Official Languages Information System II
Version 2

(OLIS II - V2)

Guidelines

Prepared by
Official Languages Branch
Treasury Board of Canada Secretariat
January 1995

Preface

Notable Changes Effective with 31 December 1994 Reporting

The result of past years' experiences and recent consultations with institutions, the coming into force of the final provisions under the Official Languages (Communications with and Services to the Public) Regulations, and a re-examination of fundamental information needs within TBS, have led to further changes to the OLIS II system.

These changes define Version 2 of OLIS II and include:

1.   Institutions may now provide simplified summary statistics instead of, or to supplement the detailed employee records requested in previous years. In some cases (e.g. bilingual complement), the use of the summary approach may be essential to reflect the situation accurately.

2.   The approach to gathering information on service to the public and language of work has moved from the previous requirements focus (in which language(s) is the employee REQUIRED to provide service) to a de facto focus (in which language(s) DOES the employee provide service).

        Institutions continuing to use the detailed employee approach should note that as the data elements relevant to these issues will no longer convey the same information, their names have been changed. As this change may be quite subtle, the impact to an institution's data should be examined carefully.

3.   There have been changes to how we ask for information under the language of work provisions, for both internal services and supervision. Feedback received from institutions indicated that there are situations where an employee, entitled to receive service or supervision in his/her language due to being located in area designated as bilingual for language of work purposes, is in fact serviced from another region. We have had to expand the options in order to permit institutions to reflect these realities; as a consequence, the questions are now asked for each bilingual region separately.

4.   The 1991 Statistics Canada Standard Geographical Classification (SGC) codes should be used. TBS will continue to accept the 1986 values if submitted.

5.   The Employee Record Layout (for use if using the detailed employee record approach) has been changed to forty-eight (48) characters. This includes the data element Office Code to allow TBS to link the employee data with the Offices database.

TBS expects that some institutions may prefer to use a mixed approach - for example, providing summary statistics for service to the public and language of work, while continuing to provide detailed employee records for participation - this can be accommodated. Additionally, TBS can continue to accept detailed employee records using the record format used in previous years, but for purposes of providing data for the participation dimension only.

Table of Contents

Page

1. Introduction

Section 48 of the *Official Languages Act* (OLA) of 1988 requires the President of the Treasury Board to submit an annual report to Parliament. Additionally, the Act requires the Treasury Board to monitor the status of the Official Languages Program.

The purpose of the Official Languages Information System II (OLIS II) is to meet the Treasury Board's information needs on the status of the Official Languages Program in institutions/organisations subject to the OLA but for whom the Treasury Board does not represent the employer.

The institutions/organisations to be included in the OLIS II base include:

- parent Crown corporations;

- wholly-owned subsidiaries of Crown corporations (data should be kept separate from the parent);

- Canadian Forces personnel;

- members of the RCMP;

- separate employers (e.g. the National Research Council);

- various other organisations including former government enterprises who retain one or more obligations with respect to official languages.

The information requested from these institutions/organisations relates to three specific parts under the 1988 OLA:

PART IV   **Communications with and Services to the Public**
(herein referred to as service to the public)

PART V   **Language of Work (includes central and personal services**
(i.e. internal services) and supervision)

PART VI   **Participation of English-speaking and French-Speaking Canadians**
(simply referred to as participation)

The application of OLIS II includes data gathering for each of the above parts. In specific cases some institutions/organisations are not required to provide language of work and participation data for certain "employees". These exceptions are noted below in Section 2.1.

This manual is intended to serve as a guide to system requirements and procedures for institutions/organisations participating in OLIS II. In the interests of brevity, subsequent text in this document will use "institution" to mean all institutions and organisations participating in the OLIS II system.

Should any questions or concerns arise, please call your portfolio officer at the Official Languages Branch, Treasury Board of Canada Secretariat.

2. Information Guidelines

2.1 Population Description

In order to provide meaningful information, Treasury Board requires data from institutions, which represents the resources necessary to meet their obligations on an ongoing basis. It is recognised that these resources may be a mix of full-time, part-time and temporary employees as well as contract resources - in some cases, the mix may even include automated facilities (hence the use of the more generic "resources" at times in this document).

The employees to be reported include all persons drawing payment for services being actively rendered. This will include:

- all permanent full-time employees;

- all permanent part-time employees;

- all temporary employees hired for a period of three (3) months or more;

- all temporary employees hired on a seasonal basis from one year to the next.

Persons excluded from all reporting include:

- contract or agency personnel hired for specific assignments of a non-recurring nature; and

- staff of concessionaires providing services in federal locations (e.g. employees of a car rental company located in an airport or of a food concession on a ferry).

There are particular circumstances where partial reporting is, or may be, required. These are further detailed in the appropriate sections of this guide. They include:

- contract personnel providing an on-ongoing service;

- employees of franchises providing services on behalf of a federal institution as per Article 25 of the OLA; and

- local staff (non-Canadians) of offices located outside of Canada.

If uncertain which staff to include or exclude, please contact TBS for further information.

2.2 Timing and Frequency

TBS requires an annual snapshot of the situation in federal institutions as of December 31 of each year, or any other consistent annual reporting date established in consultation with TBS.

2.3 Data Retention

TBS must be in a position to answer questions about the collectivity of federal institutions and has no interest in identifying individual employees. Accordingly, TBS reports only summarised data (i.e. totals). These summaries are created for various employee categories and groupings, for example, by occupational category or by region.

Institutions have two alternatives for submitting their data. They may submit in a summarised format or at the detailed employee level, from which TBS will calculate the various summaries required. If institutions elect to submit summarised data, they are required to retain the ability to produce further analysis of the summarised employees (if required and on an exception basis).

In order to manage the data submitted by the institution at the employee level, OLIS II uses a Record ID. As TBS has no interest in being able to tie the record to a specific individual, the institution is free to reassign the values for the Record ID from one year to another. In the event of follow-up questions from parliamentarians or others, it is essential that the institution maintain the ability to tie each record to a specific employee.

2.4 Data Confidentiality

A concern raised during initial stages of the system was the potential for others to identify individual employee characteristics due to the small numbers in some offices. To avoid problems of this nature, TBS uses an approach similar to Statistics Canada, which prevents the identification of an individual in summary statistics. The TBS/OLB policy, implemented in 1983, has been to roll up information where small numbers might permit the identification of individuals.

Some institutions may have reservations about the interpretation that an institution's data might be given to an external party. This is a legitimate concern and TBS is committed to ensuring that any vignettes or conclusions that identify the institution and that are made public or shared with a third party, will be referred to the institution for confirmation before release.

2.5 Data Coverage

The System is designed to meet TBS normal information requirements on a yearly basis. There may be occasions when the TBS will require additional information to fulfil its mandate under the *Official Languages Act* and will approach institutions if ever required. It is expected, however, that this system should meet the vast majority of the information requirements.

