



Treasury Board of Canada
Secrétariat

Secrétariat du Conseil du Trésor
du Canada

Canada

Annual Report on Official Languages for Fiscal Year 2017 to 2018



© Her Majesty the Queen in Right of Canada,
represented by the President of the Treasury Board, 2019

Catalogue No. BT23-1E-PDF
ISSN 1486-9683

This document is available on the Government of Canada website at www.canada.ca

This document is available in alternative formats upon request.

Table of contents

Message from the President of the Treasury Board	1
Introduction	3
Communications with and services to the public.....	6
Language of work	17
Public Service Employee Survey	17
Report on Language of Work.....	24
Participation of English-speaking and French-speaking Canadians	28
Human resources management.....	29
Governance.....	32
Monitoring.....	34
Conclusion and trends	39
Appendix A: Methodology for reporting on the status of official languages programs	41
Appendix B: Federal institutions required to submit a review for fiscal year 2017 to 2018	43
Appendix C: Definitions	46
Appendix D: Statistical tables	47
Endnotes	62

Message from the President of the Treasury Board

The year 2019 marks the 50th anniversary of the *Official Languages Act*, and the Prime Minister has committed to modernizing Canada's flagship language legislation. This puts us at a critical juncture in the history of Canada's linguistic duality.

I am pleased to present the 30th annual report on official languages. This report sets out the government's efforts to promote the equal status of English and French in Canada and in the federal government. The *Official Languages Act* is the legislation that provides for bilingual communications and services for Canadians, recognizes English and French as the languages of work in federal institutions, and ensures equitable participation of English-speaking and French-speaking Canadians in the public service.

The government has undertaken a review of the *Official Languages (Communications with and Services to the Public) Regulations*, which were adopted in 1991. This review will lead to changes that better reflect the diversity and vitality of our official language minority communities. To inform our review, we reached out to the public and to stakeholders so that we could hear from them about how we could shape the future for services provided in our official languages, by better anticipating the language preferences of Canadians, by taking into consideration the vitality of communities, by taking into account linguistic duality nationally and internationally, and by using technology. I would like to thank everyone who took part in the extensive public consultations, particularly the Experts Advisory Group, representatives of official language minority communities, and Canadians from across the country who took the time to respond to our online questionnaire.

The government is also moving forward on recommendations in the report *The Next Level: Normalizing a Culture of Inclusive Linguistic Duality in the Federal Public Service Workplace*, submitted to the Clerk of the Privy Council in September 2017, to make the work environment more conducive to the use of both official languages. This includes working toward the creation of a modern and inclusive official languages framework that comprises a plan for an efficient and flexible language-learning continuum. This continuum will, on the one hand, support federal institutions in determining the competencies they need to meet their official languages



The Honourable Joyce Murray
President of the Treasury Board and
Minister of Digital Government

obligations and, on the other hand, reinforce and promote second-language learning, assessment, practice and maintenance among public servants. The results of the [2017 Public Service Employee Survey](#) are revealing, and while much work remains to be done, we are encouraged by some progress in workplace bilingualism.

We can be proud of the progress achieved, but we must seize opportunities to keep our legislative and regulatory frameworks current, while continuing to promote a workplace that welcomes the use of both official languages.

I invite you to read this report and to learn about the scope of the Government of Canada's efforts to sustain and enhance Canada's linguistic duality.

Original signed by

The Honourable Joyce Murray

President of the Treasury Board and Minister of Digital Government



Introduction

The history of Canada is rooted in our country's two official languages, English and French. They are at the heart of our identity and enhance our image and place in the world. They open up a host of opportunities and hold many social, economic and cultural benefits, both individually and collectively.

The passage of section 133 of the *British North America Act*ⁱ in 1867 made English and French the official languages of Canada. In 1969, the Government of Canada passed the *Official Languages Act* (the act) in the wake of the recommendations of the Royal Commission on Bilingualism and Biculturalism. This first version of the act set out that “English and French are the official languages of Canada for all purposes of the Parliament and Government of Canada” and “possess and enjoy equality of status and equal rights and privileges as to their use in all institutions of the Parliament and Government of Canada.”

The Official Languages Bill is a reflection of the nature of this country as a whole, and of a conscious choice we are making about our future.

Pierre Elliott Trudeau, Prime Minister of Canada from 1968 to 1979 and from 1980 to 1984, before the House of Commons in 1968

The 1969 actⁱⁱ extended the constitutional guarantee regarding the use of English and French in Parliament and federal courts to all federal institutions, including departments, agencies and Crown corporations, as well as quasi-judicial and administrative bodies. It also established, for the very first time, a person's right to receive federal services in English or in French. It also created the Office of the Commissioner of Official Languages to receive and investigate complaints from the public, make recommendations and report to Parliament.

In 1988, the act was repealed and replaced by a new one with significant changes as a result of the 1982 *Canadian Charter of Rights and Freedoms*.ⁱⁱⁱ The Charter enshrines in the Constitution the principle of equality of English and French as to their use in all institutions of the Parliament and Government of Canada and sets out the public's right to communicate with and receive services from federal institutions in English or in French.

I believe that we have the essential ingredients necessary to give effect to the constitutional rights of Canadians regarding official languages, be they members of the public served by federal institutions or employees of these institutions. The new *Official Languages Act* is now in place. An atmosphere of renewal is growing in federal institutions as a whole, and a fair and equitable approach to language management has been developed.

Robert de Cotret, President of the Treasury Board from 1984 to 1987 and 1989 to 1990
Official Languages in Federal Institutions: Annual Report 1989–89

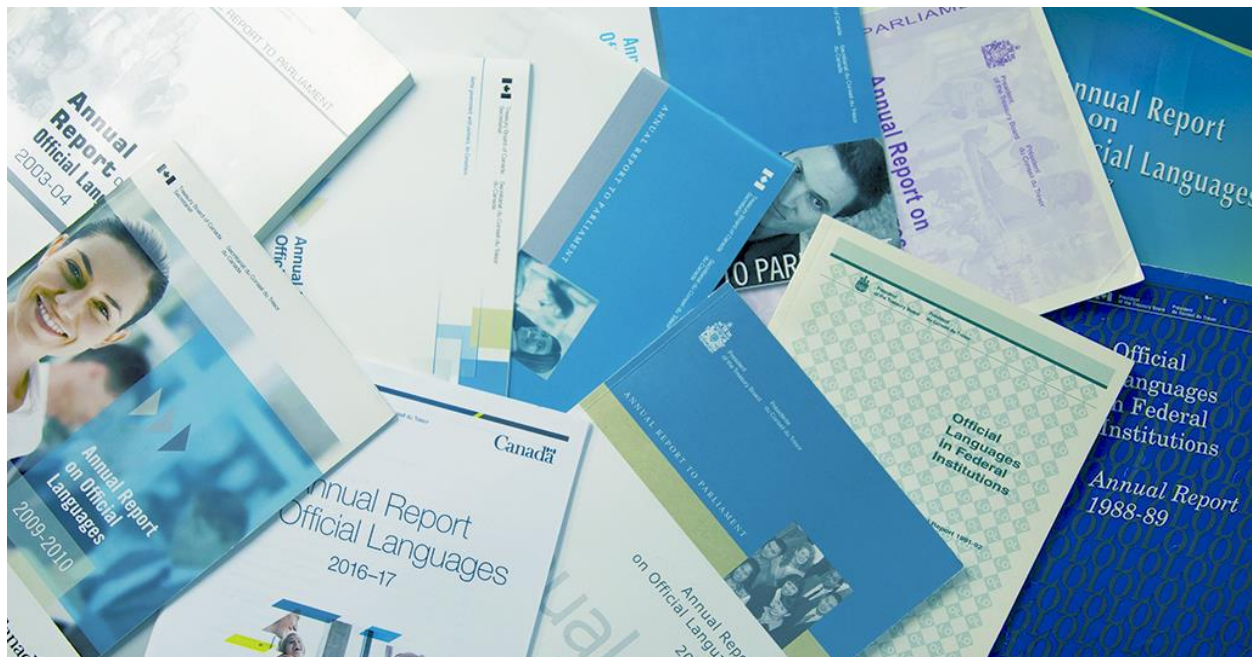


The 1988 act,^{iv} the quasi-constitutional status of which has since been recognized by the courts, defined more specifically the public's right to communicate with and obtain services from federal institutions in the official language of their choice when justified by the nature of the office or where there is significant demand for communications and services in that language. For the first time, the *Official Languages Act* gave employees of federal institutions the right to use either official language, in accordance with the provisions of Part V of the act, which covers the language of work in federal institutions.

More recently, with the implementation of the *Public Service Modernization Act*, deputy heads were given primary responsibility for human resources management in their organization. It is their role to ensure that their institution:

- ▶ develops and maintains a corporate culture that is conducive to the use of both official languages
- ▶ has the capacity to communicate with the Canadian public and with public servants in both official languages
- ▶ maintains a public service workforce that tends to reflect the two official language communities

The Treasury Board is responsible for the general direction and coordination of the policies and programs relating to the implementation of Parts IV, V and VI of the act in all federal institutions. The Office of the Chief Human Resources Officer (OCHRO), within the Treasury Board of Canada Secretariat, is responsible for developing and evaluating those policies and programs.



The act requires that the President of the Treasury Board report to Parliament on the status of official languages programs in some 200 federal institutions, including departments, agencies and some privatized organizations. This 30th annual report outlines the activities and accomplishments of federal institutions in meeting their official languages responsibilities for the 2017 to 2018 fiscal year.¹ OCHRO compiled it using reports submitted by institutions, as well as data extracted from information systems. The [methodology for reporting on the status of official languages programs](#) is explained in Appendix A.

1. Fiscal years in this report are from April 1 to March 31.



Communications with and services to the public

The network of offices and public service locations of federal institutions is vast. It covers the entire country, all provinces and all territories, and even extends abroad. It includes counter service, interactive kiosks, commemorative plaques, toll-free telephone lines, as well as air, ferry and train routes.

Enacted in December 1991, the *Official Languages (Communications with and Services to the Public) Regulations*^v (the regulations) give substance to Part IV of the act by specifying the circumstances in which the offices of federal institutions have a duty to offer services and communications in both official languages. A concrete and detailed instrument for implementing certain Charter concepts and certain provisions of Part IV of the act, the regulations define the concepts of “significant demand” and “nature of the office.”

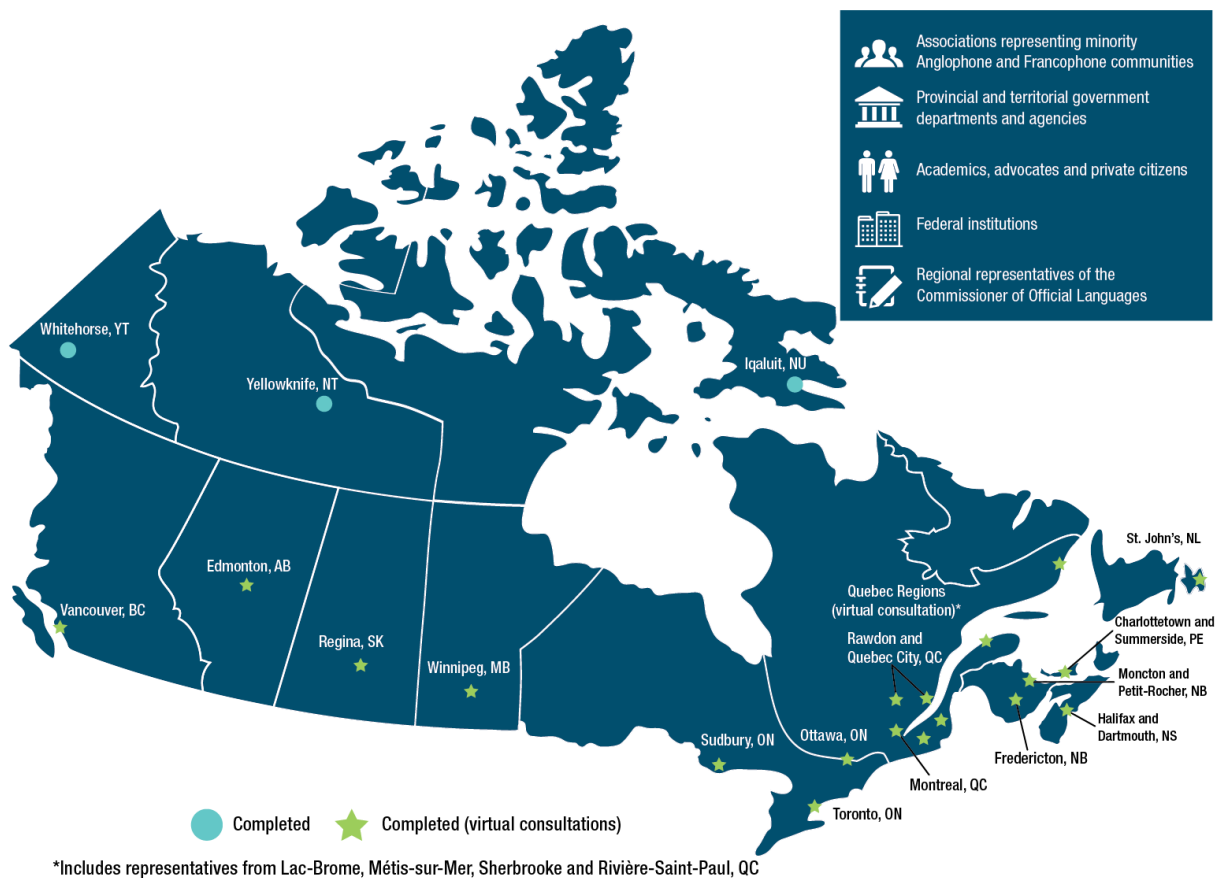
The Official Languages Program took a significant step forward on December 16, 1991, when the government approved Regulations on service to the public. With these Regulations, over 90% of Canadians from the two official languages communities will have access to federal government services in the language of their choice.

