



Office of the Commissioner of Official Languages

2002-2003
Estimates

Part III – Report on Plans and Priorities

Canada

The Estimates Documents

Each year, the government prepares Estimates in support of its request to Parliament for authority to spend public monies. This request is formalized through the tabling of appropriation bills in Parliament. The Estimates, which are tabled in the House of Commons by the President of the Treasury Board, consist of three parts:

Part I – The Government Expenditure Plan provides an overview of federal spending and summarizes both the relationship of the key elements of the Main Estimates to the Expenditure Plan (as set out in the Budget).

Part II – The Main Estimates directly support the *Appropriation Act*. The Main Estimates identify the spending authorities (votes) and amounts to be included in subsequent appropriation bills. Parliament will be asked to approve these votes to enable the government to proceed with its spending plans. Parts I and II of the Estimates are tabled concurrently on or before 1 March.

Part III – Departmental Expenditure Plans which is divided into two components:

- (1) **Reports on Plans and Priorities (RPPs)** are individual expenditure plans for each department and agency (excluding Crown corporations). These reports provide increased levels of detail on a business line basis and contain information on objectives, initiatives and planned results, including links to related resource requirements over a three-year period. The RPPs also provide details on human resource requirements, major capital projects, grants and contributions, and net program costs. They are tabled in Parliament by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*. These documents are tabled in the spring and referred to committees, which then report back to the House of Commons pursuant to Standing Order 81(4).
- (2) **Departmental Performance Reports (DPRs)** are individual department and agency accounts of accomplishments achieved against planned performance expectations as set out in respective RPPs. These Performance Reports, which cover the most recently completed fiscal year, are tabled in Parliament in the fall by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*.

The Estimates, along with the Minister of Finance's Budget, reflect the government's annual budget planning and resource allocation priorities. In combination with the subsequent reporting of financial results in the Public Accounts and of accomplishments achieved in Departmental Performance Reports, this material helps Parliament hold the government to account for the allocation and management of public funds.

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of Official Languages**

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Report on Plans and Priorities

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SECTION I : Messages

A. Commissioner's Message

This document provides an overview of the Office of the Commissioner of Official Languages (OCOL) and its long-term action plans, which focus on the full recognition of the equality of English and French within Canadian society at the dawn of the new millennium, an era marked by the evolution of information and communication technologies.

On a number of occasions, I have publicly stated my firm intention to continually urge the Canadian government to put words into action and provide reinvigorated leadership to ensure the full implementation of the *Official Languages Act* (OLA). **I am therefore pleased that, in its Speech from the Throne, the Government of Canada reiterated its commitment to linguistic duality and to Canada's official language minority communities.** It committed itself to strengthening Canada's French culture and language and ensuring that all Canadian citizens are able to communicate with institutions subject to the OLA in their preferred language, whether French or English.

Over the past two years, I have endeavoured to listen closely to Canadians and ensure a greater OCOL presence in the field, thus respecting the public's wish to be informed and consulted on a regular basis. I also initiated a number of studies, including one on service to the public and another on section 23 of the *Canadian Charter of Rights and Freedoms*.

I will continue to work in various sectors, using various means of intervention, while promoting a concerted approach. The government transformations have weakened language rights. I will therefore solicit the co-operation of key players, particularly members of Parliament, to ensure that government initiatives contribute to strengthening the linguistic rights of the minority communities. I will be vigilant to ensure that changes made within the framework of the modernization of the public service contribute to the creation of a bilingual work environment. I will also ensure that the Government On-Line project facilitates the delivery of bilingual services to the Canadian public.

Canadians, Francophone or Anglophone, must feel that they are equally respected by their government. It is an issue of harmony and social justice.

Dyane Adam

B. Management Representation Statement
Report on Plans and Priorities
2002-2003

I submit for tabling in Parliament, the 2002-2003 Report on Plans and Priorities (RPP) for the

Office of the Commissioner of Official Languages

To the best of my knowledge the information in this document:

- Accurately portrays the organization's plans and priorities.
- Is consistent with the reporting principles contained in the *Guide to the preparation of the 2002-2003 Report on Plans and Priorities*.
- Is comprehensive and accurate.
- Is based on sound underlying departmental information and management systems.

I am satisfied as to the quality assurance processes and procedures used for the RPP's production.