2.6 Meeting the Official Languages Obligations in Institutions

Institutions handle their official languages obligations in a variety of ways including:

1. The obligation rests with an <u>employee</u>. This is typical of the Public Service where a position (an aggregate of functions classified at a specific level) is designated as being bilingual and the incumbent is required to meet the linguistic requirements of the position.

2.   The obligations are handled by a <u>combination of unilingual staff</u>; no individual employee is required to be bilingual. The institution ensures that an appropriate number of staff from both linguistic groups is available to meet obligations.

3.   The obligation rests with a <u>bilingual complement</u>. This situation is not unusual in Crown corporations or other federal institutions outside the Public Service. Typically, bilingual obligations for some of these institutions are based on a specific sub-set of a work group. For instance, the institution may aim to have 30 per cent of its ticket agents provide a bilingual service to the public. No one specific ticket position is thus required to be bilingual, but 30 per cent of the ticket agents must be bilingual. *For institutions using the bilingual complement approach, meaningful data can only be obtained by reporting at the summary level as described in Section 4 of this document.*

The occurrence of the latter two approaches has led to a fundamental shift in how TBS must request data. From the former focus on bilingual positions or functions, TBS has moved to a focus on the language(s) in which service is provided.

2.7 Geographic Location Codes

This section will be of interest to institutions using the detailed reporting method only.

TBS uses the 1991 Statistics Canada's Standard Geographical Classification (SGC) codes for all official languages reporting. Institutions are requested to use the 1991 codes as the standard for data submission. The 1986 values will continue to be accepted if entered and converted by TBS to meet its reporting needs. For further details and source references, please refer to Element 6 in Section 5.3 (Data Element Descriptions) of this guide.

Annex C contains a list of all municipalities contained within each of the regions designated as bilingual for language of work purposes.

Annex D of these guidelines contains a cross reference table which lists the SGC codes contained in each "province" and bilingual (for purposes of language of work) region. This should be referenced if you know the codes of the location in question but are uncertain of which region it falls within.

3. Reporting Alternatives for Institutions

3.1 Option 1 - Summary Reporting

The summary reporting option enables the institution to submit the total number of employees in each of the various categories. Five tables, outlined in Section 4, are required. Submissions may be made in the form suggested by TBS (Annex A), or the institution may generate the equivalent reports from their own automated systems. In the latter case, please discuss with TBS beforehand.

3.2 Option 2 - Detailed Reporting

In the detailed reporting option, the institution provides specific details on each of their employees in electronic format. The details for each employee include basic identification data, participation data, service to the public data and language of work data. Data are forwarded to TBS as a computer file containing one record for each employee. The file can be generated from the institution's own automated systems, or it may be prepared using a TBS-supplied data capture system. Ultimately, these data are used by TBS to prepare the summary reports outlined in Section 4.

The details required for each employee are identified and described in detail in Section 5.

3.3 Choosing A Reporting Option

The following may help in choosing an option.

Q.	Are there any cases where it is mandatory to use a specific reporting method?

A.	Yes. If the institution uses the bilingual complement approach to deliver service to the public or internal services to employees, they must use the summary method.

	Also, if there are special situations where the data (e.g. GEOLOC code) provided by an institution's automated system are problematic, then the institution may be required to report using the summary method.

These situations should be discussed with TBS prior to preparing data submissions.

Q.	Our institution is able to submit the necessary summarised information via our automated systems. Is this acceptable?

A.	Yes. Simply format the reports as presented in these guidelines - these should be discussed with TBS before finalising.

Q.	Our institution does not use the DSS Office Identification code to identify our offices. We use an internally developed coding system for this purpose. How should we proceed?

A.   The office code is required for both detailed and summarised options and should match those provided to TBS previously for the Offices database. Please contact TBS to discuss your particular situation. TBS will provide you with the office codes for your institution.

Q.   Which method is the least work and least costly for the institution?

A.   Unfortunately there is no easy answer for this. Much depends on a number of factors, which vary for each institution. The following should be considered.

- Number of employees
- Degree of automation
- Number of offices
- Geographic distribution of offices

3.4 Overview of the Reporting Process

Federal Institutions

1.   Gather the required data.

2.   Generate the required reports or prepare magnetic file for TBS. TBS offers a PC-based data capture program, which is available on request.

3.   Prepare the supporting documentation package (Section 6) and forward the report and/or magnetic data files produced from step 2 along with a copy of the documentation package to TBS.

4.   Store copies of the data files and supporting documentation package.

        If the institution has used an artificial code of some kind as a Record ID for its employees, the documentation required to enable the institution to link these Record IDs back to specific individuals should also be stored as part of the supporting documentation (for possible future reference). This linkage documentation is for the use of the institution only and is not to be forwarded to TBS. If the institution has submitted summary data, the details necessary to respond to further queries should be stored for reference.

Treasury Board Secretariat

1.   Review data received from institutions. Resolve anomalies with institutions as required.

2.   Add data from institutions to the global database on all federal institutions.

3.   Prepare reports as required.

4. Summary Reporting Method

4.1 Submission Process

1.   Assemble the data necessary to complete the tables. Depending on the institution, this data may come from various sources, some manual and some automated. It is recommended that this process be documented so that it may be repeated each year and to answer any questions that may arise.

2.   Complete the tables, making any additional notations or comments in the spaces provided.

3.   Complete the OLIS II support documentation Covering Sheet (see Section 6). Forward the submission to TBS. Store copies of the complete submission for future reference.

4.2 Description of Summary Tables

The following tables are similar to those on the submission forms found in Annex A of these guidelines. Each table has been kept as simple and uncluttered as possible to facilitate completion. In all cases the control totals requested are strictly for data validation purposes.

Table P1 - Participation by "Province"

Participation by "province" requires the total number of employees, the number whose first official language is English and the number whose first official language is French in each "province". (Treasury Board Manual - Official Languages, Chapter 3)

Participation by "Province"	Total Number of Employees	First Official Language	
		English	**French**
British Columbia			
Alberta			
Saskatchewan			
Manitoba			
Ontario (excluding NCR			
National Capital Region (NCR)			
Quebec (excluding NCR)			
New Brunswick			
Prince Edward Island			
Nova Scotia			
Newfoundland			
Yukon			
Northwest Territories			
Nunavut			
Outside Canada			
Total			

Notes: The definition of First Official Language may be found in Section 5.3 (Element Number3).

The National Capital Region (NCR) is reported separately. NCR (see Annex C or D for definition) employees are then excluded from the Ontario and Quebec counts. The Yukon and Northwest Territories are reported separately.

Do not include employees of franchises providing service on behalf of an institution (Article 25).

* In the case of offices located outside of Canada only those employees who are Canadian should be counted for the purposes of this table.

