implement the provisions of the Act; ensure that federal institutions and other organizations fulfil their official languages obligations; assess the effectiveness of policies and programs; and inform the public and federal employees about federal language policies.

It should be explained that, although the Act does not assign it specific responsibilities in this area, the Treasury Board is playing an increasing role vis-à-vis privatized organizations because official languages legislation applies to many of these entities, whose number continues to grow as a result of alternative service and program delivery initiatives.

The Treasury Board meets its responsibilities with the support of its Secretariat and, more particularly, of the Official Languages Division. The Division's principal mandate is to interpret policies and propose new ones as required; it also facilitates and monitors implementation of the Program, including its support mechanisms, and contributes to a better understanding of the Program by federal employees and the Canadian public.

Departments, agencies, Crown corporations and privatized organizations subject to the Act are required, where provided for by the legislation, to ensure that Canadians are served in the official language of their choice, to create work environments conducive to





the effective use of both official languages in the NCR and designated bilingual regions, and to provide equal employment and advancement opportunities to members of both official language communities. These institutions must also effectively manage the mechanisms that support the implementation of their official languages program.

The official languages accountability framework is organized to include the obligations of federal institutions, including those of the Treasury Board, under the *Official Languages Act* and reflects the evolution of the Program's administration.

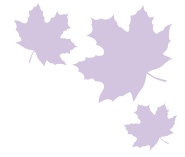
Since July 1996, annual management reports have been gradually replacing the official languages agreements signed between the Treasury Board and Crown corporations. Existing letters of understanding with departments have also been increasingly replaced by annual reports since February 1997. The Secretariat, however, reserves the right to require an institution to sign an agreement or letter of understanding if warranted by the situation. These reports represent a new and simplified accountability system for departments and Crown corporations that enhances the collection of data by the TBS, which is essential to the co-ordination of the Official Languages Program, and to the preparation of the annual report on official languages in federal institutions. The system promotes trust and limits TBS intervention to problem cases. Pursuant to section 48 of the *Official Languages Act*, the annual report is tabled in Parliament. On that occasion, an overview of the annual reports is given to the Treasury Board ministers.

Content of the annual management report and procedures

The annual report incorporates in a single document all of the information required by the Treasury Board to meet its obligations and to address the concerns of the members of the Standing Joint Committee on Official Languages. Minimum information requirements, including data on the offices and points of service required to offer services in both official languages, program costs, data from personnel information systems and any other timely information required under the Act, are integrated into the annual report.

Institutions also report on any changes in orientation, priorities, initiatives, accomplishments and areas for improvement relating to each of the Program's three components (service to the public, language of work and equitable participation), as well as to its administration. Action plans and commitments are developed for those areas requiring improvement and the deputy head reports on progress in these areas. These action plans set forth the results to be achieved, a timeline for implementation ranging from one to three years, and performance indicators.





Treasury Board activities in support of its role

In 1996/97, the Treasury Board, through its diverse initiatives, demonstrated its role as leader, co-ordinator and facilitator for the implementation of the Official Languages Program.

The mandate of the Official Languages Division is:

- to interpret legislation and policies; to develop and communicate policies, analyses and reviews; to provide liaison with official language minority communities, federal employees and other levels of government; and
- to negotiate letters of understanding and agreements as required; to analyse annual reports; and to monitor implementation of the Program by departments, agencies and Crown corporations.

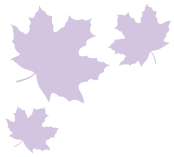
In 1996/97, the Official Languages Division had 33 full-time equivalents to support the Treasury Board in the implementation of its official languages mandate. The TBS allotted \$3.3 million to the general direction and co-ordination of the Program in federal institutions. A description of the major activities follows.

Audit and monitoring

A significant activity in this area was the summary of services to the public prepared from the action plans requested by the former President of the Treasury Board. Following his appearance before the Standing Joint Committee on Official Languages in April 1995, the President of the Treasury Board asked all federal institutions and all organizations subject to the Act to report on the situation of service to the public in each of their offices and points of service required to serve the public in both official languages. He invited them to present corrective action plans showing the measures taken and proposed in each of the offices and points of service where the level of service was insufficient.

As indicated in chapter 2 of this report, the evaluation conducted by federal institutions and the measures they reported they had taken to correct the situation produced generally satisfactory results. The TBS will have to ensure that institutions take the required follow-up action in the offices where problems persist and to confirm through its audits that the measures announced have, in fact, produced the desired results.

The TBS has already carried out a number of audits of the Official Languages Program. The second phase of the audit of services to the public in 1995/96 covered 11 new Census Metropolitan Areas (CMAs) in Ontario and western Canada, bringing to 13 the



number of CMAs audited since 1994/95. The Phase I results and the Phase II preliminary findings indicate that the situation appears to vary considerably from one office to another and from one region to another; some offices have very satisfactory ratings, while others are having problems in effectively meeting their obligations.

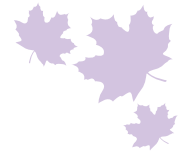
In 1996/97, the TBS completed a survey on language of work in federal institutions in New Brunswick. This major survey covered some 6,000 employees and was aimed at determining whether employees had been informed of their rights with respect to the language of work, whether their work environments are conducive to the effective use of both official languages, and whether federal institutions in this province are meeting their obligations.

The first official language of 64 per cent of respondents is English, while French is the first official language of 36 per cent of respondents. Most francophone respondents (82.6 per cent) held bilingual positions, while only a limited percentage (22.9 per cent) of anglophone respondents held such positions. 'Bilingual' French-speaking respondents spoke both official languages fluently in the workplace, but one third of 'bilingual' English-speaking respondents reported that they spoke French with difficulty or not at all. Eighteen per cent of French-speaking respondents estimated that work tools used are seldom or never available in French. Approximately 92 per cent of employees who responded to the questionnaire were satisfied with the official language they use to communicate with their immediate supervisor; however, 15 per cent of French-speaking employees who answered the questionnaire would prefer to use French more often in communicating with their immediate supervisor.

In 1995/96, the Secretariat conducted a survey on the availability to employees of regularly and widely used automated systems in both official languages in regions designated as bilingual for language of work purposes. This survey was conducted in the NCR, Montreal, and in northern and eastern Ontario in some 15 federal institutions. Work on the report has proceeded with a view to publication next year.

The results showed that, for the most part, computers are equipped with bilingual keyboards and it is possible to display and print data in both official languages. Although regularly and widely used software, and its related documentation and training, are generally available in both official languages for general functions, the same is not always true of computer software developed for specialized operations.





The Treasury Board's monitoring activities within the official languages accountability framework include audits conducted by the TBS, as well as the results of internal audits carried out by federal institutions themselves. During the year in question, the TBS received seven internal audit reports dealing wholly or partly with official languages.

The reports indicated a number of shortcomings, including: inadequacy and lack of clarity of communications relating to official languages; misunderstanding of the concepts of 'active offer of services' and 'services of comparable quality in both official languages;' unequal levels of service delivery from one office and institution to the next; lack of accountability of front-line managers; and non-integration of official languages in daily operations. The TBS is ensuring that the required measures have been implemented.

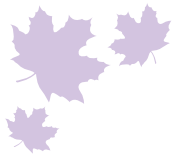
In February 1996, the Official Languages Division distributed to federal institutions the *User Guide: Questionnaire on Client Satisfaction With the Offer and Delivery of Services in Either Official Language*. This guide consists of the questionnaire itself and the various methods that can be used to administer it, and it also describes the advantages and disadvantages of each. The questionnaire can be used as is or incorporated into a broader survey of client satisfaction. It is in keeping with the government's national Quality Service Initiative, which is aimed at enhancing the delivery of quality services to all Canadians.

In 1996, the TBS published the *Audit Guide: The Official Languages Program in Organizations Subject to the Official Languages Act*, which was distributed to federal institutions through the Internet and *Publiservice* and covers every component of the Program. It should help internal auditors carry out more detailed audits of implementation results and compliance with the official languages legislation and policies. Based on the obligations under the Act, the Guide defines audit objectives and criteria and supplements these with methodologies enabling internal auditors to select ways to measure and assess how well set objectives are attained. The Guide also contains a set of other tools, including definitions of various official languages terms, an evaluation questionnaire for managers on the status of official languages, and tools to measure client and employee satisfaction.

Information

Under the *Official Languages Act*, the Treasury Board is responsible for providing information to the public and to the staff of federal institutions on the government's language policies. As part of this mandate, the Official Languages Division organized a





series of workshops for federal employees and managers on language of work and delivery of services to the public in both official languages.

These workshops, whose purpose was to remind participants of the principles of active offer and to explain means of delivering service, were held in all provinces and territories. Representatives of the Department of Canadian Heritage discussed with participants the specifics of the official language minority communities they serve.

The TBS also introduced a new series of workshops on language of work to raise the awareness of federal managers and employees working in the NCR and in regions designated bilingual for the purposes of language of work regarding their rights and responsibilities, and to explain, in concrete terms, the various components of the relevant policies. During these workshops, which were initially held in northern Ontario, participants had an opportunity to learn about ways to help create and maintain work environments genuinely conducive to the use of both official languages and to resolve various implementation problems. These workshops will be given in all of the other designated bilingual regions during the coming fiscal year.

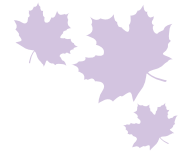
As part of its information activities, the TBS organized a number of information sessions for official language minority communities, particularly in the Northwest Territories, Manitoba, Prince Edward Island and Quebec. Staff of the Official Languages Division also continued, on a regular basis, to meet and consult with representatives of these communities, particularly by attending the annual general meetings of their associations. Through these ongoing contacts, the TBS kept itself informed of the concerns of official language communities and ensured that implementation of the various Program components continued to respond effectively to their needs.

During the fiscal year 1996/97, the Official Languages Division of the TBS began updating the 'Orientation to Official Languages' course, which presents an overview of the Program and of the development of official languages in federal institutions. The course, which is to be given in collaboration with Training and Development Canada, will reflect the diversification of service delivery models, program implementation, and new promotion and management methods. It will focus on the rights of the public and employees and the obligations of federal institutions under each of the Program's components.

Support, consultation and co-operation

The TBS's activities in relation to the various players in the official languages field are essential for the effective implementation of the Program in federal institutions.