Gilles Loiselle, President of the Treasury Board from 1990 to 1993
Official Languages in Federal Institutions: Annual Report 1991–1992

In [November 2015](#),^{vi} the government committed to ensuring that “all federal services are delivered in full compliance with the *Official Languages Act*.” The review of the regulations is part of the government’s commitment to official languages. Following a [November 2016 announcement that the regulations would be reviewed](#),^{vii} OCHRO reached out to key stakeholders, such as representatives of official language minority community organizations, the Office of the Commissioner of Official Languages, as well as provincial and territorial governments that deliver services in the minority official language.



Map 1. Country-wide consultations



As part of the review process, OCHRO met with more than 150 stakeholders representing more than 100 organizations and interested parties in all 10 provinces and all 3 territories. The main stakeholders consulted were the following:

- ▶ official language minority community organizations (principally those that are members of the Fédération des communautés francophones et acadienne du Canada, for Francophones outside Quebec; and organizations that are members of the Quebec Community Groups Network, for Anglophones in Quebec)
- ▶ organizations that support official languages and the promotion of linguistic duality, such as Canadian Parents for French
- ▶ representatives from the Office of the Commissioner of Official Languages, including regional offices
- ▶ representatives from provincial and territorial governments whose specific mandate is related to official languages

- ▶ federal institutions, including Crown corporations and certain privatized organizations subject to the act (for example, Air Canada)
- ▶ experts, including academics and legal scholars

The general public was consulted by means of an online survey between April 30 and July 8, 2018. More than 1,500 Canadians responded to the survey and provided input.



1,500 online respondents



60 organizations and
lobby groups



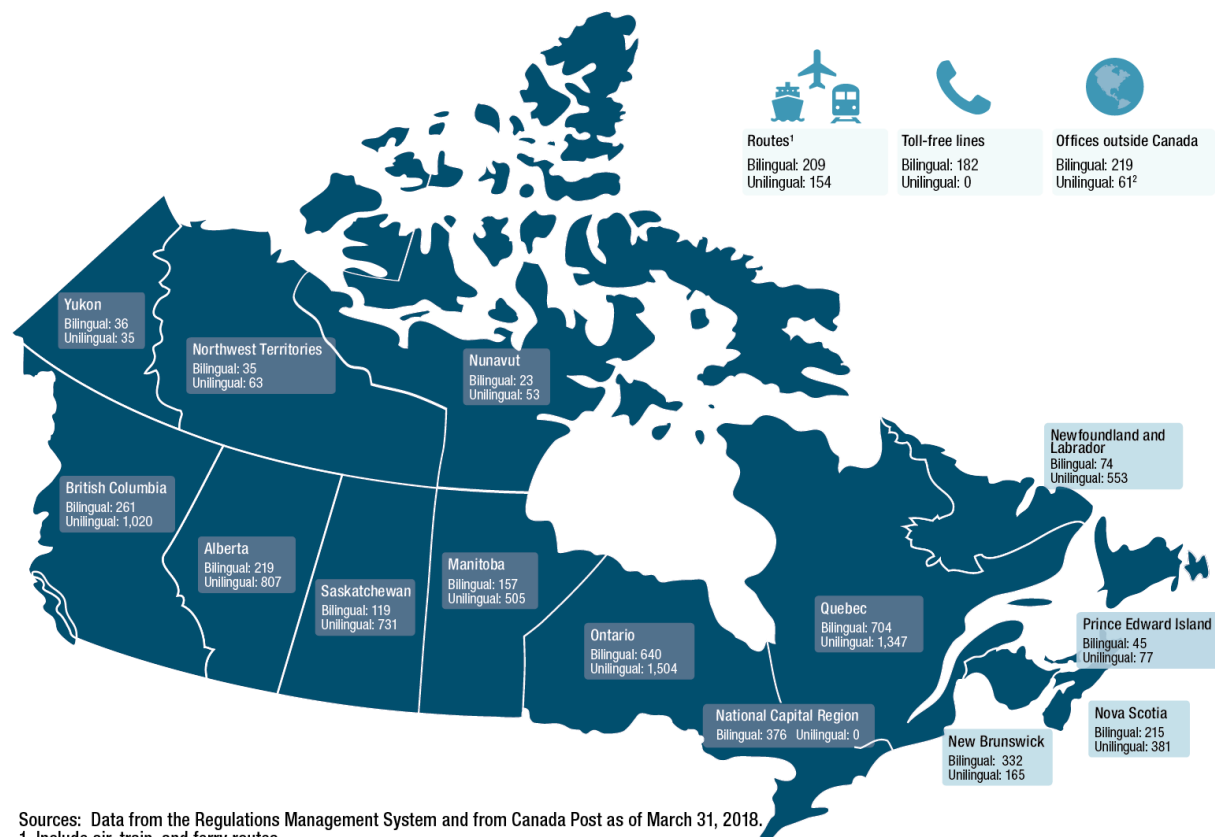
150 stakeholders and
interested parties

In addition, the President of the Treasury Board set up an Experts Advisory Group in June 2017. Made up of former Senator Claudette Tardif; Senator Raymonde Gagné; former Commissioner of Official Languages Graham Fraser; and Co-Chair of Dialogue New Brunswick, Mirelle Cyr, the group had the mandate of directly advising the President on the review. In total, four technical information sessions were held. All members of the House of Commons and Senate were invited to attend the group's meetings. Representatives from OCHRO, the Department of Canadian Heritage and Statistics Canada gave presentations and answered questions from the advisory group and parliamentarians.

While the regulatory review is underway, OCHRO continues to monitor the application of the current regulations using the Regulations Management System and to provide advice to institutions. As of March 31, 2018, federal institutions had 11,298 offices,^{2, viii} 3,845 (34.0%) of which were required to offer services to and communicate with the public in both official languages.

2. According to the *Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations*, an office is "any location where a federal institution provides services or information to the public. It can be a post office, a border port of entry, an information counter, a toll-free service telephone number, a train, boat or plane route, or a commemorative plaque."

Map 2. Distribution of federal offices and service locations as of March 31, 2018

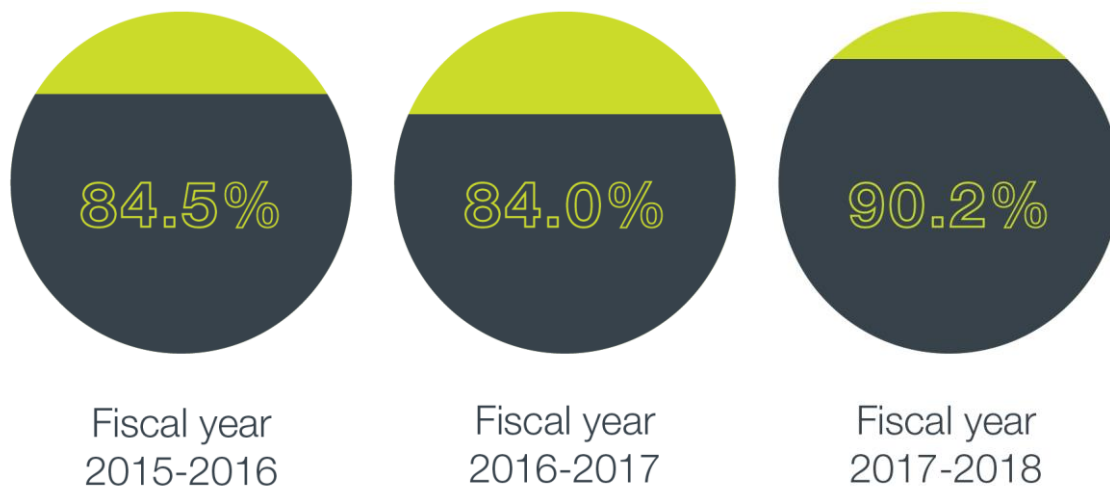


Sources: Data from the Regulations Management System and from Canada Post as of March 31, 2018.
 1. Include air, train, and ferry routes.
 2. Consulates and embassies are automatically bilingual. Others must measure the demand (for example, Public Services and Procurement Canada, International Development Research Centre).

Although the regulatory review will modernize how bilingual obligations in federal service locations are determined, federal institutions must constantly strive to ensure that services are provided and communications take place in both official languages. OCHRO is responsible for monitoring these efforts and does so in part by using the Treasury Board of Canada Secretariat's Departmental Results Framework. One indicator in the framework is the percentage of institutions where communications in designated bilingual offices nearly always³ occur in the official language chosen by the public. The target for the last few years has been to achieve at least 90% by March 2020. This indicator is based on an average of institutions' responses to two questions in their review on official languages from the previous fiscal year. The results reported in the *Treasury Board of Canada Secretariat 2018–19 Departmental Plan*^{ix} indicate some progress (see Graph 1).

3. The scales used in the reviews of federal institutions are described in Appendix A.

Graph 1. Percentages of institutions where communications in designated bilingual offices nearly always occur in the official language chosen by the public, as reported in recent Treasury Board of Canada Secretariat Departmental Plans

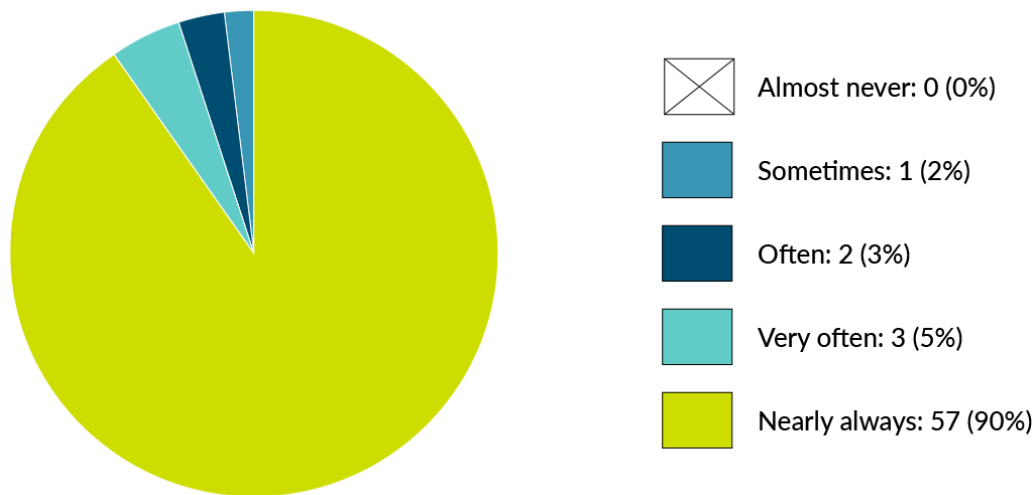


According to the reviews for fiscal year 2016 to 2017, the institutions that were assessed agreed that, in offices that are bilingual for the purposes of communication with and services to the public, oral and written communications nearly always occur in the official language chosen by the public (86% and 96%, respectively). If the results for written and oral communications are averaged, the result for fiscal year 2016 to 2017 reported in the Secretariat's Departmental Plan for fiscal year 2018 to 2019 is 90.2%, which exceeds the target.

