



President
of the Treasury Board

Présidente
du Conseil du Trésor

Annual Report on Official Languages

2001-02

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Also available in alternative formats

Published by the
Treasury Board of Canada Secretariat

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represented by the President of the Treasury Board, 2002

Catalogue No BT 23-1/2002
ISBN 0-662-67025-6

This publication is available at the following addresses:
www.tbs-sct.gc.ca
publiservice.tbs-sct.gc.ca





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 fourteenth annual report of the President of the Treasury Board covering the 2001–02 fiscal year.

Yours sincerely,

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

Lucienne Robillard
President of the Treasury Board

December 2002



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Mr. Speaker:

It is my pleasure to present this fourteenth annual report on official languages, for the 2001–02 fiscal year.

In last year's report, I expressed my thoughts on the renewal of the Official Languages Program. I observed that, despite the major achievements in the area of bilingualism since the *Official Languages Act* (the *Act*) came into force, our objectives have not been fully achieved. I spoke at that time of the need to review the Program and to identify the cultural and systemic barriers to the use of both official languages in the Public Service. I also indicated that the renewal then commencing would include a number of key components, such as a study on the perceptions and attitudes of public service employees toward official languages, a renewal of policies, greater use of French in the workplace, an increase in the number of bilingual employees, and better representation of the two linguistic groups within the Public Service.

In this report, I outline the progress achieved by the Treasury Board of Canada Secretariat in 2001–02 in co-operation with the institutions subject to the *Act*¹ and with the support of the official languages champions. I also report on partnerships and the desired spill-over effect of measures taken by all stakeholders. Renewal will clearly not occur in a vacuum; it is the business of everyone concerned. We are on the right track, and I have every hope that the action plan to renew the official languages policy, which the government will be tabling in 2003, will produce concrete results.

I. Renewal is Underway

All departments and agencies share the same objective: to produce results for all Canadians.² Achieving this objective will require, among other things, a Public Service that is a model of linguistic duality, a Public Service consistent with our vision of Canada.

Based on the review I present in this report, I can say that renewal is underway. The initiatives achieved to date and those that will follow in the years to come will lead us toward an administrative reform of the Program and a lasting change in attitudes and behaviours with regard to bilingualism. I am resolved to ensure that official languages

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1. Not all those institutions are part of the Public Service of Canada. Crown and privatized corporations such as Air Canada are separate entities.
 2. For more information, see the Treasury Board of Canada Secretariat publication entitled *Results for Canadians: A Management Framework for the Government of Canada*, 2000.





occupy their rightful place in both the Public Service and in Canadian society. All authorities must be more accountable, and there must be increased partnership and networking, with the emphasis on innovation and excellence. We must also reinforce the linguistic capability of government employees, and increase the Program's mentoring functions.

The Public Service has evolved over the years, but current human resources management practices restrict the government's ability to attract and retain the talents we need. Significant changes must be made, and that will inevitably affect official languages. The budget cuts of the 1990s, growing demand and the range of services have resulted in a certain stagnation, and in some instances even decline. The government is aware of the situation, and that is why it has decided to take action. The culture of the Public Service must be rethought and a climate of trust and respect must be established with our managers, employees, bargaining agents and partners in the public sector.

The government has made a commitment to maintain a professional, non-partisan, representative and bilingual Public Service that provides Canadians with services of the highest quality. It was from this perspective that, in April 2001, the Prime Minister announced the reform of human resources management in the Public Service of Canada, for which he assigned responsibility to me, as President of the Treasury Board.

The government is firmly convinced of the importance of giving managers greater responsibility, particularly for staffing and learning. I want to realize the government's commitments, which are also my own, so that the Public Service of Canada achieves its full potential and produces the results citizens expect: affordable services of high quality in the official language of their choice.

Commitment to quality services has led to changes in our way of doing things. Responding to the demands expressed by Canadians, the government has undertaken various initiatives to modernize services, such as the Canada Site, Government On-Line and the 1 800 O-Canada line.

- The Canada Site is a gold mine of information on government programs and services. The user-friendly, easy-to-navigate site, with its extensive gateways and available information and services, has earned international recognition for Canada. Among other things, the site contains the Burolis data base, the official inventory of all the bilingual and unilingual offices and service points. Over the past year, the Secretariat modified the Burolis search engine to make research easier.





- Government On-Line is another major initiative designed to provide the most used government services on the Internet in both official languages. As a result of achievements to date, Canada is now recognized as a world leader in this area.
- Through the Service Canada access points and the 1 800 O-Canada line, Canadians receive personalized help and can quickly obtain information on more than 1,000 federal programs and services. First introduced as a pilot project under the Secretariat's co-ordination, the initiative has been a major success. All the access points selected at the end of the pilot project met official languages requirements. Seventeen full-service centres have been designated bilingual and have been added to the services already in place. With the pilot project stage completed, management of the centres has been transferred to Human Resources Development Canada and management of the 1-800 line to Communication Canada.

On-line communications with Canadians can sometimes be problematic, particularly with regard to the quality of French on the Internet. Some institutions have taken effective steps toward ensuring the linguistic quality of their intranet and Internet sites, or have embraced this new means of communication to better inform their employees on issues in official languages and related matters.

- At Atomic Energy of Canada Limited, a user group responsible for site content and maintenance is ensuring that published documents are made available in both official languages simultaneously and that communications are of equivalent quality in both languages.
- To support its virtual community, the National Research Council Canada has established a working group whose mandate is to propose short- and long-term strategies for producing bilingual tools and providing training on important issues such as improving French on the sites. The Council's tool box has stimulated keen interest among users.
- The Communications Security Establishment has formed a Web steering committee, which manages bilingualism and official languages policy interpretation issues.

Canadians want on-line services

77 per cent of Canadians think that the Internet will improve how they receive services from the Government of Canada.

73 per cent believe that putting services and information on-line is a good use of tax dollars.

78 per cent believe that GOL makes the government more innovative.

77 per cent believe that GOL will improve how Canadians interact with the government.

Source: Listening to Canadians, 2001, EKOS





These improvements will help ensure the quality of services provided in both official languages, but that is not enough. We must all work together to find sound solutions for securing linguistic duality to our fundamental values of respect and inclusiveness so that they form an integral part of the culture of our institutions.

In 2001–02, the Clerk of the Privy Council, Secretary to the Cabinet and Head of the Public Service made official languages one of the five priorities deserving more sustained attention from deputy heads. This measure will have an impact at all reporting levels.

In April 2001, the Commissioner of Official Languages tabled her *National Report on Service to the Public in English and French: Time for a Change in Culture*. After reading her report, I also concluded that the delivery of services to the public in offices required to provide bilingual services must improve. Canadians must be able to communicate with the government, where services are required, in English or in French, in their preferred official language. The language rights of public servants in regions designated bilingual for the purposes of language of work must also be respected.³ A change in culture is clearly necessary and the government will be called upon to exercise leadership in this regard. We are ready; the challenge has been raised.

As a result of the measures we will put forward in response to the findings of the study entitled *Attitudes Towards the Use of Both Official Languages Within the Public Service of Canada*, which was conducted in 2001–02. I am confident we will be able to advance the use of both official languages. Canadians expect nothing less from their government.

In the wake of its administrative reform, the Treasury Board has undertaken to consolidate and simplify its policies, including those on official languages,⁴ to reflect, in particular, technological progress and the modernization of human resources management. Official languages policies will be restructured into major categories to meet the needs of non-specialists and professionals in the field.

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3. The bilingual regions for language of work purposes are the National Capital Region, New Brunswick, parts of Northern and Eastern Ontario, the Montreal region, parts of the Eastern Townships, the Gaspé Peninsula and Western Quebec.
 4. Under section 46 of the *Act*, the Treasury Board is responsible for the general direction of the policies and programs of the Government of Canada relating to communications with and service to the public, language of work and the equitable participation of English-speaking and French-speaking Canadians in the institutions and agencies subject to the *Act*.





The government's policies and programs must continue to be more citizen-based. With respect to official languages, I am determined to ensure that they are taken into consideration in all the government's important decisions. Accordingly, two Treasury Board policies that came into effect in April 2002 contain explicit official languages requirements.