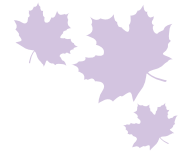
In the context of the changing role of government and the modernization of federal programs and services to better respond to the needs of Canadians, and given the initiatives to privatize and commercialize, the Official Languages Division devoted special attention to ongoing partnership projects in order to ensure that issues relative to official languages are taken into account from the very beginning of the process to create these new entities. During the past year, the Division was closely associated with the study of these new initiatives for alternative service and program delivery methods through its participation in various working groups.

In the case of federal institutions, the TBS has established a particularly effective mechanism for consulting with these bodies, which allows it not only to provide information to those responsible for official languages, but also to obtain their viewpoints on matters of common interest and to make them aware of the major official languages priorities. In the case of separate employers and institutions for which the Treasury Board is the employer, this mechanism takes the form of the Departments and Agencies Advisory Committee on Official Languages, and in the case of the other organizations subject to the *Official Languages Act*, the Crown Corporations and Agencies Advisory Committee on Official Languages.

The committees meet at regular intervals to discuss various topics associated with official languages. For example, in 1996/97, the advisory committees considered, among other things, the results of the Official Languages Division's regional visits, the service to the public action plans submitted by federal institutions, Program audits, attainment of the CBC level by members of the Executive category, the *Guide to Internet Use in the Federal Government*, computer-assisted translation, the new Positions and Classification Information System and the accountability framework for Crown corporations.

In light of the continuing growth of the Internet in the federal government, and the increasing number of public- and private-sector users, the TBS has also turned to this leading-edge communications technology. For example, the last three issues of the President of the Treasury Board's annual report on official languages in federal institutions were posted on the Internet. In addition, the Official Languages Information Network (OLIN) is accessible via the Internet to employees of federal institutions that subscribe to *Publiservice*, the federal Public Service internal communications network. This means that those responsible for official languages in federal institutions can surf the Web to access information on the Program and to discuss matters of common interest.





CHAPTER 2

THE SITUATION IN FEDERAL INSTITUTIONS

The *Official Languages Act* requires that the President of the Treasury Board report to Parliament on the implementation of official languages programs in federal institutions within its mandate. This second chapter, therefore, presents an overview of the official languages situation in federal institutions with regard to service to the public in both official languages, language of work and equitable participation, as well as support measures and Program management.

Overview

As indicated by the detailed observations under each of the headings below, implementation of the Official Languages Program in federal institutions remains positive overall and some progress should be noted. Problems remain in some areas, specifically with regard to active offer of service to the public in both official languages, communications with employees, public information and the ‘bilingualization’ of automated systems. The TBS is aware of these difficulties and is continuing to work with the federal institutions concerned to resolve them.

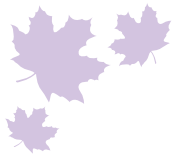
The measures to streamline and reorient government activities under Phases I and II of the Program Review, as well as expenditure cuts and staff reductions, have had no negative effect on the percentage of bilingual positions (tables 1 and 3), participation (tables 12 and 13) and the pool of bilingual employees (table 2).

As table 2 shows, not only has the pool of bilingual employees in the Public Service remained stable, but the vast majority of bilingual employees, almost 90 per cent, had either a superior or intermediate proficiency in their second language. An indication of the maturity of the Program is that the pool of bilingual employees in the Public Service has stabilized: as of March 31, 1997, the pool exceeded the number of existing bilingual positions by 15 per cent.

It is to be noted, however, that five per cent of incumbents of bilingual positions still do not meet the language requirements of their positions (table 4). In these circumstances, it remains the responsibility of federal institutions to take the required measures to meet their official languages obligations.

It has been observed for a number of years that the language requirements of bilingual positions has risen continuously. Thus, in 1997, the percentage of bilingual positions requiring superior proficiency in the second language remained stable at 19 per cent,





while the number of positions requiring intermediate proficiency rose by one per cent (table 5). Indeed, as of March 31, 1997, almost all bilingual positions, or 94 per cent of the total, required superior or intermediate proficiency in the other official language.

A closer examination of each of the three major components of the Official Languages Program — service to the public, language or work and equitable participation — reveals that institutions are generally meeting their obligations. As indicated by the data in the tables on bilingual positions, the required infrastructure is in place. Thus, a very high proportion of incumbents of bilingual positions allocated to service to the public and internal services meet the language requirements of their bilingual positions (tables 6 and 8).

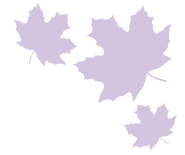
The action plans on service to the public submitted by federal institutions have given rise to an improvement in the situation in federal offices and points of service required to serve the public in the official language of its choice. Thus, in September 1996, almost all of these offices and service points had put in place permanent and temporary measures to provide service in person and by telephone in both official languages.

With regard to language of work, points to be noted include the positive effect of initiatives launched by federal institutions throughout the year as a result of the action plans submitted to the TBS in May 1996, and the usefulness of the tools available to departments and agencies to help them better meet their obligations. Special mention should be made of the fact that the percentage of supervisors who meet the language profile of their bilingual positions remained steady at 90 per cent.

In the case of equitable participation, the situation remains generally stable and satisfactory. Francophones account for 25 per cent of the Canadian population as a whole and a small increase in the national participation rate of francophone federal employees was noted — 29 per cent as of March 31, 1997. There are a few continuing problems, such as the low participation rate of anglophones in the federal Public Service in Quebec. The same is not true, however, of the situation in Crown corporations, the Canadian Armed Forces, agencies for which the Treasury Board is not the employer, the Royal Canadian Mounted Police, and other privatized organizations where the overall anglophone participation rate in Quebec is 13 per cent. Anglophone and francophone participation rates tend on the whole to reflect the presence in Canada of the two official language communities.

In summary, the progress made during the year in question reflects the steady, ongoing improvement of the Program's performance over the years and its sound foundations, as well as the combined actions taken by federal institutions to resolve various specific implementation problems.





Service to the public

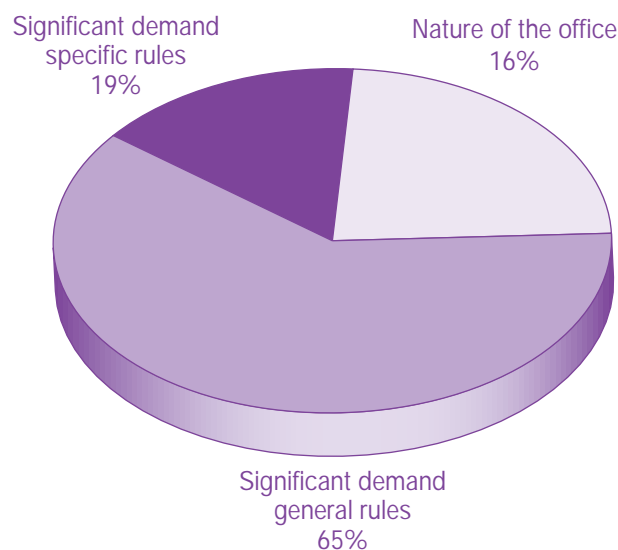
The *Official Languages Act* defines the linguistic obligations of federal institutions and other organizations subject to the Act with regard to service to the public at their head offices or headquarters, as well as at their offices and points of service in the NCR. The *Official Languages (Communications with and Services to the Public) Regulations* specify in detail the circumstances in which the offices and points of service of federal institutions and other organizations subject to the Act have an obligation to provide service to the public in both official languages elsewhere in Canada and abroad. The requirement placed on offices and service points under the Regulations to use both official languages is based on such criteria as significant demand and the nature of the office or point of service.

Together, the Act and Regulations ensure that most Canadians can receive services from their federal institutions in the official language of their choice, depending, among other factors, on where they are located in the country.

Figure 1 below shows the percentage breakdown of federal offices required to provide services in both official languages by type of applicable rule, as of March 31, 1997.

FIGURE 1

Distribution¹ of bilingual federal offices and service points in Canada by type of regulatory provisions applicable as of March 31, 1997



¹ As a proportion of all bilingual offices in Canada subject to the Official languages Regulations.



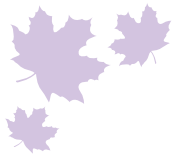
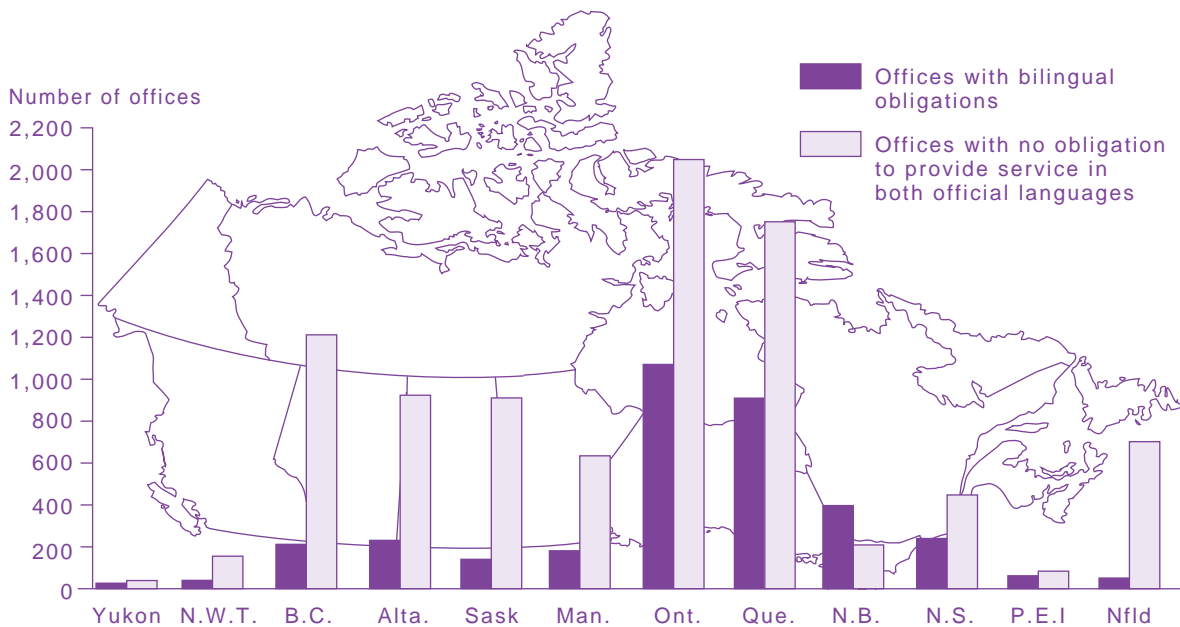


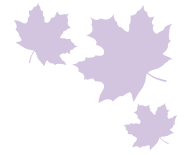
Figure 2 below illustrates the breakdown of federal offices and service points in the provinces and territories and the number of those required to provide services in both official languages. In all, as of March 31, 1997, 28 per cent of the 12,752 federal offices in Canada were required to provide bilingual services to the public.