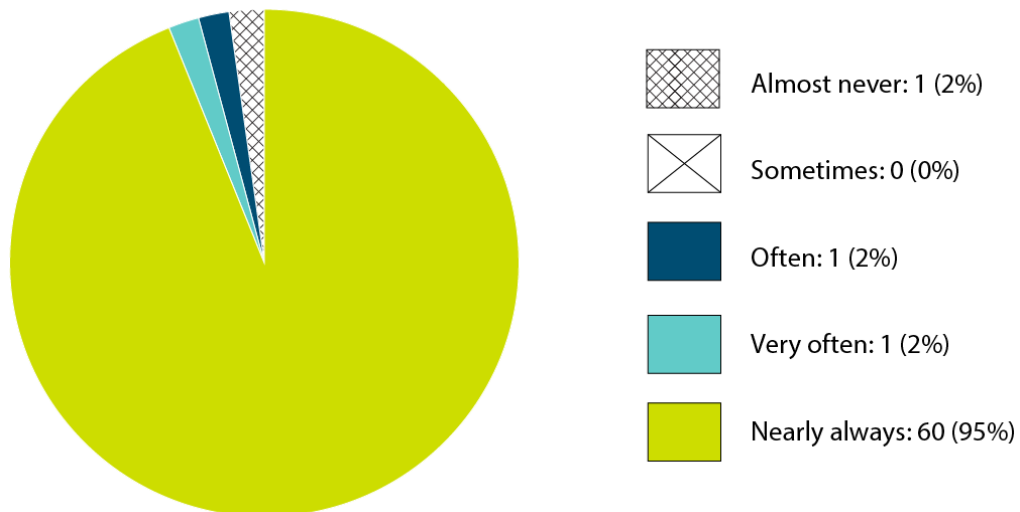
Combined results for fiscal year 2017 to 2018 are higher, as shown in Graph 2: 90% of institutions said that oral communications nearly always occur in the official language chosen by the public, and 95% said the same for written communications.

Graph 2. Institutions' responses for the frequency of oral and written communications in the official language chosen by the public when the office is bilingual⁴

Graph 2a. Oral communications



Graph 2b. Written communications⁵



4. In this graph and in subsequent graphs, the total number of institutions does not include those that responded "not applicable" or those to which the question did not apply.

5. Percentages do not add up to 100% due to rounding.

To improve the accuracy of institutions' responses to the questions in their official languages reviews, OCHRO required that they provide some details on the frequency of both oral and written communications. One third of them provided the required details, some of them referring to guidelines or client service standards and investigations, positive report cards from the Office of the Commissioner of Official Languages, the absence of complaints, a high rate of compliance by bilingual staff, many of whom have a high linguistic profile (a profile of CCC), or adequate training for unilingual staff responsible for referring clients to colleagues who can assist members of the public in the official language of their choice.



Canadians believe it is important to have access to federal services in the language of their choice. In fact, according to a [study on the appreciation and perception of Canada's official languages](#)^x conducted by Vox Pop Labs Inc.⁶ on behalf of Canadian Heritage, 84% of Canadians felt that way. Most respondents (53%, including 50% of those in minority communities), indicated that it was extremely important, the highest level on the scale. Among those aged 18 to 29, 94% agreed it was important; among those over 29, 81% said it was.

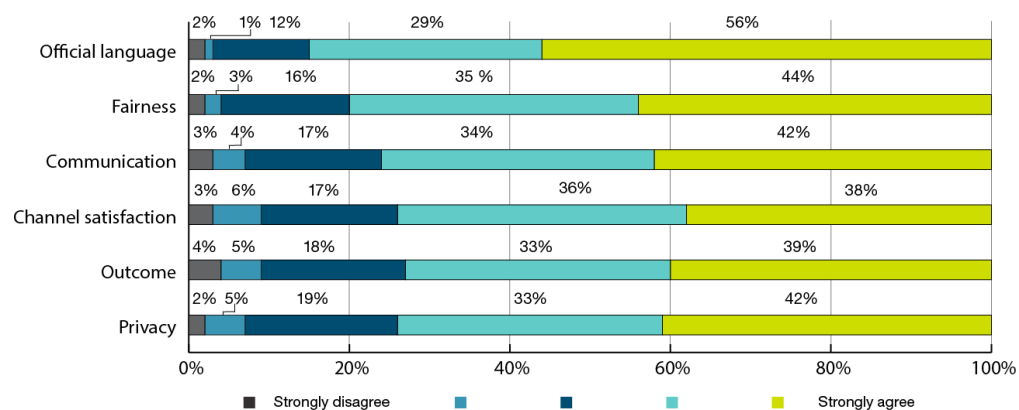
6. The study was conducted with 15,000 adult members of Vox Pop Labs' proprietary research panel. The data was collected from March 8 to 22, 2018. There were 1,500 validated responses. The study sample was both pre-stratified and post-stratified on gender, age, province of residence and mother tongue. No statement was made about margin of sampling error on population estimates because the samples were non-probability samples.

According to the same study, 97% of Francophones and 80% of Anglophones believe that it is important to obtain federal government services in the official language of their choice. As well, 96% of Francophones and 79% of Anglophones believe that Francophones living outside Quebec and Anglophones living in Quebec should have access to federal government services in their language. Asked how important it would be for them to have access to federal government services in French if they were living outside their province, 95% of Francophone respondents in Quebec said that it would be important, including 68% who said it would be extremely important.

Anglophone respondents living outside Quebec were also asked to indicate how important it would be for them to have access to federal government services in English if they were living in Quebec: 91% said that it would be important, including 61% who said it would be extremely important.

For the multi-client survey, *Citizens First 8*, conducted by Ipsos Public Affairs on behalf of the Institute for Citizen-Centred Service, which aimed to gather detailed data on the main trends in client satisfaction with the delivery of government services to Canadians, the federal government asked that questions be added specific to its services, including one on official languages. Eighty-five percent (85%) of survey respondents ranked access to service in the official language of their choice highest among various service attributes, ahead of privacy, quality of communication, satisfaction with the channel, outcome and fairness, in order. Among members of official language minority communities who took part in the survey, 73% agreed or strongly agreed that they had access to services in their choice of English or French.⁷

Graph 3. Government of Canada's performance according to service attributes



7. The national survey had a sample of close to 1,000 Canadians randomly selected by email and by mail, from December 2017 to February 2018. An additional sample of 250 Canadians were interviewed between February 5 and 26, 2018, to answer questions developed for the Government of Canada. The results of both surveys are weighted for representation in each region by age and gender.

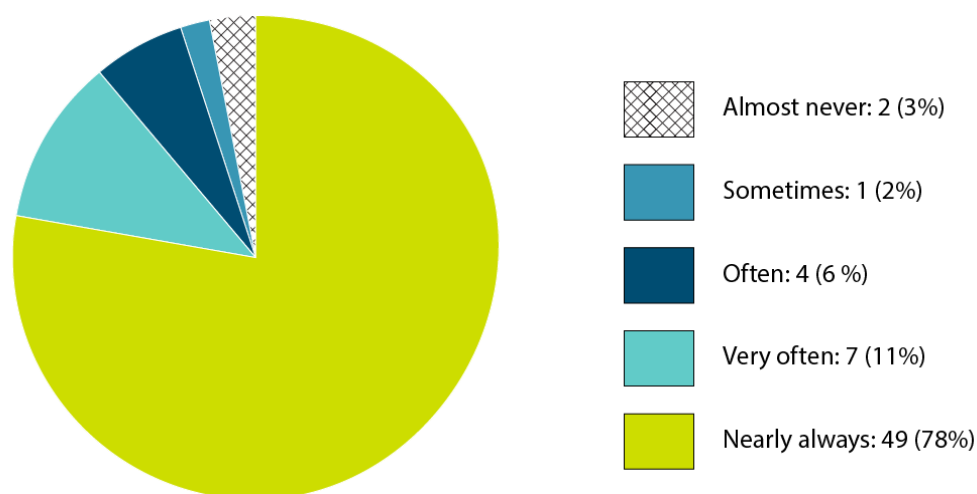
Federal institutions put in place various measures to ensure active offer when providing services to the public in both official languages in bilingual offices. The *Policy on Official Languages*^{xi} defines active offer as follows: “Clearly indicate visually and verbally that members of the public can communicate with and obtain services from a designated office in either English or French.”

In accordance with the Parks Canada Service Standards on active offer, the official languages symbol is prominently displayed at each Parks Canada location. For example, all signs identifying Parks Canada offices or facilities, visitor centres and indoor and outdoor exhibits, welcome kiosks, base camps are all in both official languages, as is any tape identifying closed areas. Text on staff uniforms, including those of park wardens, is also in both official languages.

For many members of the public, the main way to access federal services is the [Canada.ca](https://www.canada.ca) website, where pages are systematically accessible in both official languages. Sixty-eight percent (68%) of small institutions⁸ indicated that the English and French versions of their websites are nearly always simultaneously posted in full and are of equal quality; 7% indicated that this is very often the case; and 7%, that it is often the case.

In-person active offer presents recurring challenges for institutions, which mention it in their reviews. These challenges may explain why the results institutions provide in their reviews are not quite as high for this element. Seventy-eight percent (78%) of all institutions and 74% of small institutions indicate that they nearly always take appropriate measures to greet the public in person in both official languages. However, institutions are also taking measures to improve their results in this regard, particularly by considering the results of their own mystery-client surveys.

Graph 4. Institutions’ responses for “Appropriate measures are taken to greet the public in person in both official languages”



8. Appendix A contains an explanation of the distinction between small institutions and large and key institutions.

Progress has been made since the Treasury Board President's first annual report on official languages, which covered 1988 to 1989. At that time, of the 39,373 incumbents of bilingual positions that provided service to the public in the core public administration, 85% met the language requirements of their position. In fiscal year 2017 to 2018, 43,417 provided services in both English and French, with 95% meeting the language requirements of their position.

Several institutions indicated that they were putting initiatives in place to ensure that agreements and contracts with third parties contain language clauses. According to 83% of large and key institutions, contracts and agreements with third parties acting on behalf of bilingual offices nearly always contain clauses setting out the language obligations that they must respect. At the Official Languages Good Practices Forum in Ottawa on November 29, 2017, Canadian Heritage shared the language clauses that were included in the funding agreements for the celebrations marking the 150th anniversary of Confederation.⁹

All contracts awarded by Public Services and Procurement Canada contain a clause regarding compliance with applicable laws, including the *Official Languages Act*. Consequently, suppliers must provide proof of compliance.

In November 2017, Parks Canada audited a sample of 24 instruments between it and third parties. All of the instruments included official languages clauses. That year, the agency adopted three new tools to clarify official languages requirements in instruments signed with third parties:

- an information session for teams responsible for contracts and finances
- a checklist of official languages obligations for employees to use when awarding contracts
- a toolkit for commercial operators

The official languages team produced analyses of the impact of official languages on agreements with third parties and proposed language clauses.

To help employees provide active offer of bilingual services, Agriculture and Agri-Food Canada sent regional employees across the department copies of a tool developed by the Office of the Commissioner of Official Languages entitled "Active offer: A culture of respect, a culture of excellence." As well, the Public Affairs Branch ensures that spokespersons at open house events and department representatives at kiosks at regional fairs are bilingual.

9. The Official Languages Good Practices Forum, jointly organized by the Council of the Network of Official Languages Champions, the Department of Canadian Heritage and OCHRO, is an annual gathering of all federal official languages stakeholders, including the champions, the persons responsible for official languages, and the coordinators of section 41 of the act.

Table 1. Communications with and services to the public: Percentages of institutions that responded “nearly always” in their reviews on official languages

Questions	Nearly always (90% to 100% of cases)
Oral communications occur in the official language chosen by the public when the office is designated bilingual.	90%
Written communications occur in the official language chosen by the public when the office is designated bilingual.	95%
All communications material is produced in both official languages and is simultaneously issued in full in both official languages when the material comes from a designated bilingual office.	85%
Signs identifying the institution’s offices or facilities are in both official languages at all locations.	79%
The English and French versions of websites are simultaneously posted in full and are of equal quality. (question for small institutions only)	79%
Appropriate measures are taken to greet the public in person in both official languages.	78%
Contracts and agreements with third parties contain clauses setting out the office’s or facility’s language obligations with which the third parties must comply. (question for large and key institutions only)	83%
The language obligations in those clauses have been met. (question for large and key institutions only)	86%
Your institution selects and uses advertising media that reach the targeted public in the most efficient way possible in the official language of their choice. (question for large and key institutions only)	97%



Language of work

In 1988, Part V was added to the *Official Languages Act* to set out the language rights of federal employees. Over the last 30 years, significant progress has been made toward achieving the goal of the 1988 act, which was to create a federal public service in which English and French are recognized and in which Anglophones and Francophones have the same opportunities to use the official language of their choice. Challenges remain, however, particularly with respect to the use of French as a language of work outside Quebec and that of English in Quebec.

Public Service Employee Survey

Two datasets paint a fairly comprehensive picture of English and French as languages of work in the federal public service: the data from the 2017 Public Service Employee Survey and the data from the official languages reviews collected by OCHRO using questions asked of institutions.

