



Public Service Human Resources  
Management Agency of Canada

Agence de gestion des ressources humaines  
de la fonction publique du Canada



# ANNUAL REVIEW ON OFFICIAL LANGUAGES 2006-2007

## Quantitative Review

Prepared by:  
THE NATIONAL BATTLEFIELDS COMMISSION



Canada



## Quantitative Review Report

### Follow-up and Good Practices Related to Official Languages

#### Targeted Objective \*

- The institution takes measures in reaction to the Follow-Up Required and to the comments made by OLB and provides official languages good practices.

The Official Languages Branch (OLB) mentioned that The National Battlefields Commission (NBC) is doing well in satisfying most of its obligations in respect of official languages. The NBC President and the General Director regularly communicate about important issues for the organization, and the Official Languages Program is one of them.

### Governance of the official languages program

#### Leadership

##### 1.1.3 *Good Practices*

The NBC has not introduced any new practices. However, it continues to promote the official languages within its organization and to raise managers' awareness with regard to the Official Languages Act application. The NBC follows up the Official Languages Program by making sure that quality services are offered in both the official languages, when required.

The NBC ensures that customer satisfaction and quality services are maintained. During meetings, the NBC regularly reminds its personnel about the applicable rules and the importance of the Official Languages Program. Observations are occasionally made by department managers to ensure that personnel apply the Official Languages Program. The NBC takes into account personnel comments to improve quality services and increase customer satisfaction.

#### Information Management

##### 1.2.1 *Progress Since Last Year and Activities Carried Out in 2006-07 in Reaction to the Follow-Up and Comments Included in the OLB's Response to Your 2005-2006 Review*

The OLB did not make any particular comments in response to our 2005-2006 Review. The NBC is a small organization that counts a maximum of 110 employees during the park's activities peak season. Resources are available on site to meet the Official Languages Program requirements, accordingly with the organization size.

- **PCIS or OLIS II**

Attached are P1 and P2 tables regarding the participation rate of Canadians French and English-speaking within the NBC, as of March 31, 2007. One should note that the total number of employees (110) during peak season includes permanent, seasonal, part time and on-call employees, representing 50 Full Time Equivalents (FTE's) for 2006-2007.

The NBC's activities taking place solely in Quebec City, the candidates for various positions are mainly French-speaking. However, the NBC has personnel whose native language is English. The NBC is aware of this concern and intends to proceed with the approach of equitable participation.

#### 1.2.4 *Good Practices*

No new practices have been implemented as far of official languages information management. Existing practices meet the NBC's needs and comply with the Official Languages Program.

### **Implementation of the Official Languages Program**

#### Communications with and Services to the Public in both Official Languages

##### 2.1.3 *Progress Since Last Year and Results\* of Activities Carried Out in 2006-2007 (including those in Reaction to the Follow-Up and Comments Included in the OLB's Response to Your 2005-2006 Review)*

The NBC maintains its existing practices regarding Communication with and Services to the Public in both the official languages. As a matter of fact, Canadians and foreigners can communicate with the NBC and receive services in one of the two official languages of their choice. Bilingual personnel are in place at various positions, at the reception and during general public activities. Educational activities are performed in the language chosen by the customer. All services to the public are offered in both the official languages: general public activities, guided tours and exhibitions. Information is provided in both languages, i.e. signalization, posting and advertising. The Web site is also accessible in both the official languages.

According to an internal survey performed in 2006-2007, 92% of respondents stated that they were very satisfied or satisfied with the Communication to the public and the services provided in one or the other of the two official languages.

During fiscal year 2006-2007, no complaints were reported to the NBC regarding Communication with and Services to the Public in both the official languages.

### 2.1.5 *Good Practices*

Among others, the NBC offers a large selection of educational activities in both the official languages. Statistics show a participation of 1 512 groups, including in average 40 people by group, to the activities offered by the NBC. Nearly half of the groups (approximately 720 groups) have asked the activity in English. More than 225 English-speaking groups elected the French activity as part of their French Immersion Program.

Also, as part of its 2006 Summer schedule, the NBC presented 35 free concerts, in a wide range of musical themes and in different languages including French and English to a public of approximately 50 000 persons. The NBC offers the shows schedule (pamphlet and recorded message) in both the official languages.