Table P2 - Participation by Occupational Category

Participation by occupational category requires the total number of employees, the number whose first official language is English and the number whose first official language is French, in each occupational category. (Treasury Board Manual - Official Languages, Chapter 3)

Participation by Occupational Category	Total Number of Employees	First Official Language		National Occupational Classification
		English	**French**	
91 - Managers				01 – Senior managers
				02 – middle and other managers
92 - Professionals				03 – Professionals
93 – Specialists and technicians				04 – Semi-professionals and technicians
94 – Administrative support				05 – Supervisors
				07 – Administrative and Senior Clerical Personnel
				08 – Skilled Sales and Service Personnel
				10 – Clerical Personnel
95 – Operational				06 – Supervisors Crafts and Trades
				09 – Skilled Crafts and Trade Workers
				11 – Intermediate Sales and Service Personnel
				12 – Semi-skilled Manual Workers
				13 – Other sales and Service Personnel
				14 – Other Manual Workers
Total				

Notes: The definition of First Official Language may be found in Section 5.3 (Element Number 3). If an institution is using the National Occupational Classification (NOC) category codes, please refer to the right-hand column and enter values accordingly. Where multiple NOC codes are included in a single row, only the sum is required.

Do not include employees of franchises providing service on behalf of an institution (Article 25).

In the case of offices located outside of Canada, only those employees who are Canadian should be counted for the purposes of this table.

Table S1 - Service to the Public by Bilingual Office/Point of Service

This table requires the total number of resources serving the public, the total number serving in English and the total number serving in French for each bilingual office and point of service. An office may contain more than one bilingual point of service; a report is required for each. (Treasury Board Manual - Official Languages, Chapter 1)

Province, Location and Office Code	Resources Serving the Public	Resources Serving in English	Resources Serving in French
Newfoundland St. John's Office 12345	5	5	2
Nova Scotia Halifax Office 34567	-	-	-
etc...			
Total			

The data specified is required for every office/point of service having an obligation to provide service to the public in both official languages (only). The values should correspond to the office codes established with TBS during the implementation of the policies on services to the public as a result of the Act and the Regulations and captured on the TBS Offices database. A data submission for each office on the Offices database is required.

Enter the total number of resources as indicated in each column. If the resource serves the public in both languages, the resource should be counted once in each column.

If the institution has many offices, multiple pages may be required to complete the submission.

The following "employees" should be included in this table if they provide a service to the public:

- employees of franchises providing service on behalf of an institution (Article 25);
- contract personnel who deliver service to the public; and
- locally hired staff in locations outside of Canada;

even though they were not to be included in Tables P1 and P2 - Participation.

Table L1 - Internal Services to Bilingual Regions

This table applies to internal services delivered to employees in bilingual regions only, irrespective of the origin of the service. It requires the total number of resources providing service, the number serving in English and the number serving in French. Internal services refer to personal or central services provided to employees within the institution - see Section 5.3 (Element Number 8). (Treasury Board Manual - Official Languages, Chapter 2)

Internal Services to Employees in	Resources Providing Internal Services	Resources Serving in English	Resources Serving in French
National Capital Region (NCR)	55	40	40
Ontario North & East	-	-	-
Montreal	-	-	-
Bilingual Quebec – Other	-	-	-
New Brunswick	-	-	-
Total			

Notes: The specified details are required only for the regions of Canada designated as bilingual for language of work purposes (see Annex C or D for definitions). As some bilingual regions may be served from offices in other (including unilingual) regions, the entire institution must be considered when assembling this data for submission.

Resources who serve two or more regions should be counted in each region they serve.

A resource serving in both official languages should be counted once in each column.

Employees of franchises providing service on behalf of an institution (Article 25) are not entitled to these services.

Table L2 - Supervision in Bilingual Regions

This table applies to supervision provided to employees who work in bilingual regions, in respective of the location of the supervisor. The number of supervisors that must be bilingual for this purpose and the number that are qualified, are required. (Treasury Board Manual - Official Languages, Chapter 2)

Bilingual Supervision	The Number of Supervisors Required to Be Bilingual	Of These, the Number Qualified to Carry Out Their Duties in Both Official Languages
To supervise employees in NCR		
To supervise employees in Ontario North & East		
To supervise employees in Montreal		
To supervise employees in bilingual Quebec – Other		
To supervise employees in New Brunswick		
Total		

Notes: The specified details are required only for each of the regions of Canada designated as bilingual for language of work purposes (see Annex C or D). As some bilingual regions may be served from offices in other (including unilingual) regions, the entire institution must be considered when assembling this data for submission.

Supervisors who supervise employees located in two or more bilingual regions should be counted once for each region.

Employees of franchises providing service on behalf of an institution (Article 25) are not entitled to a choice in their language of supervision.

5. Detailed Reporting Method

5.1 Submission Procedures

1.   Gather the required data for the current reporting period.

2.   Prepare the magnetic file for submission. Contact TBS if you wish to obtain a copy of the data capture system.

3.   Complete the OLIS II Covering Sheet (see Section 6). Forward the submission to TBS. Store copies of the complete submission for future reference.

Special note for offices having several points of service within an office or having employees who provide service to multiple offices and/or points of service.

Using the detailed reporting method may create difficulties for the institution in these situations. If the institution finds that it cannot slot at least one employee against every point of service, it should use the summary approach to report on the office and/or point(s) of service, which present a difficulty.

5.2 Employee Record Layout

Field Number	Position	Format	Data Element Name
1	1-3	A(3)	Institution Code
2	4-13	X(10)	Record ID
3	14	9(1)	First Official Language
4	15-16	9(2)	Occupational Category
5	17	X(l)	Bilingualism Code
6	18-27	X(l0)	Geographical Location Code (GEOLOC)
7	28	X(1)	Language of Service to the Public
8	29	X(1)	Language of Internal Service to NCR
9	30	X(l)	Language of Internal Service to Ontario North & East
10	31	X(1)	Language of Internal Service to Montreal
11	32	X(1)	Language of Internal Service to Bilingual Quebec – Other
12	33	X(1)	Language of Internal Service to New Brunswick
13	34	X(1)	Comm. Req. – Supervision to NCR
14	35	X(1)	Comm. Req. - Supervision to Ontario North & East
15	36	X(l)	Comm. Req. - Supervision to Montreal
16	37	X(1)	Comm. Req. - Supervision to Bilingual Quebec - Other
17	38	X(1)	Comm. Req. - Supervision to New Brunswick
18	39-48	X(10)	Office Code

Note: All values to be left-justified within each field; provide trailing blanks as required.

Record Length: 48 characters

5.3 Data Element Descriptions

Element Number 1			
Element name	**Definition**	**Format**	**Value**
Institution Code	A code used to uniquely identify an institution or organization	3 characters (alphabetic)	A three letter identifier assigned by TBS, for example VIA, CPC or CBC. In the case of subsidiary Crown corporations, the organization code of the parent should be used.