The [2017 Public Service Employee Survey](#)^{xii} was an opportunity for employees to share their perceptions about certain issues in the public service, particularly about six aspects of language of work (see Table 2). The [results of the 2017 survey for the questions about the use of official languages in the workplace](#)^{xiii} are similar to the results from the 2008, 2011 and 2014 surveys.

The data from the Public Service Employee Survey shows that, overall, Francophone employees in the public service feel less positive than their Anglophone colleagues about whether they can use the official language of their choice at work.

In particular, Table 2 shows that Francophones clearly feel less comfortable than Anglophones using the official language of their choice in preparing written materials, including email, and when attending meetings (a similar result to that of past surveys).

Table 2. Results relating to the use of official languages from 2017 Public Service Employee Survey based on positive responses¹⁰

Questions	Francophone employees	Anglophone employees	Variance
Question 2. The material and tools provided for my work, including software and other automated tools, are available in the official language of my choice.	86%	94%	8%
Question 3. When I prepare written materials, including email , I feel free to use the official language of my choice.	69%	94%	25%

10. The results for the two most positive responses on the scale (for example, “Strongly agree” and “Somewhat agree”) were added together to create a single percentage total for positive responses. The totals used to calculate the percentages do not include the responses “Don’t know” and “Not applicable.”

Questions	Francophone employees	Anglophone employees	Variance
Question 23. During meetings in my work unit , I feel free to use the official language of my choice.	76%	93%	17%
Question 33. When I communicate with my immediate supervisor , I feel free to use the official language of my choice.	88%	95%	7%
Question 50. During meetings in my department or agency , the chairpersons create an environment where I feel free to use the official language of my choice.	90%	73%	17%
Question 51. The training offered by my department or agency is available in the official language of my choice.	85%	92%	7%

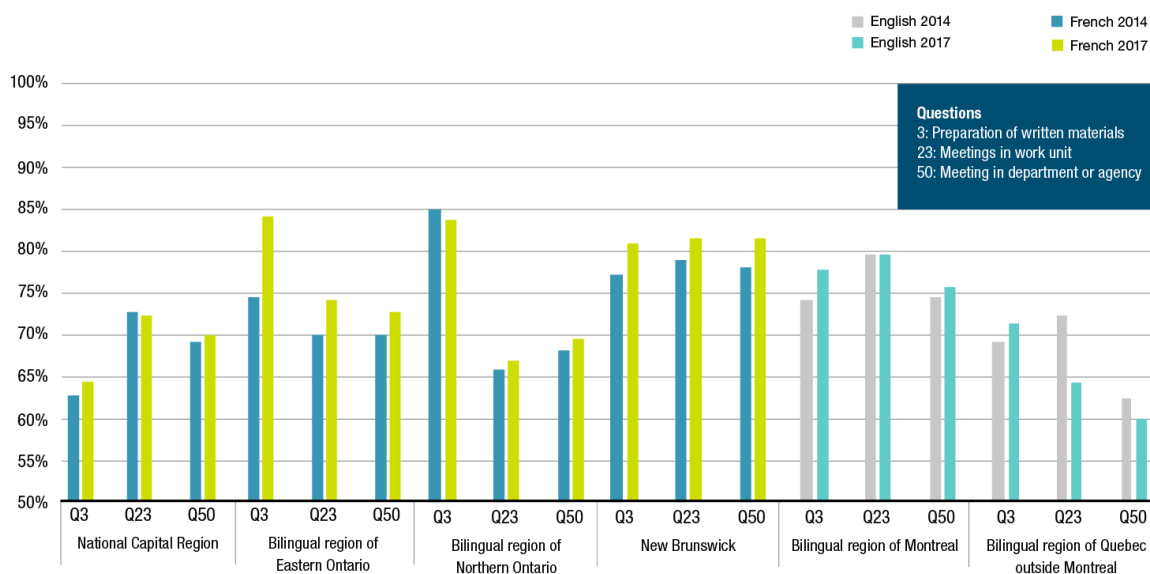


The data from the survey also reveals that Francophone employees in the National Capital Region and in Ontario are more likely to have to overcome challenges relating to language of work than are Francophone employees in Quebec. Also, Anglophone employees in Quebec have more difficulty using English at work than Anglophone employees elsewhere in the country.

The most notable differences between employees in bilingual positions whose first official language is French and those whose first official language is English is in how free they feel to use the official language of their choice when preparing written materials.

That said, a comparison of the results of the 2017 and 2014 surveys shows that the situation in regions designated bilingual for language-of-work purposes improved for Anglophone employees in Quebec and for Francophone employees outside Quebec (Graph 5). However, the situation of Francophone employees in regions not designated as bilingual outside Quebec deteriorated slightly, except in Prince Edward Island, where it improved.

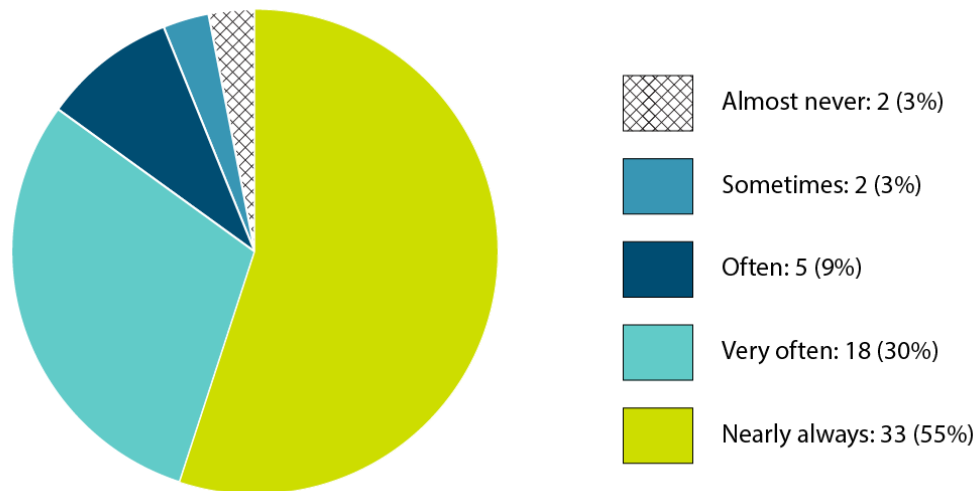
Graph 5. Results for three questions about language of work in bilingual regions, by minority official language



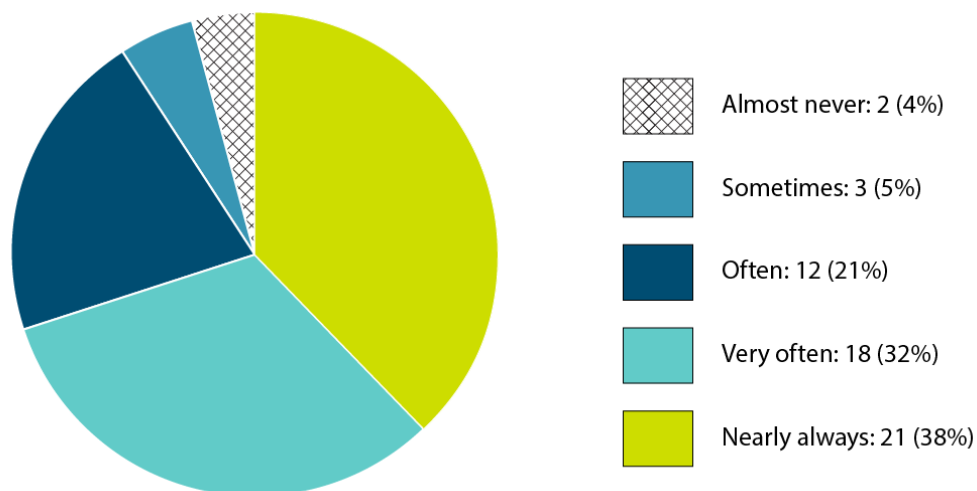
The data OCHRO gathered through the official language reviews back up these results to a large degree. In fact, they show that almost all federal institutions surveyed by OCHRO find that they nearly always or very often comply with the act when providing material and tools in the official language of the employee's choice, or when supervising or training their staff in English and French.

However, graphs 6 and 7 show that only 85% of federal institutions reported that their staff nearly always or very often were able to prepare documents in the official language of their choice and that a lower percentage of all institutions that submitted a review for fiscal year 2017 to 2018 (70%) stated that meetings are nearly always or very often conducted in both official languages in regions designated as bilingual.

Graph 6. Institutions' responses for "Employees can draft documents in the official language of their choice"



Graph 7. Institutions' responses for "Meetings are conducted in both official languages, and employees may use the official language of their choice"



Although remarkable progress has been made since the Act was passed, it must be admitted that the expected results in the area of language of work have not been fully achieved. French has not yet attained its rightful place as a language of work in the Public Service of Canada. This situation seems to be attributable to social and cultural factors. Some Francophones use English more often than French when speaking to their Anglophone colleagues, and sometimes even to other Francophones. Many English speakers take language training but do not avail themselves of opportunities to use their new skills, or else do not feel confident enough to speak French, so they have difficulty maintaining their language skills.

Lucienne Robillard, President of the Treasury Board, 1999 to 2003
Annual Report on Official Languages 2000–01

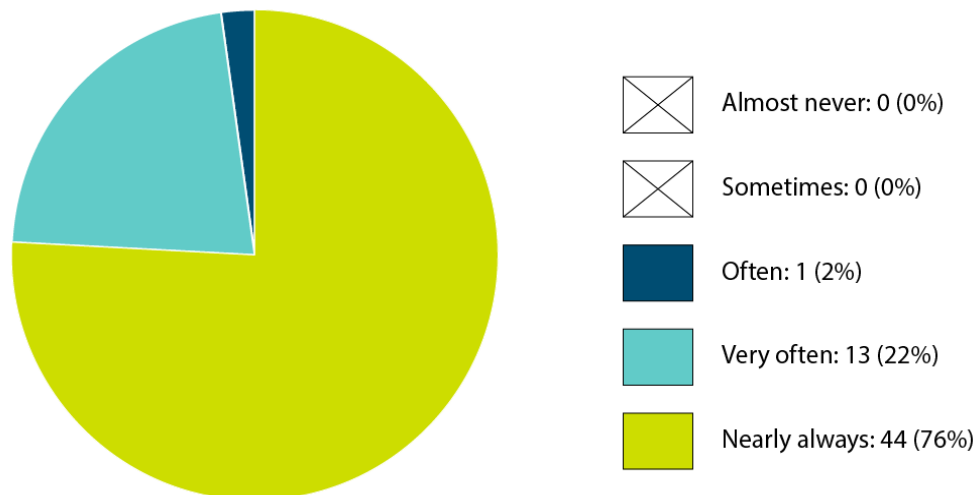
Bilingual supervision

Under the *Directive on Official Languages for People Management*,^{xiv} managers and supervisors “are responsible for supervising employees located in bilingual regions in the official language of the employee’s choice when they occupy bilingual or either/or positions, and in the language of the position when they occupy unilingual positions.”

Seventy-six percent (76%) of all institutions and 86% of small institutions stated that incumbents of bilingual or either/or¹¹ positions are nearly always supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions. Thirteen institutions do not have offices in bilingual regions; and eight, including seven small institutions, indicated that the question did not apply to them.

11. See the definitions in [Appendix C](#).

Graph 8. Institutions' responses for "Incumbents in bilingual or either/or positions are supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions"



In March 2016, the Canada Border Services Agency launched a new strategy to offer its supervisors advanced language training to improve its official languages performance. The agency implemented administrative measures in cases where a supervisor did not have the language proficiency needed to supervise an employee in the language of his or her choice because of a change in the linguistic profile of the position or a short-term acting assignment.

As of March 31, 2018, 94.7% of incumbents in the 24,164 bilingual supervisory positions in the core public administration¹² met the language requirements of their position, and 57.6% of those positions required level C proficiency in oral interaction. (See tables 11 and 12 in Appendix D.)