- The new *Policy on Alternative Service Delivery*, which reflects the recommendations of the Task Force on Government Transformations and Official Languages,⁵ is designed to strike a fair balance between the search for innovation in service delivery and the guarantee that the new measures are in the interests of the public and, thus, of the official language minority communities. Among other things, it provides that the delivery of bilingual services must be respected in case of devolution. This Policy has been favourably received by the Auditor General of Canada, the Commissioner of Official Languages and the President of the Fédération des communautés francophones et acadienne du Canada. The Policy further requires that redress mechanisms be put in place and that the public be informed of them.
- The *Communications Policy of the Government of Canada* contains a statement of communications management principles and emphasizes official languages obligations. Revised in 2001–02, the Policy provides for measures to make federal departments and agencies visible and accessible, so that they are accountable to the public they serve. It thus reinforces the application of the *Official Languages Act* and related policies with respect to the Internet and electronic communications; public events and announcements; fairs and exhibitions; advertising and marketing; publishing; and film, video, and multimedia productions. The Policy is designed to guarantee that government communication products intended for members of the public are available in the official language of their choice and that federal institutions consider the needs, concerns and linguistic preferences of the official language minority communities in their communication plans and advertising campaigns.

The changes made to government policies and programs will necessarily affect public service employees. That is why, in all activities concerning official languages, it will be necessary to consult the unions to a greater degree to establish relations characterized by

5. *No Turning Back: Official Languages in the Face of Government Transformations*. Report prepared for the President of the Treasury Board, the Honourable Marcel Massé, January 1999.





mutual respect and co-operation. Together, we must create a true spirit of partnership in order to identify and examine options and find the best solutions in the interests of Canadians. The will is there; it just needs to be exercised.

The Secretariat has a number of tools with which to monitor and report on the implementation of the Official Languages Program. Each year, the institutions submit to the Secretariat their official languages review, a public document approved by the deputy heads or their equivalents.

Program monitoring and evaluation functions are essential in auditing results. At the meeting of departmental champions in November 2001, special attention was paid to performance measurement in the accountability accords signed by the Clerk of the Privy Council and the deputy ministers. Performance indicators on the delivery of services to the public and on language of work will be developed in consultation with the members of the official languages network and the Office of the Commissioner of Official Languages.

These tools will make it possible to monitor Program developments more effectively and to identify issues so that we can continue to improve the situation.

II. A Leadership Issue

To achieve tangible results, it is important that the government and its senior officials show leadership. In the spring of 2001, the Prime Minister asked the Honourable Stéphane Dion, President of the Privy Council and Minister of Intergovernmental Affairs, to chair a reference group of ministers for the purpose of preparing an action plan. As a result of this initiative, a large quantity of useful information was collected. Dialogue will continue until the tabling of the action plan, which is scheduled for 2003. The plan will lay out the Program's major streams for the years to come and state the means necessary to translate our thoughts into actions.

The government recognizes that, in the designated bilingual regions, the bilingualism of senior executives (EX level) is a key factor in creating an environment in which employees feel comfortable working in the official language of their choice. The example must come from senior management. This is why the government requires senior executives in those regions to be bilingual at a high functional level.⁶

6. For public service executives (EX), Level C (superior) is required for reading and speaking, and Level B (intermediate) for writing.





This issue is of the greatest concern to the government. The Secretariat can rely on the co-operation of all deputy heads or their equivalents in achieving objectives. As I mentioned earlier, official languages is one of the five major priorities of the Head of the Public Service, and I am pleased that this is the case. The Secretary of the Treasury Board has also written to the deputy heads (or their equivalents) of the institutions to remind them of the need to put in place strong measures to achieve objectives, including resorting to at-risk compensation as a lever.

The *Policy Concerning the Language Requirements for Members of the Executive Group* contains a deadline for executives who are incumbents of bilingual positions for which the language requirements have been raised, under the 1998 policy, to level CBC — a high functional level — and who still occupy those positions. By March 31, 2003, they will have had a period of five years within which to meet those requirements. This deadline will not be extended.

Over the years we have changed the culture of the Public Service by implementing laws and policies in support of official languages. But we have clearly not achieved all the objectives we had set for ourselves. As managers, we must ensure that our workplace actively fosters the use of both official languages, not only because the law requires it, but also because it is part of the respectful way we treat our colleagues.

Mel Cappe, former Clerk of the Privy Council, Association of Professional Executives of the Public Service of Canada Symposium, June 2001

This bilingualism objective also includes a group whose exemption date will expire before March 31, 2003. This twofold objective can only be achieved if the deputy heads or their equivalents, who are responsible for ensuring that their organizations comply with the relevant policies, take the necessary steps to ensure that this is the case. I am confident they are doing so.

As at March 31, 2002, the data show that, of the 2,638 EX incumbents subject to the Policy, 1,905 (72.2 per cent) meet the requirements of their position. The 733 (27.8 per cent) who do not, fall into two categories: 442 incumbents will have to meet the requirements of their position by March 31, 2003, while approximately 291 will continue to be exempted after that date, up to two years subsequent to the date of their appointment.

I cannot overemphasize the important role that managers play as agents of change. The network of official languages champions, which has been in existence for a few years now, has helped advance official languages. I very much rely on the champions' support to help make the renewal process more dynamic. They undeniably play a decisive role in stimulating leadership at the management level and ensuring the diffusion of official languages.





In the context of the modernization of human resources management, the champions were consulted to identify the issues involving official languages. They set out their suggestions in a report submitted to the Task Force.⁷ To help the champions play their role fully, champion steering committees were created with a mandate to provide general guidance to the official languages network, to which the champions of the regional federal councils belong. In particular, the departmental champions have worked to develop an intervention strategy to assist them in promoting official languages.

As a champion, I am committed to creating and promoting a workplace that encourages the active contribution of employees. This commitment is based on respect for diversity and on the conviction that the contribution of every employee is appreciated and sought.

Keith Hillier, official languages champion at
Veteran Affairs Canada

Over the coming year, discussions will continue to fine-tune the champions' role and to develop an action plan for the intervention strategy. Discussions will focus on integrating official languages into all aspects of their organizations, the accountability agreements, the development of generic tools and enhanced consultation on major issues.

The champions of the Crown corporations and other institutions have begun a process of reflection for the purpose of leading the central government bodies to recognize the particular characteristics of each of their major areas of activity, particularly the scientific, cultural and economic sectors. In addition, the champions' objective for 2002–03 is to develop a strategic plan for promoting official languages.

Bilingualism is an undeniable economic advantage for public service employees, citizens and businesses alike. In this globalization era, the ability to speak and understand more than one language is not only desirable: it has become essential.

Canada's linguistic duality enables it to play a central role on the international scene. La Francophonie is a perfect example. The IV Games of the Francophonie, held in the Ottawa–Hull region in July 2001, were an unparalleled success. Canada welcomed 3,000 athletes and artists from 51 states and governments who came to celebrate the spirit of friendly competition and their shared linguistic kinship.

7. Task Force on Modernizing Human Resources Management in the Public Service, the mandate of which is to recommend strategic, legislative and institutional changes so that the Public Service can continue to be one of the best in the world.





Personally, I am always proud to take part in events related to la Francophonie. Last March, I chaired the launch of Les Rendez-vous de la Francophonie in the Public Service of Canada,⁸ the fourth such event of its kind. Les Rendez-vous is a major celebration of the vitality of the French language and culture in Canada. This event, which is held annually over a period of two weeks, promotes a greater spirit of co-operation and openness between colleagues and the Canadian public. Francophones and Francophiles express their passion for the French language and culture by taking part in these activities that enhance the vitality of French in Canada.

Some institutions use this springboard to sensitize Anglophone employees in language training, as is the case at the Canadian Security Intelligence Service. At the Department of Justice Canada, the Department has organized activities around the theme of Francophonie and bijuralism and took the opportunity to set up an information booth.

Providing information is an excellent way to increase the awareness of those around us. Acquiring the proper tools and giving public service employees and partners the desire to fine-tune and share their knowledge — these concerns should guide us every day. An appropriate linguistic level and frequent use of one's second language are definitely essential to the delivery of services of high linguistic quality. Other factors, however, must be added to maintain and even improve that quality.

A number of institutions recognize this and have decided to follow this path by sharing their tools and best practices. Here are a few examples from their annual reviews:

- At Canadian Heritage, senior management created a departmental committee on policies and communications on language of work, in partnership with its legal services. This committee has developed guidelines and an action plan. The information material produced includes a multimedia presentation and a memo calendar summarizing the guidelines, a brochure, a folder and a bookmark. Information sessions have been organized across the country. The department has also been open to sharing its expertise with other institutions.
- The Canada Customs and Revenue Agency has conducted an in-depth evaluation of the Official Languages Program in the past year. The Agency wants to become an organization that respects linguistic duality in its daily relations with the Canadian public and with its employees. The appointment of official languages champions — one at the national level, a second for service to the public and a third for language

8. For more information, see the President's speech of March 11, 2002.





of work — will contribute to reinforcing leadership and guaranteeing sustainable progress. The champions provide advice and general direction. The Agency has also set up major projects, some of which are described in this report.

