

# GUIDE FOR THE IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT (OLA)

## INTRODUCTION

This guide was designed to facilitate the implementation of section 41 of the OLA in federal institutions (FI); it aims at helping federal institutions identify areas in which they can act. The activities listed herein are provided as examples to stimulate reflection.

**Official Languages Act (OLA);** Part VII: Advancement of English And French; section 41: The Government of Canada is committed to  
 a) *enhancing the vitality of the English and French linguistic minority communities in Canada and supporting and assisting their development; and*  
 b) *fostering the full recognition and use of both English and French in Canadian society.*

Principal Means	Objectives / Description of Principal Means	FI Focus	Principal Results
<b>A. Awareness</b>	Internal activities directed at making employees and management of the FI aware of their responsibilities regarding OLA section 41 and OLMCs.	FI internal	Creates lasting changes on FI organizational culture; employees and management are aware of and understand their responsibilities regarding OLA section 41 and OLMCs.
<b>B. Consultation</b>	Sharing of ideas and information between FI and OLMCs to better understand each other's priorities and mandates, and to identify areas for OLMC development.	FI <u>and</u> OLMCs	Creation of lasting relationships between the FI and OLMCs; FI and OLMCs understand each other's needs and mandates.
<b>C. Communications</b>	Provision of information (externally) to promote the bilingual character of Canada; provision of information <u>to</u> OLMCs regarding FI activities, programs and policies that could be of interest to them.	FI <u>to</u> OLMCs (information)	OLMC culture reflects an up-to-date understanding of the FI mandate; OLMCs receive up-to-date and relevant information about the FI programs and services (P&S).
<b>D. Coordination and liaison</b>	Cooperation and liaison (joint research, meetings, etc.) within the FI and between FI, other government institutions (OGIs) (ie. federal departments other than the FI) and other levels of government.	FI internal; FI <u>and</u> OGIs	Co-operation with multiple partners to enhance OLMC development and vitality, and to share best practices.
<b>E. Funding and program delivery</b>	Implementation of P&S (resources, in-kind, funding, etc.) and funding for OLMCs by the FI alone or in collaboration with OGIs; integration of OLMC needs.	FI <u>to</u> OLMCs (P&S, funding)	OLMCs are part of FI regular clientele and have adequate access to P&S; OLMC needs (eg. geographic dispersion, development opportunities) are taken into account.
<b>F. Accountability</b>	Action planning, achievement reporting, internal evaluations, policy reviews, etc. done by region, branch, sector, FI, etc. – Integration of section 41 of OLA in the planning and reporting mechanisms of FI	FI internal; FI <u>to</u> OGIs	OLMC perspective and OLA section 41 are fully integrated into FI policies and P&S; the reporting structure, internal evaluations, policy reviews determine how to better integrate OLMCs.

Long-term results	Horizontal results for the Government of Canada
<ol style="list-style-type: none"> <li>1. Better co-operation among multiple partners on OLMC development and promotion of linguistic duality</li> <li>2. Increased OLMC access to programs and services offered by FI</li> <li>3. Increased OLMC ability to live in their own language, to participate in Canadian society and to ensure their long-term development</li> </ol>	<ol style="list-style-type: none"> <li>1. Improved access to justice in both official languages</li> <li>2. Increased participation in and improved access to education and learning in support of linguistic duality</li> <li>3. Improved access to health and social services in the language of choice</li> <li>4. Enhanced cultural activities in support of Canadian identity</li> <li>5. Strengthened community economic development and language industries</li> <li>6. Enhanced community vitality</li> <li>7. Linguistic duality is reinforced in the institutions of Canadian society and reflected abroad</li> <li>8. Federal institutions respect the <i>Official Languages Act (OLA)</i> and the Constitution</li> </ol>