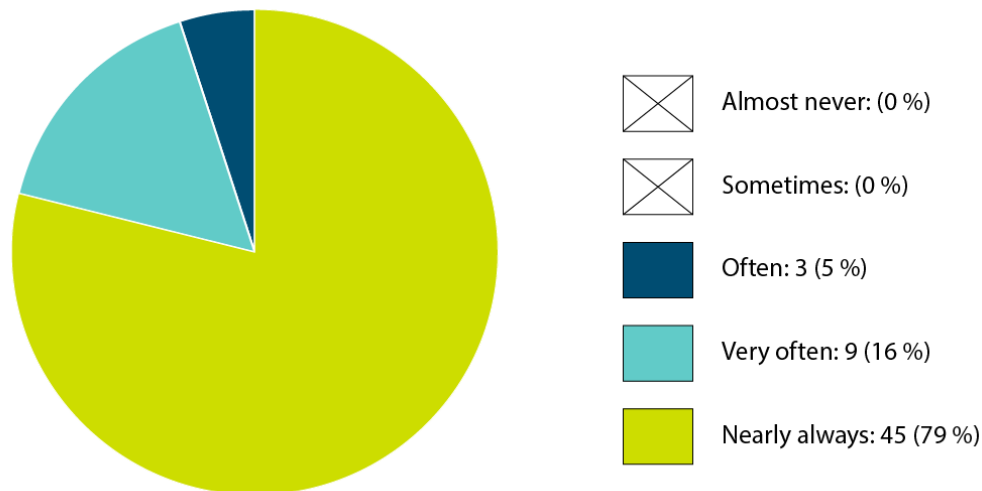
Personal and central services

The *Directive on Official Languages for People Management* indicates that institutions are responsible for "providing personal and central services to employees in bilingual regions in the official language of the employee's choice."

According to 79% of institutions that submitted a review, personal and central services are nearly always provided to employees in bilingual regions in the language of their choice. For small institutions, 84% indicated that this is nearly always the case. Nine institutions, all small, indicated that the question did not apply to them.

12. Except federal employees working outside Canada.

Graph 9. Institutions' responses for "Personal and central services are provided to employees in bilingual regions in the official language of the employee's choice"



Employees at Defence Construction Canada are asked to indicate their preferred language of work in writing when they join the Crown corporation. It gathers this information to ensure that it communicates with employees in the language of their choice in weekly newsletters, job postings and general communications, and in training and awards. It is also the language in which employees receive their performance evaluations. Employees can change their chosen language of work at any time by contacting Human Resources Services.

As of March 31, 2018, 94.7% of incumbents of the 58,134 bilingual positions that provide personal and central services in the core public administration met the language requirements of their position, and 36.1% of those positions required level C proficiency in oral interaction. (See tables 9 and 10 in Appendix D.)

The results of the 2017 Public Service Employee Survey indicate that 83% of employees at Statistics Canada are comfortable preparing written materials in the language of their choice, although they can do so at any time in bilingual offices. Statistics Canada offers fast and efficient editing and translation services to meet language requirements, while allowing employees to prepare their documents in the official language of their choice.

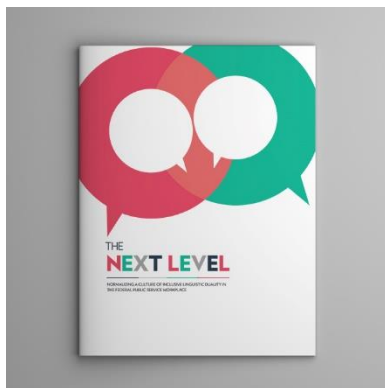
Training and professional development

According to the *Directive on Official Languages for People Management*, managers and supervisors must ensure that training and professional development is available to employees in bilingual regions in the official language of their choice. Large and key institutions reported that their employees nearly always (74%) or very often (21%) obtain training or professional development in the official language of their choice.¹³

Mandatory training at Public Services and Procurement Canada is offered in both official languages. As well, the department's branches ensure that training is available to employees in the official language of their choice, particularly training developed by their own sector, as is the case for the Human Resources Branch and the Policy, Planning and Security Branch.

Documentation and work instruments

According to the *Directive on Official Languages for People Management*, “managers and supervisors are responsible for...providing employees in bilingual regions with **regularly and widely-used work instruments and electronic systems**^{xv}...in both official languages.” Most large and key institutions responded that this is nearly always the case (79%) or very often the case (21%).



Report on Language of Work

The report to the Clerk of the Privy Council entitled *The Next Level: Normalizing a Culture of Inclusive Linguistic Duality in the Federal Public Service Workplace*,^{xvi} was released in September 2017. The report, prepared by Patrick Borbey and Matthew Mendelsohn, examined the state of bilingualism in the federal public service and made recommendations to ensure that it is evolving to meet the needs of public servants, and Canadians, in both official languages.

The Clerk mandated the Committee of Assistant Deputy Ministers on Official Languages (CADMOL) to oversee the implementation of the report's recommendations and to provide him with an update twice a year. To support CADMOL in its oversight role, OCHRO, in collaboration with Canadian Heritage, has guided and aligned the efforts of the various departments and working groups involved in implementing the recommendations.

13. Small institutions were not required to answer this question. They are therefore not represented in these percentages or in the following graphs. Only 39 institutions answered this question and the other questions in this section.

As a first step, the 26 recommendations were reviewed, analyzed and organized into 14 recommendations, 8 of which OCHRO is either directly responsible for or a key partner in. The 8 recommendations aim, in particular, to:

- ▶ increase the use of both official languages in the workplace by strengthening accountability and by recognizing leaders who promote and contribute to a bilingual work environment
- ▶ increase awareness of the rights and linguistic obligations of public servants
- ▶ improve the effectiveness and efficiency of the language training provided to employees
- ▶ offer employees new opportunities to learn their second official language and to maintain the language skills they have acquired
- ▶ adapt policy instruments so that they better reflect the linguistic realities of all public servants, including those who belong to employment equity groups

By addressing the above recommendations, OCHRO is ultimately seeking to build a rigorous, modern and inclusive official languages framework that is adapted to the second-language proficiency level required for serving Canadians and supervising employees; that is supported by an innovative and flexible language-learning continuum; and that meets the needs of a high-performing public service.



In fiscal year 2017 to 2018, the recommendations in the report were discussed in various forums organized by OCHRO or by OCHRO in collaboration with other federal institutions. These forums included:

- ▶ the Conference of Official Languages Champions (June 1, 2017)
- ▶ Linguistic Duality Day (September 14, 2017)
- ▶ the Departmental Advisory Committee on Official Languages (October 24, 2017)
- ▶ the Official Languages Best Practices Forum (in November 2017)

Although the recommendations in the report did not target Crown corporations, the members of the Crown Corporations Advisory Committee on Official Languages were provided with an overview of the recommendations on October 26, 2017, and had the opportunity to discuss those relating to language of work.

In the spring of 2018, the first progress report, prepared by Canadian Heritage and OCHRO, was submitted to the Clerk. The report was signed by the Deputy Minister of Canadian Heritage and included a dashboard¹⁴ that shows the status of implementation of the recommendations.

Highlights included:

- ▶ a decision by CADMOL that the Language Portal of Canada be positioned as a single window to showcase official languages tools and best practices
- ▶ a decision tree, developed by the Interdepartmental Official Languages Learning Task Team, to prioritize access to language training in departments
- ▶ the creation of a Technical Advisory Committee on Procurement Tools for Language Training
- ▶ a pilot project by the Public Service Commission allowing hiring managers to assess oral interaction skills at the B-level
- ▶ a second-language internship program between the public service and linguistic minority communities, developed by Canadian Heritage
- ▶ an interdepartmental meeting organized by OCHRO to assess the financial, operational and other impacts on departments of increasing the linguistic profile for bilingual supervisory positions to a superior proficiency level

14. The dashboard has been available since October 2018 on the Language Portal of Canada at www.noslangues-ourlanguages.gc.ca/en/ressources-resources/tableau-de-bord-dashboard-eng.





Table 3. Language of work: Percentages of institutions that responded “nearly always” in their reviews on official languages

Questions	Nearly always (90% to 100% of cases)
In regions designated as bilingual for language-of-work purposes	
Incumbents of bilingual or either/or positions are supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions.	76%
Personal and central services are provided to employees in bilingual regions in the official language of their choice.	79%
The institution offers training to employees in the official language of their choice. (question for large and key institutions only)	74%
Meetings are conducted in both official languages, and employees may use the official language of their choice.	38%
Documentation and regularly and widely used work instruments and electronic systems are available to employees in the official language of their choice. (question for large and key institutions only)	79%
Employees can prepare documents in the official language of their choice.	55%
In unilingual regions	
Regularly and widely used work instruments are available in both official languages for employees who are responsible for providing bilingual services to the public or to employees in bilingual regions.	89%

Participation of English-speaking and French-speaking Canadians

A public service that reflects the population is more likely to share its experiences and perspectives in the workplace, to develop policies that target the socioeconomic issues that it identifies, and to serve the public well. Linguistic and cultural differences are a source of enrichment that all Canadians can benefit from and are the envy of many countries.

Under Part VI of the act, the Government of Canada is committed to ensuring that:

- (a) English-speaking Canadians and French-speaking Canadians, without regard to their ethnic origin or first language learned, have equal opportunities to obtain employment and advancement in federal institutions; and
- (b) the composition of the workforce of federal institutions tends to reflect the presence of both the official language communities of Canada, taking into account the characteristics of individual institutions, including their mandates, the public they serve and their location.

Certain federal institutions ensure that they communicate job opportunities that are open to the public to organizations that represent minority communities or minority-language teaching institutions so that they can send them to their members in the hopes of expanding the pool of applicants.

On March 31, 2018, in the core public administration, the participation rate was 69% for Anglophones and 30.9% for Francophones. In all institutions subject to the act, the participation rate was 74% for Anglophones and 25.9% for Francophones (see Table 18 in Appendix D).

According to data from the 2016 Census, 75.4% of the Canadian population have English as their first official language and 22.8%, French. Based on a comparison between the 2018 participation rates cited above and the most recent data from the 2016 Census, employees from both official language communities continue to be well represented in all federal institutions subject to the act. The participation rates of the two linguistic groups have remained relatively stable over the past seven years.

In each province and territory, official language minority communities are well represented in all federal institutions. However, Anglophones in Quebec outside the National Capital Region make up 10.4% of the core public administration, although they make up 13.7% of the province's population. In Yukon, Francophones hold 3.2% of the positions in the core public administration and represent 4.6% of the territory's population. See Table 13 in Appendix D for a breakdown of participation of Anglophones and Francophones in the core public administration, by province, territory or region.



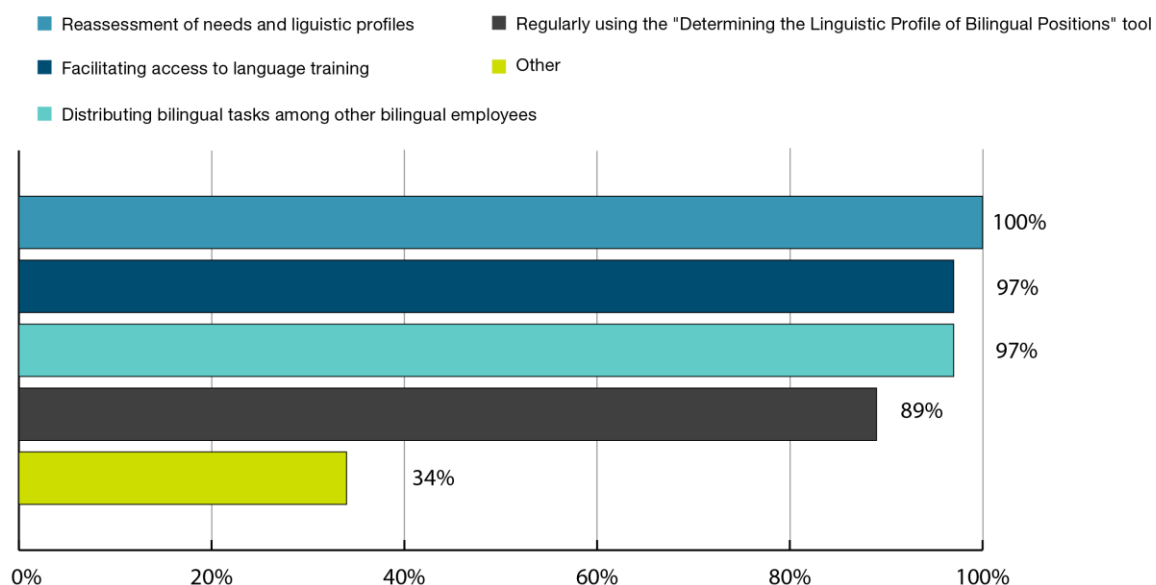
Human resources management

It would be impossible to provide services to the public or employees or to supervise employees in their language of choice without careful human resources management in institutions that are subject to the act.

The Treasury Board imposes human resources requirements on institutions, and institutions frequently contact the Official Languages Centre of Excellence for advice and interpretations of official languages requirements.

Institutions adopt various human resources management practices in order to provide services to the public and to employees. The 38 large and key institutions that submitted official languages reviews for fiscal year 2017 to 2018 stated that they nearly always (87%) have the resources they need to meet their language obligations relating to service to the public and language of work.

Graph 10. Methods for meeting language obligations



With respect to whether administrative measures are taken to ensure that bilingual duties are carried out and that services are provided to the public and employees in the official language of their choice when required by Treasury Board policy, 92% of all institutions and 92% of small institutions¹⁵ indicated that they nearly always are.