- Industry Canada has prepared a reference manual on official languages to inform employees and managers on various parts of the *Act* and on the policies, as well as to foster the development and vitality of English-language and French-language groups. The linguistic mentoring program has started in the National Capital Region to assist employees in improving and maintaining their second-language speaking skills. The project involves voluntary partnerships between an employee wishing to learn and another who provides support, gives advice and takes part in the colleague's learning process.
- Statistics Canada has implemented practices that have made it possible to increase bilingualism in the workplace and enhance the image of the Official Languages Program. A series of measures is helping to create a workplace in which both official languages are commonly used. A handy reference guide emphasizes the principles of the *Act* and an official languages orientation module is offered to all new supervisors. In addition, an award is presented each year by the Chief Statistician for excellence in official languages. At Statistics Canada, official languages are well integrated into management practices.
- Health Canada attaches considerable importance to creating an environment conducive to the effective use of both official languages. In the past year, the department adopted a proactive approach in putting forward a number of initiatives. It has distributed the language of work brochure, *English and/or French/It's Your Right/It's a Matter of Respect*, to all employees. The publication has been well received: many employees took the quiz that was included, and many achieved a perfect score. In addition, laminated posters on language of work have been installed at strategic locations to encourage employees to speak the official language of their choice. The orientation course for new employees, entitled *Discovering Health Canada*, contains a 30-minute module covering the essential aspects of the Official Languages Program. In addition, new first official language skills development services have been added to the language training program.

For a number of years now, partnerships have been forming to discuss common problems and find innovative solutions. I note that partnerships have become very popular, whether for delivering services or exchanging ideas. Here are two examples:



- The members of the Prince Edward Island Official Languages Subcommittee organized the first Atlantic Symposium on Official Languages, which was held in Charlottetown in October 2001. Organized around the theme “Building a future on linguistic, cultural and regional diversity,” the Symposium was attended by some 150 participants from Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick and Ottawa. At the close, a follow-up committee was established consisting of representatives of council secretariats and official languages committees.
- The knowledge era has made us aware of the importance of human resources and the need to learn how to invest in people in order to support creativity and innovation. The Canadian Centre for Management Development knows this more than anyone and is adapting its teaching to the needs of the Public Service of Canada. Official languages are the subject of discussions with the Centre to ensure they are taken into account in the various training programs for managers at all levels, both in regular courses and in the roundtables the Centre organizes. In addition, the pilot project on respecting others in the workplace, and more particularly on individual preferences regarding language of work and communication in the designated bilingual regions, has also been discussed. This partnership with the Centre, which is continuing to progress, illustrates the importance of integrating official languages into learning programs, with the emphasis on values and leadership.

These are two excellent partnership initiatives that will undoubtedly have an impact in the years to come.

III. High-Quality Services for the Public

The Government of Canada’s priority is to provide attentive, courteous and responsive service in both official languages, at all times and at all federal service points required to provide bilingual services. Canadians expect to deal with their government in the official language of their choice, whether in person, by telephone, by correspondence or on the Internet. While the government offers a number of service delivery methods, ultimately it is Canadians who choose the methods and the official language that suit them. This choice must be offered to them openly, spontaneously and clearly. It is important to create a climate conducive to the constant improvement in delivery of services to citizens where shortcomings have been detected. Achieving this objective requires leadership, commitment and accountability, which presupposes an enhanced awareness among all stakeholders.





To meet the needs of Canadians, on March 31, 2002, the government had 11,873 offices and service points, 3,402 of which (29 per cent) are required to provide bilingual services. Those offices and service points include post offices and some postal outlets operated by private companies. These numbers have remained virtually the same as last year.

In the Public Service, the number of employees in bilingual positions working with the public has also remained stable. On March 31, 2002, 84 per cent⁹ or 32,084 of the 38,369 incumbents of bilingual positions with the duty of serving the public in either official language met the linguistic requirements of their positions, as may be seen from the attached statistics. The level of second-language knowledge remained essentially the same as last year: 30 per cent¹⁰ of bilingual positions require superior proficiency (instead of 29 per cent) and 67 per cent require intermediate proficiency (instead of 68 per cent). The minimum level remained at 2 per cent.

As I have mentioned, the annual reviews of the institutions inform the Secretariat about how those institutions are fulfilling their obligations. Thus it can be seen that most are aware of the importance of quality of service to the public and are concerned with active offer of service in offices required to provide bilingual services.

- Senior management at the Office of the Governor General's Secretary is very proud of the bilingual services provided by its staff and by the summer students.
- NAV CANADA has reported an exceptional ability to provide high-quality service to the public.

The quality of bilingual services is thus a concern for institutions. The reviews state that, over the past year, they conducted numerous polls, surveys, follow-ups and integrated audits. One shortcoming often noted is the quality of the French language. In unilingual Anglophone regions, maintaining a good level of second-language proficiency in order to provide better service to the public is quite a challenge. Seeking to remedy the situation, some institutions have taken concrete steps to assist their employees.

Here are some examples:

- Farm Credit Canada, an agency whose head office is in Regina, is striving to provide its bilingual staff with tools prepared by the Quebec region to assist employees wishing to maintain their second-language proficiency levels.

9. See Table 6.

10. See Table 7. Table 5 provides more details on second-language proficiency levels.



- Veterans Affairs Canada is in a similar situation. Located in Charlottetown, its headquarters must provide services across the country. Aware that the situation is less than perfect, particularly in oral communications with the Quebec office, the department has found various solutions: expanding its language training program, organizing workshops and publishing tools to increase the bilingual capability of its workforce.
- The Grain Policy Division of Agriculture and Agri-Food Canada's Winnipeg region invites Francophones and employees occupying bilingual positions for service to the public requirements to deal with management in French and even to request professional training in the official language of their choice.
- In Saskatchewan, the management of Indian and Northern Affairs Canada supports employees who express interest in studying French, even though Cree is the language spoken at the office.

Another example involving service delivery stems from a joint action by the Fédération des francophones de la Colombie-Britannique (FFCB), the Official Languages Committee of the Pacific Council of Senior Federal Officials, the departments, the Office of the Commissioner of Official Languages and the Secretariat. Launched in 2001, the pilot project was designed to increase and improve the quality of services offered to French-speaking Canadians. During the year, the partners adopted an approach based on the awareness, membership and accountability of managers, whom they thus wished to encourage to find potential solutions enabling them to meet their official languages obligations. Individual meetings with front-line managers responsible for the some 200 bilingual service points have made it possible to improve communication and to work in close co-operation to settle recurring problems.

In October 2001, the FFCB hailed this opportune initiative and emphasized that Francophones would, as a result, be more aware of the importance of using services in French, particularly at service centres.

This project is a perfect example of joint action involving all authorities. This awareness effort has also extended to all federal offices in the province required to provide bilingual services and among the Francophone population, which is now encouraged to request services in French. FFCB members were surveyed to determine their level of satisfaction, and the survey results and project report are expected in the fall.





IV. An Exemplary Workplace

The Government of Canada has undertaken to build an exemplary workplace with respect to official languages. That means a Public Service that not only provides high-quality services to the Canadian public in both official languages, but also respects the linguistic rights of its employees. The Public Service of Canada is, and always will be, a bilingual institution. The use of French within that institution, however, is still problematic. Some workplaces that should be bilingual are not truly bilingual yet, and Anglophones and Francophones alike too often continue to use English as the language of communication.

According to the statistics, the percentage of supervisors who meet the language requirements of their positions has remained relatively stable. On March 31, 2002, 82 per cent or 10,801 out of 13,205 incumbents of bilingual positions¹¹ met the language requirements of their positions, while last year the percentage was 80 per cent. It should also be noted that this year the number of positions requiring superior second-language proficiency has increased slightly from last year, from 45 per cent to 47 per cent.¹²

At Health Canada, Quebec region, the regional director of human resources encourages employees to use the language of their choice and to assert their right to do so. To that end, she ensures, among other things, that all communications from other provinces are available in French and, in particular, expects that communications in French from head office are of more than reasonable quality at all times and that information is received simultaneously in both official languages.