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<b>A AWARENESS (Federal Institution internal activities to raise awareness)</b>	
<b>A1</b>	<b>Training and Information Sessions</b> Training and/or information sessions to ALL employees, including managers and new staff members, regarding OLMCs and their responsibilities under OLA section 41.
<b>A2</b>	<b>Senior Management Information Sessions</b> FI holds information sessions for senior managers to encourage regular reviews of FI policies and P&S taking into account OLMCs and OLA section 41.
<b>A3</b>	<b>Senior Management Performance</b> Integration of specific performance objectives related to OLA section 41 in senior management performance contracts and/or performance reviews.
<b>A4</b>	<b>OL Champion</b> OL champion ensures that OLA section 41 is fully implemented in the FI; actively promotes OL and OLMC development to all employees, particularly senior management.
<b>A5</b>	<b>Incentives Reward Program</b> Establishment of incentives to reward managers and employees for their efforts regarding OLA section 41 implementation.
<b>A6</b>	<b>Internal Information Tools</b> Internal tools (eg. FI Intranet, newsletters, E-mails to all employees or specific groups of employees) include information and activities regarding OLA section 41 and OLMCs.
<b>A7</b>	<b>Bulletin 41-42</b> <i>Bulletin 41-42</i> is distributed to regional and branch/sector coordinators (or officers responsible for the implementation of section 41 of the OLA) , as well as FI branches and regional offices.
<b>A8</b>	<b>Research and Studies (internal)</b> OLMC perspective is taken into account in research, studies and investigations undertaken by FI.

<b>B CONSULTATION (Sharing of ideas and information between Federal Institution and Official-Language Minorities Communities)</b>	
<b>B1</b>	<b>Consultative Mechanisms</b> FI has implemented consultative mechanisms with OLMCs (consultative committees, round table meetings, working groups, appointment of OLMC representatives to permanent committees, juries, etc.) to identify OLMC concerns and needs and make sure they are taken into account
<b>B2</b>	<b>Regional Offices</b> Regional offices consult with OLMCs to identify their concerns and needs; results are reported to the FI national coordinator (or officer responsible for the implementation of section 41) and their regional senior management.
<b>B3</b>	<b>FI Policies and P&amp;S</b> The FI consults with OLMCs at the start of and throughout the process of developing and/or revising FI policy and P&S; OLMCs are invited to suggest new policies/P&S or changes to existing policies/P&S.
<b>B4</b>	<b>Alternate Service Delivery</b> FI consult with OLMCs on P&S alternate service delivery or devolution processes to identify potential effects on OLMC development.
<b>B5</b>	<b>FI Action Plans</b> FI consults with OLMCs on the development of action plans for section 41 implementation.
<b>B6</b>	<b>Informal Consultations and Feedback from OLMCs</b> FI participates in activities organized by OLMCs and gives OLMCs opportunities to provide feedback and make suggestions for improvement.

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C COMMUNICATIONS (Information from Federal Institution to Official-Language Minorities Communities)	
C1	<b>General Information to OLMCs</b> Federal Institution informs OLMCs of important events, announcements, activities, exhibitions, release of reports, new or modified Program & Services and policies.
C2	<b>Media Buys</b> Federal Institution ensures that media buys include the purchase of advertising space and time targeted to specific OLMCs.
C3	<b>Communications Tools</b> Federal Institution maintains adequate communications tools to provide OLMCs with the information they need in an efficient and timely manner.
C4	<b>Client Distribution Lists</b> OLMCs are included on client distribution lists (regular mail or e-mail) of the different Federal Institution Program & Services (headquarters and regional offices).
C5	<b>Bulletin 41-42</b> Federal Institution publishes articles in <i>Bulletin 41-42</i> .
C6	<b>FI Web Site</b> Federal Institution uses its Web site to communicate information of interest to OLMCs (in both official languages).

