



# **GUIDE**

## **for the preparation of the Annual Review on Official Languages 2004-05**

Institutions - Separate Employer

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## Context

In accordance with section 48 of the *Official Languages Act (OLA)*, a report on the implementation of the federal government's Official Languages Program (OLP) (Parts IV, V and VI of the *OLA*) in all institutions subject to the *OLA* must be tabled in Parliament each year.

The information provided by your institution will be used to analyse its performance and respond to various requests concerning official languages which the Official Languages Branch (OLB), Public Service Human Resources Management Agency of Canada (the Agency), may receive.

This information could also be subject to specific follow-ups, such as an audit, or be included in the annual report.

This year, **language of work** will be a key theme in the annual report, and the good practices and initiatives implemented by the institutions in this area will be emphasized.

Please note that the examples provided could be highlighted, with your consent, as innovative initiatives in the annual report or be posted on the OLLO Web site.

## General Information

The annual review must be sent in by **Friday, April 15, 2005** at the latest.

We ask that you use the template. It is available at the OLLO Web site address below, under "Publications and Guides": [http://www.hrma-agrh.gc.ca/ollo/index-sm\\_e.asp](http://www.hrma-agrh.gc.ca/ollo/index-sm_e.asp) or [http://publiservice.hrma-agrh.gc.ca/ollo/index-sm\\_e.asp](http://publiservice.hrma-agrh.gc.ca/ollo/index-sm_e.asp)

In an effort to save time in the preparation of the annual report, we ask that the person responsible for official languages **send us in advance a copy of the institution's good practices**. The complete review could be sent to us at a later time with the signature of the Deputy Head.

The annual review is a public document and must accordingly be provided in both official languages.

Please send a copy of your annual review to the following:

1. Ms. Diana Monnet  
Vice-President  
Official Languages Branch  
Public Service Human Resources Management Agency of Canada  
7<sup>th</sup> Floor, West Tower, L'Esplanade Laurier  
300 Laurier Avenue West  
Ottawa, Ontario K1A 0R3
  
2. Dr. Dyane Adam  
Commissioner of Official Languages  
Canada Building  
344 Slater Street  
Ottawa, Ontario K1A 0T8
  
3. Mr. Marc-Olivier Girard  
Clerk  
House of Commons Standing Committee on Official Languages  
House of Commons of Canada  
Room 620, Wellington Building  
180 Wellington Street  
Ottawa, Ontario K1A 0A6
  
4. Mrs. Gaëtane Lemay  
Clerk  
Senate Standing Committee on Official Languages  
Senate of Canada  
Room 1051, Chambers Building  
40 Elgin Street  
Ottawa, Ontario K1A 0A4

## **1 LEADERSHIP**

Describe in box 1 the leadership activities carried out in the past year. Leadership is demonstrated through senior management's commitment to implementing management strategies that promote entrenching official languages in the organizational culture.

This commitment can be demonstrated in several ways:

- initiatives, such as creating an employee committee on official languages;
- measures to support the OLP, such as allocating resources for the implementation of the program;
- accountability mechanisms, such as including official languages in performance objectives.

## **2 OFFICIAL LANGUAGES PROGRAM**

### **2.1 Service to the public**

#### *Status*

Describe in box 2.1.1 the activities undertaken during the year to maintain or improve service to the public in both official languages (e.g., active offer, signage, Internet site, use of the media, etc.).

#### *Improvements planned*

Describe in box 2.1.2 the activities planned for the coming year to improve service to the public in both official languages or to remedy any identified shortcomings.

#### *Good practices*

Describe in box 2.1.3 the successful initiatives put in place in the area of service to the public. The examples provided could be highlighted, with your consent, as innovative initiatives in the annual report or be posted on the OLLO Web site.

## **2.2 Language of work**

### *Status*

Describe in box 2.2.1 the activities undertaken during the year to maintain or improve the use of both official languages in the workplace (e.g., holding bilingual meetings, information and awareness sessions, etc.).