Before the Standing Joint Committee on Official Languages in 1995, the President of the Treasury Board made a commitment to submit all audits relating to official languages. When the President appeared before the Committee on June 11, 1996, around 10 reports had been tabled, seven of which the TBS had analysed in greater detail. A number of recommendations were forthcoming, including the need to improve information and communications systems, to raise the awareness of employees and the public of their rights and responsibilities, and to integrate official languages more fully into daily operations. On the same occasion, the President also tabled an “Analysis of Reports from Institutions Subject to the *Official Languages Act* on the Availability of Service to the Public in Both Official Languages at Designated Offices”.

FIGURE 2

Breakdown of federal offices and service points in Canada





Pursuant to the action plans submitted during 1996/97, and according to the analyses carried out by federal institutions to meet their linguistic obligations regarding service to the public in locations where shortcomings were noted, the situation has improved. Progress has been observed with respect to the four indicators of service to the public: presence of the symbol, active offer of service, service by telephone and service in person. Thus, across Canada, the symbol indicating the availability of service to the public in both official languages is present in 98 per cent¹ of bilingual offices or service points, an increase of seven per cent since September 1995. The active offer of service was present in 95 per cent of offices and points of service. Based on data from institutions, service is now available by telephone and in person in 94 per cent of offices, compared with 85 per cent and 88 per cent, respectively, in 1995/96. Progress was especially remarkable in the area of the active offer of service for which the percentage of offices with an adequate performance increased from 53 per cent to 95 per cent.

PROGRESS ACHIEVED IN PERCENTAGES

Indicators	Offices with adequate performance in 1994/1995*	Offices with adequate performance in September 1995*	Offices with adequate performance in September 1996**
Symbol	81%	91%	98%
Active offer	53%	88%	95%
Service by telephone	88%	93%	94%
Service in person	85%	90%	94%

* Based on data contained in the report to the Standing Joint Committee on Official Languages: Availability of Service to the Public at Designated Offices under the Official Languages Act, Treasury Board Secretariat, Official Languages and Employment Equity Branch, June 1996.

** Percentage based on the total number of bilingual offices as of October 31, 1996.

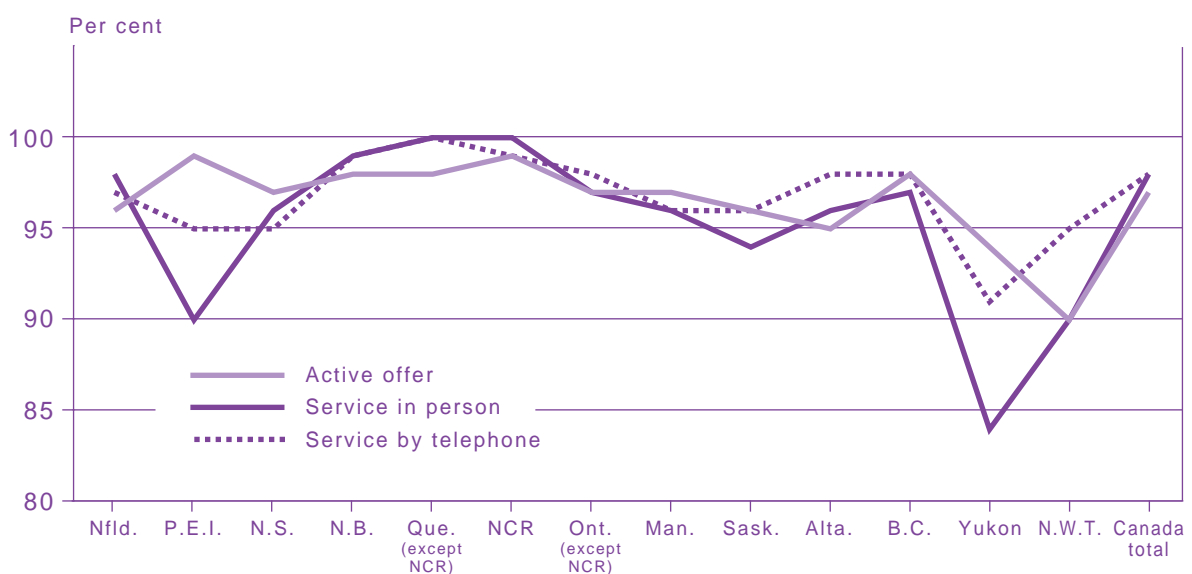
Even though the vast majority of offices meet their obligations, the situation is not perfect and there is still room for improvement. Some offices have not established action plans, while others are using temporary measures to provide only minimal services in the official language of minority communities. Figure 3 shows the status of service to the public in both official languages in the provinces and territories in the areas of service by telephone, service in person and active offer.

¹ Including offices that implemented temporary measures.



FIGURE 3

Situation of the three main components of service to the public in the provinces and territories

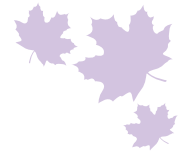


In accordance with the commitment reiterated by the President, the TBS will continue to monitor the situation closely and ensure that all offices that have not yet implemented action plans or that have adopted temporary measures continue to report until the situation is considered satisfactory.

To this end, the Secretariat plans to continue its audits of service to the public and to analyse internal audit reports submitted to it by federal institutions. In 1995/96, the TBS published the results of the first phase of an audit of service to the public conducted between January and March 1995 in the Toronto and Halifax CMAs. At the same time, it carried out the second phase of the audit in 11 CMAs. The preparation of the reports was carried out in 1996/97 with a view to their publication.

The TBS made a series of visits to managers in the Northwest Territories, Alberta and Nova Scotia to observe first hand the implementation of the service to the public component. Managers were reminded of their obligations and the rights of employees. These meetings provided supervisors with the opportunity to discuss shortcomings and possible solutions with the official languages specialist. Other similar visits are planned for British Columbia (Vancouver, Nanaimo and Victoria). Data collection is under way and their analysis will offer a more complete picture of the situation following the





observations made in 1994 and the corrective action taken in light of the information sessions. This is an ongoing process of sensitization that is aimed at encouraging regional managers to introduce the corrective measures required.

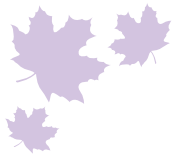
The progress achieved so far in the area of service to the public is also reflected in the greater capacity of federal institutions to offer their services to the public in both official languages. This capacity, which can be measured in the number of bilingual positions allocated to service to the public, decreased slightly in absolute value but increased by one per cent in 1996/97 (table 6). This fact is all the more significant because the Public Service workforce decreased by 6.5 per cent during the same period. Financial cutbacks have had, therefore, no negative effect on the capacity to provide the public with bilingual services.

Twenty-one per cent of bilingual positions assigned to service to the public require superior proficiency in the other official language (table 7) and, in fact, almost all bilingual positions allocated to service to the public (97 per cent) require superior or intermediate proficiency in the second language.

A number of the regional offices of Human Resources Development Canada (HRDC) used a variety of innovative means to make managers and employees more aware of their obligations and rights with respect to official languages. For example, the Ontario Region organized a direct-broadcast video transmission on the *Business Television (BTV)* network for its staff in 36 different locations. For its part, the senior management of HRDC's Prince Edward Island Region inaugurated a telephone service in Summerside that all designated bilingual offices can access for assistance in delivering bilingual services. As for the Crown corporations and other privatized organizations subject to the Act, capacity is not necessarily measured in terms of bilingual positions as a number of these organizations have not adopted a position-based system. In these instances, the TBS measures capacity on the basis of the number of bilingual employees at a given service point.

The Museum of Nature, the National Museum of Science and Technology, the Canadian Museum of Civilization and the National Gallery of Canada all offer exemplary service on the Internet and in person. Between 60 per cent and 98.5 per cent of their staff assigned to service to the public are able to offer service in French in the NCR and almost all are able to provide service in English. This capacity ensures that the museums are able at all times to provide quality service to the thousands of Canadians of both official language communities who go through their doors and call upon their special services. Where bilingual staff are not available at a given service point, some institutions have taken original measures. When the Bank of Canada, for example, lost





its bilingual staff at its Winnipeg office through a reorganization, it introduced a rotation system in which three bilingual employees from Montreal are assigned to the Winnipeg office to provide service to the public in the language of its choice until the office is officially closed. The Business Development Bank of Canada, among other organizations, audits its bilingual points of service every six months to assess the effectiveness of the measures it has taken to provide adequate service regardless of the capacity of the individual office.

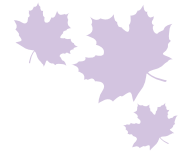
During 1996/97, the government continued to advance in its use of alternative methods of delivering services and programs, including privatization and commercialization. To ensure that these projects take into account official languages considerations, the Official Languages Division was asked to provide assistance and advice to departments and to analyse privatization proposals or alternative delivery methods submitted to the Treasury Board or to a Cabinet committee. This is the case, for example, of Canadian National Railways (CN) which, by virtue of the legislation effecting the privatization, is required to provide bilingual services. The same was true in the case of the privatization of Air Canada. During the past year, the government has taken steps to ensure the respect of official languages in the airports of the National Airport System transferred by lease to designated airport authorities. The Act creating Nav Canada also includes a clause making the new organization subject to the *Official Languages Act*.

The 1996 *Employment Insurance Act* authorizes the Canada Employment Insurance Commission to enter into agreements with the provinces that recognize provincial jurisdiction in the areas of education and manpower training. They provide for the federal government's withdrawal from these areas through agreements with the provinces in order to avoid duplication, and they include language clauses ensuring that the services provided by the provinces are available in both official languages where justified by demand. The specific requirements vary depending on the province and the subject of the agreement.

Federal-provincial agreements also reflect the commitment of both parties to the Act. HRDC, too, has made a commitment to monitor and evaluate the effects of these labour market development agreements on official language minority communities across Canada. The evaluation process is being closely monitored by the National Committee for Canadian Francophonie Human Resource Development.

Federal-provincial agreements on social housing signed by the Canada Mortgage and Housing Corporation also contain a clause aimed at ensuring that bilingual services are provided where there is significant demand.





Federal institutions have been made aware of the need to take into account official languages considerations and to include them in all memoranda to Cabinet dealing with these proposals. For its part, the federal government has adopted a case-by-case approach when it comes to official languages considerations.

