

# ANNUAL REVIEW ON OFFICIAL LANGUAGES 2004-05

Insert name of your institution

TEMPLATE - institutions for which Treasury Board is the employer

Note to the reader: Please use the *Guide for the preparation of the Annual Review on Official Language 2004-05* in order to complete this template.

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## **1 LEADERSHIP**

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## **2 OFFICIAL LANGUAGES PROGRAM**

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

2.1.1	Status
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2.1.2	Improvements planned
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2.1.3	Good practices
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### ***2.2 Language of work***

2.2.1	Status
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2.2.2	Improvements planned
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2.2.3	Good practices
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## **3 MONITORING ACTIVITIES**

### ***3.1 Public satisfaction***

3.1.1	Results obtained
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3.1.2	Measures taken or planned to improve the situation
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**3.2 Employee satisfaction**

3.2.1	Results obtained
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3.2.2	Measures taken or planned to improve the situation
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**3.3 Internal audits**

3.3	Results obtained (proposed or anticipated action plan to be attached)
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**3.4 Follow-ups to the 2003-04 Annual Review**

3.4	Measures taken
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**3.5 Telephone audit (published in March 2004)**

3.5	Activities undertaken in response to the telephone audit of the availability of service to the public in both official languages
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**4 LINGUISTIC DATA**

**4.1 Reconciliation of Appendix I, II and III data**

*4.1.1 Appendix I: Service to the public and language of work*

4.1.1.1	Measures taken prior to March 31, 2005, to reconcile your departmental data with those of the PCIS
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4.1.1.2	Measures taken to correct the incomplete data
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*4.1.2 Appendix II: Bilingual offices*

4.1.2.1	Justification for the lack of bilingual capacity
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4.1.2.2	Action plan with timeframe designed to remedy the absence of office code
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*4.1.3 Appendix III: Equitable participation*

4.1.3.1	Measures taken to ensure equitable participation
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4.1.3.2	Measures taken to correct "unknown" files
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**4.2 Data quality reports**

4.2	Measures taken to correct identified errors
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**5 IMPLEMENTATION OF POLICIES AND DIRECTIVES**

**5.1 Policy on Language of Work**

Describe the results of your assessment of the implementation of the policy. If no assessment has been conducted, answer the questions in section 5.1.2 – "Indicators".

*5.1.1 Assessment*

a) Assessment results
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b) Corrective measures taken in cases of non-compliance with the policy
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*5.1.2 Indicators*

c) Indicate the number of complaints received related to language of work

<ul style="list-style-type: none"><li>• Complaints received</li><li>• Complaints determined to be founded</li></ul>
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d) Indicate the measures taken to remedy the situation

**5.2 Directive on the Linguistic Identification of Positions or Functions**

Describe the results of your assessment of the implementation of the directive. If no assessment has been conducted, answer the questions in section 5.2.2 – "Indicators".

*5.2.1 Assessment*

a) Assessment results

b) Corrective measures taken in cases of non-compliance with the directive

*5.2.2 Indicators*

a) For all staffing actions undertaken in the past year, indicate the number of positions or functions identified as:

- I. Bilingual \_\_\_\_\_
  - II. English essential \_\_\_\_\_
  - III. French essential \_\_\_\_\_
  - IV. Either/or \_\_\_\_\_
- Total \_\_\_\_\_

**5.3 Directive on the Staffing of Bilingual Positions**

Describe the results of your assessment of the implementation of the directive. If no assessment has been conducted, answer the questions in section 5.3.2 – "Indicators".

*5.3.1 Assessment*

a) Assessment results

b) Corrective measures taken in cases of non-compliance with the directive

**5.3.2 Indicators**

c) Indicate the number of positions staffed on an imperative and on a non-imperative basis:

	Imperative	Non-imperative
Appointments:		
- Executives (EX)		
- Other positions		
Total		
Deployments:		
- Executives (EX)		
- Other positions		
Total		

d) Describe the procedure established to ensure the effectiveness of administrative measures taken following a non-imperative staffing action.

**5.4 Directive on Language Training and Learning Retention**

Describe the results of your assessment of the implementation of the directive. If no assessment has been conducted, answer the questions in section 5.4.2 – "Indicators".

**5.4.1 Assessment**

a) Assessment results

b) Corrective measures taken in cases of non-compliance with the directive

5.4.2 *Indicators*

Indicate:

- a) The number of employees who have taken language training upon appointment or deployment \_\_\_\_\_
- b) The number of employees who have taken language training for career development purposes \_\_\_\_\_

c) If these data are not available, please explain why and indicate the measures planned to integrate these indicators into your departmental information system.