### *Improvements planned*

Describe in box 2.2.2 the activities planned for the coming year to improve the use of both official languages in the workplace or to remedy any identified shortcomings.

### *Good practices*

Describe in box 2.2.3 the successful initiatives put in place in the area of language of work. This year, **language of work** will be a key theme in the annual report, and the good practices and initiatives implemented by the institutions in this area will be emphasized. The examples provided could be highlighted, with your consent, as innovative initiatives in the annual report or be posted on the OLLO Web site.

## **3 MONITORING ACTIVITIES**

### **3.1 Public satisfaction**

Describe in box 3.1.1, if applicable, the results of the activities undertaken during the year to measure public satisfaction with the availability and quality of your services in both official languages (e.g., surveys, internal complaint resolution mechanism, etc.).

Indicate in box 3.1.2 the measures taken or planned to improve the situation.

### **3.2 Employee satisfaction**

Describe in box 3.2.1, if applicable, the results of the activities undertaken during the year to measure employee satisfaction (in regions designated as bilingual for language of work purposes) with the use of the two official languages (e.g., surveys, internal complaint resolution mechanism, etc.).

Indicate in box 3.2.2 the measures taken or planned to improve the situation.

### **3.3 Internal audits**

Describe in box 3.3, if applicable, the results of internal audits on:

- official languages exclusively;
- other subjects containing an official languages component.

In addition, provide the proposed or anticipated action plan in response to the recommendations made.

### **3.4 Follow-ups to the 2003-04 Annual Review**

Describe in box 3.4, if applicable, the measures taken in response to the follow-ups required by the OLB in its letter in reply to your 2003-04 annual review (Appendix 4).

### **3.5 Telephone audit (published in March 2004)**

Describe in box 3.5 the activities undertaken to improve the availability and active offer of service in the offices or facilities where deficiencies have been identified in the context of the above-mentioned telephone audit of the availability of service to the public in both official languages.

## **4 LINGUISTIC DATA**

It is essential to ensure that the data in the information systems are brought up to date.

The Public Service Human Resources Management Agency of Canada extracts the statistical data on your institution's linguistic capacity from the *Official Languages Information System II (OLIS II)*.

The data must reflect the situation in your organization at the end of its fiscal year.

You may either complete the appropriate attached tables or use the electronic version available on the OLLO Web under "Publications and Guides" at:

[http://www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index\\_e.asp](http://www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp) or  
[http://publiservice.hrma-agrh.gc.ca/ollo/tools-outils/pg/index\\_e.asp](http://publiservice.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp)

The attached tables are :

- a) L1 (Internal Services in Bilingual Regions),
- b) L2 (Supervision in Bilingual Regions)
- c) S1 (Service to the Public by Bilingual Office/Service Point).
- d) P1 (Participation by Province)
- e) P2 (Participation by Occupational Category)

Consult the *OLIS II User's Manual* available on the OLLO Web site for instructions on system requirements and procedures.

#### **4.1 Service to the public and language of work**

Describe in box 4.1.1, if applicable, any proposed or planned measures to improve your linguistic capacity regarding language of work (L1 and L2) or service to the public (S1).

#### **4.2 Equitable participation**

If the composition of your workforce does not tend to reflect, in accordance with section 39 of the *Official Languages Act* the presence of the two official language communities, describe in box 4.2.1 the measures taken or planned to ensure that your institution:

- a) offers Canadians of both official language communities equal opportunities for employment and advancement;
- b) achieves or maintains a satisfactory balance between the two language communities, taking into account your institution's mandate, the public served and the location of your offices.

**Note:** Please pay particular attention to the participation rate of English-speaking Canadians in your offices located in Quebec (outside the National Capital Region).



## **5 IMPLEMENTATION OF THE POLICIES AND DIRECTIVES**

This section aims to obtain results from the assessments conducted by your institution regarding the implementation of the official languages policies that came into effect on April 1, 2004, as necessary.

In cases where the institution has not yet assessed the achievement of the targeted objectives, the institution is asked to provide certain data on the indicators listed in the policies.