Element Number 2				
Element name	**Definition**	**Format**	**Value**	**Remarks**
Record ID	A unique code assigned to each record by the institution or organization for the reporting period.	10 characters (alpha-numeric)	The value contained in this field is left to the discretion of the institution, but the code selected must be unique within the institution for the reporting period.	TBS has no interest in being able to link this number to a specific individual, but the institution must be able to establish this link throughout the life-cycle of the data file. Institutions may choose to use an employee number or some random code for this data element. In either case, the institution is free to assign a different number to the same employee from one reporting period to another so long as it maintains the key to enable the institution to tie the record to a specific individual as described above.

Element Number 3				
Element name	**Definition**	**Format**	**Value**	**Remarks**
First Official Language (FOL)	The official language with which an employee has a primary personal identification (that is, the official language in which a person is generally more proficient).	1 character (numeric)	1 - English 2 - French	The employee must be the originating source of this information and must declare only one language as his/her first official language.

Element Number 4				
Element name	**Definition**	**Format**	**Value**	**Remarks**
Occupational Category	A code used to identify a broad group of homogeneous occupations with similar qualifications and skills required to perform specific duties.	2 characters (numeric)	Use of the OLIS II codes on the left (below) is preferred, but the NOC codes are also acceptable.	In the instance where an institution must rationalise its categories to fit the OLIS II codes, it is useful to note that the main purpose of this data element is to help in assessing equitable participation in broad job categories of the organizational hierarchy. A hierarchy in the OLIS II code structure is implicit.

The correspondence between OLIS II and National Occupational Classification is as indicated below.

OLIS II CODES	National Occupational Classification
91 – Managers	01 – Senior managers
	02 – Middle and other managers
92 – Professionals	03 – Professionals
93 – Specialists and technicians	04 – Semi-professionals and technicians
94 – Administrative support	05 – Supervisors
	07 – Administrative and Senior Clerical Personnel
	08 – Skilled Sales and Service Personnel
	10 – Clerical Personnel
95 – Operational	06 – Supervisors Crafts and Trades
	09 – Skilled Crafts and Trade Workers
	11 – Intermediate Sales and Service Personnel
	12 – Semi-skilled Manual Workers
	13 – Other sales and Service Personnel
	14 – Other Manual Workers

Element Number 5			
Element name	Definition	Format	Value
Bilingualism Code	This element indicates whether an employee has been recognised by the institution as being able to function in both official languages. In short, is the employee bilingual? Note: this element is mandatory only for employees who are required to provide supervision to other employees located in regions designated as bilingual for language of work purposes.	1 character (numeric)	0 – Not applicable 1 – No 2 – Yes 9 – Unknown

Element Number 6				
Element name	**Definition**	**Format**	**Value**	**Remarks**
Geographic Location Code (GEOLOC)	A unique code identifying the census sub-division in which the office where the employee reports to perform her duties is located. Institutions are requested to use the 1991 SGC sub-division codes as the standard for data submission. The 1986 SGC will be accepted if entered. Please specify the version used when completing the Magnetic Media Information Sheet, (see Section 6.2 of the guide).	10 characters (alphanumeric) [left-justify] Statistics Canada's 1991 Standard Geographical Classification (SGC) codes currently used consist of 7 numeric characters representing the province, census division and sub-division. The element is defined as (ten) 10 characters to provide flexibility for future Statistics Canada changes.	An alphabetical listing of sub-division names and codes by province for the 1991 census is available in Table 3 of the Statistics Canada publication; *Standard Geographical Classification SGC 1991 – Vol. 1 (Catalogue No.: 12-571)* Locations outside of Canada should be coded as seven (7) nines (9s) left (ie. 9999999).	Institutions with employees in a small number of locations may inquire with TBS/OLB regarding GEOLOC values for their locations. Where an institution is present in a significant number of locations, the catalogue can be obtained from Statistics Canada. Inquiries to Statistics Canada regarding the SGC codes can be made to their Ottawa Office at (613) 951-3889 or to one of their many regional offices providing toll-free access.

Element Number 7				
Element name	**Definition**	**Format**	**Value**	**Remarks**
Language of Service to the Public	This element identifies the language(s) in which the employee provides service to the public. The element is required for this employee if s/he works in a bilingual office/point of service which provides services to the public.	1 character (numeric)	0 –not applicable (the employee does not provide service to the public) 1 - the employee provides services in both English and French 2 - the employee provides services in English only 3 – the employee provides services in French only	
			8 – all other situations or circumstances (e.g. bilingual complement)	In these cases, the institution must report the service to the public aspect of this employee's office/point of service using the summary method.

Element Number 8			
Element name	**Definition**	**Format**	**Value**
Language of Internal Service to NCR	This element identifies in which language(s) the employee communicates with an internal clientele to provide functions that are typically related to personal or central services. This information is required for all employees providing such services to employees located in the NCR (see Annex C). Where an employee provides both personal and central services and the communication requirements are different, preference should be given to indicating bilingual over unilingual requirements. Internal services include both personal and central services. Personal services are defined as those services that affect individuals personally (e.g. pay cheques, health services). Central services are defined as those services which are essential to employees in discharging their responsibilities (e.g. legal services, security services).	1 character (numeric)	For each employee indicate the services they provide. Enter one of the following values: 0 - not applicable (the employee does not provide services to internal clients in the NCR) 1 – serves employees in the NCR in both English and French 2 – serves employees in the NCR in English only 3 – serves employees in the NCR in French only 8 – all other situations or circumstances; the institution must report using the summary method

Element Number 9			
Element name	**Definition**	**Format**	**Value**
Language of Internal Services to Ontario North & East	As per element 8 but in terms of providing services to employees located in the bilingual region of Ontario North & East (see Annex C).		

Element Number 10			
Element name	**Definition**	**Format**	**Value**
Language of Internal Service to Montreal	As per element 8 but in terms of providing services to employees located in the bilingual region of Montreal (see Annex C).		

Element Number 11			
Element name	**Definition**	**Format**	**Value**
Language of Internal Service to Bilingual Quebec - Other	As per element 8 but in terms of providing services to employees located in the bilingual region of Quebec – Other (see Annex C).		

Element Number 12			
Element name	**Definition**	**Format**	**Value**
Language of Internal Service to New Brunswick	As per element 8 but in terms of providing services to employees located in the bilingual region of New Brunswick.		

Element Number 13			
Element name	**Definition**	**Format**	**Value**
Communication Requirements – Supervision to NCR	This element identifies whether or not the employee is required to provide bilingual supervision to employees located in the NCR (see Annex C for definition).	1 character (numeric)	For each supervisor indicate the requirement to provide bilingual supervision. Enter one of the following values for each employee. 0 – not applicable (the employee doesn't supervise other employees in the NCR or is required to provide unilingual supervision only) 1 – required to provide bilingual supervision to employees in the NCR 8 – all other situations or circumstances; the institution must report using the summary report.

Element Number 14			
Element name	**Definition**	**Format**	**Value**
Communication Requirements – Supervision to Ontario North & East	As per element 13 but as applies to the supervision of employees in the bilingual region of Ontario North & East (see Annex C).		

