



President  
of the Treasury Board

Présidente  
du Conseil du Trésor

# Annual Report on Official Languages

## 2000-01

Canada 

# Annual Report on Official Languages

## 2000-01



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## SPEAKER OF THE SENATE

Dear Mr. Speaker:

Pursuant to section 48 of the *Official Languages Act*, I hereby submit to Parliament, through your good offices, the thirteenth annual report of the President of the Treasury Board covering the 2000–01 fiscal year.

Yours sincerely,

The paper version was signed by  
Lucienne Robillard,  
President of the Treasury Board

December 2001



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Mr. Speaker:

It is my pleasure, as President of the Treasury Board, to present this thirteenth annual report on official languages, for the 2000–01 fiscal year.

As you know, the Treasury Board is the agency responsible under the *Official Languages Act* (the *Act*) for the general direction and co-ordination of the policies and programs of the Government of Canada relating to service to the public, language of work and equitable participation in the Public Service of Canada.

This report covers the first year of a transition to a renewal of official languages, marked by the promotion and development of a vision. Its presentation, therefore, differs slightly from that used in previous years. The report describes the implementation of the Official Languages Program in institutions covered by the mission of the Treasury Board. It reiterates the government's commitment to provide improved service, to promote full recognition and use of English and French in the federal government, and to support the English-speaking and French-speaking linguistic minority communities throughout Canada.

## Overview

Since the Government of Canada exists to serve Canadians, the government's programs and services must be centred on our citizens. It is the duty of the government to provide attentive, courteous and responsive service in both official languages, in all offices and service points designated as bilingual, and members of the public are entitled to communicate with the government in English or in French, as they choose. Our government firmly believes that serving the public in its preferred official language is more than a legal obligation: it is an axiom of courteous service and good communication.

The official languages policies demonstrate the government's intention to promote our country's linguistic duality as a source of vitality. The government unfailingly supports the Official Languages Program and the principle of linguistic duality as a fundamental value of the Canadian identity.

At the beginning of the twenty-first century, relations between the government and Canadians are undergoing a change. The government must take advantage of new information and communication technology to interact more closely with members of the public, while continuing to provide more conventional means of communication.





The government has undertaken to become a model user of information and Internet technology, and to give Canadians on-line access to its information, programs and services by 2004. The Government On-Line initiative spearheads our efforts to make the Government of Canada the best-connected government in the world; citizens will have access to their government at any time, in any place, and in the official language of their choice.

As Minister responsible for the Government On-Line initiative, I want to reiterate that we will not use new technology to the detriment of our support for the two official languages. On the contrary, we will ensure that French is more widely used on the Internet, in order to preserve the vigour of the French language and culture, on the same basis as the English language and culture.

Remarkable progress has been made in the area of bilingualism since the *Act* was passed in 1969. However, we are obliged to admit that we have not fully achieved our objectives. We are mindful that we must do more.

*It is important to counter the trend that mistakenly associates the English language with Web technology, to the exclusion of French. Canadian Web sites, including the site of the Royal Canadian Mint, show through their bilingual configuration that the Web can indeed reflect a nation's bilingualism.*

(E. Brian Legris, Vice-President of Human Resources and Official Languages Champion at the Royal Canadian Mint) [Translation]

According to the Commissioner of Official Languages, service to the public in the minority official language has stagnated, and I share her opinion. Despite efforts to have English and French used equitably in the Public Service of Canada, English very clearly predominates in the regions designated as bilingual, that is, those in which English and French are both used as languages of work – except in offices in the province of Quebec, where the use of French prevails.

Overall, the government has respected the commitment to equitable participation, which means ensuring that the language composition of the federal workforce tends to reflect the language composition of Canada's population. However, that does not mean that both our official languages are in fact used as legitimate languages of work.

Over the years, successive governments have helped to define a vision of what Canada could be: a diversified and inclusive society that values linguistic duality. For the Public Service of Canada to serve as a model, it is important for managers and employees to work daily to promote a work environment that is truly bilingual, rather than merely respecting the minimum language requirements dictated by the rules. We hope that our fellow citizens everywhere in Canada will recognize linguistic duality as a value that is our own and makes us unique, and that they will provide concrete support for our efforts.







Like other government programs, the Official Languages Program has suffered budget cuts in recent years. The reduction in the number of employees administering the Program in the institutions has had repercussions. While some institutions have taken this opportunity to strengthen the Program, others have cut some functions, and that may have led to a reduction in bilingual services in the Public Service and to the people of Canada.

In their defence, I must add that some of them have since changed their position. An example is Natural Resources Canada. Thanks to increased resources, the unit responsible for the Program is now better equipped to advise employees, managers and human resources professionals, and to promote the use of both official languages in this department. Human Resources Development Canada, for its part, has added two full-time employees to its official languages section in order to strengthen institutional bilingualism and implementation of the Program.

Our government must review the Program and identify the cultural and systemic obstacles to the use of both official languages in the Public Service. We are conscious of the fact that, at present, there is an imbalance in the use of the two official languages in the workplace. We must target our promotion and communication activities so as to change attitudes and behaviour, in order to ensure that linguistic duality in the workplace becomes a fundamental value. Only by so doing can we bring about lasting changes in behaviour.

For those changes to occur, we must be able to count on the support and co-operation of all those involved, including the Canadian public. You may rest assured that the changes will indeed take place. And to bring them about, we will carefully target our objectives, guided by a concern to make realistic, achievable changes.

It is time to review the strategies and activities of the Official Languages Program, and to develop a new vision and a new discourse based on results. We must renew the Program and give official languages enhanced vitality in an inclusive society.

## Setting the Stage for Renewal

As the government's Management Board, the Treasury Board will continue to direct activities aimed at modernizing management practices and promoting continuous improvement. Official languages are at the heart of this change. Our efforts in accomplishing this task will be supported by auxiliary committees, particularly the Committee of Deputy Ministers on Official Languages and the network of official languages champions, which brings together senior managers from headquarters and the regions.





Since the last annual report was tabled, we have made progress in all fields of activity. In this respect, the modern management framework I presented in *Results for Canadians: A Management Framework for the Government of Canada* marks an important milestone in providing Canadians with the high-quality services and programs they want and deserve, in the official language of their choice.

The renewal of the Official Languages Program will flow from this new framework. It will be based on innovation, skills and continuous learning. It will stress citizen-centred services and will be founded on the commitment of all partners. It will include a number of key components that were initiated in 2000–01, such as:

- A study among public servants on the perceptions, attitudes, obstacles and possibilities related to the use of the official languages. This study will be used for such purposes as developing a promotion and communication strategy aimed at more equitable use of the two languages. Once again, we want respect for official languages in the workplace to become a fundamental value of the Public Service of Canada.
- Renewal of official languages policies to reconcile rights and obligations more effectively, to take technological progress into account, and to ensure official languages are respected in the modernization of human resources management. The current policies will be revised and restructured into major categories to meet the needs of non-specialists in official languages.
- Greater use of French in the workplace, by Francophones and by bilingual Anglophones, and an increase in the number of employees who can work in both languages, to improve services and promote the use of both English and French.
- Recruitment of candidates who are already bilingual. More focus is needed on our official language minority communities when participation rates do not reflect those of Canada's population in some employment categories and in some regions.

## Linguistic Duality

Over the years, the Government of Canada has invested in language training for public servants and in second-language teaching and immersion programs for Canadians. Many young people are now bilingual, and they form a valuable pool of human resources for succession in the Public Service.