D COORDINATION AND LIAISON (No funding – Federal Institution internal coordination and liaison with other government institutions - Networking)	
D1	<b>Official Languages Champion</b> OL champion actively participates in the champions' network and is a strong advocate of a full integration of all parts of the OLA within the FI.
D2	<b>National Coordinator (or officer responsible for the implementation of section 41 of OLA)</b> A national coordinator (or officer) responsible for OLA section 41 implementation within the FI is appointed and has adequate skills and resources to do so; maintains strong relationships with OGI national coordinators.
D3	<b>Regional/Sectoral Coordinators (or officers responsible for the implementation for section 41 of OLA)</b> FI regional/sectoral coordinators have adequate skills, training and resources to implement OLA section 41.
D4	<b>FI Coordinators' Network</b> FI coordinators (national and regional/sectoral) (or officers responsible for the implementation of section 41 of OLA) maintain strong working relationships and support each other.
D5	<b>Regional Councils of Senior Federal Officials</b> Regional coordinators (or officers responsible for the implementation of section 41 of OLA) participate in regional executive council meetings and activities related to OLA section 41.
D6	<b>Collaboration Between FI and OGIs</b> FI works together with OGIs for the benefit of OLMCs; participates in cross-OGI meetings regarding OLA section 41 and actively shares ideas such as best practices.
D7	<b>Collaboration Between FI and Other Levels of Government</b> FI works together with other levels of government, such as provinces/territories and municipalities, for the benefit of OLMCs.
D8	<b>Co-operation with Canadian Heritage</b> FI consults regularly with Canadian Heritage (PCH) and cooperates in achieving common results regarding section 41.
D9	<b>Collaboration in Joint Research and Studies</b> FI collaborates with OGIs in the undertaking of specific research, and shares the methodology and research results related to OLA section 41 and OLMCs.

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<b>E FUNDING AND PROGRAM DELIVERY (to Official-Language Minorities Communities)</b>	
<b>E1</b>	<b>Funding and Participation in OLMC Projects</b> Federal Institution provides support (either financial or in-kind) and participates in OLMC projects, thereby strengthening its relationships with OLMCs.
<b>E2</b>	<b>Targeted Funding</b> Federal Institution Program & Services are targeted to actual and/or potential OLMC clients; requests for proposals are sometimes targeted to specific OLMC groups.
<b>E3</b>	<b>Partnerships / Mutual Agreements with OGI</b> Federal Institution initiates partnerships and/or mutual agreements with OGIs for the benefit of OLMCs (delivery of services, joint projects or other initiatives related to the development of OLMCs); agreements are sometimes signed with other levels of government (memoranda of understanding, cooperation agreements, etc.).
<b>E4</b>	<b>OLMC Assistance</b> The Federal Institution offers assistance to OLMCs on how to apply for funding support from the Federal Institution and to access and identify appropriate P&S; terms and conditions of P&S take into account OLMCs.
<b>E5</b>	<b>Program Delivery</b> Federal Institution ensures OLMCs have access to P&S and takes into account their diversity and geographic dispersion.

<b>F ACCOUNTABILITY</b>	
<b>F1</b>	<b>Action Plan Preparation (Institutions designated under 1994 Framework only)</b> Federal Institution develops annual or multi-year actions plans that clearly and accurately describe the proposed implementation of OLA section 41 into FI policies and P&S; action plans are submitted to PCH on a timely basis.
<b>F2</b>	<b>Achievement (Results) Report Preparation ((Institutions designated under 1994 Framework only)</b> Federal Institution prepares annual achievement reports that clearly and accurately describes the results achieved by the implementation of OLA section 41; the annual report is submitted to PCH within deadline date.
<b>F3</b>	<b>Progress Monitoring</b> National coordinator consults with regional/sectoral coordinators and P&S managers to monitor action plan progress and OLMC satisfaction; FI internal reporting structure takes OLMCs into account.
<b>F4</b>	<b>Evaluations and Internal Audits</b> Evaluations and internal audits of FI programs and services are periodically conducted, taking into account how they impact on OLMCs and how OLMC development and vitality have been enhanced.
<b>F5</b>	<b>Integration with Planning and Reporting Processes</b> Implementation of OLA section 41 is taken into account in Federal Institution planning and reporting processes.
<b>F6</b>	<b>Committees of FI Senior Management</b> Review of Federal Institution Program & Services and policies regarding OLA section 41 is a regular item on the agenda of Federal Institution senior management committee meetings.
<b>F7</b>	<b>Complaints</b> The Federal Institution actively investigates and resolves all complaints related to OLA section 41; improvements to policy and P&S are implemented.