15. However, 8% of small institutions stated that this was almost never the case. Three other institutions indicated that the statement did not apply to them.

The number of bilingual positions in the core public administration increased by 5% from fiscal year 2017 to 2018 to fiscal year 2016 to 2017, to 81,863 positions, or 42.9% of all positions. Overall, 94.9% of incumbents meet the language requirements of their position. The percentage of bilingual positions that require Level C proficiency for oral interaction is the same as for fiscal year 2016 to 2017 (35.3%).

Of all the institutions that submitted a review and that have bilingual positions, 79% nearly always recruit candidates for those positions who are bilingual at the time of their appointment. This is nearly always the case for 80% of small institutions that have bilingual positions, and nine institutions (the same ones as for the previous question) indicated that the question did not apply to them.

Of the 38 large and key institutions that submitted a review, 39% nearly always provide their employees with language training for career advancement.

Canada Post entered into an agreement with an outside organization to provide Canada-wide access to official language training services for full-time and part-time employees. The types of courses provided across Canada range from basic to advanced training in English and French. The training can be taken in person, in a classroom; with an online teacher in a virtual classroom; as a self-guided online course; through a mix of those; or in private, semi-private or group lessons. Employees can visit the learning page on Canada Post's intranet site to find other training programs to improve their language skills in order to support the institution's official language obligations.

Parks Canada has implemented an informal language partners program called "Telefun." The program is offered to all Parks Canada employees, regardless of their work location or their skill level. The program lets them find a co-worker or be matched with someone by the coordinator to then interact in their second language in a friendly and stress-free environment. The program also provides a toolbox that includes approaches and suggestions for conversation topics. A discussion group for language help was also created. Since September 2017, 78 Parks Canada employees have registered for the program that helps them feel more confident when using their second language and learn more about official language minority communities. Ultimately, it is helping serve visitors and clients better in the official language of their choice.



Table 4. Human resources management: Percentages of institutions that responded “nearly always” in their reviews on official languages

Questions	Nearly always (90% to 100% of cases)
Overall, the institution has the necessary resources to meet its language obligations relating to services to the public and language of work. (question for large and key institutions only)	87%
The language requirements of bilingual positions are established objectively. Linguistic profiles reflect the duties of employees or their work units and take into account the obligations related to services to the public and language of work.	81%
Bilingual positions are staffed by candidates who are bilingual on appointment.	79%
Administrative measures are taken to ensure that the public and employees are offered services in the official language of their choice, as required by Treasury Board policies.	92%
Language training is provided for career advancement. (question for large and key institutions only)	39%
The institution provides working conditions conducive to the use and development of the second-language skills of employees who are returning from language training and, to that end, gives employees all reasonable assistance to do so, particularly by ensuring that they have access to the tools necessary for learning retention (statement for large and key institutions only).	57%

Governance



Every federal institution is required to have an official languages unit and to have a person responsible for official languages and an official languages champion. The official languages champion and the person responsible for official languages play key roles in their institution to implement official language obligations and promote them. In 89% of large and key institutions, the champion or co-champions and the persons responsible for Parts IV, V, VI

and VII of the act meet regularly to discuss the official languages file.

An official languages committee or network is another mechanism that many institutions use to foster coordinated implementation of their official language program. In fact, of the 38 large and key institutions that submitted a review, 33 have established an official languages committee, network, or working group made up of representatives from different sectors or regions, which meets regularly (81%) or sometimes (19%) to deal horizontally with questions related to language obligations.

The role of the official languages champion is generally to exert influence and provide leadership in his or her institution by improving the visibility of official languages and by promoting official languages, particularly on the senior management committee of their institution. This year, institutions' reviews show that many of them are discussing official languages on their senior management committee. In fact, for almost all large and key institutions, language obligations are regularly (68%) or sometimes (32%) on the senior management committee's agenda.

On June 1, 2017, OCHRO supported the Council of the Network of Official Languages Champions by helping organize the annual Conference of Official Languages Champions on the theme of strengthening executive leadership in official languages. The conference activities included an awareness session for senior executives on their obligations and the opportunities that lie ahead.

At Public Services and Procurement Canada, ambassadors representing each branch and region are supported by the Official Languages Coordinators Network, whose members meet every two months to discuss topics involving official languages. In 2017, the department also created a language training coordinators network, the mandate of which is to provide a space to share and discuss issues relating to language training and to support members in their role as coordinators.

Following the publication of the report on language of work in the public service, the Committee of Assistant Deputy Ministers on Official Languages was mandated to follow up on the implementation of the recommendations. The committee met four times during the fiscal year. OCHRO co-chairs the committee, coordinates the meetings and any resulting action items, and liaises with the working groups that were formed in response to the report's recommendations. The committee must report to the Clerk twice a year on its progress.

Employment and Social Development Canada has an official languages governance structure that incorporates national and regional perspectives for all parts of the act. The entire official languages governance structure at this department falls under the Official Languages Steering Committee, an intradepartmental committee made up of the directors general and directors from the three branches that are responsible for the act, along with the official languages champions and official languages representatives from the four regions and from all of the department's branches. The steering committee meets every quarter to discuss issues relating to the implementation of the act. As a subcommittee in the department's governance structure, the Official Languages Steering Committee provides semi-annual updates to the Corporate Management Committee, which is composed of the Chief Operating Officer of Service Canada and all of the department's assistant deputy ministers. This committee demonstrates the department's commitment to official languages, improves the visibility of official languages among senior management and makes them more aware of related issues. When issues surrounding official languages obligations arise during the year, they are incorporated into the meeting agendas of the senior management committee for discussion. In addition, each of the four regions has a governance structure and a regional intersectoral committee on official languages.

Table 5. Governance: Percentages of institutions that responded "yes" or "regularly" in their reviews on official languages

Questions	Yes or regularly
Taking into consideration the size and mandate of the institution, performance agreements include performance objectives related to the implementation of Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> , as needed.	60%
Obligations arising from Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> are on the Senior Management Committee's agenda. (question for large and key institutions only)	68%
The champion or co-champions and the person or persons responsible for Parts IV, V, VI and VII (section 41) of the <i>Official Languages Act</i> meet to discuss the official languages file. (question for large and key institutions only)	89%
An official languages committee, network or working group made up of representatives from the different sectors or regions meets to deal horizontally with questions related to Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> . (question for large and key institutions only)	81%

Monitoring

Providing services to Canadians and to federal employees in the language of their choice and maintaining a work environment that is conducive to the use of both official languages would remain mere principles if institutions did not monitor how official languages programs are implemented. Monitoring allows institutions to take stock of their progress and to report on it to OCHRO and to parliamentarians through the official language reviews and the supporting evidence.

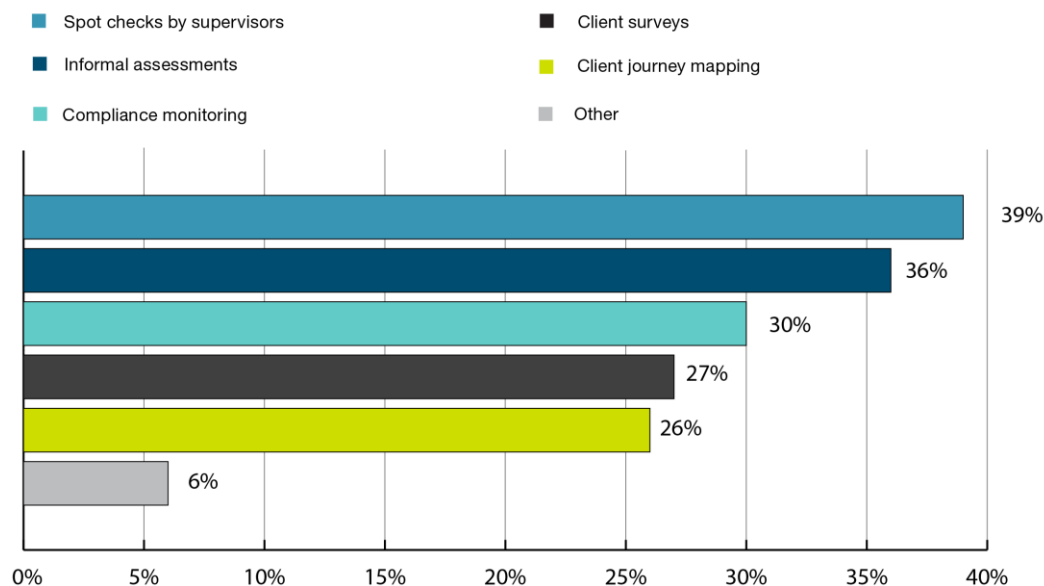
Of all the institutions that submitted a review, 59 (92%) stated that they regularly take measures to ensure that employees are aware of the obligations related to various parts of the act. This is the case for 81% of small institutions.

Veterans Affairs Canada uses various means to inform its employees of the federal government's obligations under the *Official Languages Act*. Articles are published regularly in the *Carillon Express*, the electronic billboard on the department's intranet site, which also includes a separate section on official languages that features the relevant acts, policies and directives. In 2017, the department created two new guides titled "Language of Work at Veterans Affairs: It's a Matter of Respect!" and "Delivering Services in Both Official Languages—Active Offer of Service," which are intended for department employees and managers. The official languages champion promotes official languages by sending emails to all staff and by using the department's intranet site to highlight national bilingualism recognition activities, such as the Rendez-vous de la Francophonie, in March, and Linguistic Duality Day, in September.

Institutions have several mechanisms at their disposal to verify the quality and availability of services in both official languages. During the fiscal year, 92% of all institutions and 100% of large and key institutions conducted activities to measure the availability and quality of services offered to the public in both official languages. Graph 11 shows the methods used by institutions for those activities.

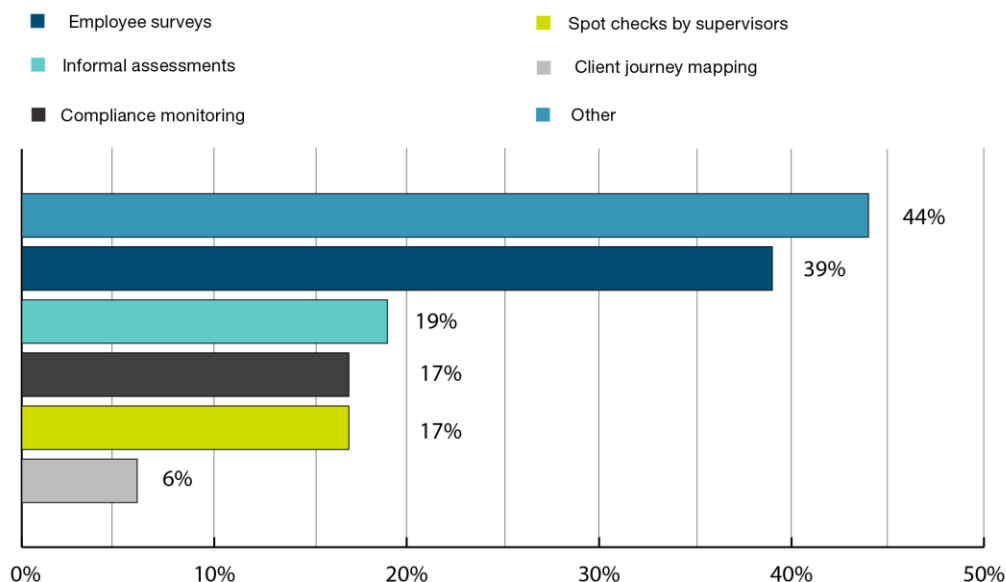


Graph 11. Activities to measure availability and quality of services



With respect to language of work, many institutions used the results of the [2017 Public Service Employee Survey](#)^{xvii} to measure the use of official languages in the workplace, since it is a reliable way of finding out employees' opinions on language of work. However, institutions are not limited to using just the Public Service Employee Survey. In fact, 76% of all institutions, including 65% of small institutions and 79% of large and key institutions, carried out activities to periodically measure whether employees in regions designated bilingual for the purposes of language of work can use the official language of their choice in the workplace. Several institutions conduct their own internal surveys or even use other mechanisms, as is demonstrated by the following results.

Graph 12. Activities to measure the use of official languages in the workplace



Seventy-four (74%) of all institutions, including 44% of small institutions and 94% of large and key institutions, have mechanisms in place to determine whether their decisions have an impact on the implementation of the act. Such decisions might have to do with adopting or revising a policy, creating or eliminating a program, or establishing or closing an office. Several institutions cite the use of the [Official Languages Requirements and Checklist](#),^{xviii} a systematic analysis of impacts on official languages, which accompanies Treasury Board submissions for these types of initiatives, in consultation with their internal official languages team and, when the summary analysis reveals an impact, they perform a more in-depth analysis that they attach to the submission. These analyses are reviewed by analysts at the Treasury Board of Canada Secretariat. Some institutions use the same analysis chart for memoranda to Cabinet. Every year, several institutions review the list of their offices that are subject to the regulations in order to update the [Burolis](#) database,^{xix} the official, publicly accessible directory of all federal offices and service locations, indicating the language(s) used at each one. Others indicate that decisions of this kind are discussed during senior management committee meetings.