The number of positions requiring the intermediate level has thus fallen proportionately.

Although the statistics show that the linguistic capability of employees is relatively satisfactory, communications between Anglophones and Francophones working in designated bilingual regions are not always consistent with the requirements of the *Act*. Aware of the scope of the problem, some institutions, in particular Health Canada, have adopted solutions to ensure respect for employees' rights and to improve the situation.

In my view, it is of utmost importance that public service employees feel comfortable and are proud to speak the language of their choice. We must continue to promote a workplace where respect for others forms the very basis of interpersonal relations among employees, particularly among Anglophones and Francophones.

11. For more information, see Table 10.

12. For more information, see Table 11.





In that context, the Secretariat has developed and launched a pilot project at the Canada Customs and Revenue Agency (CCRA). As part of that project, an experiential approach¹³ has been adopted to lead participants to explore interpersonal respect and to see how, when put into practice, that value assists in creating a harmonious workplace. In 2001–02, some 220 public service employees participated in the project. Of that number, 125 took part in the workshops, while the others acted as a control group.

At first glance, this project has helped achieve greater mutual understanding between the groups. The workshops led the participants to view the world more as their neighbour views it. Participants felt respected and understood. These feelings appear to have enhanced trust and opened the door to greater energy, productivity, innovation and creativity. In short, the workshops promoted thought, communication and teamwork and the lessons learned may be incorporated into other projects.

Another pilot project at the Agency on language of communication is based on processes: employees develop and implement the mechanisms and tools necessary for a more equitable use of both official languages. That project, from which the lessons learned will be drawn, is currently being developed and will be implemented no later than April 2003.

However, much work remains to be done to create and maintain a workplace conducive to the effective use of both official languages. A fairly disturbing factor increasing the use of English over French is that, in meetings, many Francophones still hesitate to speak in their first language and opt for English. In addition, many of them do not state that they would prefer to work in French, saying they feel comfortable in both languages. Some bilingual Anglophones thus see no need to use their second language. Francophones should therefore become aware that, in choosing English as their language of work, they contribute to increasing the imbalance between the two official languages and encourage neither the maintenance nor improvement of the French language in their workplace. An effort must be made to promote a greater spirit of co-operation and openness among co-workers. All public service employees, Anglophones and Francophones, should consider it a duty to promote bilingualism. It really is everyone's business.

13. The experiential approach is essentially based on exchange, dialogue and awareness among persons who communicate in both official languages.





By being aware of the problem, it is sometimes possible to reverse the situation and make a workplace more conducive to the use of both official languages. That was the case at the Canadian Nuclear Safety Commission, where employees of various nationalities have always worked more in English. A few years ago, the Commission hired executives who were perfectly bilingual, which had the effect of achieving a more equitable use of both official languages.

The Office of the Auditor General of Canada continues to pay special attention to improving the linguistic ability of all its employees by offering them a language training program and, where possible, assignments to positions where they will make more use of their second language. The Office is striving to increase its bilingual capability in numbers and quality by encouraging the improvement of second-language skills beyond the basic requirements of positions.

A number of institutions, in particular the Department of Finance Canada, Human Resources Development Canada, Transport Canada and the Bank of Canada, have found ways to increase the use of French and are still encouraging their staff to take part in “French days.” These days are very popular and the number of participants is growing. These activities are becoming increasingly widespread and, let us hope, will continue to snowball, thus expanding the use of French.

Many institutions are highly innovative. Some have developed tool boxes or other teaching methods to improve the second language or, in some instances, the first official language. These include, Canadian Heritage, Export Development Corporation, Agriculture and Agri-Food Canada, Correctional Service Canada, Vancouver Port Authority, Canada Customs and Revenue Agency and the National Research Council Canada.

In the past few years, the government has conducted employee opinion surveys to gather information that will assist it in properly performing its role as an employer. It has wanted to know what employees think of their workplace and how they provide services with respect to official languages. The first survey conducted of public service employees in 1999 revealed a very interesting fact from the standpoint of official languages: 31 per cent of the 103,125 respondents said they felt they had to learn the other official language, or to improve their knowledge of that language, either to perform their current duties or for professional development purposes.

In 2002, the Secretariat conducted a second poll of some 160,000 public service employees to include a number of questions on official languages. The survey focused more particularly on the employees’ workplace, questioning them, among other things, on the language of communication with their immediate supervisor, language of use in



meetings, language of work used to draft documents, availability of work instruments and professional training provided in the employee's first official language, as well as perceived consequences for career advancement.

The results will help us find solutions to create a workplace more conducive to the enhanced use of both official languages, particularly French, on a daily basis. This is a good management practice that reflects the government's commitment to making the Public Service of Canada an employer of choice.

In addition to taking part in this government-wide survey, the Secretariat, in co-operation with the Office of the Commissioner of Official Languages, Intergovernmental Affairs, Communications Canada and Canadian Heritage, last year conducted a separate study on public service employee's attitudes and perceptions regarding official languages, particularly in the workplace. I thank all participants for sharing their views.

This study involved a qualitative component and a quantitative component. Results will be compiled and extensively disseminated in early fall 2002. They will assist in evaluating public servants' level of satisfaction, identifying barriers to the improvement of attitudes and finding ways to raise the level of acceptance and use of both official languages in the workplace. They will also be used to develop a new awareness strategy that, we hope, will result in long-term solutions culminating in a change of culture regarding the acceptance and use of both official languages in the Public Service of Canada.

You will be hearing more about the findings of the Canada-wide survey and those of the study *Attitudes Towards the Use of Both Official Languages Within the Public Service of Canada*¹⁴ in the coming months.

V. A Public Service That Reflects Canadian Society

The government must ensure that its workforce tends to reflect the presence of both official language communities. The Public Service is one of our country's major assets. It is incumbent upon the institutions to attract members of both communities and to offer them work that meets their expectations.

The Public Service, like the population of Canada, is aging. Many public service employees will soon be of retirement age. At that point, it will be essential to have a

14. For more information, go to the Treasury Board official languages site at www.tbs-sct.gc.ca/ollo.





human resources management framework that is both flexible and innovative in order to replace the employees who will be leaving the Public Service and to implement the mechanisms necessary to pass on their accumulated knowledge to the next generation.

For a number of years now, the linguistic make-up of the Public Service has generally reflected that of Canadian society. The participation of Anglophones and Francophones in all organizations subject to the *Act* has remained the same. On March 31, 2002, Anglophones represented 72 per cent of public service employees and Francophones 27 per cent.¹⁵

When we think of succession planning in the Public Service, it is interesting to note that many young Canadians consider bilingualism, and even trilingualism, as a passport to broader horizons and better jobs. In 2001, a national survey conducted by the Centre for Research and Information on Canada showed that young people between the ages of 18 and 24 are more inclined to be in favour of bilingualism. One important fact is that 91 per cent of those young people supported the official languages policy of the Government of Canada, compared to 77 per cent of respondents 55 and over. This figure is very encouraging and will inspire the Secretariat in developing the policies that will be put forward to modernize our Public Service. It is important in this regard to continue investing in immersion and language training programs.

As I have stated on numerous occasions, the Public Service has a duty to be a reflection of Canadian society in order to serve it better. Whereas Francophones are well represented in the Public Service, the situation is different for Anglophones in offices in Quebec, outside the National Capital Region.

On March 31, 2002, 7.5 per cent of employees of the federal Public Service in Quebec were Anglophones,¹⁶ whereas Anglophones constitute 13 per cent of the population of Quebec. The Quebec Federal Council is co-operating with the Quebec Community Groups Network to improve the recruitment and retention of Anglophone public service employees. Efforts that have been made include the action plan developed jointly by the departments and Anglophone associations of the Working Group Forum. The Forum's activities were co-ordinated by the Public Service Commission of Canada, Quebec Region.

15. For more information, see Table 16.

16. For more information, see Table 12.



A number of institutions report that they are aware of this imbalance and intend to correct it. Here are some of the initiatives that attest to their commitment to equitable participation.