The Planning and Reporting Accountability Structure (PRAS) on which this document is based has been approved by Treasury Board Ministers and is the basis for accountability for the results achieved with the resources and authorities provided. Please note that we have reworded our Strategic Outcome and that the new wording will be reflected in the next PRAS document.

Name: _____

Date: _____

Section II: The Raison d'être of the Office of the Commissioner of Official Languages

As an agent of change and ombudsman's office, the Office of the Commissioner of Official Languages (OCOL) has the mission of taking all measures intended to ensure the achievement of the three main objectives of the *Official Languages Act*, namely:

- the equality of English and French in Parliament, within the Government of Canada, the federal administration and institutions subject to the Act;
- the preservation and development of official language communities in Canada; and
- the equality of English and French in Canadian society.

OCOL works for all Canadians in order to protect their language rights.

Section III: Strategic Outcome

The Office of the Commissioner will encourage government institutions subject to the Official Languages Act to respect the equality of English and French and to promote both official languages in Canadian society.

To meet the challenges of the full recognition of linguistic rights by Canadians, the Office of the Commissioner will encourage institutions to take the necessary actions to:

- A. Offer service of equal quality to the Canadian public in both official languages
- B. Support community development and promote the equality of English and French in Canadian society
- C. Create a bilingual work environment
- D. Achieve the mission outlined in section 23 of the *Canadian Charter of Rights and Freedoms*

A. Offer service of equal quality to the Canadian public in both official languages

The government must ensure that the availability of service in English and French is part of the mission and values of all institutions subject to the *Official Languages Act*. The Office of the Commissioner will therefore encourage the government to review its service quality standards in both languages and make them known at all administrative levels of those institutions subject to the *Official Languages Act* in order to create an organizational culture that favours the delivery of such services in designated offices.

The Office of the Commissioner, with the help of its information program, will publicize the linguistic rights and obligations conferred by the Act and its Regulations.

The Office of the Commissioner expects to undertake over a thousand investigations of complaints concerning *Official Languages Act* violations, carry out audits, undertake studies, make recommendations, and use other methods, for instance application for court remedy, to rectify systemic problems.

As priorities, the Office of the Commissioner will foster an environment in which:

- administrators of federal agencies and institutions integrate the culture of bilingualism into their organizational values by:
 - a) ensuring that they actively offer service in English and French so that members of the public feel at ease in requesting service in the official language of their choice;
 - b) equipping themselves with the tools needed to deliver the services in both official languages in designated offices;
- the Canadian government is truly committed to strengthening the current *Official Languages Act* implementation scheme.

B. Support community development and promote the equality of English and French in Canadian society

The vitality of the official language minority communities must be enhanced by measures tailored to each community's unique situation. It is therefore important that the government actively support demographic, educational, economic and social development. Services of equal and comparable quality must be maintained and improved within the framework of technological change and government transformations.

The Office of the Commissioner will ensure that official language minority communities receive the support they need to exercise their rights and will inform them of the scope of the *Official Languages Act* and its Regulations. It will listen to the needs and concerns they express in order to gain a better understanding of the problems and to identify key issues in the health, social services and immigration sectors.

In addition, the Office of the Commissioner will act as an agent of change so that the Canadian public will recognize linguistic duality as a fundamental Canadian value. It will also promote the equality of English and French by seeking the co-operation of allies and partners that share the same vision.

To achieve this dual objective, OCOL will:

- urge the federal government to actively support the demographic, educational, economic, and social development of the official language minority communities; and, to do this in co-operation with provincial, territorial and municipal levels of government;
- encourage administrators to develop partnerships in non-governmental sectors so that decision makers share this vision of the equality of English and French as a fundamental Canadian value;
- offer the official language minority communities the legal assistance they need to claim their linguistic rights guaranteed under sections 16 to 20 of the *Canadian Charter of Rights and Freedoms*;
- carry out and share with official language minority communities the results of analyses that examine their realities;
- facilitate strategic networking for the principal sectoral players in order to help them raise decision-makers' awareness of their realities and needs;
- urge the government to take linguistic duality into account when new technologies are being developed and implemented, particularly those relating to radio and television broadcasting and the Internet;
- give priority to studies and interventions that will advance the development of the communities;
- investigate complaints related to community development;
- urge the federal government to take the necessary measures so that Canadians have access to the justice system in the official language of their choice;
- promote public support for the development of official language minority communities by informing the public about the communities' contribution to Canada's economic and cultural development;
- influence decision makers in the private, volunteer, quasi-public and union sectors to acknowledge the equality of English and French as a fundamental Canadian value and to integrate it into their procedures;
- promote the development of sustainable links with young Canadians so that they become the future builders of the official languages program and perpetuate this fundamental Canadian value; and
- promote Canadian linguistic duality internationally.