Official languages obligations and their scope vary depending on the circumstances: the case-by-case approach takes into consideration a number of factors, including the institution's mandate; the nature of its services; the location of offices; the alternative method of delivery; and the jurisdiction under which the service will come after it has been transferred. It is the opinion of the TBS that adopting a single, inflexible approach could create barriers to devolutions which, without this flexibility, might not be possible.

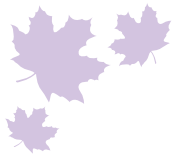
In each case, it is necessary to define the type of obligation that will apply with respect to service to the public, language of work, equitable participation, promotion of English and French and support of official language minority communities. For example, the *Official Languages Act* applies in its entirety to CN and Nav Canada, sectors that are regulated by the federal government, but applies only in part to the airports leased to airport authorities.

In its various agreements with the provinces on labour market development, the approach by the TBS faithfully reflects the desire of the federal government to take into account the specific circumstances of each situation when establishing the place of official languages in these agreements.

The Official Languages Division will continue to be involved in the projects announced in the February 1997 Budget to set up new service agencies, such as the Single Food Inspection agency, the Canada Revenue Commission and the Parks Canada agency. Canadians will thus be assured that the federal government will see to it that official languages have the scope required by the circumstances.

Burolis on line on the Internet

The data from the computerized directory (*Burolis on line*) of offices and service points of federal institutions and privatized organizations subject to the *Official Languages Act* are being updated constantly. These organizations can access this automated database, which lists all offices with an obligation to serve the public, both those that are required to provide service in both official languages and other offices. This valuable information source is particularly useful as a program management tool when trying to determine whether, for example, there is an obligation to communicate with the public in both



official languages. The only official and comprehensive list of its kind in the federal government, it is used by the Office of the Commissioner of Official Languages, among others, when developing its special studies and in dealing with complaints received.

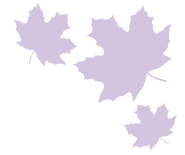
The operator-friendly design of *Burolis on line* allows its main users, the staff of the Official Languages Division and the institutions, to obtain through its search function the addresses of all offices of a specific institution or of all federal offices in a specific municipality, region, province or territory, or the telephone or fax numbers of an office or of the person responsible for official languages. A shortened version of *Burolis on line* is now available to the general public on the Internet.

Because the TBS is cognizant of the growing importance of the electronic media, especially the Internet, in modern communications, it has published an updated version of the *Guide to Internet Use in the Federal Government*. A part of this document defines the basic principles to be observed by federal institutions in the matter of official languages when they communicate with the public through the Internet or use this medium to distribute information or documents.

Although this guide is an essential tool for federal institutions when setting up their Internet sites, it does not have the status of an approved Treasury Board policy. It was the view of the TBS that such a policy on the use of official languages on computer networks would be preferable as it could also take into account the recommendations of the Commissioner of Official Languages and would apply to all other institutions subject to the Act, which is not the case with the Guide. Consequently, towards the end of 1996, the TBS held discussions with its two official languages advisory committees (those representing departments and agencies, and Crown corporations) to develop a policy on the use of both official languages on computer networks. In late March 1997, the Treasury Board approved this policy, which is available on the TBS Internet site.

This policy specifies the official languages obligations of federal institutions and other organizations subject to the Act when operating sites on computer networks. Because a site is a means for these institutions to communicate with the public they serve, the rules governing the use of such sites must reflect the requirements of the *Official Languages Act* and the regulations on service to the public. The site's introductory page serves the same function as a reception desk at an office, to which the site must be linked. For this reason, the policy contains provisions to ensure that the sites of offices with an obligation to serve the public in both official languages make an 'active offer' of these services. In other words, the design of the introductory page must offer the choice of





official language to users and must do so in such a way as to reflect the equal status of the two languages. A number of institutions that had already developed their Web pages are now redesigning them to comply with the policy. The policy's appendix contains examples of designs that meet its requirements.

Because federal institutions can also use computer networks to provide their employees with information, the policy also contains provisions covering the language of work (for example, the obligation to ensure that work instruments are in both official languages when placed on line and intended for employees who work in regions designated bilingual for the purposes of language of work, and the obligation to ensure that software and encoding systems can be used in both official languages in these same regions).

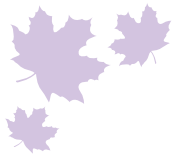
The policy also contains a number of general provisions dealing with such matters as the obligation to ensure that documents are placed on line simultaneously in both official languages in circumstances where both must be used.

In future, the Official Languages Division will publish all policy amendments on ResSourceNet, another computerized internal communication network of the federal Public Service. Thus, amendments to the Policy on the Staffing of Bilingual Positions and the Policy on Language Training are available on this network. In addition, since March 1996, all official languages policies, along with all other Treasury Board policies, have been available on the TBS Internet site, which enables all institutions that do not have access to the internal network of the federal Public Service to obtain the information they require.

These new ways of doing business are in keeping with initiatives already taken and with the changes described in a report published on February 20, 1997 entitled *Getting Government Right — A Government for Canadians*. One of the government's key objectives, as identified in the report, is to respond to the need of Canadians for a more effective and more accessible government. This means developing new partnerships that bring the federal government closer to official language communities and to Canadians and involving them more directly in decision making and in program design and delivery.

Advertising the location of federal offices and points of service

In late March 1997, the TBS placed inserts in the newspapers of official language minority communities identifying the location of offices and points of service required to serve the public in both official languages. The Secretariat had used the media of



minority communities in 1994 to announce locations where the public could obtain federal services in the language of its choice. Since then, federal institutions have undergone major restructuring. The time had come to make available an up-to-date list of offices and service points providing services to the public to members of official language minority communities in their own language.

The quality-price ratio of using community newspapers showed that they were a good way to reach the public. An insert was published by the Quebec Community Newspapers Association during the week of March 24, 1997. Five inserts (Atlantic, New Brunswick, Ontario, Prairies and Pacific) were published in 28 French-language weeklies by the Association de la presse francophone (APF). This is a good example of partnership as the project was carried out with the co-operation of the Office of the Commissioner of Official Languages and the Department of Canadian Heritage, both of which contributed financially to the project. The list of offices in Canada and abroad (13,142) subject to the *Official Languages Act*, including those required to serve the public in both official languages (3,899 or 29.7 per cent of the total), is now available in English and French on the Internet.

Official language minority communities

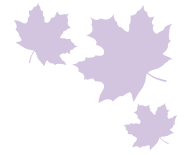
During the 1996/97 fiscal year, the TBS maintained its contacts with official language minority communities through their associations across the country. In this way, the TBS kept itself informed of their concerns and ensured that the delivery of program-related services was available to them in the official language of their choice, as prescribed by the Act.

Language of work

The approach adopted for language of service differs from that adopted for language of work in that the first is based on the office and points of service concept while the second is based on the concept of 'designated regions'. The Act specifies that, apart from the NCR, the language of work obligations concerning the creation of a work environment that favours the effective use of the two official languages apply in certain locations abroad, and in the regions of Canada² designated for that purpose. These include certain parts of northern and eastern Ontario, the Montreal area, parts of the Eastern Townships, the Gaspé and western Quebec, as well as New Brunswick.

² These regions are listed in Appendix B of Treasury Board and Public Service Commission Circular 1977 — 46 of September 30, 1977.





Elsewhere in Canada, federal institutions should ensure that the treatment of the two official languages in the workplace is comparable between regions where one or the other predominates.

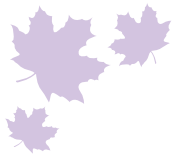
The flexibility of these two approaches is such that, in an office having an obligation to provide service to the public in the official language of its choice, but which is not located in a region designated as bilingual for the purposes of language of work, the language of work of employees who hold bilingual positions is the official language that predominates in that region. This is the case, for example, in Vancouver, British Columbia and Rimouski, Quebec. It should be noted that the provisions of the *Official Languages Act* concerning service to the public prevail over those relating to language of work (section 31).

The Act defines the minimum obligations in this area for institutions in designated regions: employees must be provided with internal services (e.g., personal and central services), as well as with regularly and widely used work instruments in both official languages; employees must be supervised in both official languages when the circumstances require it for the creation of work environments conducive to the effective use of both official languages; the institution's senior management must have the capacity to function in both languages; and regularly and widely used information technology products and services must be available in both official languages. It should be mentioned that, as a result of internal restructuring, some services provided to employees working in a designated region come from a central office that is itself located in a non-designated region. This is the case, in particular, with personal and central services provided to CN employees. These services are centralized in Winnipeg, a non-designated region. In order to meet its obligations under the Act, CN took care, at the time of its reorganization, to maintain a bilingual capacity in Winnipeg so as to respect the language choice of employees working in bilingual regions.

As in the case of service to the public, two approaches can be used in monitoring compliance by federal institutions with their obligations relating to language of work: first is the capacity of institutions to meet their obligations as measured by the number of bilingual positions and their language profiles and; second, the results of audits, studies and annual management reports.

In federal institutions, the percentage of incumbents of positions assigned to deliver personal and central services who meet the language requirements of their positions rose, from the previous year, from 89 per cent to 91 per cent. Even more significant





is the fact that the percentage of incumbents who must still meet the language requirements of their positions remained stable at one per cent, while the percentage of exempt employees fell two per cent.

The quality of linguistic capacity remained unchanged because the proportion of the number of positions assigned to internal services that required superior or intermediate proficiency remained at 89 per cent.

Language requirements for supervisors and senior management

The capacity of the Public Service to supervise employees in the official language of their choice also improved over the previous year. Thus, the total number of bilingual supervisory positions rose by four per cent and the percentage of their incumbents who meet the language requirements of their positions remained stable at 90 per cent. In other words, nine out of 10 supervisors meet the language requirements of their positions and are able to supervise their employees at the level required.

Progress was also made with respect to the required language proficiency levels. Thus, the percentage of bilingual supervisory positions requiring superior proficiency rose seven per cent and represents 27 per cent of all bilingual supervisory positions as of March 31, 1997.

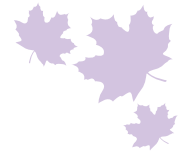
The capacity of senior management in federal institutions to function in both official languages is an important factor for creating work environments conducive to the effective use of both official languages, because their leadership, commitment and example are crucial in this regard. For this reason, in 1988, the Treasury Board issued a policy requiring federal institutions to take the necessary measures to ensure that all members of the Executive category (EX) occupying bilingual positions in the NCR and in the designated bilingual regions attain the CBC language profile by March 1998: level 'C' for reading, level 'B' for writing and level 'C' for oral interaction.