- Like a number of other departments, Human Resources Development Canada has adopted an action plan to attract candidates from both linguistic communities in the Quebec region. The plan includes specific objectives that must be achieved and an obligation to account for progress made. For example, the department has expanded selection zones, met with the official language minority associations to promote employment opportunities, contacted bilingual or official language minority educational institutions, created a pool of employees with a high level of knowledge of both official languages to act as members of selection panels and published notices in the official language minority press.
- The Economic Development Agency of Canada for the Regions of Quebec last year proceeded to recruit new employees from the minority community. They are now at various reporting levels in the organization.
- The National Parole Board has set itself the challenge of attracting more Anglophones in the Quebec region for the 2002–03 fiscal year.

These measures have made it possible to hire a number of Anglophone employees during the reporting period.

VI. Integrated Management of Official Languages

Progress has been made, and goodwill is not in short supply. This must continue. Studies have shown that Canadians want programs and services that respond more to their needs and concerns. We are working toward that end. To better adapt to the values that will make it possible to produce a sustainable change of culture in the context of renewal, and also to respond more effectively to Canadians' expectations, the Secretariat has restructured itself.

I am pleased to note that federal institutions have displayed a greater degree of integrated management of official languages. Their annual reviews attest to this. As I have noted above, the institutions are taking measures, mainly in the area of language of work. The quality of the French language has been the focus for a number of those institutions. To this end, several have created a steering committee to verify the linguistic quality of their Internet and intranet sites.





Intranet sites are means of communication highly valued by a number of institutions for informing employees of courses offered or presenting first- or second-language independent learning exercises. The institutions also post articles on official languages to their intranets. This is becoming an increasingly popular way of doing things.

In addition, to evaluate their official languages performance, some institutions call upon the support of the local community. For example, here are two initiatives of the Canada Customs and Revenue Agency:

- The Windsor–St. Clair Customs Office asks Francophones regularly crossing the border at designated bilingual posts to give them direct feedback on active offer of service.
- In Western Canada, the training co-ordinator of Verification and Enforcement at the Northern British Columbia and Yukon Tax Services Office has worked in co-operation with the Francophone Employment Centre giving training and advice on how to file job applications on-line.

The bilingualism situation at Air Canada has often been in the news. I note, however, that over the past year, the corporation has managed to meet the sizeable challenges that have arisen. The Secretariat has observed its goodwill in a context of highly competitive markets, weakened after the events of September 11, 2001. The integration of a high percentage of unilingual Canadian International Airlines employees assigned to service to the public significantly diluted Air Canada's bilingual workforce. The corporation is implementing an action plan that attests to the personal commitment of its chairperson and deputy heads or their equivalents, in addition to greatly enhancing the visibility of and importance attached to official languages. In addition, in November 2001, a memorandum of understanding was signed concerning ground services at airports, which will allow for better deployment of bilingual resources.

Air Canada Jazz, the new carrier resulting from the merger of four regional carriers, AirBC, Air Nova, Air Ontario and Canadian Regional, has from the outset developed measures to enable it to comply with the *Act*. Management's commitment has thus resulted in the signing and implementation of an action plan including language training for flight attendants and all customer service agents working at airports where there is significant demand for bilingual services. In addition, the signing in January 2002 of an agreement between the carrier and the flight attendants' union will enable Air Canada Jazz to establish bilingual lines and assign staff to them taking into account their language skills.





In July 2001, reports were published on the audits conducted by the Secretariat at seven major airports: Vancouver, Calgary, Winnipeg, Toronto (Pearson), Montreal (Dorval), Halifax and Moncton. They concerned active offer and provision of service and signage inside and outside the airports, for services provided by airport authorities themselves or by a third party subject to a contract or by departments or agencies of the federal government.

VII. Specifically Targeted Awareness Activities

Increasing client awareness is a daily activity at the Secretariat. During the year, a range of activities was offered designed to inform public service employees working directly with the public and federal managers across the country on the government's official languages objectives. The Secretariat gave 37 information sessions on service to public and workshops on language of work to 387 participants, mainly in the National Capital Region, Quebec and Ontario. These awareness activities are always well received because they make it possible to adapt the workshops to the needs of participants and to address their concerns.

During the reporting period, the Secretariat made public the annotated version of the *Official Languages Act*. This document, which was revised in partnership with the Department of Justice Canada, provides not only the text of the *Act*, but also explanations enabling non-specialists to gain a better understanding of its application.

The orientation to official languages courses provided across the country to members of the official languages network by Training and Development Canada (Public Service Commission of Canada) are given five or six times a year. Course content will be revised in 2002–03 to better reflect the values and trends that will emerge from the activities and pilot projects discussed in this report.

Networking and exchanges are still highly valued. In February 2002, employees of the departments, agencies and Crown corporations attended a workshop on official languages best practices. The workshop was a resounding success, enabling employees to study the expertise developed by some with a view to adapting it to the situation of each individual. Best practices are increasingly being exchanged. Some are also posted on the Secretariat's official languages Web site for broader dissemination. Here are a few examples:





- A few years ago, the Canada Mortgage and Housing Corporation developed a tool to assist managers in determining the language designation¹⁷ of a position and selecting the corresponding language profile (Level A, B or C). The *Language Profiler* is now used by other institutions and is still a prominent tool that individuals adapt to their needs.
- At Fisheries and Oceans Canada, sharing best practices is a common occurrence. Managers co-operate as much as possible in the forums and workshops for training the champions of the departments, federal councils or other partners, while making sure to present the latest initiatives. This way of doing things enhances the visibility of official languages.
- Many institutions, among them Statistics Canada, Public Work and Government Services Canada, Indian and Northern Affairs Canada and the Department of Finance Canada, have for a number of years awarded prizes or certificates in recognition of the exceptional contribution of their employees with respect to the use of official languages. Other institutions, such as the Department of Justice Canada and National Research Council Canada, have followed suit and last year offered their first official languages award. I am pleased to see this practice and hope other institutions will be inspired by it.

To further integrate official languages into the day-to-day management of the institutions, the Secretariat continues to maintain and develop its networks of communication and exchange with the departments and agencies, such as the network of official languages champions, the advisory committees of the departments and Crown corporations, the regional federal councils and the Management Committee of the National Program for the Integration of Both Official Languages in the Administration of Justice. Involvement in these committees enables it to channel its energies more effectively into the dynamic of the renewal of the Official Languages Program.

The Interdepartmental Consultative Committee on Language Industries is another example. The Committee's mandate is to mobilize the principal stakeholders in the federal government. Its aim is to provide a forum to create synergy in action involving the language industries in Canada to ensure their sustainable development, establish a joint action strategy and propose an approach to promoting their development and reinforcing their capabilities. The Secretariat chairs the consultative committee. Language industries include writing, translation, interpretation (including sign language interpretation) and terminology, all language technologies (speech processing, voice

17. For more information, see Table 1.





recognition and synthesis), automated processing of written and spoken language, electronic document management, technology and application software, as well as training and research. The ever-increasing demand for service in both official languages and the economic potential that these industries represent make this issue one of the government's priorities.

The Secretariat is also proud to be in partnership with other organizations, such as the National Research Council Canada, the Department of Justice Canada, Canadian Heritage, the Office of the Commissioner of Official Languages and the Réseau international francophone d'aménagement linguistique, in another initiative: the Site for Language Management in Canada (SLMC).¹⁸ The Secretariat acts as the co-ordinator of SLMC. The organization's Web site was officially launched in March 2002 as part of the launch of Les Rendez-vous de la Francophonie. Language management is the overall organization of activities pertaining to a language in a specific area. It promotes tools to meet the various language needs of a population and is a field that will develop in the years to come.

VIII. The Communities – Building for the Future

As we all know, the official language minority communities are vibrant and dynamic. This year, for example, the Fédération des communautés francophones et acadienne du Canada (FCFA) celebrated its 25th anniversary. In recent years, I have had the opportunity to travel extensively across Canada, and I can tell you without the slightest doubt that the Francophone spirit is alive and well from sea to sea. This is as true of the small villages as it is of the major cities. In all these places, I have observed the same sense of pride, confidence and optimism that animates all representatives of the Francophone communities. And the Anglophones of Quebec are not lagging behind. I have also noted their profound desire to build for the future.

I cannot overemphasize the importance of service to the communities. And when it comes to people's health, among other things, communication is an essential component of high-quality service. Health Canada has taken an active part in the work of the Consultative Committee for French-speaking Minority Communities, in co-operation with the FCFA. In addition to the report it submitted to the Minister of Health in September 2001, the Committee has produced an awareness video on initiatives that could be taken to improve health care for Francophones in Canada.