Element Number 15			
Element name	**Definition**	**Format**	**Value**
Communication Requirements – Supervision to Montreal	As per element 13 but as applies to the supervision of employees in the bilingual region of Montreal (see Annex C).		

Element Number 16			
Element name	**Definition**	**Format**	**Value**
Communication Requirements – Supervision to Bilingual Quebec – Other	As per element 13 but as applies to the supervision of employees in the bilingual region of Quebec – Other (see Annex C).		

Element Number 17			
Element name	**Definition**	**Format**	**Value**
Communication Requirements – Supervision to New Brunswick	As per element 13 but as applies to the supervision of employees in the bilingual region of New Brunswick.		

Element Number 18				
Element name	**Definition**	**Format**	**Value**	**Remarks**
Office Code	The Office Code designates a point of service. It identifies an operating sub-entity of an institution, having a unique civic address where the employee is normally required to report to work assignment. In the case of some federal institutions, this may include irregular offices such as train, ship or aircraft routes. The point of service may also be an 800 telephone number serving an entire province or provinces, or it may be a point of service for correspondence only. Some offices may contain two or more points of services.	10 characters (alpha-numeric)	The values should correspond to the office codes established with TBS during the implementation of the policies on services to public as a result of the Act and the Regulations and captured on the TBS Offices database. It the employee services more than one office or point of service and there is difficulty in deciding how best to report, please refer to the special note in Section 5.1.	A data submission for each office on the Offices database is required. TBS will, upon request, supply a list of any missing office codes.

6. Support Documentation Completion Instructions

The support documentation package is designed to assist institutions in formulating the required information, and to simplify communications with TBS/OLB.

The package is composed of one (1) form, the support documentation Covering Sheet.

A typical documentation package will consist of:

- one (1) Covering Sheet identifying the institution supplying the information; and
- zero (0) to five (5) summary reporting forms from Annex A.

6.1 Covering Sheet - Completion Guide (TBS/SCT 360-88)

Section 1 - Institution Information

Institution Name: print the full name of your institution. (Example: VIA Rail Canada)

Code: print the institution code used to uniquely identify your institution. (Example: VIA)

Section 2 - OLIS II Project Manager Information

Name: print the full name of the Project Manager responsible for the OLIS II project. (Example: Jane Smith)

Date: print the date (yy/mm/dd) on which the form was completed. (Example: 95/01/25)

Section 3 - Contact For Additional Information

Same As Above: tick if same as in Section 2 above or complete Name and Telephone if another individual should be contacted.

Section 4 - Accompanying Material

Magnetic Media: select the media type(s) being used and indicate the number of volumes in the box provided. Example: [5] Diskette [] Open Reel []Cartridge

Summary Tables: indicate the number of summary tables (from Annex A) being submitted.

Other: print the description and purpose of other supplementary accompanying material provided (if applicable).

Notes: provide any other information you wish to communicate to TBS personnel.

Treasury Board of Canada Secretariat   **Conseil du Trésor du Canada** Secrétariat

OLIS II SUPPORT DOCUMENTATION
COVERING SHEET

SILO II DOCUMENTATION D'APPUI
FICHE D'ACCOMPAGNEMENT

TO: À:

Information Management Group	Groupe de la gestion de l'information
Official Languages and Employment Equity Branch	Direction des langues officielles et de l'équité en emploi
Treasury Board of Canada Secretariat	Secrétariat du Conseil du Trésor du Canada
L'Esplanade Laurier, 7th Floor, West Tower	L'Esplanade Laurier, 7e étage, tour ouest
300 Laurier Avenue West	300, avenue Laurier ouest
Ottawa, Ontario K1A 0R5	Ottawa (Ontario) K1A 0R5

FROM: DE:

SECTION 1 - INSTITUTION INFORMATION   RENSEIGNEMENTS SUR L'INSTITUTION

Institution name Nom de l'institution	Code

SECTION 2 - OLIS II PROJECT MANAGER INFORMATION   SILO II RENSEIGNEMENTS SUR LE GESTIONNAIRE DE PROJET

Name (please print)   Nom (en lettres moulées)   Signature

Date	Telephone Téléphone ( )	Facsimile Télécopieur ( )

SECTION 3 - CONTACT FOR ADDITIONAL INFORMATION   POUR RENSEIGNEMENTS S'ADRESSER À

☐ Same as above OR ☐ Même que ci-dessus OU	Name Nom	Telephone Téléphone ( )	Facsimile Télécopieur ( )

SECTION 4 - ACCOMPANYING MATERIAL   MATÉRIEL D'APPUI

Magnetic media (indicate the number of volumes by media type)
Support magnétique (indiquer le nombre de volumes par support)

	DISK(ETTE) DISQUETTE		OPEN REEL BOBINE LIBRE		CARTRIDGE CARTOUCHE	Summary tables Tableaux sommaires	NUMBER ATTACHED NOMBRE CI-JOINT

Other (please specify)   Autre (veuillez préciser)

Notes (if additional space is required, use back of form)   Notes (si vous avez besoin de plus d'espace, utiliser le verso de la formule)

TBS/SCT 360-63 (Rev. 1995/01)

Please photocopy as needed / Photocopier au besoin

Annex A

Forms for Summary Reporting

Treasury Board of Canada
Secretariat

Secrétariat du Conseil du Trésor
du Canada

OFFICIAL LANGUAGES INFORMATION SYSTEM II (OLIS II)   *SYSTÈME D'INFORMATION SUR LES LANGUES OFFICIELLES II (SILO II)*

Table P1 -   **Participation by "Province" as of**
Tableau P1 -   *Participation par «province» en date du*

| / | / | (YYYY/MM/DD) *(AAAA/MM/JJ)* |

Institution Code / *Code de l'institution*:   (ex: CNR) _____
Subsidiary Name / *Nom de la filiale:*   (ex: CN Tower / *Tour du CN)* _____

Participation by "Province" *Participation par «province»*	Total number of employees *Nombre total d'employé(e)s*	First Official Language *Première langue officielle*	
		English *Anglais*	French *Français*
British Columbia / *Colombie-Britannique*			
Alberta / *Alberta*			
Saskatchewan / *Saskatchewan*			
Manitoba / *Manitoba*			
Ontario (excluding NCR) / *Ontario (sauf RCN)*			
National Capital Region (NCR) / *Région de la capitale nationale (RCN)*			
Quebec (excluding NCR) / *Québec (sauf RCN)*			
New Brunswick / *Nouveau-Brunswick*			
Prince Edward Island / *Île-du-Prince-Édouard*			
Nova Scotia / *Nouvelle-Écosse*			
Newfoundland / *Terre-Neuve*			
Yukon / *Yukon*			
North West Territories / *Territoires du Nord-Ouest*			
Nunavut / *Nunavut*			
Outside Canada / *À l'étranger*			
TOTAL / *TOTAL*			

Note: The *Summary Reporting Method* section of the OLIS II Guidelines identifies the resources to be included/excluded for this table.