As of March 31, 1997, 60 per cent of the members of the EX category occupying bilingual positions in bilingual regions had attained the CBC level.³ This is an increase of one per cent over the previous year. Progress has been slow among managers who are required to attain the CBC level by March 31, 1998.

As of March 31, 1995, 57 per cent of EXs covered by this policy had attained this level. The percentage rose to 59 per cent and 60 per cent as of March 31, 1996 and March 31, 1997, respectively. Given the slow progress to date, federal institutions will

³ Excluding from the total those who have an exemption.





have to make a particular effort to reach the March 31, 1998 objective. The TBS will focus on this matter in the coming months. A number of points should, however, be highlighted.

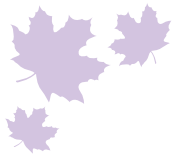
First, it should be pointed out that the problem lies essentially in the area of oral interaction. In fact, 94 per cent of Executive category members have at least level 'C' for reading, 98 per cent have level 'B' for writing and 61 per cent have level 'C' for oral interaction. Thus, language training efforts for members of the Executive category must concentrate on oral interaction and not on overall language proficiency.

Second, it should be mentioned that a large pool of bilingual senior managers who had attained level 'C' for oral interaction as of March 31, 1997 exists among incumbents of unilingual positions. In fact, 58 per cent of senior managers occupying unilingual positions in the NCR and in regions designated bilingual for the purposes of language of work have attained level 'C' for oral interaction, while this proportion is 27 per cent in unilingual regions. In other words, as of March 31, 1997, 33 per cent of senior managers occupying unilingual positions had attained level 'C' for oral interaction, thereby creating a pool of bilingual employees. Finally, it should be pointed out that this is one of the occupational groups with the greatest movement of staff, which may, to some extent, explain the slow progress noted to date among managers with regard to second language proficiency.

In light of this situation, the Secretary of the Treasury Board asked some 20 departments in August 1996 to report to him on the language training plans of each of the affected members of their senior management who did not meet the CBC profile as of March 31, 1996. These reports should provide the TBS with a more complete picture of the language status of senior managers by 1998 so that it can decide on the policy to adopt after that date. The situation with respect to the bilingualism of senior management in Crown corporations and other organizations subject to the Act is even more delicate. Most of these organizations no longer use a system of bilingual positions and related linguistic levels. They are, however, making a concerted effort to provide language training to their senior managers.

As part of a broader initiative, the TBS has asked all federal institutions to report on the follow-up they have made to the general recommendations of the Commissioner of Official Languages in his 1995 report on language of work in the NCR. This study, which was conducted in a dozen federal institutions, reported a number of problems, including the capacity of senior management to function in both official languages, the





availability in French of training courses and regularly and widely used automated systems and their documentation, and the use of both official languages in the workplace, particularly in meetings.

These reports provide an overview of the measures taken to improve the situation, not only in the case of senior management, but also with respect to other aspects of language of work that require improvement. When supplemented by the results of TBS audits and internal audits conducted by federal institutions, they should make it possible to improve the situation further.

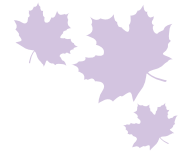
Equitable participation

Under the *Official Languages Act*, the federal government is committed to ensuring that English- and French-speaking Canadians have equal employment and advancement opportunities in federal institutions, and that the composition of the workforce tends to reflect the presence in Canada of the two official language communities while taking into account the mandates of federal institutions, the public they serve and the location of their offices. For this purpose, federal institutions must ensure that jobs are open to all Canadians whether they be English-speaking or French-speaking.

As indicated in table 12, participation of anglophones and francophones in the Public Service remained relatively stable in 1996/97 and generally reflects the presence in Canada of the two language groups. The francophone participation rate in the Public Service was 29 per cent while the proportion of francophones in the Canadian population is 25 per cent based on 1991 decennial census data. The relative increase in francophones in the Public Service in 1996 and 1997 is due to staff cuts and is explained by the fact that there were greater numbers of anglophones in the departments that were most affected who took advantage of their right to retire. The anglophone participation rate in Quebec in the range of institutions subject to the *Official Languages Act* is 10 per cent.

There were small variations in participation in the Public Service by region in 1997 (table 12). Although the participation rates of the two language groups remained the same in western and northern Canada, Ontario, Quebec, the NCR, and in the Atlantic provinces other than New Brunswick, francophone participation increased slightly in the latter (+ three per cent) and abroad (+ three per cent). Meanwhile, at five per cent, the participation rate of anglophones in the federal Public Service in Quebec continues to be significantly lower than this community's presence in the province.





There is no doubt that the current context of workforce reductions is not conducive to Public Service hiring and thus to increasing the anglophone participation rate in Quebec. Nevertheless, the Montreal office of the Public Service Commission launched an initiative in 1996 that goes beyond purely statistical studies to investigate and examine the major causes of this under-representation of anglophones in the federal Public Service in Quebec. This study and other initiatives that have been taken, including increasing awareness of position vacancies so that anglophones are aware of recruitment opportunities, and maintaining contacts with associations in the anglophone community should, in the medium and long terms, help resolve this problem, which is confined to the Public Service. The TBS is supporting this project, which it is following with interest. Representatives of anglophone minority associations are also involved. The Public Service Commission expects to complete its report by 1998.

In the case of participation by occupational category in the Public Service, a small increase in francophone participation in the Executive and Technical categories was noted (table 13), mainly for the reasons referred to above and especially because early retirement incentive programs affected anglophones to a greater degree.

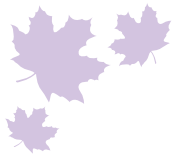
In the Royal Canadian Mounted Police and institutions and agencies for which the Treasury Board is not the employer, participation rates for anglophones and francophones was 70 per cent and 24 per cent, respectively; six per cent were 'unknown' (tables 14 and 15).

Among all organizations subject to the *Official Languages Act*, relative stability among anglophone and francophone participation rates was noted. At 70 per cent and 27 per cent, respectively, (three per cent were 'unknown'), these rates generally continue to reflect the presence in Canada of the two official language communities (table 16).

Support measures

To help them implement their official languages programs and effectively meet their language obligations, departments and agencies can use various support mechanisms. Two of these, translation and language training, are, in part, managed centrally by common service organizations. The third mechanism, the bilingualism bonus, is managed by federal institutions themselves, in accordance with the terms set forth in Treasury Board policies. It should be explained that, in general, only institutions for which the Treasury Board is the employer have the choice, or are obliged to use these mechanisms within the limits of existing policies. Other organizations subject to the *Official Languages Act* are not required or do not have the latitude to use them and must implement any support mechanism they consider appropriate.





Language training

The goal of language training is to enable Public Service employees to acquire the language training they need to meet the language requirements of positions designated bilingual and thus, given the duties of their positions, provide the public and employees with the service they need in the official language of their choice.

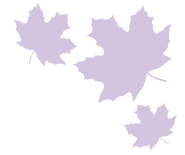
Departments and agencies can obtain the language training services they need from Language Training Canada (LTC) or from suppliers listed in the Public Works and Government Services Canada directory. It should be mentioned that LTC has the necessary funds to provide the required in-house language training services to meet the statutory requirements⁴ of these departments and agencies, as well as the government's general official language needs. Federal institutions must cover the cost of all other language training they wish to provide to their employees.

With the intent of simplifying and making more flexible the administration of language training, as well as increasing the concerned federal institutions' room to manoeuvre, the Treasury Board introduced changes to its language training policy. Under the proposed changes, as of June 1, 1996, incumbents of bilingual positions have a standard exemption period of 24 months to meet the language requirements of their positions in the case of a non-imperative staffing action. Also, the maximum number of language training hours each employee was allowed during his or her career, which could be reduced on each new appointment to a bilingual position, has been abolished. Instead, Public Service employees now have a maximum number of training hours to meet the language profile of their position on each new appointment, provided, of course, that they have the necessary aptitude to take this training and do not already meet the language requirements of their position. The policy on the staffing of bilingual positions has been revised to reflect the changes made to the policy on language training.

On June 1, 1996, the updated Appendix 'F' of the *Treasury Board Contracting Policy*, which deals with official language requirements in awarding contracts, came into effect. The official languages provisions of the former version of Appendix 'F' were based on the *Official Languages Act* of 1969. The content needed to be amended to reflect such new provisions as section 11 of the *Official Languages Act* of 1988, which deals with advertising, and the *Official Languages (Communications with and Services to the Public) Regulations*, which have been fully in effect since December 1994. The amendments in 1996 to Appendix 'F' also ensure agreement between this policy and other Treasury Board policies in the area of official languages.

⁴ This refers to language training that enables employees to reach the language proficiency levels for positions designated bilingual by departments and agencies to meet their obligations under the *Official Languages Act*.





Although the Act does not contain any provisions that require institutions subject to it to provide language training at no cost to its employees, organizations use this mechanism to ensure that they are able to meet their official language obligations. Some organizations, such as the Bank of Canada, operate their own language schools, while others establish special training programs to meet specific needs. Because the Canadian Museum of Civilization, for example, is cognizant that the creation of a work environment conducive to the effective use of both official languages requires a team of bilingual supervisors, it has established a special three-year training program for its supervisory officers.

Translation

Translation allows federal institutions to provide the public and their employees with written information in the official language of their choice when they are so entitled. As specified by the Treasury Board's policy on this matter, translation is only one of the ways to produce texts in both official languages and it is the responsibility of federal institutions to select the most effective production method in light of the purpose and intended recipient of each text.

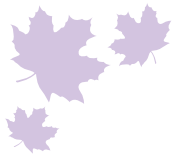
The current year is the second year of operation of the new system under which Translation Bureau services are optional. As shown in table 18, departments and agencies used the funds transferred to them to obtain the translation services they needed. Overall, their needs were about the same as those of the previous year. In view of the elimination of the system of word envelopes, in future, only translation and interpretation costs will be reported on. These rose to \$136 million in 1996/97, which represents an increase of \$6.8 million, or five per cent, over the previous year.

Bilingualism bonus

The bilingualism bonus is a fixed annual sum of \$800 paid over 12 months to eligible employees only (i.e., employees of departments and agencies listed in Schedule I, Part I of the *Public Service Staff Relations Act* who are in a designated bilingual position and meet its language requirements). It should be mentioned that the bonus forms part of collective agreements with unions and that members of the Executive category and certain other clearly identified groups, such as translators and stenographers, are not eligible for the bonus.

As of March 31, 1997, 58,643 federal employees were receiving the bilingualism bonus. The total cost to departments and agencies for which the Treasury Board is the employer is \$51.4 million for the entire 1996/97 fiscal year.