18. For more information on this initiative, visit the following Web site: <https://www.salic-slmc.ca>.





The Government of Canada is determined to play a constructive and central role in the process of ensuring the vitality of Canadian Francophonie and its international influence. It has reiterated its commitment to supporting the communities and establishing partnerships with them to provide them with the necessary tools for their development.

The Secretariat is assisting the development of the communities.¹⁹ As such, it is co-operating with the regional federal councils in developing and implementing action plans and various regional projects. Among other things this year, it:

- intensified its activities designed to support the champions in their mission to enhance the visibility of the Official Languages Program;
- verified that the institutions' submissions to the Treasury Board took into account their official languages obligations with respect to projects concerning the communities;
- continued to ensure that the policies put forward reflect the government's objectives for development of the communities and the advancement of linguistic duality;
- took part in discussions that should lead to the development of the Memorandum of Understanding between the Government of Canada and the Community Table of the National Human Resources Development Committee for the English Linguistic Minority Community of Quebec;
- organized, in partnership with the communities, activities with the official languages champions in the regions to provide those high-level representatives of the federal institutions with better knowledge of the development needs of the communities concerned.

19. The Secretariat supports Canadian Heritage in its efforts to enhance the vitality of the official language minority communities and to foster the full recognition and use of both English and French in Canadian society.



IX. It's Only the Beginning!

Mr. Speaker, I believe we are on the right track. Renewal of the Official Languages Program is underway, and it is only the beginning! The pilot projects now in progress offer promising possibilities, and their numbers can be expected to grow at an increasing rate in the years to come. It must be clearly understood that all these projects, policies and initiatives are part of a continuous effort to advance linguistic duality in Canada and to make the Public Service of Canada one of the most envied in the world. The government's commitment in this respect remains constant.

Once the 2001 census data on the first official language spoken is released, the institutions subject to the *Act* will update the application of the *Official Languages (Communications with and Services to the Public) Regulations* to their offices. That major exercise will be closely monitored by the Secretariat, and the linguistic communities across the country will await the results with keen interest.

The action plan on official languages to be tabled in 2003 will definitely result in transformations in the Public Service. The sustainable change proposed will occur gradually. Efforts will be required of our managers and employees. Specific measures will concern training, the modernization of human resources management and the language industries.

In many respects, linguistic duality is as closely linked to our collective identity as our democratic and legal institutions and our social programs. Few countries enjoy Canada's advantage of having two international languages as official languages. This is an asset we must bank on. Together we can and must do more to promote the advancement of bilingualism in the federal Public Service and in Canada. Compromise is not an option.

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

Lucienne Robillard
President of the Treasury Board





List of tables

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

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 - 19. Distribution of all organizations subject to the *Act*



Data sources

There are three sources of data:

- the Position²⁰ and Classification Information System (PCIS) for 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, 2002, for PCIS and Burolis, and December 31, 2001, for OLIS II.

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.

20. “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, 2002.



**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>
1978	25% 52,300	60% 128,196	8% 17,260	7% 14,129	0% 0	211,885
1984	28% 63,163	59% 134,916	7% 16,688	6% 13,175	0% 0	227,942
2001	37% 54,952	52% 77,087	5% 7,915	5% 7,254	1% 1,176	148,384
2002	37% 59,790	51% 81,823	6% 8,977	5% 8,380	1% 978	159,948

Source: Position and Classification Information System (PCIS)





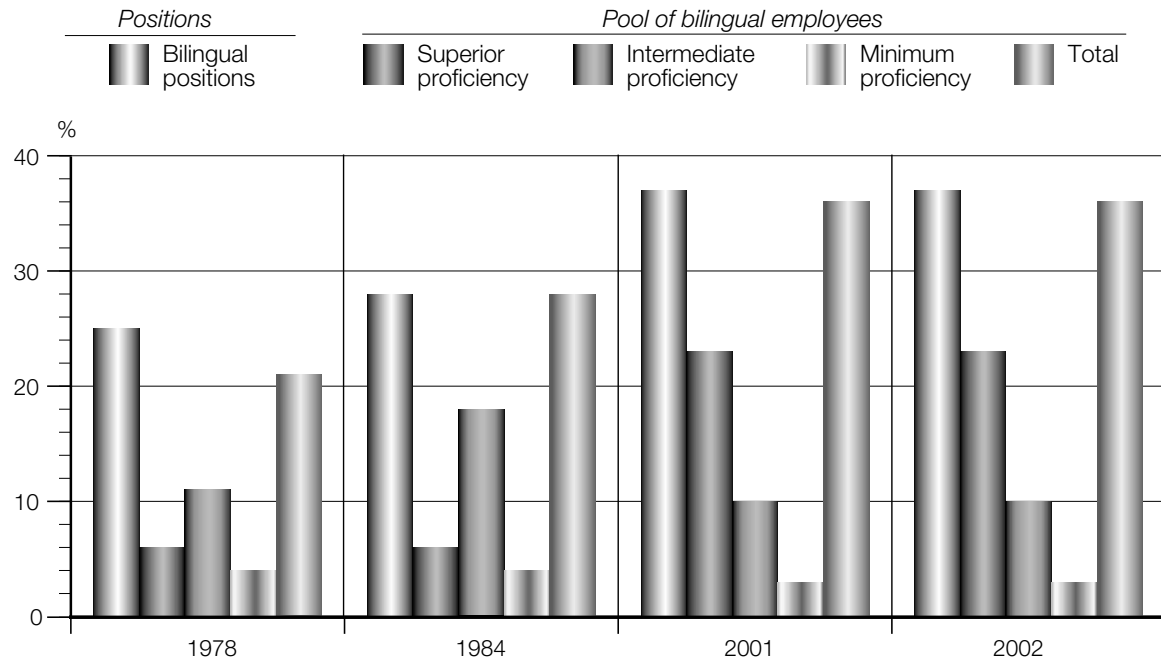
TABLE 2

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

Establishing the linguistic profiles of positions and conducting 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 following three skills are assessed: reading, writing, and oral interaction (understanding and speaking). The results shown in this table are based on test results for oral interaction administered as part of the Second Language Evaluation (SLE).



Source: PCIS





TABLE 3

Language requirements of positions in the Public Service by region

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 unilingual, the language requirements have been determined by 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>
Western provinces and Northern Canada	4% 1,553	96% 33,513	0% 21	35,087
Ontario (excluding NCR)	10% 1,974	90% 18,302	0% 19	20,295
National Capital Region	63% 40,694	36% 23,216	1% 654	64,564
Quebec (excluding NCR)	57% 11,471	43% 8,573	0% 92	20,136
New Brunswick	46% 2,506	52% 2,795	2% 85	5,386
Other Atlantic provinces	10% 1,347	89% 11,732	1% 107	13,186
Outside Canada (linguistic capacity)	78% 1,009	22% 285	0% 0	1,294
Region not specified	0% 0	0% 0	0% 0	0

Source: PCIS





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, which 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 *Public Service Official Languages Exclusion Approval Order* under the *Public Service Employment Act*. This Order allows employees a two-year period to acquire the language proficiency required for their positions.

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	70% 36,446	27% 14,462	3% 1,392	0% 0	52,300
1984	86% 54,266	10% 6,050	4% 2,847	0% 0	63,163
2001	82% 45,053	10% 5,566	3% 1,345	5% 2,988	54,952
2002	84% 50,180	8% 4,847	3% 1,490	5% 3,273	59,790

Source: PCIS



**TABLE 5****Bilingual positions in the Public Service**
Second-language level requirements

The linguistic profile for a given position is 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 requiring either 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.”

Year	Level C	Level B	Level A	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
2001	27% 14,801	68% 37,318	2% 1,074	3% 1,759	54,952
2002	28% 16,576	67% 40,213	2% 1,139	3% 1,862	59,790

Source: PCIS



**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 of *Meet* and *Do not meet* are explained in the description accompanying Table 4.

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	70% 20,888	27% 8,016	3% 756	0% 0	29,660
1984	86% 34,077	9% 3,551	5% 1,811	0% 0	39,439
2001	81% 28,369	11% 3,872	3% 923	5% 1,833	34,997
2002	84% 32,084	8% 3,200	3% 1,024	5% 2,061	38,369

Source: PCIS



**TABLE 7****Service to the public – bilingual positions in the Public Service**
Second-language level requirements

This table indicates the level of second-language proficiency required 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.

Year	Level C	Level B	Level A	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	1% 489	39,439
2001	29% 10,262	68% 23,803	2% 592	1% 340	34,997
2002	30% 11,647	67% 25,773	2% 649	1% 300	38,369

Source: PCIS





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.* The two categories *Meet* and *Do not meet* are explained in the description accompanying Table 4.