C. Create a bilingual work environment

To ensure that all obligations under the *Official Languages Act* are respected, specifically those relating to the use of English and French at work, the government must review the entire situation that currently prevails in this area. It must make the policy changes needed to promote the creation of a truly bilingual work environment.

To do so, the Office of the Commissioner will co-operate closely with the Treasury Board Secretariat and the Public Service Commission, the two agencies that are responsible for reviewing the policies applied within federal institutions and that can serve as guides for public and private sector institutions with linguistic obligations. The concrete actions to be taken include:

- carrying out a sociological study to discover ways to promote the emergence of positive attitudes toward the use of both official languages at work;
- urging the Canadian Centre for Management Development and other appropriate institutions to develop and offer managers adequate training that will allow them to effectively manage the official languages program;
- taking account of the operational needs of the national training centres, science organizations and head offices of institutions;
- recommending changes to the language training system introduced by central agencies that favour the use of both official languages at work and the maintenance of language skills;
- influencing the development of career programs for managers so that they can communicate effectively in both official languages and assume an effective leadership role when managing a bilingual office; and
- using its investigative power to improve understanding among managers of their obligation to create a work environment that is conducive to the use of both official languages within the framework of the approximately 200 complaints annually that OCOL anticipates receiving about concerns related to the language of work.

**D. Achieve the mission outlined in section 23
of the *Canadian Charter of Rights and Freedoms***

In general, the government will take all necessary steps to achieve the goals set out in section 23 of the *Canadian Charter of Rights and Freedoms* and to ensure that a large majority of young Canadians to whom these constitutional provisions apply are educated in institutions that offer instruction in their mother tongue.

To make this possible, parents and their representatives must have the right to manage and control the required educational institutions, and students must have equal access to high quality learning in their language. To ensure the full implementation of section 23 throughout the country, the Commissioner will use her moral authority:

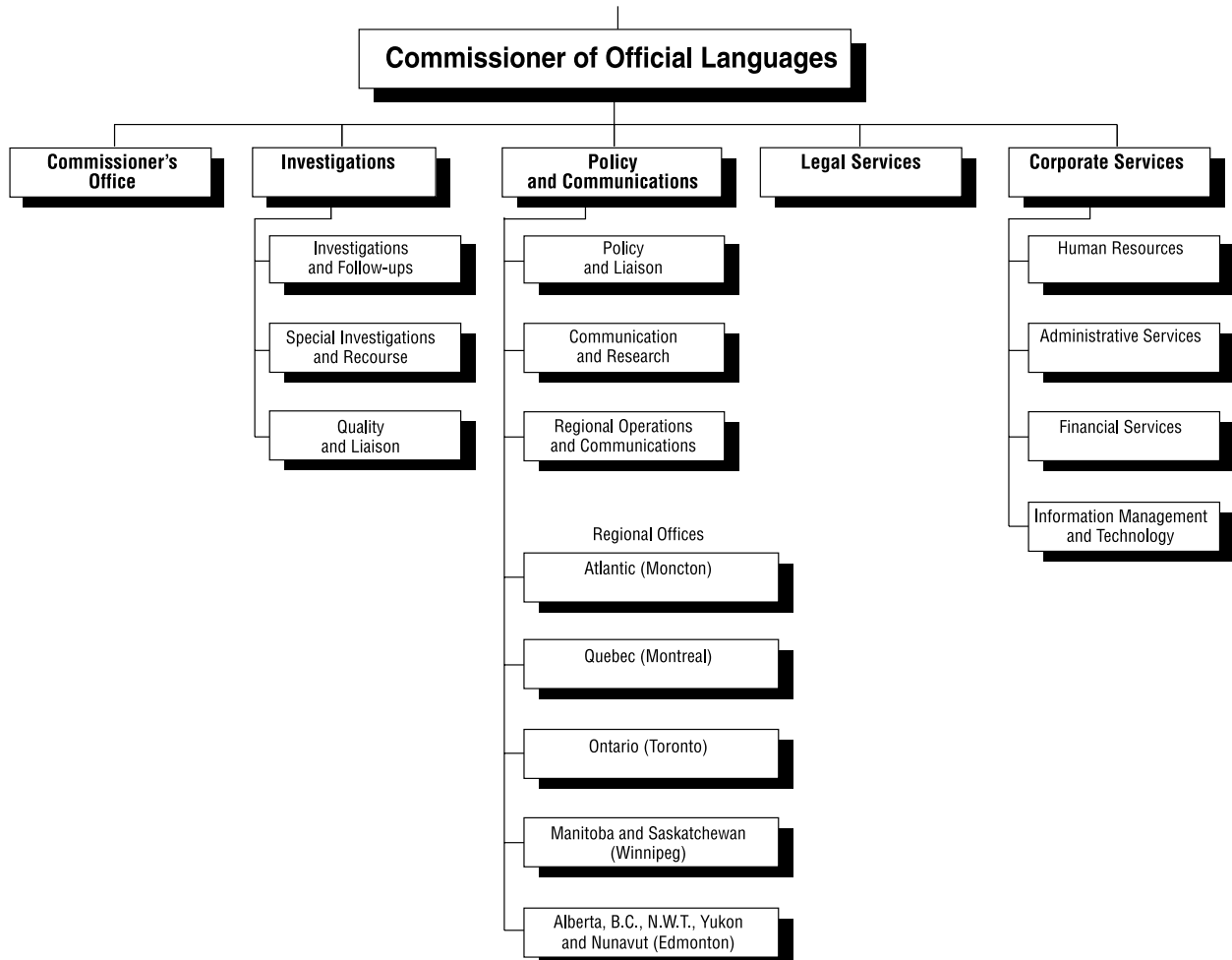
- by intervening with provincial and territorial decision-makers;
- by encouraging concerted action by the federal, provincial and territorial governments to develop and implement an overall integration strategy that covers all eligible children, in consultation with the interested parties;
- by supporting the establishment of a complete preschool network, including early childhood programs;
- by encouraging decision makers, in co-operation with stakeholders, to provide adequate professional and financial resources for the creation and maintenance of the required educational institutions.

Section IV: Organization

To achieve its mission to ensure the full recognition and use of English and French within Canadian society and Canadian government institutions, the Commissioner of Official Languages is supported by a team in the National Capital Region and by regional teams located across Canada.



Parliament



Strategic Outcome and Business Lines

(\$ thousands)

Business Lines	Strategic Outcome
	The Office of the Commissioner will encourage government institutions subject to the <i>Official Languages Act</i> to respect the equality of English and French and to promote both official languages in Canadian society.
Investigations	5,205
Communications, research and analysis	4,988
Corporate Services	4,827
Total	15,020

Office of the Commissioner – Planned Spending

(\$ thousands)	*Forecast Spending 2001-2002	Planned Spending 2002-2003	Planned Spending 2003-2004	Planned Spending 2004-2005
Investigations	5,982	5,205	5,205	5,205
Communications, research and analysis	1,905	4,988	4,988	4,688
Corporate Services	3,448	4,827	4,144	3,847
Total Main Estimates	11,335	15,020	14,337	13,740
Adjustments	3,625	–	–	–
Net Planned Spending	14,960	15,020	14,337	13,740
Plus : cost of services received without charge	1,749	1,724	1,724	1,723
Net Cost of Program	16,709	16,744	16,061	15,463
Full Time Equivalents	145	145	145	145
* Reflects the best forecast of total net planned spending to the end of the fiscal year.				

Annex A: Net Cost of Program for the Estimates Year

(\$ thousands)	
Net Planned Spending	15,020
<i>Plus : services received without charge</i>	
Accommodation provided by Public Works and Government Services Canada (PWGSC)	1,088
Contributions covering employer's share of the employees' insurance premiums and expenditures paid by the Treasury Board Secretariat (TBS)	634
Worker's Compensation coverage provided by Human Resources Development Canada (HRDC)	2
2002-2003 Net Cost of Program	16,744

Annex B: The Commissioner at Your Service

Dyane Adam is the fifth Commissioner of Official Languages. She assumed her duties on August 1, 1999 for a term of seven years.

You may contact the Office of the Commissioner to obtain information about Canada's two official languages. Also, we invite you to contact us if you believe your language rights have not been respected.

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