Program management and costs

The management of the Official Languages Program in federal institutions is carried out mainly by people responsible for official languages who act as contact points between the Secretariat and the organizations to which they belong. These people provide information to managers on their official languages responsibilities and through them, the Secretariat staff carries out consultations and forwards requests for information or clarification. This network for ongoing information exchange and communication makes up what is called the official languages community.

The Position and Classification Information System (PCIS) and the Official Languages Information System (OLIS II) are supplied with data from departments and agencies and Crown corporations and the other organizations subject to the *Official Languages Act*. Information requested by the Secretariat to describe the status of official languages in federal institutions, such as the number of bilingual positions, the linguistic status of their incumbents, the pool of bilingual employees, or the participation rates of anglophones and francophones, may be obtained from these systems. Most of the data provided in the tables in the Appendix come from information collected through PCIS and OLIS II.

Program costs

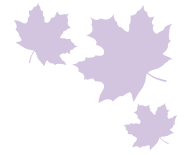
In 1996/97, the costs of the Official Languages Program in federal institutions, including parliamentary institutions and the Canadian Forces, totalled \$260.4 million compared to \$264.9 million in the previous year, representing a decrease of \$4.5 million. The costs of the Official Languages Program thus continued to go down in 1996/97. Table 17 provides the historical data on Program costs since 1981/82, while table 18 provides a breakdown of the main categories of expenditures in 1996/97. These costs are attributable to the implementation of the Program in federal institutions.

All the cost components of the Official Languages Program, with the exception of translation, reported a decrease in 1996/97. The overall increase in translation costs, from \$129.2 million to \$136 million, is essentially attributable to fluctuations in the volume of translation.

It is to be noted that in 1996/97, there was a generalized increase in expenses related to translation. At the Translation Bureau, these reached \$44 million compared to \$40.9 million the year before, whereas at National Defence, they reached \$8.7 million, compared to \$5.5 million the year before.

In the case of language training, costs fell by \$4.8 million. The lower costs associated



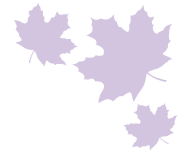


with language training are essentially the result of a reduction in training needs because of the existence of a large pool of bilingual employees, the decrease in staffing and budgetary restrictions.

In the case of the bilingualism bonus, costs decreased by \$2.2 million and stabilized at \$51.4 million as of March 31, 1997. The reduction is attributable to a decrease in the number of employees receiving the bonus.

Finally, the costs of administering and implementing the Program in federal institutions dropped by \$4.3 million in 1996/97, mainly as a result of measures to streamline and simplify Program administration and budget cuts.





CONCLUSION

In 1996/97 the situation of official languages in federal institutions remained satisfactory overall. The gains made are bringing about continuing improvement in the situation. Program implementation costs are down.

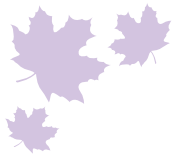
The federal Public Service continues to have a large pool of bilingual employees and its capacity to provide services in both official languages has improved. During the year in question, the Treasury Board redefined its mission so as to be in a better position to obtain the desired results from departments.

In general, federal institutions met their official language obligations in the area of service to the public, although some inequality still exists from region to region. To date, the measures taken by TBS have established that managers are aware of their obligations with regard to members of official language minority communities. Further improvement is expected in the area of service to the public as federal institutions adjust to the changes resulting from Phases I and II of the Program Review.

Some imperfections remain in the general picture of language of work, specifically with regard to the capacity of senior management to function in both official languages. In this regard, the TBS plans to continue monitoring the measures put in place by federal institutions in this area and will use the annual management reports it receives on official languages and, if necessary, letters of understanding and agreements to this end. Monitoring activities continue to be vital to improving various aspects of the language of work in federal institutions.

In the area of equitable participation, the achievements of recent years were consolidated as the participation rates of anglophones and francophones generally reflect in Canada the presence of the two official language communities. It is the responsibility of federal institutions to take the measures required to ensure that the members of these two communities participate in a proportion that reflects the presence of their respective community in the population.

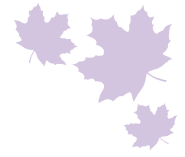




As we report on the achievements of the past year, it seems an appropriate time to recall the importance of institutional bilingualism in Canada and the need to comply with official languages obligations. The linguistic duality affirmed in this way is central to Canada's identity. There is no doubt that compliance with these obligations takes on greater importance in these times of profound organizational change, which calls for even greater vigilance. Staff reductions and alternative methods of federal program and service delivery must not diminish the federal government's commitment to institutional bilingualism.

This commitment is at the very heart of the type of society that we have chosen to build for the benefit of both present and future generations of Canadians.





STATISTICAL APPENDIX

The following pages contain a series of 18 tables that provide a quantitative overview of the situation in federal institutions, the whole having been compiled in the appropriate formats and under the relevant headings.

Explanatory notes and definitions are provided at the end of this section to facilitate interpretation of the tables.

List of tables

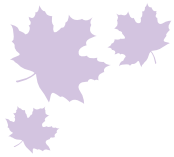
Public Service

1. Language requirements of positions
2. Bilingual positions and the pool of bilingual employees
3. Language requirements of positions by region
4. Bilingual positions: linguistic status of incumbents
5. Bilingual positions: second-language level requirements
6. Service to the public: bilingual positions, linguistic status of incumbents
7. Service to the public: bilingual positions, second-language level requirements
8. Internal services: bilingual positions, linguistic status of incumbents
9. Internal services: bilingual positions, second-language level requirements
10. Supervision: bilingual positions, linguistic status of incumbents
11. Supervision: bilingual positions, second-language level requirements
12. Participation of anglophones and francophones by region
13. Participation of anglophones and francophones by occupational category

Crown corporations, the Regular Armed Forces, and other organizations for which the Treasury Board is not the employer, the Royal Canadian Mounted Police, and private organizations subject to the *Official Languages Act*

14. Participation of anglophones and francophones by region: the Royal Canadian Mounted Police and institutions and agencies for which the Treasury Board is not the employer





15. Participation of anglophones and francophones by occupational category or equivalent category: the Royal Canadian Mounted Police and institutions and agencies for which the Treasury Board is not the employer
16. Participation of anglophones and francophones employed in all organizations subject to the *Official Languages Act*

Program Costs

17. Historical data on Official Languages Program costs in federal institutions
18. Official Languages Program costs within federal institutions by subject

Information sources

Most of the data in the tables in the Appendix were drawn from the Position and Classification Information System (PCIS), whose data are supplied by federal institutions for which the Treasury Board is the employer. These institutions include the departments and agencies listed in Schedule I, Part I of the *Public Service Staff Relations Act* (PSSRA).

Data of institutions for which the Treasury Board is not the employer are drawn from the Official Languages Information System (OLIS II).

In general, the reference year for the data in the statistical tables corresponds to the government's fiscal year, which runs from April 1 of one calendar year to March 31 of the following calendar year. The notes accompanying each table provide details on sources, dates and other items.

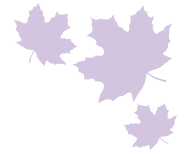
Interpretation and validity of the data

Historical data are not necessarily comparable due to adjustments made over the years; for example, to take into account the creation, transformation or elimination of some departments and agencies, or the changes made by the Public Service Commission to its language proficiency assessments. Furthermore, changes were made on several occasions to the population selected and to the data sources. Finally, some data were regrouped in order to better reflect the existence of two different populations: one for which the Treasury Board is the employer and one for which it is not.

Technical notes and definitions

Data on the Public Service include a line called 'incomplete records' to cover records for which some data are missing.





Tables

Table 1

Language requirements of positions in the Public Service

All positions in the Public Service are designated as bilingual or unilingual, depending on the specific requirements of each position and according to the following categories:

- **English essential:** a position in which all the duties can be performed in English;
- **French essential:** a position in which all the duties can be performed in French;
- **either English or French essential ('either/or'):** a position in which all the duties can be performed in English or French;
- **bilingual:** a position in which all, or part, of the duties must be performed in both English and French.

Positions include those staffed for an indeterminate period or for a determinate period of three months or more based on data available as of March 31, 1997.

Table 2

Bilingual positions and the pool of bilingual employees in the Public Service

Establishment of the language profiles of positions and the linguistic assessment of federal employees is based on three levels of proficiency:

- level A: minimum proficiency;
- level B: intermediate proficiency; and
- level C: superior proficiency.

Proficiency is based on an assessment of the following three skills: reading, writing and oral interaction (understanding and speaking). The results shown in this and related tables, specifically tables 5, 7, 9 and 11, are based on test results for oral interaction.



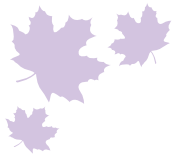


Table 3

Language requirements of positions in the Public Service by region as of March 31 1997

Figures for unilingual positions represent the sum of the three categories: *English essential*, *French essential*, and either *English or French essential*.

Since all rotational positions abroad, which belong primarily to the Department of Foreign Affairs and International Trade, are identified as ‘*either/or*,’ the language requirements have been described in terms of the linguistic proficiency of the incumbents, rather than by reference to position requirements.

Table 4

Bilingual positions in the Public Service: linguistic status of incumbents

Table 4, along with tables 6, 8 and 10, deal with the linguistic status of incumbents who fall into one of three categories:

1. *meet* the language requirements of their positions;
2. are *exempted* from meeting the language requirements of their positions.
Government policy allows that, under specific circumstances, an employee may
 - apply for a bilingual position staffed on a non-imperative basis without making a commitment to meet the language requirements of the position. This normally applies to employees with long records of service, employees with a disability preventing them from learning a second language, and employees affected by a reorganization or statutory priority;
 - remain in a bilingual position without having to meet the new language requirements of the position. This includes incumbents of unilingual positions reclassified as bilingual, or incumbents of bilingual positions for which the language requirements have been raised; and
3. *must* meet the language requirements of their positions, in accordance with the Exclusion Order on Official Languages under the *Public Service Employment Act*, which allows employees a two-year period to acquire the language proficiency required for their positions.



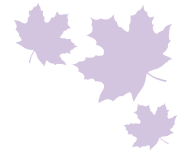


Table 5

Bilingual positions in the Public Service: second-language level requirements

As was mentioned in the notes for table 2, bilingual positions are identified according to three levels of second-language proficiency.

The ‘other’ category refers to positions either requiring the code ‘P’ or not requiring any second-language oral interaction skills. Code ‘P’ is used for a specialized proficiency in one or both official languages that cannot be acquired through language training (e.g., stenographers and translators).

