



Canada Public Service
Agency

Agence de la fonction publique
du Canada



ANNUAL REVIEW ON OFFICIAL LANGUAGES 2007-08

Full Review

Prepared by:

THE NATIONAL BATTLEFIELDS COMMISSION



Canada



Report on Your Institution's Official Languages Performance

1 INSTITUTIONAL GOVERNANCE OF THE OFFICIAL LANGUAGES PROGRAM (PROGRAM)

1.1 Leadership

Targeted Objectives*

- The deputy head, the official languages champion, the co-champion and the person responsible for official languages fulfill their role as leaders in the area of official languages.
- The institution's executives are fully committed to achieving the objectives of the Program.
- Official languages are an integral part of the strategic planning of the institution's management committee.

1.1.1 Activities Carried Out in 2007-08

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1.1.4 Good Practices*



2 IMPLEMENTATION OF THE OFFICIAL LANGUAGES PROGRAM

2.1 *Communications with and Services to the Public in Both Official Languages*

Targeted Objective*

- Canadians can truly communicate with and receive services from the institution in the official language of their choice at offices designated as bilingual (including the head office).

2.1.1 Diagnosis*

- *Availability, simultaneity, comparability and quality of the bilingual communications and services provided*
- *Active offer*
 - In-Person (Visual and by employees active offer)*
 - By telephone (by employees and by recordings)*
- *Signage, written notices and standardized public announcements regarding the health, safety or security of members of the public*
- *Respect of linguistic obligations by third parties*
- *Use of media*
- *Availability, simultaneity, comparability and quality of bilingual Web sites*
- *Availability, simultaneity, comparability and quality of bilingual electronic communications*
- *Complaints deemed to be founded*

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2.1.3 Progress Since Last Year and Results* of Activities Carried Out in 2007-08
(including those in Reaction to the Follow-Up and Comments Included in the
CPSA's Response to Your 2006-07 Review)

2.1.5 Good Practices*

2.3 Human Resources Management

Targeted Objectives*

- The institution has the necessary capacity to communicate with and serve the public in both official languages in offices designated as bilingual as well as to create a work environment that is truly conducive to the effective use of both official languages in regions designated as bilingual for language-of-work purposes.
- The institution ensures that English-speaking and French-speaking Canadians truly have equal opportunities for employment and advancement, while respecting the merit principle.

2.3.1 Diagnosis*

- *Linguistic capacity of the institution*
- *Description of the methods in place to objectively establish the language requirements of bilingual positions*
- *Description of the processes in place to ensure that bilingual positions are normally staffed by candidates who are already bilingual*
- *Description of the administrative measures taken to ensure that rights of the public and of employees are respected (e.g. when an employee in a bilingual position is absent; when an employee is on training; or when there is a lack of resources)*
- *Accessibility of language training to help employees meet the language requirements of their positions before assuming the duties or as soon as possible after if delays arise*
- *Accessibility of language training for career advancement*
- *Description of learning retention activities*
- *Equitable Participation of the two official language communities within the institution*

- *Complaints deemed to be founded*

2.3.3 Progress Since Last Year and Results* of Activities Carried Out in 2007-08
(including those in Reaction to the Follow-Up and Comments Included in the
CPSA's Response to Your 2006-07 Review)

2.3.5 Good Practices*

2.4 Costs of Language Training

Targeted Objective*

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

2.4.3 Statistical data on the costs of language training

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| <p>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).</p> <ul style="list-style-type: none"> Number of employees targeted by these costs | <p>\$ <u>N/A</u></p> <p><u> </u> Employees</p> |
| <p>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).</p> <ul style="list-style-type: none"> Number of employees targeted by these costs | <p>\$ <u>N/A</u></p> <p><u> </u> Employees</p> |
| <p>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.</p> <ul style="list-style-type: none"> Number of employees targeted by these costs | <p>\$ <u>N/A</u></p> <p><u> </u> Employees</p> |
| <p>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.</p> <ul style="list-style-type: none"> Number of employees targeted by these costs | <p>\$ <u>55</u></p> <p><u> </u> 1 Employee</p> |



3 MONITORING OF THE OFFICIAL LANGUAGES PROGRAM

Audit of Services to the Public in Both Official Languages in Offices with New Obligations (Atlantic)–preliminary report

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

N/A

Audit of Communications with and Services to the Public in Both Official Languages in Offices Designated Bilingual in the Atlantic Region–preliminary report

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

N/A

Audit of Telephone Services (if applicable)

3.6.1 Activities Carried Out Following this Audit

N/A

Audit of Active Offer in the NCR (if applicable)

3.7.1 Activities Carried Out Following this Audit

N/A

Other Audit made by the CPSCA concerning your institution only (if applicable)

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

N/A

The secretary

Michel Leullier