We will continue to protect what we have gained, and we will work on the aspects that require further improvement. We will prepare for the future, and we will invest in succession planning. Our strategy is based on three measures:

- To seek constantly to improve access to services to the public in the official language of its choice in offices designated as bilingual.
- To promote linguistic duality in the Public Service of Canada. We give our employees the best tools available for serving citizens in both official languages. We also offer equal opportunities for employment and advancement to Anglophones and Francophones.
- To promote the sound and dynamic development of the official language minority communities, with their co-operation. Canadians recognize that linguistic duality is an asset. We must therefore celebrate this duality and ensure that the communities obtain the support they need to flourish. Twenty-eight departments and agencies report on their progress annually to Canadian Heritage.

Linguistic duality nurtures our culture and fosters our openness to the world. At a time when the forces of globalization are bringing countries closer together, it is desirable – even essential – to understand and speak more than one language and to know more than one culture. Thus, as a society, we have an unquestionable advantage.

We recognize linguistic and cultural differences as a source of enrichment. As President of the Treasury Board, I am proud to play a leading role in this respect. I consider it important to promote and safeguard this duality, not just as a Francophone, but also as a Canadian citizen who is proud of our Public Service.

The Prime Minister himself has stated that linguistic duality is a fundamental component of the Canadian identity and a matter of primary importance for our government. This reality is enshrined in the *Canadian Charter of Rights and Freedoms* and in the *Act*.

Thus, linguistic duality must be at the core of our priorities and our organizational culture. Senior management must demonstrate leadership in order to create a work climate that promotes the use of both official languages. Managers must ensure that employees have the language skills and the tools they need to work readily in both official languages when necessary. They must ensure that employees who work with the public provide quality services in the official language with which clients are comfortable. Also, they must regularly assess the extent to which objectives are being achieved, by establishing feedback mechanisms and performance indicators to measure the satisfaction of both employees and clients.





These practices already exist in some organizations. For example, at the Financial Transactions and Reports Analysis Centre of Canada, accountability agreements are made with the managers, in particular to maintain a work environment conducive to the use of both official languages and to create an organizational culture that respects linguistic duality. Another example is Communication Canada (formerly the Canada Information Office), which in 2000–01 opened 10 offices, taking its language obligations into account from the outset: 73 per cent of the positions were designated as bilingual at that time. Finally, I would like to add that at Statistics Canada, a concern for official languages dates back a number of years. This year, the department's Official Languages Management Committee celebrates 25 years of existence. I encourage the Committee to continue its excellent work, and I invite the other institutions to draw inspiration from it.

## Leadership in the Public Service

To promote leadership among public service senior managers, a network of official languages champions was set up some years ago. These champions, who report to deputy ministers or chief executive officers of Crown corporations, have the mission of making the Official Languages Program more visible and acting as high-level contacts for the official language minority communities. Their participation is essential to the proper operation of the Program. We have found that some of them have already significantly helped to make official languages more visible in their organizations.

*As an Anglophone born and raised in Rouyn-Noranda, I am part of the linguistic minority in Quebec. Consequently, I am as sensitive to the needs of Francophones outside of Quebec as to the needs of Anglophones within Quebec. I feel that one should be relentless in moving this issue forward, even though that is not always an easy task.*

(Christina Keon Sirsly, Official Languages Champion, VIA Rail)

To support the champions, the Treasury Board of Canada Secretariat (the Secretariat) has prepared tools to enable them to integrate official languages into their organization's functional and statutory activities, both at headquarters and in the regions. The guides entitled *Official Languages: An Integral Part of Decision Making* are adapted to meet the special needs of departments and Crown corporations. They provide a package of strategic activities to help the champions implement the Program.

The champions are also responsible for ensuring that linguistic duality is taken into account in departmental submissions to the Treasury Board, thereby making Treasury Board decision-makers aware of the concerns of official language minority communities. Simple acts can be enough to promote a work atmosphere conducive to the use of both official languages.





Here are two examples:

- At Indian and Northern Affairs Canada, the champion gives a pin bearing the official languages symbol to each employee who successfully completes language training. By wearing the pins, the employees show those around them that they want to use their second language.
- The champion in the Department of Finance Canada sends a letter of congratulations to executives who have made efforts to achieve the language requirements of their positions under Treasury Board policy. This policy application has also been extended to all employees who satisfy the linguistic requirements of their positions after training.

The leadership exercised by official languages champions in their respective organizations has immediate benefits not only for the workplace, but also for society in general, since the population in return receives bilingual services that are attentive, courteous and of high quality.

## Service to the Public

Government of Canada institutions provide service to the public in both official languages in offices where demand is significant, or where the nature of the office requires it. Each institution is responsible for implementing the Program and must report annually on the results.

No matter how firm the government's commitment may be to quality of service in both official languages, no legislative text will replace an individual and collective willingness to make this right a reality for future generations.

To provide service in Canada, the government on March 31, 2001, had 11,787 offices and service points, 3,402 of which (29 per cent) are required to provide bilingual service to the people of Canada. The offices designated as bilingual include post offices and some postal outlets operated by private companies. The number of designated offices has remained stable: there were 3,410 on March 31, 2000 (29 per cent).

In the Public Service, the number of employees in bilingual positions working directly with the public has also remained stable. On March 31, 2001, 81 per cent or 28,369 of the 34,997 incumbents of bilingual positions with the duty of serving the public in either official language met the language requirements of their positions, as can be seen in the Statistical Appendix. However, if we look only at the level of second-language knowledge required, 29 per cent of the positions require superior proficiency and 68 per cent require intermediate proficiency.





In general, Canadians can obtain services in the official language of their choice. Unfortunately, too many communications are not of comparable quality in both languages. There are still too many administrative arrangements, that is, situations in which one language community is served locally but the other is served by other means that are less effective and of lower quality than the locally provided service.

These arrangements must be temporary. The public is entitled to expect high-quality service in both languages at all levels of service delivery and at all times. Institutions would benefit from serious analysis of their language capacity throughout the country, in order to ensure that they have a pool of employees with sufficient language capacity to provide service in both languages at all times. We believe that high-quality communications can help bring the government and Canadians closer together and improve service and effectiveness. That is one of our priorities.

Some institutions are conscious of the importance of quality service to the public and must take active offer into consideration in offices designated as bilingual. Active offer, which must be both verbal and visual, means openly and clearly inviting clients to use their preferred official language, in communications in person, on the telephone, by mail or on the Internet.

Failing to practise active offer has a direct effect on the demand for service in the minority language because, when in doubt, clients will tend to use the majority language from the start. However, Canadians should not have to ask to be served in their preferred language.

A number of institutions have in fact taken concrete measures in this matter. Here are some examples:

- At Health Canada, to improve the quality of telephone and in-person greetings, the department continues to provide training in French to receptionists and telephone operators and to the incumbents of positions in offices and service points that serve the public directly.
- At the Department of Foreign Affairs and International Trade, all services to the public and all national and international public events sponsored by the department are bilingual or multilingual.

Having said that, we are aware that in the past several years, service delivery has changed. The modernization of services thanks to technological progress like Government On-Line, the Service Canada one-stop access points, the Canada Site portal at [www.canada.gc.ca](http://www.canada.gc.ca) and the 1 800 O-Canada line will make it easier for the government to respect Canadians' language preferences. The government will not only inform Canadians, but also listen to them.