La section Rapport sommaire du guide pour le SILO II indique les ressources à inclure/exclure pour ce tableau.

TBS/SCT 360-98 (Rev. 2000-01-18)   **Please photocopy as needed / Photocopier au besoin**

Treasury Board of Canada
Secretariat

Secrétariat du Conseil du Trésor
du Canada

OFFICIAL LANGUAGES INFORMATION SYSTEM II (OLIS II)   *SYSTÈME D'INFORMATION SUR LES LANGUES OFFICIELLES II (SILO II)*

Table P2 - **Participation by Occupational Category as of**
Tableau P2 - *Participation par catégorie d'emploi en date du*

| / | / | **(YYYY/MM/DD)** |
| | | *(AAAA/MM/JJ)* |

Institution Code / *Code de l'institution***:**   (ex: CNR) _____
Subsidiary Name / *Nom de la filiale***:**   (ex: CN Tower / *Tour du CN*) _____

Participation by Occupational Category *Participation par catégorie d'emploi* (Equivalents levels on back / *Niveaux équivalents au verso*)	**Total number of employees** *Nombre total d'employé(e)s*	**First** **Official Language** *Première* *langue officielle*	
		English *Anglais*	**French** *Français*
91 - Managers / *Gestionnaires*			
92 - Professionals / *Professionnels*			
93 - Specialists and Technicians / *Spécialistes et techniciens*			
94 - Administrative Support / *Soutien administratif*			
95 - Operational / *Exploitation*			
TOTAL / *TOTAL*			

Note: The *Summary Reporting Method* section of the OLIS II Guidelines identifies the resources to be included/excluded for this table.

La section Rapport sommaire du guide pour le SILO II indique les ressources à inclure/exclure pour ce tableau.

TBS/SCT 360-99 (Rev. 2000-01-18)   **Please photocopy as needed / Photocopier au besoin**

Participation by Occupational Category / *Participation par catégorie d'emploi*	**National Occupational Classification** / *Classification nationale des professions*
91 - Managers / *Gestionnaires*	01 - Senior Managers / *Cadres supérieurs*
	02 - Middle and Other Managers / *Cadres intermédiaires et autres administrateurs*
92 - Professionals / *Professionnels*	03 - Professionals / *Professionnels*
93 - Specialist and Technicians / *Spécialistes et techniciens*	04 - Semi-professionals and Technicians / *Personnel semi-professionnel et technique*
94 - Administrative Support / *Soutien administratif*	05 - Supervisors / *Surveillants*
	07 - Administrative and Senior Clerical Personnel / *Personnel administratif et de bureau principal*
	08 - Skilled Sales and Services Personnel / *Personnel spécialisé de la vente et des services*
	10 - Clerical Personnel / *Personnel de bureau*
95 - Operational / *Exploitation*	06 - Supervisors Crafts and Trades / *Contremaîtres*
	09 - Skilled Crafts and Trade Workers / *Travailleurs qualifiés et artisans*
	11 - Intermediate Sales and Service Personnel / *Personnel intermédiaire de la vente et des services*
	12 - Semi-skilled Manual Workers / *Travailleurs manuels spécialisés*
	13 - Other Sales and Service Personnel / *Autre personnel de la vente et des services*
	14 - Other Manual Workers / *Autres travailleurs manuels*

TBS/SCT 360-99 (Rev. 2000-01-18)

I◆I Treasury Board of Canada   Secrétariat du Conseil du Trésor
     Secretariat   du Canada

OFFICIAL LANGUAGES INFORMATION SYSTEM II (OLIS II)   *SYSTÈME D'INFORMATION SUR LES LANGUES OFFICIELLES II (SILO II)*

Table S1 -   **Service to the Public by Bilingual Office / Point of Service as of**   (YYYY/MM/DD)
Tableau S1-   *Service au public par bureau bilingue / Point de service en date du* | /   / | *(AAAA/MM/JJ)*

Institution Code / *Code de l'institution:*   (ex: CNR) _____
Subsidiary Name / *Nom de la filiale:*   (ex: CN Tower / *Tour du CN*)   _____

Province	Location *Lieu*	Office Code *Code de Bureau*	Resources serving the public *Ressources servant le public*	Resources serving in English *Ressources servant le public en anglais*	Resources serving in French *Ressources servant le public en français*

Page _____ of/*de* _____

Note: The *Summary Reporting Method* section of the OLIS II Guidelines identifies the resources to be included/excluded for this table.

La section Rapport sommaire du guide pour le SILO II indique les ressources à inclure/exclure pour ce tableau.

TBS/SCT 360-97 (Rev. 2000-01-18)   **Please photocopy as needed / Photocopier au besoin**   ♻

■✦■ Treasury Board of Canada   Secrétariat du Conseil du Trésor
     Secretariat   du Canada

OFFICIAL LANGUAGES INFORMATION SYSTEM II (OLIS II)   *SYSTÈME D'INFORMATION SUR LES LANGUES OFFICIELLES II (SILO II)*

Table L1 -   **Internal Services to Bilingual Regions as of**
Tableau L1-   *Services internes aux régions bilingues en date du*
     | /   **(YYYY/MM/DD)** *(AAAA/MM/JJ)*

Institution Code / *Code de l'institution:*   (ex: CNR) _____
Subsidiary Name / *Nom de la filiale:*   (ex: CN Tower / *Tour du CN*) _____

Internal Services to employees in *Services internes aux employé(e)s*	Resources Providing Internal Services *Ressources fournissant des services internes*	Resources Serving in English *Ressources servant en anglais*	Resources Serving in French *Ressources servant en français*
National Capital Region (NCR) *Dans la région de la capitale nationale (RCN)*			
Ontario North and East *Dans le Nord et l'Est de l'Ontario*			
Montreal *À Montréal*			
Bilingual Quebec - Other *Dans les régions bilingues des autres parties du Québec*			
New Brunswick *Au Nouveau-Brunswick*			
TOTAL / *TOTAL*			

Note: The *Summary Reporting Method* section of the OLIS II Guidelines identifies the resources to be included/excluded for this table.

La section Rapport sommaire du guide pour le SILO II indique les ressources à inclure/exclure pour ce tableau.