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	65% 11,591	32% 5,626	3% 565	0% 0	17,782
1984	85% 20,050	11% 2,472	4% 1,032	0% 0	23,554
2001	83% 16,206	9% 1,674	2% 408	6% 1,141	19,429
2002	84% 17,927	8% 1,629	2% 464	6% 1,187	21,207

* *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.*

Source: PCIS



**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.

Year	Level C	Level B	Level A	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
2001	23% 4,400	68% 13,201	2% 465	7% 1,363	19,429
2002	23% 4,879	68% 14,343	2% 477	7% 1,508	21,207

Source: PCIS



**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.

Year	Meet	Do not meet		Incomplete records	Total
		Exempted	Must meet		
1978	64% 9,639	32% 4,804	4% 567	0% 0	15,010
1984	80% 14,922	15% 2,763	5% 1,021	0% 0	18,706
2001	80% 9,947	9% 1,065	6% 702	5% 669	12,383
2002	82% 10,801	7% 992	6% 747	5% 665	13,205

Source: PCIS



**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.

Year	Level C	Level B	Level A	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
2001	45% 5,570	54% 6,688	1% 85	0% 40	12,383
2002	47% 6,257	52% 6,814	1% 82	0% 52	13,205

Source: PCIS





TABLE 12

Participation of Anglophones and Francophones in the Public Service by region

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

Region	1978		1984		2001		2002	
	<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 and Outside Canada	75%	25%	72%	28%	69%	31%	69%	31%
Total	211,885		227,942		148,384		159,948	
Western provinces and Northern Canada	99%	1%	98%	2%	98%	2%	98%	2%
Total	49,395		52,651		33,003		35,087	
Ontario (excluding NCR)	97%	3%	95%	5%	95%	5%	95%	5%
Total	34,524		36,673		18,949		20,295	
National Capital Region	68%	32%	64%	36%	59%	41%	59%	41%
Total	70,340		75,427		58,524		64,564	
Quebec (excluding NCR)	8%	92%	6%	94%	8%	92%	8%*	92%
Total	29,922		32,114		18,706		20,136	
New Brunswick	84%	16%	73%	27%	62%	38%	61%	39%
Total	6,763		7,698		5,505		5,386	
Other Atlantic provinces	98%	2%	96%	4%	95%	5%	96%	4%
Total	19,212		21,802		12,715		13,186	
Outside Canada	76%	24%	74%	26%	71%	29%	71%	29%
Total	1,729		1,577		982		1,294	

* On March 31, 2002, the participation of Anglophones in Quebec (excluding the NCR) stood at 1,512 employees compared to 1,413 the previous year. This figure differs from the one given on p.18 in the report because the figures in the tables are rounded.

Source: PCIS





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 the 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).

	1978	1984	2001	2002
Canada				
Anglophones	75%	72%	69%	69%
Francophones	25%	28%	31%	31%
Total	211,885	227,942	148,384	159,948
Management				
Anglophones	82%	80%	73%	72%
Francophones	18%	20%	27%	28%
Total	1,119	4,023	3,272	3,533
Scientific and Professional				
Anglophones	81%	78%	74%	75%
Francophones	19%	22%	26%	25%
Total	22,633	22,826	19,277	21,601
Administrative and Foreign Service				
Anglophones	74%	71%	64%	64%
Francophones	26%	29%	36%	36%
Total	47,710	56,513	56,502	62,564
Technical				
Anglophones	82%	79%	76%	76%
Francophones	18%	21%	24%	24%
Total	25,595	27,824	15,931	16,744
Administrative Support				
Anglophones	70%	67%	67%	67%
Francophones	30%	33%	33%	33%
Total	65,931	72,057	34,282	35,340
Operational				
Anglophones	76%	75%	76%	75%
Francophones	24%	25%	24%	25%
Total	48,897	44,699	19,120	20,166

Source: PCIS





TABLE 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

	1991	1994	2000	2001
Canada and Outside Canada				
Anglophones	72%	72%	73%	74%
Francophones	26%	26%	25%	24%
Unknown	2%	2%	2%	2%
Total	270,329	232,337	275,988	294,481
Western provinces and Northern Canada				
Anglophones	91%	91%	94%	92%
Francophones	6%	6%	4%	4%
Unknown	3%	3%	2%	4%
Total	76,526	67,934	81,536	90,434
Ontario (excluding NCR)				
Anglophones	90%	90%	90%	90%
Francophones	8%	8%	7%	7%
Unknown	2%	2%	3%	3%
Total	63,786	56,611	72,789	78,739
National Capital Region				
Anglophones	66%	63%	65%	66%
Francophones	34%	37%	35%	34%
Unknown	0%	0%	0%	0%
Total	30,984	27,489	36,423	37,857
Quebec (excluding NCR)				
Anglophones	15%	18%	16%	16%
Francophones	83%	80%	81%	83%
Unknown	2%	2%	3%	1%
Total	50,255	45,641	51,542	53,101
New Brunswick				
Anglophones	75%	74%	76%	76%
Francophones	23%	24%	24%	24%
Unknown	2%	2%	0%	0%
Total	10,857	8,320	9,137	9,358
Other Atlantic provinces				
Anglophones	91%	90%	91%	91%
Francophones	9%	10%	8%	8%
Unknown	0%	0%	1%	1%
Total	29,629	24,627	23,456	23,366
Outside Canada				
Anglophones	72%	77%	78%	79%
Francophones	28%	23%	21%	21%
Unknown	0%	0%	1%	0%
Total	8,292	1,715	1,105	1,626

Note: See the explanation of the terms "Anglophones" and "Francophones" in Table 12.

Source: OLIS II





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

	1991	1994	2000	2001
Canada				
Anglophones	72%	72%	73%	74%
Francophones	26%	26%	25%	24%
Unknown	2%	2%	2%	2%
Total*	270,329**	232,337	275,988	294,481
Management				
Anglophones	72%	72%	73%	75%
Francophones	26%	27%	25%	24%
Unknown	2%	1%	2%	1%
Total	7,209	16,270	7,841	8,873
Professionals				
Anglophones	73%	72%	74%	74%
Francophones	27%	28%	26%	26%
Unknown	0%	0%	0%	0%
Total	11,602	11,444	21,033	22,366
Specialists and Technicians				
Anglophones	70%	72%	76%	76%
Francophones	29%	27%	23%	23%
Unknown	1%	1%	1%	1%
Total	17,645	15,164	48,010	53,329
Administrative Support				
Anglophones	68%	74%	69%	70%
Francophones	30%	26%	30%	29%
Unknown	2%	0%	1%	1%
Total	23,841	67,821	37,357	38,488
Operational				
Anglophones	72%	72%	73%	73%
Francophones	23%	22%	22%	21%
Unknown	5%	6%	5%	6%
Total	92,492	50,775	89,853	98,510

* 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.

Note: See the explanation of the terms "Anglophones" and "Francophones" in Table 12.

Source: OLIS II





TABLE 15.A

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 a better overview.

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

	1991*	1994	2000	2001
Generals				
Anglophones		76%	73%	76%
Francophones		24%	27%	24%
Unknown		0%	0%	0%
Total		96	75	72
Officers				
Anglophones		76%	75%	75%
Francophones		24%	25%	25%
Unknown		0%	0%	0%
Total		16,051	12,904	13,209
Other Ranks				
Anglophones		71%	72%	72%
Francophones		29%	28%	28%
Unknown		0%	0%	0%
Total		54,716	44,652	45,519

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

Note: See the explanation of the terms "Anglophones" and "Francophones" in Table 12.

Source: OLIS II



**TABLE 15.B****Participation of Anglophones and Francophones as regular members of the RCMP***(Treasury Board is not the employer)*

This table contains data concerning regular members of the RCMP. The civilian members of the RCMP are included in Table 15. For more information on the composition of the RCMP workforce, consult its annual report.

	1991*	1994*	2000	2001
Officers				
Anglophones			82%	82%
Francophones			18%	18%
Unknown			0%	0%
Total			393	412
Non-commissioned officers				
Anglophones			83%	83%
Francophones			17%	17%
Unknown			0%	0%
Total			4,682	4,612
Constables				
Anglophones			81%	82%
Francophones			19%	18%
Unknown			0%	0%
Total			9,188	9,091

* For these two years, the data are found in Table 15.