Sixty per cent of the people of Canada now use the Internet, and the trend is growing. The government is continuing to adjust its procedures so that it can enjoy closer links with Canadians and interact with them, while at the same time maintaining the more conventional means of communication.

The new Internet services are becoming more and more popular. The Canada Site, offering services in both official languages, is visited about seven million times a month. Last year, 400,000 Canadians filed their income tax returns electronically with the Canada Customs and Revenue Agency. These services are an excellent use of the bilingual resources that accommodate Canadians' language preferences.

Another point to consider concerning service is that institutions sometimes use outside suppliers to provide services on their behalf. In those circumstances, the institutions must guarantee that both official languages are respected. For example, Industry Canada and the Department of Foreign Affairs and International Trade incorporate official languages provisions into the agreements and contracts made with third parties or contractors who are required to communicate with Canadians or provide services to them. Their practices are exemplary in this regard. Citizenship and Immigration Canada's Integration Branch has conducted an evaluation focusing on suppliers' ability to provide service in English and in French.

The Secretariat, through the Service Canada Initiative, is contributing to the establishment of one-stop access points for service in two French-speaking communities in Manitoba, thereby giving the communities better access to services in French. Six localities have already been identified, four in rural areas and two in urban areas. Thanks to Canadian Heritage and the Manitoba Federal Council, the French-speaking community of Notre-Dame-de-Lourdes already has an access point managed by Service Canada. Other one-stop access point projects are now being studied.

The Secretariat has worked intensively on finalizing its policy regarding alternative methods of service delivery. The purpose of this draft policy is to improve the Government of Canada's performance in providing programs and services to Canadians. In harmony with *Results for Canadians*, the policy will ensure that service delivery, regardless of the method used, is citizen-centred, respects public service values, produces concrete and measurable results and promotes responsible expenditure management.

*At the Canada Customs and Revenue Agency, professionalism, respect and co-operation are key values that serve as a foundation on which to achieve our goals and meet the challenges of the future. For us, that means building partnerships and working together toward common goals. It also means ensuring that official languages issues are taken into account in all CCRA's activities, policies and interactions to promote community development.*

(Barbara Fulton, Assistant Commissioner, CCRA, Pacific Region)





The new policy incorporates guiding principles for official languages. Before adopting an alternative service delivery mechanism, the government organization concerned must carry out an impact study and hold consultations with the affected official language minority community, thereby strengthening the application of the *Act* and respect for that community's needs.

*High-quality health services are not limited to the technical service of providing care for people. High-quality service delivery is also closely associated with the ability of those involved to care for, help, counsel, orient and educate the users of service. The ability to understand and to be understood is thus essential to an effective relationship between a health professional and a service user.*

(Excerpt from the report entitled *Improving Access to French-language Health Services*, June 2001)

I am pleased to note that certain institutions are fulfilling their responsibilities regarding service to the public by taking concrete action that is of primary importance. For example, Health Canada has used the federal-provincial discussions to highlight and promote the specific needs of official language minority communities.

Over the past year, the Secretariat has worked on pilot projects in co-operation with the federal regional councils to improve service delivery to the communities in regions where shortcomings have been identified. These projects are tailored to the specific needs of the minority communities and to the circumstances of the participating federal institutions. The essential goal is to create a climate conducive to change.

In British Columbia, a pilot project began in 2001 with the goal of promoting service in French in offices designated as bilingual. The leaders of this project, which was carried out in partnership with the Fédération des francophones de la Colombie-Britannique

and the Office of the Commissioner of Official Languages, were fortunate to have the participation of all departments and agencies in British Columbia. This project includes a component for awareness and development of management tools for the approximately 200 offices concerned.

The Secretariat and Public Works and Government Services Canada have agreed to give more prominence to the availability of the Government of Canada's bilingual services in telephone directories.

The Official Languages Branch of the Secretariat is aware that improving the official languages performance of institutions is essential. It is working to raise awareness and plans to intensify its efforts.







## Language of Work

The *Act* states the circumstances in which employees in bilingual regions<sup>1</sup> are entitled to use English or French at work. It also sets out the institutions' obligations to create a work environment in which their employees may use the official language of their choice when they are not serving the public.

Although remarkable progress has been made since the *Act* was passed, it must be admitted that the expected results in the area of language of work have not been fully achieved. French has not yet attained its rightful place as a language of work in the Public Service of Canada.

This situation seems to be attributable to social and cultural factors. Some Francophones use English more often than French when speaking to their Anglophone colleagues, and sometimes even to other Francophones. Many English speakers take language training but do not avail themselves of opportunities to use their new skills, or else do not feel confident enough to speak French, so they have difficulty maintaining their language skills.

Supervisors have a role to play in promoting an environment conducive to the use of both official languages. If we look at the statistics for the Public Service, the proportion of incumbents who meet the language requirements of their positions has remained stable. On March 31, 2001, 80 per cent or 9,947 out of 12,383 incumbents of bilingual positions met the language requirements of their positions, while last year the proportion was 81 per cent. It should be noted that the superior level required for the second language for the positions in question has increased slightly from last year, to 45 per cent, as against 42 per cent for the previous year.

Despite this slight increase, English remains the language regularly used by most bilingual employees, and institutional bilingualism is suffering as a result. The scope of the problem varies from workplace to workplace. Contrary to the requirements of the policy, headquarters employees often communicate in English with offices in Quebec, both orally and in writing.

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1. The bilingual regions for language of work purposes include the National Capital Region, New Brunswick, parts of Northern and Eastern Ontario, the Montreal region, parts of the Eastern Townships, the Gaspé and Western Quebec.





One encouraging fact is that some managers have tackled this problem in particular.

- Human Resources Development Canada has held sessions in the Quebec region to inform the regional management board members of the employees' language rights and make them aware of the importance of these rights. The Assistant Deputy Minister has also sent the directors a memorandum reminding them that she considers it important to create an environment in which both official languages are treated with the same respect.
- Together with the Canada Customs and Revenue Agency, the Secretariat has planned a pilot project based on experiential learning exercises. The primary objective is to increase the use of French in communications between the Quebec region and headquarters in Ottawa. The pilot project proposes practical exercises aimed at improving the work environment through respect for the individual and better communication.

Furthermore, our analysis of the annual reviews submitted by the institutions shows that some of them have taken measures to improve the situation as it relates to language of work.

- At the Transportation Safety Board, for example, the Executive Director is an Anglophone and fully bilingual. Since he took up the position, Senior Management Committee meetings have been held in both languages. The Executive Director speaks to each employee in his or her preferred language. His attitude has influenced the other senior managers, and they are using French more and more in Committee meetings.
- To increase its employees' awareness of the requirements of the *Act* and ensure that the conditions related to language of work are respected, Health Canada has prepared a series of original electronic messages and has published articles in the departmental newsletter. This initiative has aroused the interest of managers and employees, who have asked for further information about their language rights and obligations. Also, every two months a series of educational exercises on the computer is issued to help employees improve their knowledge of French, in association with the magazine *Entre Parenthèses*.
- At the Department of Justice Canada, special emphasis has been placed this year on holding bilingual meetings. During the year, a course on effective management of meetings was offered, a course that continues to be offered. One of the items covered is the responsibility of managers and employees to make certain that meetings are held in both official languages. The course also presents methods that can be applied





to help or encourage employees to hold bilingual meetings. The secretaries of the department's committees have been reminded of the necessity of ensuring that meetings are bilingual and that the documentation required for meetings is distributed in both languages.