Two other monitoring mechanisms that institutions may use are audits and evaluations. Seventy-six percent (76%) of institutions, including 48% of small institutions and 89% of large and key institutions, stated that audit or evaluation activities are undertaken by their internal audit or by other units to evaluate to what extent official languages requirements are being implemented. Some institutions take a risk-based approach to evaluation activities, while others follow a cycle. Four institutions, including three small ones, indicated that this does not apply to them.

When monitoring activities or mechanisms reveal shortcomings or deficiencies, almost all of the institutions (95%) stated that steps are taken and documented to improve or rectify the situation in a timely manner. This was the case for all large and key institutions and for 87% of small institutions.

At the Canadian Radio-television and Telecommunications Commission, the Centre of Expertise on Organization, Classification and Official Languages regularly conducts audits of the linguistic profiles of positions, related duties, the composition of units, and the linguistic profiles of position incumbents. Statistics are provided to senior management on a regular basis in the form of presentations, reports or dashboards.

Since responsibility for enforcing departmental official languages policies falls to deputy heads, it is reasonable to expect that they will have created processes for keeping up to date on issues relating to official languages policies. Of all institutions, 90% stated that their deputy head is informed of the results of monitoring activities. The rate is 77% for small institutions and 97% for large and key institutions. In general, deputy heads are made aware of complaints filed with the Office of the Commissioner of Official Languages that involve their institution, mainly during meetings of the senior management committee.

In 2017, for the 27.2 million visitors to Parks Canada facilities, the 18 million visits to its websites and the 20,000 contracts tendered, the agency received 11 official languages complaints. In fiscal year 2017 to 2018, the agency developed a process to ensure that complaints are handled quickly and to facilitate reporting. Each complaint was handled in cooperation with the relevant field unit, directorate or branch manager. Once they were informed of the complaint, they implemented corrective measures to follow up on it. They discussed the situation with the affected third party to ensure that staff members, both bilingual and unilingual, receive training on the “Parks Canada Quality Visitor Experience,” so that they can interact with visitors in accordance with Parks Canada standards for welcoming visitors. This training teaches them to, among other things, immediately ask for assistance from a Parks Canada visitor services staff member when they are not able to meet the needs of a visitor in the official language of the visitor’s choice.

Table 6. Monitoring: Percentages of institutions that responded “yes” in their reviews on official languages

Questions	Yes
Measures are regularly taken to ensure that employees are well aware of the federal government’s obligations under Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> .	92%
Activities are conducted throughout the year to measure the availability and quality of services offered in both official languages (Part IV).	92%
Activities are conducted to periodically measure whether employees in regions designated bilingual for language of work purposes can use their official language of choice in the workplace (Part V).	76%
The deputy head is informed of the results of monitoring activities.	90%
Mechanisms are in place to determine and document the impact of the institution’s decisions on the implementation of Parts IV, V, VI, and VII (section 41) of the <i>Official Languages Act</i> (such as adopting or reviewing a policy, creating or abolishing a program, or establishing or closing a service location).	74%
Audit or evaluation activities are undertaken, by either the internal audit unit or by other units, to evaluate to what extent official languages requirements are being implemented.	73%
When the institution’s monitoring activities or mechanisms reveal shortcomings or deficiencies, steps are taken and documented to quickly improve or rectify the situation.	95%



Conclusion and trends

2019 marks the 50th anniversary of the *Official Languages Act*. It is also the year when its modernization is gathering momentum, as the government receives proposals from stakeholders and holds consultations with Canadians. 2019 will also be the year when the first significant changes to the *Official Languages Regulations* in more than 25 years will be made so that bilingual services for Canadians are better adapted to new demographic realities. Finally, 2019 marks the release of the 30th annual report on official languages. Anniversaries and milestones invite us to look both back and ahead. In the area of official languages, what we see is both continuity and renewal.

The Government of Canada has been providing services to Canadians in English, in French and in both official languages across the country for decades, but the new regulations will be the first to be sensitive to the vitality and growing diversity of official language minority communities. The purpose of the regulations, however, will remain the same: to ensure that federal services are offered in full compliance with the *Official Languages Act*.

The presence of both English-speaking and French-speaking Canadians and the use of both official languages are distinguishing features of Canada's federal administration, but they too require rethinking and renewal. As the government repositions the public service to be able to see Canada and Canadians through economic and labour market shifts, it has to recruit for a broad range of skills. It has to both ensure high performance and be mindful of the requirement that the public service reflect the make-up of an increasingly diverse Canada. Today, many young recruits are already bilingual, which helps promote and maintain a workplace that is conducive to the use of both official languages. However, the Public Service Employee Survey indicates that, although the public service is becoming more diverse, there remains a need to ensure that Anglophone and Francophone public servants can use the official language of their choice in equal measure.

Every year, the Treasury Board of Canada Secretariat works with federal institutions to obtain a comprehensive picture of the implementation of the official languages program across the public service. Institutions that submitted an official languages review in fiscal year 2017 to 2018 indicated that their top priorities for fiscal year 2018 to 2019 were:

- ▶ increasing employee awareness of official languages obligations
- ▶ improving access to language training
- ▶ implementing appropriate measures for correcting deficiencies in meeting their obligations with respect to communications with the public and with employees
- ▶ focusing on the recruitment of competent employees who are already bilingual

To harness the potential of an organization the size of the public service requires both local institutional responsibility and concerted, centralized efforts. The Committee of Assistant Deputy Ministers on Official Languages, with its renewed role, is an example of the governance that is now in place to ensure that the different activities underway across the Government of Canada, from the modernization of the *Official Languages Act* to the implementation of the Action Plan for Official Languages and efforts to increase the use of both official languages in the workplace, are aligned and focused on a shared and modern vision for Canada's linguistic duality in the 21st century.



Appendix A: Methodology for reporting on the status of official languages programs

Federal institutions must submit a review on official languages to the Office of the Chief Human Resources Officer (OCHRO) at least once every three years. Fiscal year 2017 to 2018 marks the first year of a three-year cycle. Sixty-seven organizations¹⁶ had to complete a questionnaire on elements pertaining to the application of Parts IV, V and VI of the *Official Languages Act*. Two institutions, the Canada Lands Company and Parc Downsview Park Inc., merged their boards of directors and their resources, and consequently submitted one review.

Institutions were required to report on the following elements:

- ▶ communications with and services to the public in both official languages
- ▶ language of work
- ▶ human resources management
- ▶ governance
- ▶ monitoring of official languages programs

These five elements were evaluated, mainly through the use of multiple-choice questions. To reduce the administrative burden on small institutions, they were asked fewer questions than large and key institutions.^{17, xx} Deputy heads are responsible for ensuring that their institution's responses are supported by facts and evidence. Table 1 describes the response scales used in the Review on Official Languages:

Table 1. Response scales used in Review on Official Languages

Nearly always	In 90% or more of cases
Very often	Between 70% and 89% of cases
Often	Between 50% and 69% of cases
Sometimes	Between 25% and 49% of cases
Almost never	In less than 25% of cases
Yes	Completely agree with the statement
No	Completely disagree with the statement
Regularly	With some regularity
Sometimes	From time to time, but not regularly
Almost never	Rarely
N/A	Does not apply to the institution

16. See [Appendix B](#) for the list of institutions required to submit a review for fiscal year 2017 to 2018.

17. The distinction between small institutions and large and key institutions is based on their size and mandate in relation to official languages, according to the recommendations made by the Auditor General of Canada in his spring 2015 report, [Report 2: Required Reporting by Federal Organizations](#). In general, small institutions are those with fewer than 500 employees.

In order to collect more detailed information, OCHRO changed the narrative questions by offering multiple choices based on answers that were provided in past reviews, particularly with regard to:

- ▶ institutions' official languages capacity
- ▶ activities undertaken by large institutions and key institutions to measure usage of the language of work and the availability and quality of services offered in both official languages
- ▶ the priorities of the fiscal year that is coming to an end and those of the next fiscal year

Furthermore, OCHRO asked institutions to provide explanations or evidence to support their responses. The information collected is also used for OCHRO's other activities.

The previous sections provided an overview of the status of the official languages programs in the 66 institutions that submitted reviews. The statistical tables in Appendix D of this report show the results¹⁸ for all federal institutions.

18. The source of statistical data for institutions that are part of the core public administration is the Position and Classification Information System. The source of statistical data for institutions that are not part of the core public administration is the Official Languages Information System II.



Appendix B: Federal institutions required to submit a review for fiscal year 2017 to 2018

Sixty-six federal institutions submitted a review for fiscal year 2017 to 2018. The distinction between small institutions and large and key institutions is based on size and mandate in relation to official languages. Large and key institutions were required to respond to a longer questionnaire. In general, small institutions are those with fewer than 500 employees.

Large and key institutions

- ▶ Agriculture and Agri-Food Canada
- ▶ Air Canada
- ▶ Bank of Canada
- ▶ Business Development Bank of Canada
- ▶ Canada Border Services Agency
- ▶ Canada Lands Company Limited
- ▶ Canada Post
- ▶ Canadian Heritage
- ▶ Canadian Northern Economic Development Agency
- ▶ Canadian Nuclear Safety Commission
- ▶ Canadian Radio-television and Telecommunications Commission
- ▶ Correctional Service Canada
- ▶ Courts Administration Service
- ▶ Defence Construction Canada
- ▶ Employment and Social Development Canada
- ▶ Export Development Canada
- ▶ Farm Credit Canada
- ▶ Federal Economic Development Agency for Southern Ontario
- ▶ Fisheries and Oceans Canada
- ▶ Global Affairs Canada
- ▶ Health Canada
- ▶ Immigration, Refugees and Citizenship Canada
- ▶ Innovation, Science and Economic Development Canada
- ▶ National Arts Centre



-
- ▶ National Defence
 - ▶ Natural Resources Canada
 - ▶ Office of the Auditor General of Canada
 - ▶ Office of the Superintendent of Financial Institutions Canada
 - ▶ Parks Canada
 - ▶ Public Health Agency of Canada
 - ▶ Public Services and Procurement Canada
 - ▶ Royal Canadian Mint
 - ▶ Royal Canadian Mounted Police
 - ▶ Statistics Canada
 - ▶ Transport Canada
 - ▶ Treasury Board of Canada Secretariat
 - ▶ Veterans Affairs Canada
 - ▶ VIA Rail Canada Inc.

Small institutions

- ▶ Atomic Energy of Canada Limited
- ▶ Belledune Port Authority
- ▶ Canada Deposit Insurance Corporation
- ▶ Canadian Centre for Occupational Health and Safety
- ▶ Canadian Centre on Substance Use and Addiction
- ▶ Canadian Grain Commission
- ▶ Canadian Human Rights Commission
- ▶ Elections Canada
- ▶ Farm Products Council of Canada
- ▶ Financial Transactions and Reports Analysis Centre of Canada
- ▶ Freshwater Fish Marketing Corporation
- ▶ Halifax Port Authority
- ▶ Hamilton Port Authority
- ▶ National Energy Board
- ▶ Office of the Information Commissioner of Canada



-
- ▶ Office of the Privacy Commissioner of Canada
 - ▶ Oshawa Port Authority
 - ▶ Parole Board of Canada
 - ▶ Port Alberni Port Authority
 - ▶ Prince Rupert Port Authority
 - ▶ RCMP External Review Committee
 - ▶ Ridley Terminals Inc.
 - ▶ Saint John Port Authority
 - ▶ Sept-Îles Port Authority
 - ▶ St. John's Port Authority
 - ▶ Thunder Bay Port Authority
 - ▶ Transportation Safety Board of Canada
 - ▶ Vancouver Fraser Port Authority



Appendix C: Definitions

“Anglophone” refers to employees whose first official language is English.

“Bilingual position” is a position in which all or part of the duties must be performed in both English and French.

“First official language” is the language declared by the employee as the one that he or she primarily identifies with.

“Francophone” refers to employees whose first official language is French.

“Incomplete record” means a position for which data on language requirements is incorrect or missing.

“Linguistic capacity outside Canada” refers to all rotational positions outside Canada (for example, rotational employees) that are staffed from a pool of employees with similar skills. Most of these positions are with Global Affairs Canada.

“Position” means a position filled for an indeterminate period or a determinate period of three months or more, according to the information in the Position and Classification Information System (PCIS).