TBS/SCT 360-100 (Rev. 2000-01-18)   **Please photocopy as needed / Photocopier au besoin**   ♻

Treasury Board of Canada
Secretariat

Secrétariat du Conseil du Trésor
du Canada

OFFICIAL LANGUAGES INFORMATION SYSTEM II (OLIS II)

SYSTÈME D'INFORMATION SUR LES LANGUES OFFICIELLES II (SILO II)

Table L2 - **Supervision in Bilingual Regions as of**
Tableau L2- *Supervision dans des régions bilingues en date du*

| / | / | (YYYY/MM/DD)
(AAAA/MM/JJ)

Institution Code / *Code de l'institution:* (ex: CNR) _____
Subsidiary Name / *Nom de la filiale:* (ex: CN Tower / *Tour du CN*) _____

Bilingual Supervision *Supervision bilingue*	**The number of supervisors required to be bilingual** *Le nombre de superviseurs qui sont tenus d'être bilingues*	**Of these, the number qualified to carry out their duties in both official languages** *Le nombre de ces superviseurs qui peuvent s'acquitter de leurs fonctions de supervision dans les deux langues officielles*
To supervise employees in NCR *Afin de superviser des employé(e)s dans la RCN*		
To supervise employees in Ontario North and East *Afin de superviser des employé(e)s dans le Nord et l'Est de l'Ontario*		
To supervise employees in Montreal *Afin de superviser des employé(e)s à Montréal*		
To supervise employees in Bilingual Quebec - Other *Afin de superviser des employé(e)s dans les régions bilingues des autres parties du Québec*		
To supervise employees in New Brunswick *Afin de superviser des employé(e)s au Nouveau-Brunswick*		
TOTAL / *TOTAL*		

Note: The *Summary Reporting Method* section of the OLIS II Guidelines identifies the resources to be included/excluded for this table.

La section Rapport sommaire du guide pour le SILO II indique les ressources à inclure/exclure pour ce tableau.

TBS/SCT 360-101 (Rev. 2000-01-18) **Please photocopy as needed / Photocopier au besoin**

Annex B

TBS Data Entry System - Instructions

Annexe B

Data Entry System Instructions

The Data Entry system was created to provide smaller institutions with a simple vehicle for data capture and transmission to TBS/OLB. This program is available from TBS upon request. (Please specify 31/2" or 51/4" and high or low density diskettes).

The following will describe the installation procedures and explain how to use the Data Entry system. The guide is prepared with a novice level personal computer user in mind.

The Data Entry system allows the user to create, modify, and delete data. Validation of the information is reduced to a minimum since the user can review their information directly on the screen. All information viewed on the screen can be produced on hard copy by simply requesting a detailed list from the main menu or by issuing a screen print command.

Installing the Data Entry System

A minimum hardware and software configuration is required to support the OLIS II Data Entry system.

- An IBM (compatible) PC-XT, or AT

- DOS version 3.1 operating system (or higher)

- Minimum 512K of RAM

- A 5.25 or 3.5 disk drive (a second drive simplifies copying diskettes)

If you are operating under a Shell, please return to the DOS prompt before following these instructions. It is possible to run the program from a diskette, however, we strongly recommend that it be installed on the hard disk.

Install the software as follows:

- Insert the diskette in the A (or B) drive

- Type C: and press the <RETURN> key

- Type MD\TBOLEEB and press the <RETURN> key

- Type COPY A:*.* C:\TBOLEEB (or B:) and press the <RETURN> key

How to Use the Data Entry System

To use the OLIS II Data Entry system to do data entry;

TYPE C: an press the <RETURN> key

- Type CD\TBOLEEB and press the <RETURN> key

- Type OLIS2 and press the <RETURN> key

Once all the data has been entered and verified, the data must be copied to a diskette and forwarded to TBS/OLB. To copy the files back onto diskette do the following:

- Insert a blank formatted diskette in the A (or B) drive

- Select Create Submission Diskette from the main menu

The menus contained in the OLIS II Data Entry system are self-explanatory. Help is available to the users by pressing the <F1> key. The user can change the language used on the Main Menu by pressing the <F2> key.

Additional information about the OLIS II Data Entry system is available in the README file. To access this file, you can either use a file editor to view its contents or produce a hard copy of the file by typing COPY A:README PRN

Preventing loss of Data

We suggest that you make a copy of the data files in the \TBOLEEB directory on a regular basis to minimize the impacts of data loss. If you are operating under a Shell, please return to the DOS prompt before following these instructions.

For hard drive users

- Type BACKUP C:\TBOLEEB*.dbf A: (or B) and press <RETURN>

- Type BACKUP C:\TBOLEEB*.ntx A: (or B) and press <RETURN>

A copy of the files will be created on the A (or B) drive.

The recording of OLIS II information records on a diskette will vary depending on the capacity of the disk used. For example, a 360K floppy disk will record up to 1,000 records. These methods range from using higher capacity disks to dividing the files to reside on more than one disk, whichever is most convenient.

Annex C

Bilingual Regions for Language of Work Purposes

Annex C

Bilingual Regions for Language of Work Purposes

Regions of Canada prescribed under subsection 35(2)

The following is a copy of the list of regions of Canada set out in the Treasury Board and Public Service Commission Circular No. 1977-46 of September 30, 1977, in Annex B of the part entitled "Official Languages in the Public Service of Canada: A Statement of Policies".

The National Capital Region (NCR)

The Province of New Brunswick

The bilingual region of Montreal

1. The county of Deux-Montagnes including:

    a) <u>Cities</u>
       Deux-Montagnes
       Ste-Scholastique

    b) <u>Towns</u>
       Oka-sur-le-Lac
       St-Eustache

2. The county of Île-de-Montréal and Île-Jésus including:

    a) <u>Cities</u>
       Beaconsfield
       Côte-St-Luc
       Dorval
       Lachine
       LaSalle
       Laval
       Montréal
       Montréal-Nord
       Outremont
       Pierrefonds
       Pointe-aux-Trembles
       Pointe-Claire
       St-Laurent
       St-Léonard
       Verdun
       Westmount

b) <u>Towns</u>
Anjou
Baie-d'Urfé
Dollard-des-Ormeaux
Hampstead
Île-Dorval
Kirkland
Montréal-Est
Montréal-Ouest
Mont-Royal
Roxboro
Ste-Anne-de-Bellevue
Ste-Geneviève
St-Pierre

3. The county of La Prairie including:

a) <u>Towns</u>
Brossard
Candiac
Delson
La Prairie

4. The county of Vaudreuil including:

a) <u>Towns</u>
Dorion
Hudson
Île-Cadieux
Île-Perrot
Pincourt
Pointe-du-Moulin
Rigaud
Vaudreuil

The bilingual regions of "other parts of Quebec"

1. The county of Bonaventure including:

a) <u>Town</u>
New-Richmond

2. The county of Gaspé-Est including:

a) <u>Cities</u>
Gaspé
Percé

   b) <u>Town</u>
      Chandler

3. The county of Brome including:

   a) <u>Towns</u>
      Bromont
      Lac-Brome
      Sutton

4. The county of Compton including:

   a) <u>Towns</u>
      Cookshire
      East-Angus
      Scotstown
      Waterville

5. The county of Huntingdon including:

   a) <u>Town</u>
      Huntingdon

6. The county of Mississquoi including:

   a) <u>City</u>
      Farnham

   b) <u>Towns</u>
      Bedford
      Cowansville

7. The county of Richmond including:

   a) <u>Towns</u>
      Asbestos
      Bromptonville
      Danville
      Richmond
      Windsor