- At the Export Development Corporation in Ottawa, six language teachers are available for employees of the Crown corporation during working hours. The teachers are also editors in the writing workshops that have been set up.
- The Canadian Radio-television and Telecommunications Commission gives professional training courses in English and in French, but because there is less demand for courses in French, it has formed partnerships with other departments in the same building to pool their resources. Thus, it has been able to save money and to continue providing courses in French that it could not otherwise offer, for lack of participants.

To change the perception that using both official languages means too much extra work for managers and employees, and to restore the feeling that linguistic duality is a normal and positive situation based on the fundamental values of respect and inclusion, it will be necessary for bilingual employees to see the benefits they derive from it, for themselves, for their colleagues and for their country. Being able to use both official languages has many social, cultural and economic advantages. Knowing more than one language gives us an invaluable passport to success in a knowledge-based world economy.

I firmly believe that we must increase the use of French, to give it its rightful place in the Public Service of Canada.

To improve the situation as it pertains to language of work, the Secretariat is proposing a number of initiatives, including the following:

- Add awareness activities to courses and information sessions for managers and employees; provide for meetings with the senior management committees of departments; hold training workshops and produce promotional material in order to increase the use of both official languages.
- Include an official languages component in the management training programs given by the Canadian Centre for Management Development and in the orientation programs offered by federal institutions to new employees.





- Encourage departments and agencies to include a clause in accountability agreements stating a manager's obligation to maintain a work environment conducive to the use of both official languages.
- Implement an action plan on language of work and communication between National Capital Region offices and those in Quebec, to be developed and implemented by the Secretariat and the Quebec Council of Senior Federal Officials.

We are mindful of the important role senior management plays in the Public Service to promote a culture that values linguistic duality in the work environment. Senior managers must demonstrate leadership by adopting exemplary behaviour that favours more balanced use of both official languages. That is why the Treasury Board has reviewed its policy on the linguistic profiles of its managers. The objective is clear: members of senior management must achieve an appreciable level of language knowledge in order to work in both official languages. They must be sensitive to the language spoken by their colleagues and their staff. That sensitivity should then spread throughout the entire organization.

The number of executives who must achieve the language skills required by their positions<sup>2</sup> and measurement of their progress should enable us to introduce an environment that is more conducive to the use of French as a language of work in bilingual regions. The basic principles of this policy apply to all institutions. However, each institution for which the Treasury Board is not the employer must adapt the policy to its own situation as regards the application mechanisms. On March 31, 2001, 68 per cent of the executives in the Public Service met the CBC requirement. I trust that this figure will continue to increase, in particular to meet the requirements of the policy and to achieve a more balanced use of the two official languages. The Official Languages Branch of the Secretariat is monitoring implementation of the policy very closely.

In this respect, I want to stress that even though the policy on linguistic profiles initially applies to members of the Executive Group, some departments and agencies, like Statistics Canada, apply the same requirements to manager positions one or two levels below the executive level, as part of succession planning.

Moreover, the Secretariat publishes information papers to promote a work environment that is conducive to the proper use of both official languages. In the fall of 2000, the

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2. In the Public Service, Level C (superior) is required for reading and oral interaction. Level B (intermediate) is required for writing.





Secretariat distributed the self-evaluation checklists for managers and employees and a new poster inviting public servants to make more use of French in meetings in regions designated as bilingual outside Quebec.

## Equitable Participation

Our government believes that it is necessary to have a Public Service that has integrity, is professional, diversified and representative of the Canadian society it serves.

We believe that English-speaking and French-speaking Canadians must have equal opportunities to join the ranks of federal institutions subject to the *Act*, according to the merit principle.

There are official language minority communities across the country. It is only to be expected that the workforce of the government, which is at their service, should tend to reflect their presence in Canadian society.

The participation of Anglophones and Francophones in all organizations subject to the *Act* remains relatively stable, at 27 per cent for Francophones and 72 per cent for Anglophones.

The government's efforts over the years have borne fruit. The linguistic composition of the Public Service of Canada generally reflects that of Canada's population. However, outside the National Capital Region, Anglophones are still under-represented in offices in Quebec, although there has been a small increase. On March 31, 2001, 8 per cent of the public servants were Anglophones, slightly more than in the previous year, while they make up 13 per cent of Quebec's population. A number of institutions say that they are aware of the imbalance and plan to remedy it to become employers of choice.

*In a diverse federal state such as Canada, it is important that all citizens should have a fair and equal opportunity to participate in the national administration and to identify themselves with, and feel at home in, their own national capital.*

(The Right Honourable Lester B. Pearson, Declaration of Principles on Bilingualism, House of Commons Debates, April 6, 1966)

We must make better use of investments in immersion and language training programs. Many young Canadians join the labour market not only with a good knowledge of their second language, but also with a progressive attitude and an open mind about bilingualism.

I want to say that this in no way reduces the opportunities for unilingual Canadians who wish to have careers in the Public Service of Canada. These persons continue to have access to language training, and thereby to new openings. Thus, it is not necessary to be bilingual to seek employment in the Public Service.





## Performance of the Institutions

In June 2000, performance indicators developed by the Official Languages Branch (the Branch) in partnership with department and agency representatives were provided to the official languages network. These indicators will be further developed for application to measure the level of public satisfaction with respect to the availability and quality of the services provided in both official languages wherever that is required.

During this review year, the Branch took over the audit functions that had been transferred to the Office of the Comptroller General. The Branch intends to change the way in which these audits have been conducted, in order to place more emphasis on results rather than on processes.

In 2000–01, the Branch carried out audits in seven airports. These audits covered active offer and service delivery as well as signage inside and outside the Vancouver, Calgary, Winnipeg, Toronto (Pearson), Montreal (Dorval), Moncton and Halifax airports. The activities involved reviewing the operation of the airport authorities and the departmental units located in the airports: Air Canada, the Canada Customs and Revenue Agency, Citizenship and Immigration Canada and the Canadian Food Inspection Agency. Overall, service to the public is being provided in both official languages.

Some shortcomings were identified, however, particularly regarding signage and active offer. These weaknesses were brought to the attention of the organizations concerned. In 2001–02, the Official Languages Branch will clarify certain interpretations of the policies in place and align them with changes coming forward in the broader context of modernization of human resources; the result will be a better definition of the standards that departments and agencies must take into account to provide service. A follow-up on these recommendations will be carried out during the year.

The Branch is working closely with the Secretariat's Service and Innovation Sector, the Office of the Commissioner of Official Languages and other organizations, including Statistics Canada, to define new methods for evaluating public satisfaction.

A number of institutions have already conducted audits of the availability of service on the telephone, or surveys of their clients to check whether the services were adequate. Any shortcomings that are identified are corrected immediately.

Here are some examples:

- The Economic Development Agency of Canada for the Regions of Quebec carries out an annual survey to determine the level of client satisfaction with respect to services, among other things.





- The National Energy Board surveys its French-speaking clients every four years.
- Farm Credit Canada (formerly the Farm Credit Corporation) performs an audit every six months to ensure that its client services officers and administrative assistants practise active offer. Its national audit program for the review year includes an official languages component.

The studies carried out by the Office of the Commissioner of Official Languages have also been a source of information, making it possible to find defects and ways to remedy them. The Commissioner and her predecessors have said that provision of bilingual services, particularly services in French, left a great deal to be desired, although some progress had been made. The Secretariat expects the institutions covered by the Commissioner's studies to take the necessary measures to correct the situation.