Table 6

Service to the public: linguistic status of incumbents

Although table 4 covers all positions in the federal Public Service, table 6 focuses on the linguistic status of incumbents in positions for which there is a requirement to serve the public in both official languages. The three categories are defined in the notes for table 4.

Table 7

Service to the public: second-language level requirements

Table 7 indicates the level of proficiency required in the second language for bilingual service to the public positions. The definitions of the level of second-language proficiency are shown in the notes for table 2.

Table 8

Internal services: linguistic status of incumbents

Table 8 shows the linguistic status of incumbents of bilingual positions providing internal services, i.e., positions where there is a requirement to provide personal (e.g., pay) or central services (e.g., libraries) in both official languages in the NCR and the designated bilingual regions for language of work purposes, as set out in the *Official Languages Act*. The three categories are defined in the notes for table 4.



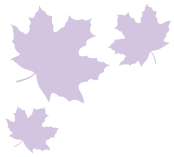


Table 9

Internal services: second-language level requirements

Table 9 shows the second-language level requirements for bilingual positions providing internal services. See the note for table 8. The definitions of the level of second-language proficiency are shown in the notes for table 2.

Table 10

Supervision: linguistic status of incumbents

Table 10 shows the linguistic status of incumbents of bilingual positions with bilingual supervisory responsibilities in the NCR, and in the regions designated bilingual for the purposes of language of work, as set out in the *Official Languages Act*.

Table 11

Supervision: second-language level requirements

Table 11 shows the second-language level requirements for supervisory positions. It is further to tables 5, 7 and 9. Because a position may be identified as bilingual for more than one requirement, however, (e.g., service to the public and supervision), the total of the positions in tables 7, 9 and 11 does not necessarily match the number of bilingual positions in table 5.

Tables 12, 13, 14 and 15

Participation of anglophones and francophones

The terms ‘anglophones’ and ‘francophones’ refer to the first official language of employees. The first official language is that language declared by employees as the one with which they have a primary personal identification (that is, the official language in which they are generally most proficient).

Data on civilian employees of the Royal Canadian Mounted Police (RCMP) and National Defence are contained in the statistics on the Public Service.

In tables 12 and 13, there were in 1997 a number of employees in each region and occupational category whose first official language was unknown either because the data were missing or because they were inconsistent with other data. Their number (52 employees for Canada as a whole) is negligible, however, which is why they do not appear in tables 12 and 13. The category ‘incomplete records’ at the bottom of both tables for 1997 represents employees whose region of work or occupational category was not known. These total 679 and 407 persons, respectively.



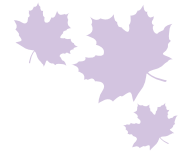


Table 16

Participation of anglophones and francophones employed in all organizations subject to the Official Languages Act

While tables 12 to 15 cover the Public Service or Crown corporations, privatized organizations, organizations for which the Treasury Board is not the employer, the RCMP and the Regular Armed Forces, table 16 shows the participation of anglophones and francophones in all organizations subject to the *Official Languages Act*, that is, federal institutions and all other organizations which, under other federal legislation, are subject to the *Official Languages Act* or parts thereof, such as Air Canada or designated airport authorities.

Tables 17 and 18

Historical data on Official Languages Program costs in federal institutions and costs by subject

These costs include translation, language training and the bilingualism bonus, as well as administration and program delivery.





TABLE 1

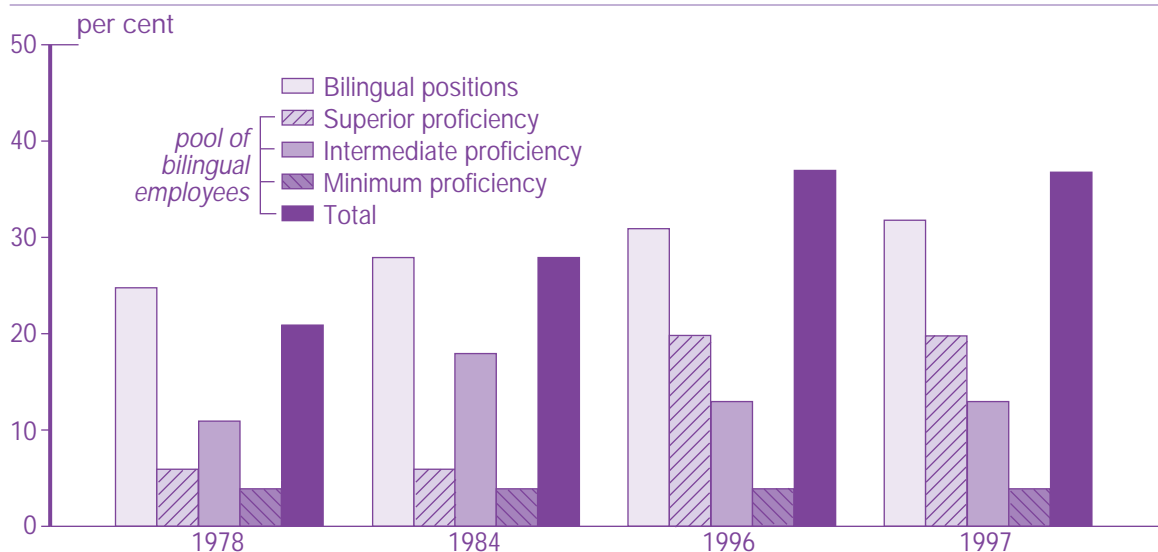
Language requirements of positions in the Public Service

Year	Bilingual	English essential	French essential	Either/or	Incomplete records	Total
1974	21% 38,164	60% 110,117	10% 118,533	9% 15,975		182,789
1978	25% 52,300	60% 128,196	8% 17,260	7% 14,129		211,885
1984	28% 63,163	59% 134,916	7% 16,688	6% 13,175		227,942
1996	31% 63,076	58% 114,938	6% 12,775	4% 8,480	1% 1,378	200,647
1997	32% 61,123	56% 107,228	6% 12,273	4% 8,149	1% 2,570	191,343

PCIS and OLIS data

TABLE 2

Bilingual positions and the pool of bilingual employees in the Public Service



PCIS and OLIS data





TABLE 3

Language requirements of positions in the Public Service by region as of March 31, 1997

<i>Region</i>	<i>Bilingual positions</i>	<i>Unilingual positions</i>	<i>Incomplete records</i>	<i>Total</i>
Western provinces and northern Canada	4% 1,875	95% 42,342	1% 382	44,599
Ontario (excluding NCR)	9% 2,726	90% 27,629	1% 247	30,602
National Capital Region	59% 37,600	40% 25,010	1% 471	63,081
Quebec (excluding NCR)	53% 14,582	45% 12,313	2% 495	27,390
New Brunswick	44% 2,566	54% 3,125	2% 134	5,825
Other Atlantic provinces	9% 1,558	87% 15,669	4% 731	17,958
Outside Canada (linguistic capacity)	81% 983	19% 226		1,209
Region not specified	29% 197	56% 379	15% 103	679

PCIS and OLIS data





TABLE 4

Bilingual positions in the Public Service
Linguistic status of incumbents

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	70% 36,446	27% 14,462	3% 1,392		52,300
1984	86% 54,266	10% 6,050	4% 2,847		63,163
1996	90% 56,802	5% 3,531	1% 377	4% 2,366	63,076
1997	91% 55,737	4% 2,728	1% 415	4% 2,243	61,123

PCIS and OLIS data

TABLE 5

Bilingual positions in the Public Service
Second-language level requirements

Year	"C" level	"B" level	"A" level	Other	Total
1978	7% 3,771	59% 30,983	27% 13,816	7% 3,730	52,300
1984	8% 4,988	76% 47,980	13% 8,179	3% 2,016	63,163
1996	19% 12,134	74% 46,842	3% 1,763	4% 2,337	63,076
1997	19% 11,858	75% 45,591	3% 1,570	3% 2,104	61,123

PCIS and OLIS data





TABLE 6

Service to the public – Public Service
Bilingual positions, linguistic status of incumbents

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	70% 20,888	27% 8,016	3% 756		29,660
1984	86% 34,077	9% 3,551	5% 1,811		39,439
1996	91% 37,587	5% 2,032	1% 221	4% 1,498	41,338
1997	91% 37,169	4% 1,625	1% 259	4% 1,593	40,646

PCIS and OLIS data

TABLE 7

Service to the public – Public Service
Bilingual positions, second-language level requirements

Year	"C" level	"B" level	"A" level	Other	Total
1978	9% 2,491	65% 19,353	24% 7,201	2% 615	29,660
1984	9% 3,582	80% 31,496	10% 3,872	9% 489	39,439
1996	21% 8,492	76% 31,476	2% 793	1% 577	41,338
1997	21% 8,538	76% 30,787	2% 808	1% 513	40,646

PCIS and OLIS data



**TABLE 8**

Internal services – Public Service
Bilingual positions, linguistic status of incumbents

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	65% 11,591	32% 5,626	3% 565		17,782
1984	85% 20,050	11% 2,472	4% 1,032		23,554
1996	89% 18,480	7% 1,401	1% 150	3% 628	20,659
1997	91% 18,132	5% 1,086	1% 152	3% 604	19,974

PCIS and OLIS data

TABLE 9

Internal services – Public Service
Bilingual positions, second-language level requirements

Year	"C" level	"B" level	"A" level	Other	Total
1978	7% 1,225	53% 9,368	31% 5,643	9% 1,546	17,782
1984	6% 1,402	70% 16,391	18% 4,254	6% 1,507	23,554
1996	17% 3,524	72% 14,755	4% 867	7% 1,513	20,659
1997	16% 3,281	73% 14,518	4% 715	7% 1,460	19,974

PCIS and OLIS data





TABLE 10

Supervision – Public Service
Bilingual positions, linguistic status of incumbents

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	64% 9,639	32% 4,804	4% 567		15,010
1984	80% 14,922	15% 2,763	5% 1,021		18,706
1996	90% 12,225	6% 817	1% 149	3% 397	13,588
1997	90% 12,668	5% 767	2% 211	3% 492	14,138

PCIS and OLIS data

TABLE 11

Supervision – Public Service
Bilingual positions, second-language level requirements

Year	"C" level	"B" level	"A" level	Other	Total
1978	12% 1,865	66% 9,855	21% 3,151	1% 139	15,010
1984	11% 2,101	79% 14,851	9% 1,631	1% 123	18,706
1996	27% 3,617	71% 9,696	1% 182	1% 93	13,588
1997	27% 3,887	71% 9,998	1% 183	1% 70	14,138