8. The county of Sherbrooke including:

   a) <u>City</u>
      Sherbrooke

   b) <u>Town</u>
      Lennoxville

9. The county of Stanstead including:

   a) <u>City</u>
      Magog

   b) <u>Towns</u>
      Coaticook
      Rock Island

10. The county of Argenteuil including:

   a) <u>City</u>
      Lachute

   b) <u>Town</u>
      Barkmere

11. The county of Pontiac
    (excluding those sections of the county located in the National Capital Region)

The bilingual region of Eastern Ontario

1. The county of Glengarry including:

   a) <u>Town</u>
      Alexandria

2. The county of Prescott including:

   a) <u>Towns</u>
      Hawkesbury
      Vankleek Hill

3. The county of Russell including:

   a) <u>Town</u>
      Rockland
      (excluding those sections of the county located in the National Capital Region)

4. The county of Stormont including:

   a) <u>City</u>
      Cornwall

The bilingual region of Northern Ontario

1. The county of Algoma including:

    a) <u>City</u>
       Sault Ste Marie

    b) <u>Towns</u>
       Blind River
       Bruce Mines
       Thessalon

2. The county of Cochrane including:

    a) <u>Towns</u>
       Cochrane
       Hearst
       Iroquois Falls
       Kapuskasing
       Smooth Rock Falls
       Timmins

3. The county of Nipissing including:

    a) <u>City</u>
       North Bay

    b) <u>Towns</u>
       Bonfield
       Cache Bay
       Mattawa
       Sturgeon Falls

4. The county of Sudbury including:

    a) <u>City</u>
       Sudbury

    b) <u>Towns</u>
       Capreol
       Coniston
       Copper Cliff
       Espanola
       Levack
       Lively
       Massey
       Webbwood

5. The county of Timiskaming including:

    a) <u>Towns</u>
        Charlton
        Cobalt
        Englehart
        Latchford
        New Liskeard

Annex D

1991 SGC Codes to "Province" and Bilingual Region

Annex D

1991 SGC Codes to "Province" and Bilingual Region

Cross Reference Table

Province	Division	Subdivision	"Province"	Bilingual Region
10	all		Newfoundland	
11	all		Prince Edward Island	
12	all		Nova Scotia	
13	all		New Brunswick	New Brunswick
24	all other not included below		Quebec	
24	02	All	Quebec	Bilingual Quebec - other
24	03	except the following	Quebec	Bilingual Quebec - other
24	03	025	Quebec	
24	03	904	Quebec	
24	05	All	Quebec	Bilingual Quebec - other
24	06	All	Quebec	Bilingual Quebec - other
24	07	902	Quebec	Bilingual Quebec - other
24	40	030	Quebec	Bilingual Quebec - other
24	40	035	Quebec	Bilingual Quebec - other
24	40	040	Quebec	Bilingual Quebec - other
24	40	045	Qu6bec	Bilingual Quebec - other
24	40	050	Quebec	Bilingual Quebec - other
24	41	except the following	Quebec	Bilingual Quebec - other
24	41	090	Quebec	

Province	Division	Subdivision	"Province"	Bilingual Region
24	41	095	Quebec	
24	41	100	Quebec	
24	41	105	Quebec	
24	41	110	Quebec	
24	41	115	Quebec	
24	41	125	Quebec	
24	42	except the following	Quebec	Bilingual Quebec - other
24	42	035	Quebec	
24	42	040	Quebec	
24	42	045	Quebec	
24	42	050	Quebec	
24	42	055	Quebec	
24	42	060	Quebec	
24	42	065	Quebec	
24	43	All	Quebec	Bilingual Quebec - other
24	44	All	Quebec	Bilingual Quebec - other
24	45	Except the following	Quebec	Bilingual Quebec - other
24	45	105	Quebec	
24	45	110	Quebec	
24	46	All	Quebec	Bilingual Quebec - other
24	47	005	Quebec	Bilingual Quebec - other
24	56	005	Quebec	Bilingual Quebec - other
24	56	010	Quebec	Bilingual Quebec - other
24	56	015	Quebec	Bilingual Quebec - other
24	58	005	Quebec	Montreal
24	65	005	Quebec	Montreal

Province	Division	Subdivision	"Province"	Bilingual Region
24	66	All	Quebec	Montreal
24	67	Except the following	Quebec	Montreal
24	67	045	Quebec	
24	67	050	Quebec	
24	67	055	Quebec	
24	68	010	Quebec	Bilingual Quebec - other
24	68	015	Quebec	Bilingual Quebec - other
24	68	040	Quebec	Montreal
24	69	Except the following	Quebec	Bilingual Quebec - other
24	69	015	Quebec	
24	69	020	Quebec	
24	69	025	Quebec	
24	69	030	Quebec	
24	69	035	Quebec	
24	69	040	Quebec	
24	71	Except the following	Quebec	Montreal
24	71	005	Quebec	
24	71	015	Quebec	
24	71	020	Quebec	
24	71	025	Quebec	
24	71	030	Quebec	
24	71	035	Quebec	
24	71	040	Quebec	
24	71	045	Quebec	
24	71	050	Quebec	
24	71	055	Quebec	
24	72	All	Quebec	Montreal
24	74	005	Quebec	Montreal
24	75	005	Quebec	Montreal

Province	Division	Subdivision	"Province"	Bilingual Region
24	76	All	Quebec	Bilingual Quebec - other
24	77	050	Quebec	Bilingual Quebec - other
24	77	055	Quebec	Bilingual Quebec - other
24	77	060	Quebec	Bilingual Quebec - other
24	77	065	Quebec	Bilingual Quebec - other
24	78	050	Quebec	Bilingual Quebec - other
24	78	055	Quebec	Bilingual Quebec - other
24	78	060	Quebec	Bilingual Quebec - other
24	78	065	Quebec	Bilingual Quebec - other
24	81	All	Quebec	RCN
24	82	All	Quebec	RCN
24	83	040	Quebec	Bilingual Quebec - other
24	83	804	Quebec	Bilingual Quebec - other
24	83	902	Quebec	Bilingual Quebec - other
24	84	All	Quebec	Bilingual Quebec - other
24	89	802	Quebec	Bilingual Quebec - other
24	89	910	Quebec	Bilingual Quebec - other
35	all other not included below	All	Ontario	
35	01	All	Ontario	Ontario North & East
35	02	All	Ontario	Ontario North & East
35	02	048	RCN	RCN
35	06	All	RCN	RCN

Province	Division	Subdivision	"Province"	Bilingual Region
35	09	031	RCN	RCN
35	09	046	RCN	RCN
35	48	All	Ontario	Ontario North & East
35	52	All	Ontario	Ontario North & East
35	53	All	Ontario	Ontario North & East
35	54	All	Ontario	Ontario North & East
35	56	All	Ontario	Ontario North & East
35	57	All	Ontario	Ontario North & East
46		All	Manitoba	
47		All	Saskatchewan	
48		All	Alberta	
59		All	British Columbia	
60		All	Yukon	
61		All	Northwest Territories	
99		All	Outside Canada	