The Secretariat's Official Languages Branch acts as a catalyst, actively promoting interesting and innovative initiatives taken by the institutions to fulfil their official languages responsibilities. These initiatives are posted on its Web site in order to promote exchanges of best practices and encourage results. The Branch also uses the results of its own audits and of the internal audits carried out by the institutions to assess the situation. Its other audit and monitoring activities include visiting offices and service points that must serve the public in both official languages, and the annual reviews of the institutions.

The annual review is a tool that the deputy minister or chief executive officer of an institution sends to the Secretariat to report on its official languages performance. The annual review is expected to reflect the overall strategy advocated by the institution to eliminate shortcomings that sometimes have persisted for too long. Also, Branch personnel regularly provide opinions and advice to those in charge of the 178 institutions<sup>3</sup> subject to the *Act*, and the Branch audits organizations that have considerably changed the way they provide their services in recent years.

## Awareness

The Branch continues to manage a range of awareness activities with a view to constantly improving services. The goal of these activities is to inform staff who work directly with the public and managers throughout Canada of the government's official languages objectives.

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3. On January 9, 2001, the 178 institutions included 72 departments and agencies for which the Treasury Board is the employer, 63 Crown corporations and separate employers, and 43 privatized organizations like Air Canada and the airport authorities.





For example, the Secretariat has formed closer links among the main federal players. It continues to support the work of the National Committee for Canadian Francophonie Human Resource Development and the co-ordinating groups on economic development and employability co-ordinated by Human Resources Development Canada, as well as the National Human Resources Development Committee for the English Linguistic Minority. These links allow institutions to share information and know-how and to study the big picture.

The Secretariat has also undertaken to make federal institutions and the federal regional councils more aware of the reality and needs of the communities. It has held three meetings of departmental official languages champions in Prince Edward Island, Quebec and Manitoba, and two meetings of Crown corporation champions in Manitoba and Quebec. Meetings of the departmental, Crown corporation and airport authority advisory committees on official languages have also been held in various regions of the country. Representatives of the communities are invited, since one of the objectives is to make the community representatives better known and to identify their needs.

In its concern to move closer to official language minority communities, the Secretariat is working with Canadian Heritage to form official languages sub-committees under the federal regional councils. These sub-committees will help to amplify the effect of federal initiatives with respect to the development of the communities. Sub-committees have been established in Newfoundland, Prince Edward Island, New Brunswick, Nova Scotia, Manitoba, Saskatchewan and the Pacific region (which includes British Columbia and Yukon).

During the year covered by this report, the members of the Prince Edward Island official languages sub-committee have combined their efforts to plan the organization of the Atlantic Symposium on Official Languages, in October 2001 in Charlottetown, under the aegis of the regional councils of senior federal officials of the four Atlantic provinces.

The government is working on a number of fronts to provide communities with the tools they need to ensure their vitality. We want to help them flourish and develop as their needs dictate.

## Trends and Challenges

All of the Government of Canada's initiatives, all our projects and all our objectives, no matter how good, cannot be realized without the talent and professionalism of public service employees across Canada and abroad.







I consider Canada privileged to be able to rely on such a dedicated Public Service. The government is determined to create a Public Service that is innovative and dynamic. To become an employer of choice, our Public Service must continue to attract skilled employees and retain them within its ranks.

The government is unquestionably facing very great challenges. The country's population is evolving, and the workforce is aging. To succeed in attracting and retaining the qualified personnel we need to meet these challenges, we must cope with a labour market that is becoming more and more competitive.

That being said, we are determined to build a more inclusive work environment – an environment that values the contributions of its employees. As President of the Treasury Board, I am making that commitment.

The Government of Canada is undertaking to breathe new life into official languages in the federal establishment. Our objective is to prepare the Public Service of Canada to meet the challenges to come. Promotion of the official languages will remain central to our concerns.

In the spring of 2001, the Prime Minister of Canada gave added responsibilities for official languages to my colleague Stéphane Dion, President of the Queen's Privy Council for Canada and Minister of Intergovernmental Affairs. Minister Dion was given the responsibility of formulating a new framework for action, in co-operation with his partners, to strengthen the Official Languages Program.

During the same period, I announced the establishment of a Task Force on Modernizing Human Resource Management in the Public Service. The renewal of official languages policies is to be carried out in parallel, so that the two initiatives will complement each other.

The Government of Canada must become the standard-bearer for a new culture that promotes the equality of English and French in its institutions. Building on the legacy of its predecessors, the government will revive its efforts to promote and preserve the rich heritage that is Canada's linguistic duality, in the Public Service of Canada and among all Canadians.

The paper version was signed by  
Lucienne Robillard,  
President of the Treasury Board





# STATISTICAL APPENDIX

## List of tables

The tables that follow are grouped in three categories: A, B and C.

- A. Personnel of institutions for which the Treasury Board is the employer, including certain employees of the RCMP and of National Defence
  - 1. Language requirements of positions in the Public Service
  - 2. Bilingual positions and the pool of bilingual employees in the Public Service
  - 3. Language requirements of positions in the Public Service by region, March 31, 2001
  - 4. Bilingual positions in the Public Service, linguistic status of incumbents
  - 5. Bilingual positions in the Public Service, second-language level requirements
  - 6. Service to the public – bilingual positions in the Public Service, linguistic status of incumbents
  - 7. Service to the public – bilingual positions in the Public Service, second-language level requirements
  - 8. Language of work – internal services – bilingual positions in the Public Service, linguistic status of incumbents
  - 9. Language of work – internal services – bilingual positions in the Public Service, second-language level requirements
  - 10. Language of work – supervision – bilingual positions in the Public Service, linguistic status of incumbents
  - 11. Language of work – supervision – bilingual positions in the Public Service, second-language level requirements
  - 12. Participation of Anglophones and Francophones in the Public Service by region
  - 13. Participation of Anglophones and Francophones in the Public Service by occupational category





- B. Personnel of Crown corporations and other organizations for which the Treasury Board is not the employer, including civilian and regular members of the RCMP, members of the Canadian Forces, and personnel of private organizations
14. Participation of Anglophones and Francophones in the RCMP and in institutions and organizations for which the Treasury Board is not the employer, by region
15. Participation of Anglophones and Francophones in the RCMP and in institutions and organizations for which the Treasury Board is not the employer, by occupational or equivalent category
- 15A. Participation of Anglophones and Francophones in the Canadian Forces
- 15B. Participation of Anglophones and Francophones as regular members of the RCMP

C. All organizations subject to the *Official Languages Act*

16. Participation of Anglophones and Francophones in all organizations subject to the *Act*
17. Distribution of offices and service points in Canada
18. Distribution of bilingual offices and service points in Canada according to the type of regulation applicable
19. Distribution of all organizations subject to the *Act*

## Information sources

There are three sources of information:

- the Position<sup>4</sup> and Classification Information System (PCIS) for federal institutions for which the Treasury Board is the employer;
- the Official Languages Information System (OLIS II) for the other institutions, including Crown corporations, the RCMP and the Canadian Forces; and
- Burolis, the official directory of offices and service points.

The reference year for the data in the statistical tables differs according to the system, being March 31, 2001, for PCIS and Burolis, and December 31, 2000, for OLIS II.

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4. "Position" here means a position staffed for an indeterminate period or a determinate period of three months or more, according to the data available as at March 31, 2001.