In anticipation of the new activities that will take place on its territory in 2007-2008, the NBC will bring a particular attention to the application of the Official Languages Program.

## Language of Work

### 2.2.3 *Progress Since Last Year and Results\* of Activities Carried Out in 2006-2007 (including those in Reaction to the Follow-Up and Comments Included in the OLB's Response to Your 2005-06 Review)*

The region where the NBC's offices are located is designated "French unilingual region". The NBC's offices are located solely in Quebec City and the predominant language of work in the province is French. Consequently, the language of work within the NBC is French.

### 2.2.5 *Good Practices*

No new practices have been implemented concerning the use of both the official languages in the workplace. The NBC does not have a Web site dedicated to employees only. The Web site is intended for all and is bilingual.

## Human Resources Management

### 2.3.3 Progress Since Last Year and Results\* of Activities Carried Out in 2006-2007 (including those in Reaction to the Follow-Up and Comments Included in the OLB's Response to Your 2005-06 Review)

Each year, to fill certain positions, the NBC publishes a competition in French as well as in English on *Emploi-Québec* Web site, in newspapers and on the NBC's Web site. French-speaking and English-speaking candidates or employees have equal opportunities for employment and advancement within the NBC, although these opportunities are conditional on full compliance with the merit principle.

### 2.3.5 Good Practices

The NBC has implemented certain hiring practices. Job offers are accessible for all potential candidates via the Web site which is bilingual, and in French and in English on *Emploi-Québec* Web site. The competition is also published in regional newspapers, i.e. *Journal de Québec*, *Le Soleil* and *Chronicle Telegraph*. Some job offers may also be posted at Laval University. Candidates who meet position requirements are then contacted for an interview. Depending on the position to be filled, the level of French and English knowledge and skill is verified using some situation simulation exercises.

## Costs of Language Training

### Targeted Objective\*

- The institution has the necessary mechanisms to capture data on the costs of language training.

### 2.4.1 Activities Carried Out in 2006-2007

No language training was provided during the 2006-2007 fiscal year.

### 2.4.2 Activities Planned for 2007-2008

The NBC offers to employees who ask for it the possibility of attending a relevant refresher training in order to better meet position requirements. To date, no training has been scheduled yet. The NBC has an annual budget of \$5,000 covering all departments.

2.4.3 Statistical data on the costs of language training  
(only for those institutions subject to the Directive on Language Training  
and Learning Retention)

- |   |                                       |
|---|---------------------------------------|
| a) Cost of French language training* provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding for non-imperative staffing (including appointments and deployments).   | \$ <u>N/A</u>                         |
| <ul style="list-style-type: none"> <li>• Number of employees targeted by these costs</li> </ul>   | <u>                    </u> Employees |
|   |                                       |
| b) Cost of English language training* provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding for non-imperative staffing (including appointments and deployments).  | \$ <u>N/A</u>                         |
| <ul style="list-style-type: none"> <li>• Number of employees targeted by these costs</li> </ul>   | <u>                    </u> Employees |
|   |                                       |
| c) Other costs of French language training* for personal development, career development, a raise in language profile or the re-identification of positions, including training provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding or by the institution itself.  | \$ <u>N/A</u>                         |
| <ul style="list-style-type: none"> <li>• Number of employees targeted by these costs</li> </ul>   | <u>                    </u> Employees |
|   |                                       |
| d) Other costs of English language training* for personal development, career development, a raise in language profile or the re-identification of positions, including training provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding or by the institution itself. | \$ <u>N/A</u>                         |
| <ul style="list-style-type: none"> <li>• Number of employees targeted by these costs</li> </ul>   | <u>                    </u> Employees |

***Audit on Communications with and Services to the Public in both Official Languages in Offices in Alberta (preliminary report)***

3.4.1 Activities Carried Out Following this Audit including the Action Plan (if already developed)

N/A.

***Audit on Communications with and Services to the Public in both Official Languages in Offices with New Obligations in Alberta, Ontario and Quebec (preliminary report)***

3.5.1 Activities Carried Out Following this Audit including the Action Plan (if already developed)

N/A.



The Chairman,

André Juneau