PCIS and OLIS data





TABLE 12

Participation of anglophones and francophones by region in the Public Service

<i>Region</i>	<i>1978</i>		<i>1990</i>		<i>1996</i>		<i>1997</i>	
	<i>Anglo.</i>	<i>Franco.</i>	<i>Anglo.</i>	<i>Franco.</i>	<i>Anglo.</i>	<i>Franco.</i>	<i>Anglo.</i>	<i>Franco.</i>
Canada	75%	25%	72%	28%	71%	29%	71%	29%
Total	211,885		210,667		200,647		191,343	
Western provinces and northern Canada	99%	1%	98%	2%	98%	2%	98%	2%
Total	49,395		49,228		47,484		44,599	
Ontario (excluding NCR)	97%	3%	95%	5%	95%	5%	95%	5%
Total	34,524		33,810		33,598		30,602	
National Capital Region	68%	32%	62%	38%	61%	39%	61%	39%
Total	70,340		69,127		64,470		63,081	
Quebec (excluding NCR)	8%	92%	6%	94%	5%	95%	5%	95%
Total	29,922		29,446		28,708		27,390	
New Brunswick	84%	16%	70%	30%	66%	34%	63%	37%
Total	6,763		7,189		6,700		5,825	
Other Atlantic provinces	98%	2%	97%	3%	96%	4%	96%	4%
Total	19,212		20,439		18,338		17,958	
Outside Canada	76%	24%	73%	27%	74%	26%	71%	29%
Total	1,729		1,428		1,117		1,209	
Incomplete records					58%	42%	77%	23%
Total					232		679	

PCIS and OLIS data





TABLE 13

Participation of anglophones and francophones by occupational category in the Public Service

	1978	1990	1996	1997
Canada				
Anglophones	75%	72%	71%	71%
Francophones	25%	28%	29%	29%
Unknown				
Total	211,885	210,667	200,647	191,343
Management				
Anglophones	82%	78%	76%	75%
Francophones	18%	22%	24%	25%
Unknown				
Total	1,119	4,131	2,852	2,856
Scientific and Professional				
Anglophones	81%	77%	76%	76%
Francophones	19%	23%	24%	24%
Unknown				
Total	22,633	22,766	23,810	22,901
Administrative and Foreign Service				
Anglophones	74%	70%	68%	69%
Francophones	26%	30%	32%	31%
Unknown				
Total	47,710	57,925	67,704	67,093
Technical				
Anglophones	82%	79%	78%	77%
Francophones	18%	21%	22%	23%
Unknown				
Total	25,595	25,951	23,612	18,712
Administrative Support				
Anglophones	70%	66%	66%	66%
Francophones	30%	34%	34%	34%
Unknown				
Total	65,931	63,612	55,011	53,563
Operational				
Anglophones	76%	75%	77%	77%
Francophones	24%	25%	23%	23%
Unknown				
Total	48,897	36,282	27,624	25,811
Incomplete records				
Anglophones			65%	66%
Francophones			32%	32%
Unknown			3%	2%
Total			34	407

PCIS and OLIS data





TABLE 14

Participation of anglophones and francophones by region: in the RCMP and institutions and agencies for which the Treasury Board is not the employer

	1991	1994	1995	1996
Canada				
Anglophones	72%	72%	73%	70%
Francophones	26%	26%	26%	24%
Unknown	2%	2%	1%	6%
Total	270,329	232,337	218,407	215,363
Western provinces and northern Canada				
Anglophones	91%	91%	92%	88%
Francophones	6%	6%	6%	6%
Unknown	3%	3%	2%	6%
Total	76,526	67,934	64,597	65,721
Ontario (excluding NCR)				
Anglophones	90%	90%	91%	84%
Francophones	8%	8%	7%	8%
Unknown	2%	2%	2%	8%
Total	63,786	56,611	53,953	54,215
National Capital Region				
Anglophones	66%	63%	63%	64%
Francophones	34%	37%	37%	36%
Unknown	0%	0%	0%	0%
Total	30,984	27,489	24,728	22,608
Quebec (excluding NCR)				
Anglophones	15%	18%	18%	13%
Francophones	83%	80%	81%	77%
Unknown	2%	2%	1%	10%
Total	50,255	45,641	43,151	41,551
New Brunswick				
Anglophones	75%	74%	75%	73%
Francophones	23%	24%	23%	23%
Unknown	2%	2%	2%	4%
Total	10,857	8,320	7,875	7,698
Other Atlantic provinces				
Anglophones	91%	90%	91%	89%
Francophones	9%	10%	9%	10%
Unknown	0%	0%	0%	1%
Total	29,629	24,627	22,597	22,106
Outside Canada				
Anglophones	72%	77%	77%	77%
Francophones	28%	23%	23%	23%
Unknown	0%	0%	0%	0%
Total	8,292	1,715	1,506	1,464

OLIS II data





TABLE 15

Participation of anglophones and francophones by occupational category or equivalent category: in the RCMP and institutions and agencies for which the Treasury Board is not the employer

	1991	1994	1995	1996
Canada				
Anglophones	72%	72%	73%	70%
Francophones	26%	26%	26%	24%
Unknown	2%	2%	1%	6%
Total	270,329*	232,337	218,407	215,363
Management				
Anglophones	72%	72%	73%	70%
Francophones	26%	27%	26%	26%
Unknown	2%	1%	1%	4%
Total	7,209	16,270	15,267	6,904
Professionals				
Anglophones	73%	72%	72%	72%
Francophones	27%	28%	28%	27%
Unknown	0%	0%	0%	1%
Total	11,602	11,444	11,180	12,276
Specialists and Technicians				
Anglophones	70%	72%	72%	68%
Francophones	29%	27%	27%	27%
Unknown	2%	1%	0%	5%
Total	17,645	15,164	14,481	15,051
Administrative Support				
Anglophones	68%	74%	74%	65%
Francophones	30%	26%	26%	25%
Unknown	1%	0%	0%	10%
Total	23,841	67,821	67,154	27,290
Operational				
Anglophones	72%	72%	72%	70%
Francophones	23%	22%	22%	21%
Unknown	5%	6%	6%	9%
Total	92,492	50,775	49,100	92,212
Generals				
Anglophones		76%	75%	73%
Francophones		24%	25%	27%
Unknown				0%
Total		96	87	83
Officers				
Anglophones		76%	75%	74%
Francophones		24%	25%	24%
Unknown		0%	0%	2%
Total		16,051	13,725	13,408
Other Ranks				
Anglophones		71%	71%	70%
Francophones		29%	29%	28%
Unknown		0%	0%	2%
Total		54,716	47,413	48,139

OLIS II data

* This total includes 117,540 members of the Canadian Armed Forces for which the occupational category was not available.





TABLE 16

Participation of anglophones and francophones employed in all organizations subject to the *Official Languages Act*

	1991	1995	1996	1997
Anglophones	72%	72%	73%	70%
Francophones	27%	27%	27%	27%
Unknown	1%	1%	1%	3%
Total	483,739	439,067	419,054	406,706

PCIS and OLIS data

TABLE 17

Historical data on Official Languages Program costs in federal institutions

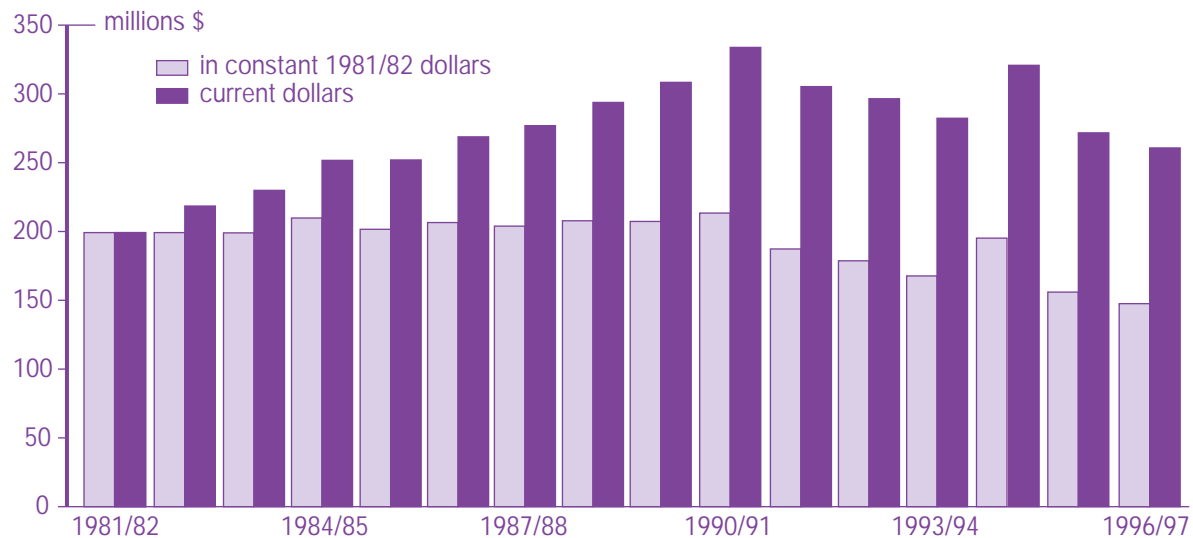




TABLE 18

Official Languages Program costs within federal institutions by subject

<i>Subjects</i>	<i>1996/97 - Actual expenditures</i>
	(millions \$)
Translation	
Translation Bureau ¹	44.0
Other institutions	92.0
Total	136.0
Language training	
Public Service Commission	24.4
Other institutions ²	26.6
Total	51.0
Bilingualism bonus	51.4
Administration and implementation³	
Treasury Board Secretariat	3.3
Public Service Commission ⁴	1.3
Other institutions	17.4
Total	22.0
Grand Total	260.4

Notes

- ¹ The Translation Bureau's costs include interpretation in official languages for departments and agencies, parliamentary institutions and the Canadian Armed Forces, but not for multilingual translation and sign-language. Receipts and amounts recovered have been deducted. Costs incurred by departments and agencies, parliamentary institutions, the Canadian Armed Forces and Crown corporations are not included in the Translation Bureau's costs and are reported separately.
- ² Includes the costs of language training given or paid for by federal institutions and purchased from the Public Service Commission and private and parapublic suppliers. Included as well are travel expenses related to training and the reimbursement of tuition fees.
- ³ Includes the salaries of employees who work 50 per cent or more of their time on the administration of the program and other expenses such as information services, rent, and professional and special services.
- ⁴ Includes Public Service Commission costs for the application of the Official Languages Exclusion Order of the Public Service Employment Act and the administration of second language evaluation.