## Interpretation and validity of data

Because of adjustments made over the years (for example, the creation, transformation or the dissolution of some departments or organizations), one cannot always make comparisons using the historical data that is presented here.

## Technical notes and definitions

In some tables, the data on the Public Service include a category, termed “incomplete records,” to cover records for which some data are missing.

To simplify the presentation of data in the tables, numbers have been rounded to the nearest unit.





Table 1

## Language requirements of positions in the Public Service

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

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

<i>Year</i>	<i>Bilingual</i>	<i>English essential</i>	<i>French essential</i>	<i>English or French essential</i>	<i>Incomplete records</i>	<i>Total</i>
<b>1978</b>	25% 52,300	60% 128,196	8% 17,260	7% 14,129	0% 0	211,885
<b>1984</b>	28% 63,163	59% 134,916	7% 16,688	6% 13,175	0% 0	227,942
<b>2000</b>	35% 50,535	53% 75,552	6% 8,355	5% 7,132	1% 1,478	143,052
<b>2001</b>	37% 54,952	52% 77,087	5% 7,915	5% 7,254	1% 1,176	148,384

Data from the Position and Classification Information System (PCIS)





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 carried out according to three levels of proficiency:

- Level A – minimum proficiency;
- Level B – intermediate proficiency; and
- Level C – superior proficiency.

The assessment is made of the following three skills: reading, writing, and oral interaction (understanding and speaking). The results shown in this table are based on test results for oral interaction administered in accordance with the Second Language Evaluation (SLE).

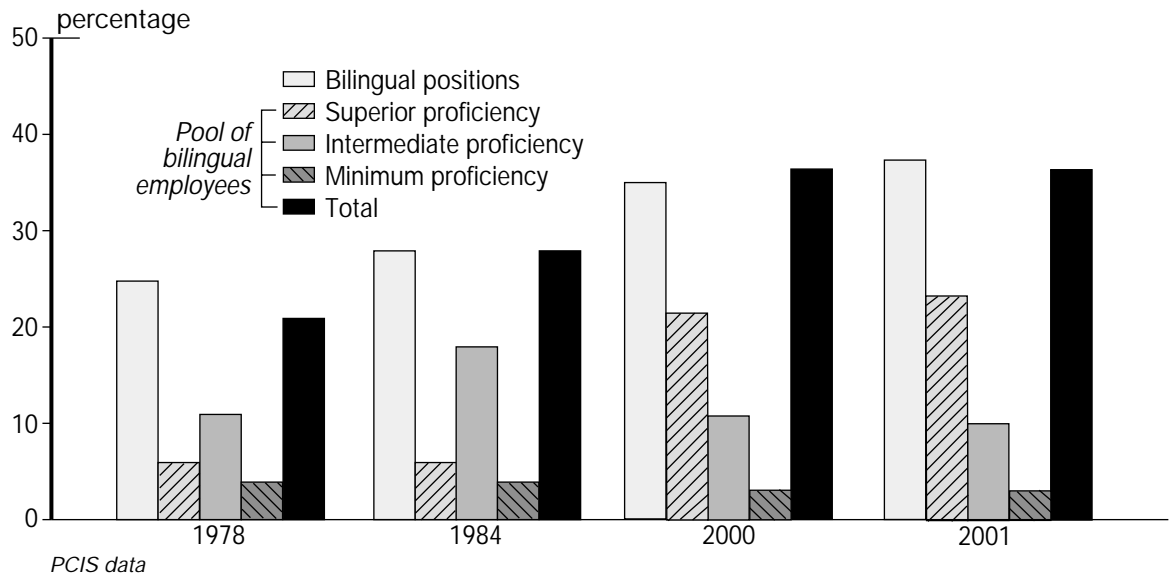




Table 3

**Language requirements of positions in the Public Service by region,  
March 31, 2001**

The heading "Unilingual Positions" represents the sum of the three following 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 incumbents' linguistic proficiencies rather than by the requirements of the positions.

<i>Region</i>	<i>Bilingual positions</i>	<i>Unilingual positions</i>	<i>Incomplete records</i>	<i>Total</i>
<b>Western provinces and Northern Canada</b>	5% 1,525	95% 31,325	0% 153	33,003
<b>Ontario (excluding NCR)</b>	10% 1,899	90% 17,032	0% 18	18,949
<b>National Capital Region</b>	63% 37,034	36% 20,812	1% 678	58,524
<b>Quebec (excluding NCR)</b>	57% 10,721	42% 7,912	1% 73	18,706
<b>New Brunswick</b>	45 % 2,471	54% 2,981	1% 53	5,505
<b>Other Atlantic provinces</b>	10% 1,297	88% 11,168	2% 250	12,715
<b>Outside Canada (linguistic capacity)</b>	80% 781	20% 201	0% 0	982
<b>Region not specified</b>	0% 0	0% 0	0% 0	0

*PCIS data*





Table 4

**Bilingual positions in the Public Service**  
*Linguistic status of incumbents*

The linguistic status of incumbents includes two categories:

1. "Meet" signifies that incumbents meet the language requirements of their positions; and
2. "Do not meet" signifies that incumbents do not meet the language requirements of their positions.

The second of these is divided into two sub-categories:

- Incumbents who are **exempted** are not required to meet the linguistic requirements of their positions. In certain circumstances, government policy allows an employee to
  - apply for a bilingual position staffed on a non-imperative basis without making a commitment to meet the language requirements of that 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 that position. This includes incumbents of unilingual positions reclassified as bilingual, or incumbents of bilingual positions for which the language requirements have been raised.
- Incumbents who **must meet** the language requirements of their positions in accordance with the *Exclusion Order on Official Languages* under the *Public Service Employment Act*. This Order allows employees a two-year period to acquire the language proficiency required for their positions.

<i>Year</i>	<i>Meet</i>	<i>Do not meet</i>		<i>Incomplete records</i>	<i>Total</i>
		<i>Exempted</i>	<i>Must meet</i>		
<b>1978</b>	70% 36,446	27% 14,462	3% 1,392	0% 0	52,300
<b>1984</b>	86% 54,266	10% 6,050	4% 2,847	0% 0	63,163
<b>2000</b>	83% 41,832	10% 5,030	2% 968	5% 2,705	50,535
<b>2001</b>	82% 45,053	10% 5,566	3% 1,345	5% 2,988	54,952

*PCIS data*







**Table 5**

## **Bilingual positions in the Public Service** *Second-language level requirements*

Bilingual positions are determined according to three levels of second-language proficiency:

- Level A – minimum proficiency;
- Level B – intermediate proficiency; and
- Level C – superior 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 of the official languages that cannot be acquired through language training (e.g., stenographers and translators).

In tables 5, 7, 9, and 11, the levels required in the second language (C, B, A and “other”) refer to “oral interaction.”

<i>Year</i>	<i>Level C</i>	<i>Level B</i>	<i>Level A</i>	<i>Other</i>	<i>Total</i>
<b>1978</b>	7% 3,771	59% 30,983	27% 13,816	7% 3,730	52,300
<b>1984</b>	8% 4,988	76% 47,980	13% 8,179	3% 2,016	63,163
<b>2000</b>	25% 12,836	69% 34,677	2% 1,085	4% 1,937	50,535
<b>2001</b>	27% 14,801	68% 37,318	2% 1,074	3% 1,759	54,952

*PCIS data*





**Table 6**

**Service to the public – bilingual positions in the Public Service**  
*Linguistic status of incumbents*

This table focuses on the linguistic status of incumbents in positions for which there is a requirement to serve the public in both official languages. The two categories (“Meet” and “Do not meet”) are explained in the description accompanying Table 4.