Note: See the explanation of the terms "Anglophones" and "Francophones" in Table 12.

Source: OLIS II



**TABLE 16****Participation of Anglophones and Francophones in all organizations subject to the Act**

This table gives a summary of the participation of Anglophones and Francophones in all organizations subject to the *Act*, that is, federal institutions and all other organizations that, under federal legislation, are subject to the *Act* or parts thereof, such as Air Canada and designated airport authorities.

	1991	1994	2001	2002
Anglophones	72%	72%	72%	72%
Francophones	27%	27%	27%	27%
Unknown	1%	1%	1%	1%
Total	483,739	450,837	424,372	454,429

Note: See the explanation of the terms "Anglophones" and "Francophones" in Table 12.

Sources: PCIS and OLIS II

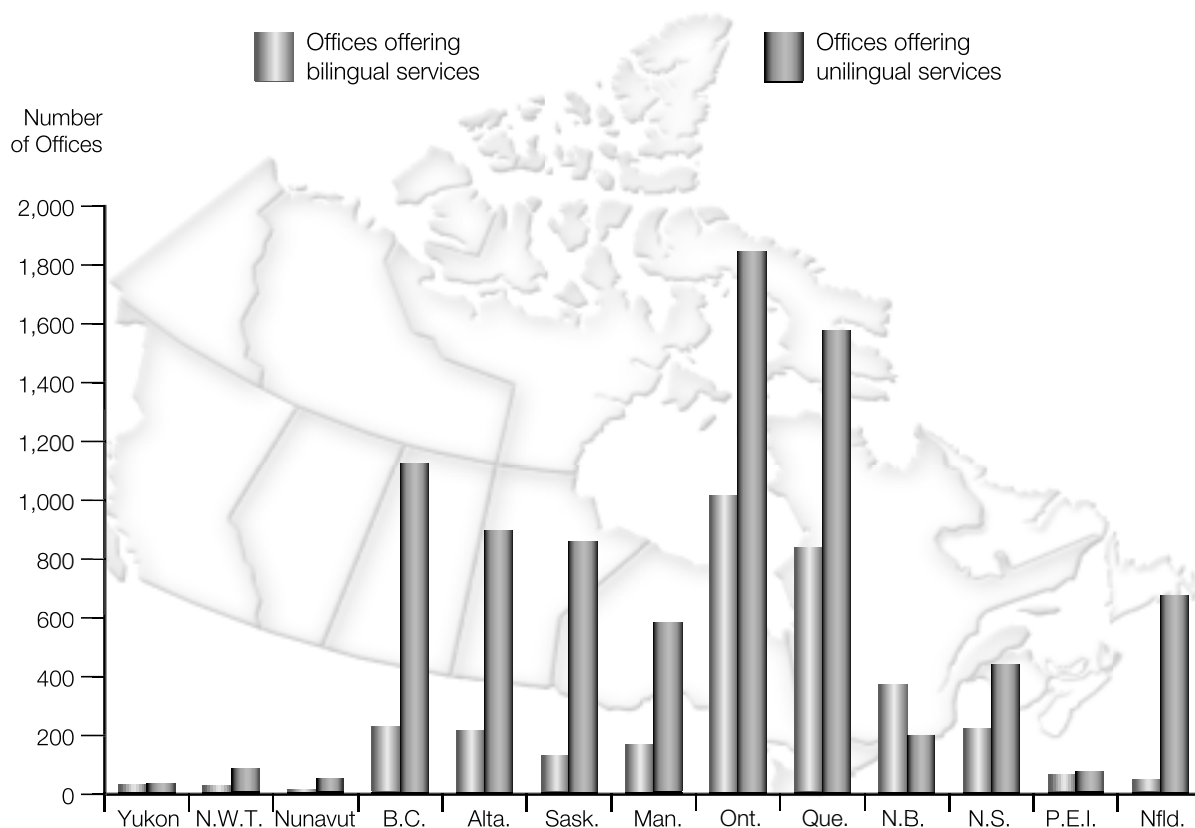




TABLE 17

Distribution of offices and service points in Canada

This table depicts, by province and territory, the distribution of federal offices and service points required to provide their services in the two official languages as well as those offices providing unilingual services.



Note: Offices offering unilingual services in French are located in Quebec and those offering unilingual services in English are located elsewhere in Canada.

Source: Burolis

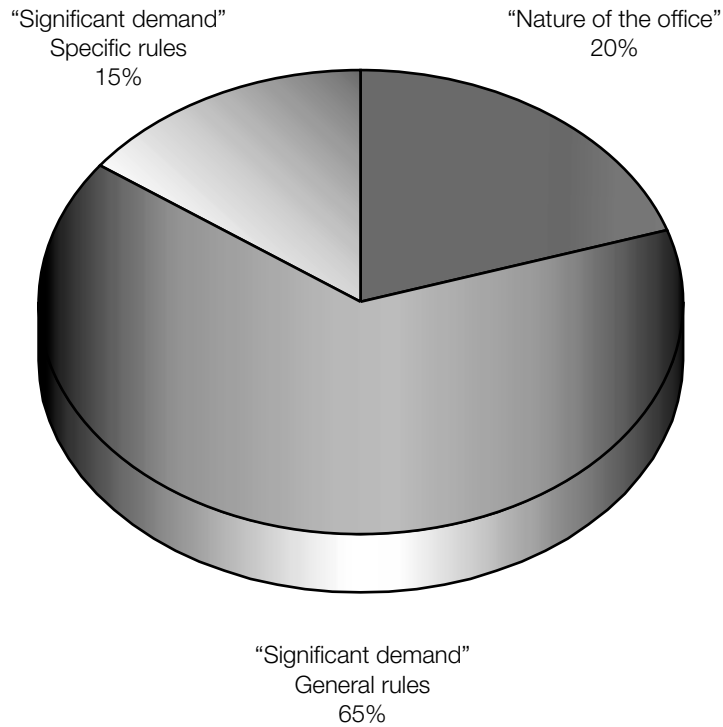




TABLE 18

Distribution of bilingual offices and service points in Canada according to the type of provision applicable

This table shows the percentage of federal offices offering services in both official languages, according to the type of regulatory provision applicable.



Source: *Burolis*

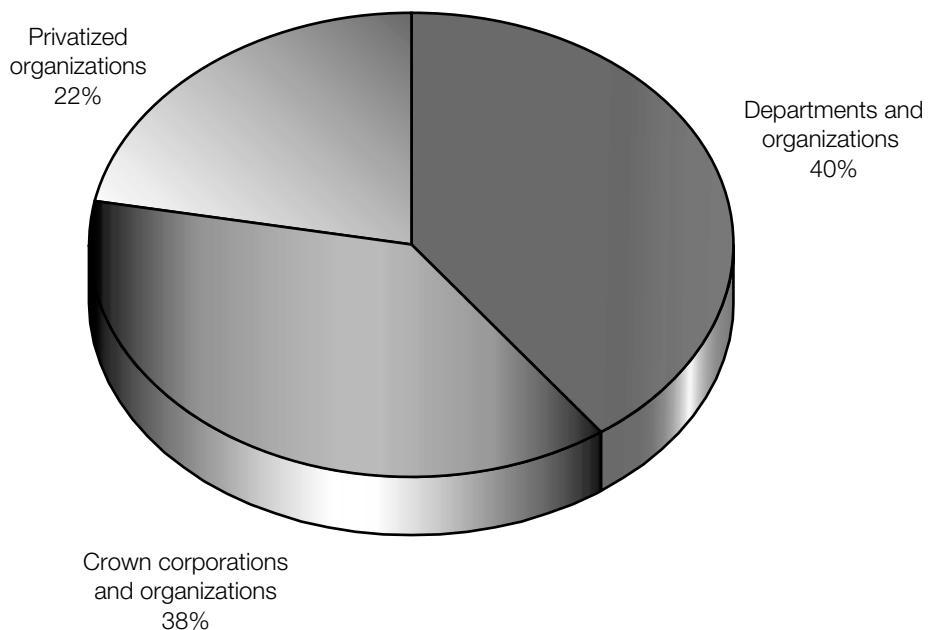




TABLE 19

Distribution of all organizations subject to the Act

This table presents the breakdown of all organizations that are subject to the Act. Note that the Treasury Board is the employer only for the category “Departments and organizations.”



Source: *Burolis*



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2001-2002
201002

ANNUAL REPORT ON OFFICIAL LANGUAGES