<i>Year</i>	<i>Meet</i>	<i>Do not meet</i>		<i>Incomplete records</i>	<i>Total</i>
		<i>Exempted</i>	<i>Must meet</i>		
<b>1978</b>	70% 20,888	27% 8,016	3% 756	0% 0	29,660
<b>1984</b>	86% 34,077	9% 3,551	5% 1,811	0% 0	39,439
<b>2000</b>	82% 26,766	11% 3,429	2% 690	5% 1,631	32,516
<b>2001</b>	81% 28,369	11% 3,872	3% 923	5% 1,833	34,997

*PCIS data*





**Table 7**

**Service to the public – bilingual positions in the Public Service**  
*Second-language level requirements*

This table indicates the level of proficiency required in the second language for bilingual positions where the public must be served in the two official languages. The definitions of the levels of proficiency (C, B, A and “other”) are given in the description accompanying Table 5.

<i>Year</i>	<i>Level C</i>	<i>Level B</i>	<i>Level A</i>	<i>Other</i>	<i>Total</i>
<b>1978</b>	9% 2,491	65% 19,353	24% 7,201	2% 615	29,660
<b>1984</b>	9% 3,582	80% 31,496	10% 3,872	1% 489	39,439
<b>2000</b>	28% 9,088	69% 22,421	2% 587	1% 420	32,516
<b>2001</b>	29% 10,262	68% 23,803	2% 592	1% 340	34,997

*PCIS data*





**Table 8**

**Language of work – internal services – bilingual positions in the Public Service**  
*Linguistic status of incumbents*

This table gives the linguistic status of incumbents of bilingual positions providing only internal services to the Public Service, that is, positions in which there is a requirement to provide personnel services (such as pay) or central services (such as libraries) in both official languages, in the National Capital Region and in regions designated bilingual for the purposes of language of work, as set out in the *Act*.<sup>\*</sup> The two categories (“Meet” and “Do not Meet”) are explained in the description accompanying Table 4.

<i>Year</i>	<i>Meet</i>	<i>Do not meet</i>		<i>Incomplete records</i>	<i>Total</i>
		<i>Exempted</i>	<i>Must meet</i>		
<b>1978</b>	65% 11,591	32% 5,626	3% 565	0% 0	17,782
<b>1984</b>	85% 20,050	11% 2,472	4% 1,032	0% 0	23,554
<b>2000</b>	84% 14,827	9% 1,580	1% 267	6% 1,041	17,715
<b>2001</b>	83% 16,206	9% 1,674	2% 408	6% 1,141	19,429

*PCIS and OLIS data*

<sup>\*</sup> *Bilingual regions for the purpose of language of work include the National Capital Region, New Brunswick, certain parts of Northern and Eastern Ontario, the Montreal region, and certain parts of the Eastern Townships, of the Gaspé region and of Western Quebec.*





**Table 9**

**Language of work – internal services – bilingual positions in the Public Service**  
*Second-language level requirements*

This table shows the second-language level requirements for bilingual positions providing only internal services to the Public Service. The definitions of the levels of second-language proficiency (C, B, A and "other") are given in the description accompanying Table 5.

<i>Year</i>	<i>Level C</i>	<i>Level B</i>	<i>Level A</i>	<i>Other</i>	<i>Total</i>
<b>1978</b>	7% 1,225	53% 9,368	31% 5,643	9% 1,546	17,782
<b>1984</b>	6% 1,402	70% 16,391	18% 4,254	6% 1,507	23,554
<b>2000</b>	21% 3,657	68% 12,115	3% 482	8% 1,461	17,715
<b>2001</b>	23% 4,400	68% 13,201	2% 465	7% 1,363	19,429

*PCIS data*





**Table 10**

**Language of work – supervision – bilingual positions in the Public Service**  
*Linguistic status of incumbents*

This table gives the linguistic status of incumbents of bilingual positions with supervisory responsibilities in the two official languages. The explanations of the categories (“Meet” and “Do not meet”) are given in the description accompanying Table 4.

<i>Year</i>	<i>Meet</i>	<i>Do not meet</i>		<i>Incomplete records</i>	<i>Total</i>
		<i>Exempted</i>	<i>Must meet</i>		
<b>1978</b>	64% 9,639	32% 4,804	4% 567	0% 0	15,010
<b>1984</b>	80% 14,922	15% 2,763	5% 1,021	0% 0	18,706
<b>2000</b>	81% 9,326	9% 1,095	5% 537	5% 574	11,532
<b>2001</b>	80% 9,947	9% 1,065	6% 702	5% 669	12,383

*PCIS data*





**Table 11**

**Language of work – supervision – bilingual positions in the Public Service**  
*Second-language level requirements*

This table shows the second-language level requirements for supervisory positions. Because a position, however, may be identified as bilingual in terms of more than one requirement (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.

<i>Year</i>	<i>Level C</i>	<i>Level B</i>	<i>Level A</i>	<i>Other</i>	<i>Total</i>
<b>1978</b>	12% 1,865	66% 9,855	21% 3,151	1% 139	15,010
<b>1984</b>	11% 2,101	79% 14,851	9% 1,631	1% 123	18,706
<b>2000</b>	42% 4,854	56% 6,514	1% 89	1% 75	11,532
<b>2001</b>	45% 5,570	54% 6,688	1% 85	0% 40	12,383

*PCIS data*





**Table 12**

**Participation of Anglophones and Francophones in the Public Service by region**

The terms "Anglophones" and "Francophones" refer to employees in terms their first official language. 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).

<i>Region</i>	<i>1978</i>		<i>1984</i>		<i>2000</i>		<i>2001</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>
<b>Canada and Outside Canada</b>	75%	25%	72%	28%	69%	31%	69%	31%
Total	211,885		227,942		143,052		148,384	
<b>Western provinces and Northern Canada</b>	99%	1%	98%	2%	98%	2%	98%	2%
Total	49,395		52,651		32,000		33,003	
<b>Ontario (excluding NCR)</b>	97%	3%	95%	5%	93%	7%	95%	5%
Total	34,524		36,673		19,895		18,949	
<b>National Capital Region</b>	68%	32%	64%	36%	59%	41%	59%	41%
Total	70,340		75,427		53,691		58,524	
<b>Quebec (excluding NCR)</b>	8%	92%	6%	94%	7%	93%	8%	92%
Total	29,922		32,114		18,811		18,706	
<b>New Brunswick</b>	84%	16%	73%	27%	62%	38%	62%	38%
Total	6,763		7,698		5,207		5,505	
<b>Other Atlantic provinces</b>	98%	2%	96%	4%	96%	4%	95%	5%
Total	19,212		21,802		12,434		12,715	
<b>Outside Canada</b>	76%	24%	74%	26%	71%	29%	71%	29%
Total	1,729		1,577		1,014		982	

*PCIS data*







**Table 13**

**Participation of Anglophones and Francophones in the Public Service by occupational category**

The terms “Anglophones” and “Francophones” refer to employees in terms of their first official language. 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).

	<b>1978</b>	<b>1984</b>	<b>2000</b>	<b>2001</b>
<b>Canada</b>				
Anglophones	75%	72%	69%	69%
Francophones	25%	28%	31%	31%
Total	211,885	227,942	143,052	148,384
<b>Management</b>				
Anglophones	82%	80%	73%	73%
Francophones	18%	20%	27%	27%
Total	1,119	4,023	3,106	3,272
<b>Scientific and Professional</b>				
Anglophones	81%	78%	75%	74%
Francophones	19%	22%	25%	26%
Total	22,633	22,826	17,626	19,277
<b>Administrative and Foreign Service</b>				
Anglophones	74%	71%	64%	64%
Francophones	26%	29%	36%	36%
Total	47,710	56,513	52,315	56,502
<b>Technical</b>				
Anglophones	82%	79%	75%	76%
Francophones	18%	21%	25%	24%
Total	25,595	27,824	15,027	15,931
<b>Administrative Support</b>				
Anglophones	70%	67%	66%	67%
Francophones	30%	33%	34%	33%
Total	65,931	72,057	34,311	34,282
<b>Operational</b>				
Anglophones	76%	75%	76%	76%
Francophones	24%	25%	24%	24%
Total	48,897	44,699	20,667	19,120

*PCIS data*





**Table 14**

**Participation of Anglophones and Francophones in the RCMP and institutions and organizations for which the Treasury Board is not the employer, by region**

	1991	1994	1999	2000
<b>Canada and Outside Canada</b>				
Anglophones	72%	72%	73%	73%
Francophones	26%	26%	25%	25%
Unknown	2%	2%	2%	2%
Total	270,329	232,337	268,948	275,988
<b>Western provinces and Northern Canada</b>				
Anglophones	91%	91%	94%	94%
Francophones	6%	6%	5%	4%
Unknown	3%	3%	1%	2%
Total	76,526	67,934	79,284	81,536
<b>Ontario (excluding NCR)</b>				
Anglophones	90%	90%	91%	90%
Francophones	8%	8%	7%	7%
Unknown	2%	2%	2%	3%
Total	63,786	56,611	69,054	72,789
<b>National Capital Region</b>				
Anglophones	66%	63%	66%	65%
Francophones	34%	37%	34%	35%
Unknown	0%	0%	0%	0%
Total	30,984	27,489	35,977	36,423
<b>Quebec (excluding NCR)</b>				
Anglophones	15%	18%	15%	16%
Francophones	83%	80%	82%	81%
Unknown	2%	2%	3%	3%
Total	50,255	45,641	50,691	51,542
<b>New Brunswick</b>				
Anglophones	75%	74%	73%	76%
Francophones	23%	24%	26%	24%
Unknown	2%	2%	1%	0%
Total	10,857	8,320	8,907	9,137
<b>Other Atlantic provinces</b>				
Anglophones	91%	90%	90%	91%
Francophones	9%	10%	9%	8%
Unknown	0%	0%	1%	1%
Total	29,629	24,627	23,951	23,456
<b>Outside Canada</b>				
Anglophones	72%	77%	77%	78%
Francophones	28%	23%	22%	21%
Unknown	0%	0%	1%	1%
Total	8,292	1,715	1,084	1,105

See the explanation of the term "Anglophones" and "Francophones" in Table 12.

OLIS II data





**Table 15**

**Participation of Anglophones and Francophones in the RCMP and in institutions and organizations for which the Treasury Board is not the employer, by occupational or equivalent category**

	<b>1991</b>	<b>1994</b>	<b>1999</b>	<b>2000</b>
<b>Canada</b>				
Anglophones	72%	72%	73%	73%
Francophones	26%	26%	25%	25%
Unknown	2%	2%	2%	2%
Total*	270,329**	232,337	268,948	275,988
<b>Management</b>				
Anglophones	72%	72%	74%	73%
Francophones	26%	27%	25%	25%
Unknown	2%	1%	1%	2%
Total	7,209	16,270	7,095	7,841
<b>Professionals</b>				
Anglophones	73%	72%	74%	74%
Francophones	27%	28%	26%	26%
Unknown	0%	0%	0%	0%
Total	11,602	11,444	20,432	21,033
<b>Specialists and Technicians</b>				
Anglophones	70%	72%	75%	76%
Francophones	29%	27%	24%	23%
Unknown	1%	1%	1%	1%
Total	17,645	15,164	47,387	48,010
<b>Administrative Support</b>				
Anglophones	68%	74%	69%	69%
Francophones	30%	26%	30%	30%
Unknown	2%	0%	1%	1%
Total	23,841	67,821	34,561	37,357
<b>Operational</b>				
Anglophones	72%	72%	74%	73%
Francophones	23%	22%	22%	22%
Unknown	5%	6%	4%	5%
Total	92,492	50,775	87,133	89,853

\* These totals take into account the data from tables 15A and 15B.

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

OLIS II data





Table 15A

**Participation of Anglophones and Francophones in the Canadian Forces**  
(*Treasury Board is not the employer*)

The information on the Canadian Forces is in the form of a sub-table to provide greater detail.

The sub-tables (15A and 15B) relate to Table 15, presenting a global portrait of equitable participation in those organizations for which the Treasury Board is not the employer.

	1991*	1994	1999	2000
<b>Generals</b>				
Anglophones		76%	77%	73%
Francophones		24%	23%	27%
Unknown		0%	0%	0%
Total		96	75	75
<b>Officers</b>				
Anglophones		76%	75%	75%
Francophones		24%	25%	25%
Unknown		0%	0%	0%
Total		16,051	12,938	12,904
<b>Other Ranks</b>				
Anglophones		71%	72%	72%
Francophones		29%	28%	28%
Unknown		0%	0%	0%
Total		54,716	45,406	44,652

\* Distribution by category is not available for the 117,540 members of the Canadian Forces.

OLIS II data

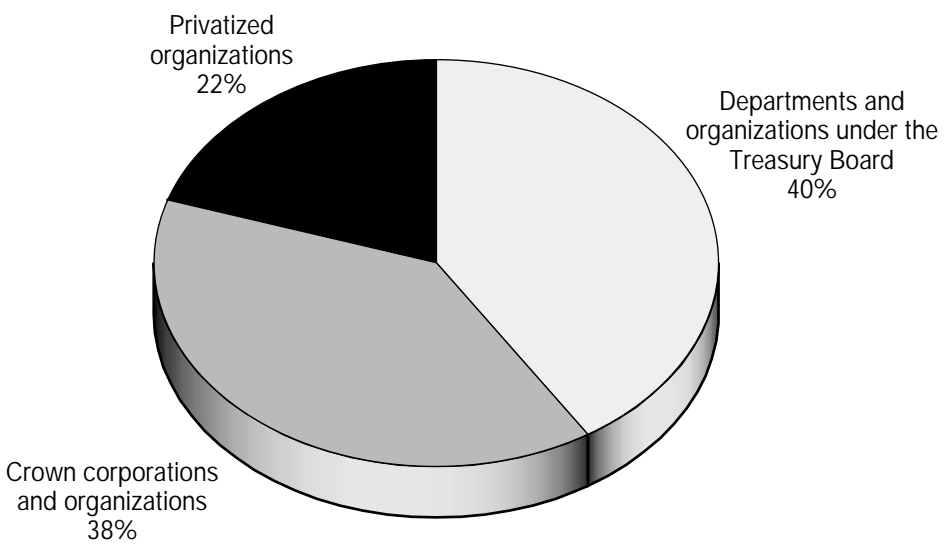




**Table 19**

**Distribution of all organizations subject to the Act**

This table presents the breakdown of all organizations that are obliged to offer service in both official languages. Note that Treasury Board is the employer only for the category “Departments and organizations.”



Data from Burolis