“Resources” refers to the resources required to meet obligations on a regular basis, according to the information available in the Official Languages Information System II (OLIS II). Resources can consist of a combination of full-time and part-time employees, as well as contract resources. Some cases involve automated functions, hence the need to use the term “resources” in this report.

“Reversible” or “either/or position” is a position in which all the duties can be performed in English or French, depending on the employee’s preference.



Appendix D: Statistical tables

There are three main sources of statistical data:

- ▶ Burolis is the official inventory that indicates whether offices have an obligation to communicate with the public in both official languages
- ▶ The Position and Classification Information System (PCIS) covers the positions and employees of institutions that are part of the core public administration
- ▶ The Official Languages Information System II (OLIS II) provides information on the resources of institutions that are not part of the core public administration (in other words, Crown corporations and separate agencies)

March 31 is the reference date for the data in the statistical tables and in the data systems (Burolis, the PCIS and OLIS II).

Notes

Percentage totals may not add up to 100% due to rounding.

The data in this report relating to positions in the core public administration are compiled from the PCIS.

Pursuant to the *Public Service Official Languages Exclusion Approval Order*,^{xxi} incumbents may not meet the language requirements of their position for two reasons:

- ▶ they are exempt
- ▶ they have two years to meet the language requirements

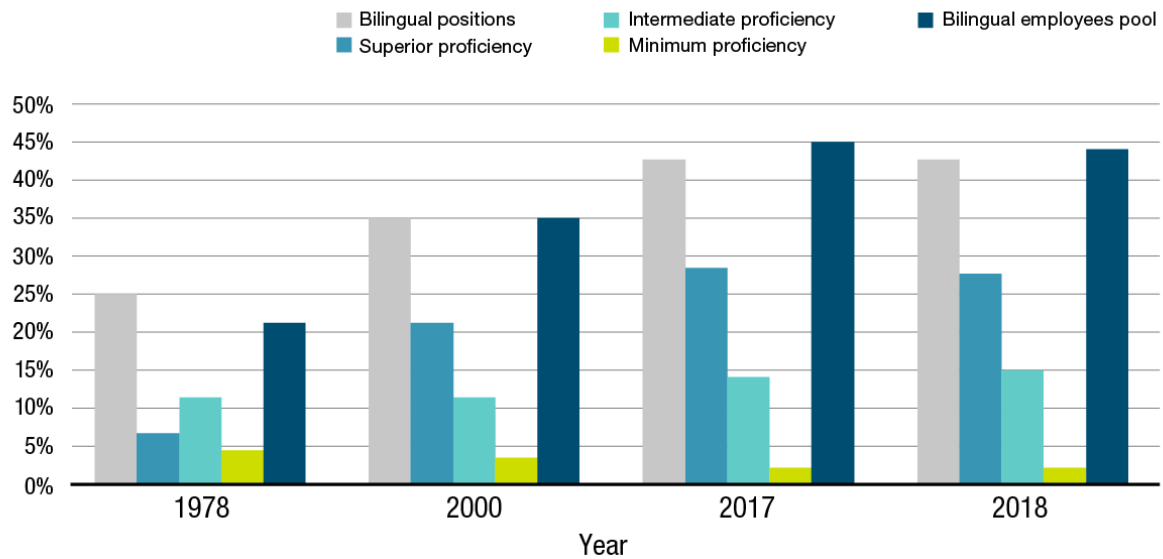
The linguistic profile of a bilingual position is based on three levels of second language proficiency:

- ▶ Level A: minimum proficiency
- ▶ Level B: intermediate proficiency
- ▶ Level C: superior proficiency

Table 1

Bilingual positions and pool of bilingual employees in the core public administration on March 31

On March 31, 2018, the percentages of bilingual positions and bilingual employees in the core public administration had decreased slightly, by 0.1% and 0.8% respectively, to 42.9% and 44.0% from March 31, 2017.



Year	Bilingual positions	Superior proficiency	Intermediate proficiency	Minimum proficiency	Pool of bilingual employees
1978	25%	6%	11%	4%	21%
2000	35%	21%	11%	3%	35%
2017	43%	28%	14%	2%	45%
2018	43%	27%	15%	2%	44%



Table 2

Language requirements of positions in the core public administration on March 31

In fiscal year 2017 to 2018, the number of bilingual positions in the core public administration increased by 5% over fiscal year 2016 to 2017. The number of bilingual positions as a percentage of the total number of positions, however, declined slightly (by 0.1%) from fiscal year 2016 to 2017 to fiscal year 2017 to 2018.

Year	Bilingual positions		English essential positions		French essential positions		English or French essential positions		Incomplete records		Total positions
1978	52,300	24.7%	128,196	60.5%	17,260	8.1%	14,129	6.7%	0	0.0%	211,885
2000	50,535	35.3%	75,552	52.8%	8,355	5.8%	7,132	5.0%	1,478	1.0%	143,052
2017	77,889	43.0%	90,838	50.1%	6,443	3.6%	5,888	3.3%	82	0.0%	181,140
2018	81,863	42.9%	94,976	49.7%	6,738	3.5%	7,385	3.9%	69	0.0%	191,031

Table 3

Language requirements of positions in the core public administration, by province, territory or region on March 31

Of the 191,030 positions in the core public administration in fiscal year 2017 to 2018, 81,863 were bilingual. Most of the bilingual positions were in the National Capital Region (NCR) (66.4%), Quebec (excluding the NCR) (66.7%) and New Brunswick (50.5%).

			Unilingual positions								
Province, territory or region	Bilingual positions		English essential		French essential		English or French essential		Incomplete records		Total positions
British Columbia	504	3.1%	15,851	96.6%	1	0.0%	43	0.3%	4	0.0%	16,403
Alberta	386	3.9%	9,382	95.7%	2	0.0%	27	0.3%	5	0.1%	9,802
Saskatchewan	132	2.9%	4,457	96.9%	0	0.0%	11	0.2%	0	0.0%	4,600
Manitoba	521	8.0%	5,988	91.7%	0	0.0%	16	0.2%	2	0.0%	6,527
Ontario (excluding the NCR)	2,587	10.7%	21,331	88.6%	10	0.0%	153	0.6%	7	0.0%	24,088
National Capital Region (NCR)	57,283	66.4%	22,024	25.5%	150	0.2%	6,800	7.9%	28	0.0%	86,285
Quebec (excluding the NCR)	13,626	66.7%	147	0.7%	6,477	31.7%	175	0.9%	16	0.1%	20,441
New Brunswick	3,807	50.5%	3,552	47.1%	80	1.1%	100	1.3%	3	0.0%	7,542
Prince Edward Island	474	27.3%	1,254	72.3%	1	0.1%	5	0.3%	0	0.0%	1,734
Nova Scotia	926	11.4%	7,104	87.8%	17	0.2%	40	0.5%	4	0.0%	8,091
Newfoundland and Labrador	93	3.0%	2,960	96.6%	0	0.0%	12	0.4%	0	0.0%	3,065
Yukon	14	4.4%	301	95.6%	0	0.0%	0	0.0%	0	0.0%	315
Northwest Territories	13	3.2%	388	96.8%	0	0.0%	0	0.0%	0	0.0%	401
Nunavut	13	5.4%	225	93.8%	0	0.0%	2	0.8%	0	0.0%	240
Outside Canada	1,484	99.1%	12	0.8%	0	0.0%	1	0.1%	0	0.0%	1,497
Total	81,863	42.9%	94,976	49.7%	6,738	3.5%	7,385	3.9%	69	0.0%	191,031



Table 4

Bilingual positions in the core public administration and linguistic status of incumbents on March 31

In fiscal year 2017 to 2018, the percentage of employees in bilingual positions in the core public administration who met the language requirements of their position declined slightly by 0.9% from fiscal year 2016 to 2017.

			Employees do not meet requirements						
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
1978	36,446	69.7%	14,462	27.7%	1,392	2.7%	0	0.0%	52,300
2000	41,832	82.8%	5,030	10.0%	968	1.9%	2,705	5.4%	50,535
2017	74,610	95.8%	2,604	3.3%	155	0.2%	520	0.7%	77,889
2018	77,668	94.9%	2,926	3.6%	112	0.1%	1,157	1.4%	81,863

Table 5

Bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31¹⁹

The percentage of bilingual positions in the core public administration that require Level C proficiency for oral interaction remained stable from fiscal year 2016 to 2017 to fiscal year 2017 to 2018.

Year	Level C		Level B		Level A		Other		Total positions
1978	3,771	7.2%	30,983	59.2%	13,816	26.4%	3,730	7.1%	52,300
2000	12,836	25.4%	34,677	68.6%	1,085	2.1%	1,937	3.8%	50,535
2017	27,457	35.3%	48,794	62.7%	347	0.5%	1,291	1.7%	77,889
2018	28,871	35.3%	51,355	62.7%	360	0.4%	1,277	1.6%	81,863

19. The levels required in second language proficiency refer only to oral interaction (understanding and speaking). The "Other" category refers to positions that require code P (specialized proficiency) or that do not require any oral interaction skills in the second language. The same thing applies to tables 7, 10 and 12.

Table 6

Service to the public: Bilingual positions in the core public administration and linguistic status of incumbents on March 31

From fiscal year 2016 to 2017 to fiscal year 2017 to 2018, the percentage of employees in the core public administration who provide services to the public and who meet the language requirements of their position declined by 1.0%, and the percentage of incomplete records increased by 1.1%.

			Employees do not meet requirements						
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
1978	20,888	70.4%	8,016	27.0%	756	2.5%	0	0.0%	29,660
2000	26,766	82.3%	3,429	10.5%	690	2.1%	1,631	5.0%	32,516
2017	40,500	96.0%	1,285	3.0%	73	0.2%	336	0.8%	42,194
2018	41,227	95.0%	1,315	3.0%	45	0.1%	830	1.9%	43,417

Table 7

Service to the public: Bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31

Although the number of positions in the core public administration has increased since fiscal year 2016 to 2017, the percentage of bilingual positions offering services to the public and requiring Level C proficiency for oral interaction decreased slightly by 0.1% to 40.2% in fiscal year 2017 to 2018.

Year	Level C		Level B		Level A		Other		Total positions
1978	2,491	8.4%	19,353	65.2%	7,201	24.3%	615	2.1%	29,660
2000	9,088	27.9%	22,421	69.0%	587	1.8%	420	1.3%	32,516
2017	16,989	40.3%	25,027	59.3%	105	0.2%	73	0.2%	42,194
2018	17,454	40.2%	25,768	59.4%	119	0.3%	76	0.2%	43,417



Table 8

Service to the public: Positions in the core public administration and linguistic status of incumbents, by province, territory or region on March 31

In fiscal year 2017 to 2018, of the 101,590 positions in the core public administration that provide services to the public, 43,417 provide services in both English and French. There were 41,227 incumbents in the 43,417 bilingual positions who met the language requirements of their positions.

	Bilingual positions				Unilingual positions			
Province, territory or region	Employees meet requirements	Employees do not meet requirements		Incomplete records	English essential	French essential	English or French essential	Total employees
		Exempted	Must meet					
Western and Northern Canada	1,053	47	0	48	24,127	1	33	25,309
Ontario (excluding the NCR)	1,618	74	1	69	13,213	1	38	15,014
National Capital Region (NCR)	25,106	806	42	379	7,256	51	1,695	35,335
Quebec (excluding the NCR)	8,773	185	0	65	45	3,783	72	12,923
New Brunswick	2,722	97	0	11	2,294	77	10	5,211
Other Atlantic provinces	886	42	2	14	5,453	8	13	6,418
Outside Canada	1,069	64	0	244	3	0	0	1,380
All regions	41,227	1,315	45	830	52,391	3,921	1,861	101,590

Table 9

Personal and central services: Bilingual positions in the core public administration and linguistic status of incumbents on March 31

In fiscal year 2017 to 2018, 94.7% of the 58,134 incumbents who occupied positions in the core public administration that offer personal and central services met the linguistic requirements of their positions, which is a decrease of 1.0% from fiscal year 2016 to 2017.

		Employees do not meet requirements							
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
2016	52,797	95.6%	1,966	3.6%	83	0.2%	389	0.7%	55,235
2017	52,424	95.7%	1,878	3.4%	92	0.2%	358	0.7%	54,752
2018	55,025	94.7%	2,100	3.6%	57	0.1%	952	1.6%	58,134

Table 10

Personal and central services: Bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31

In fiscal year 2017 to 2018, 36.1% of the 58,134 positions in the core public administration that offer personal and central services required Level C proficiency in oral interaction, which is a decrease of 0.3% from fiscal year 2016 to 2017.

Year	Level C		Level B		Level A		Other		Total positions
2016	19,437	35.2%	34,671	62.8%	197	0.4%	930	1.7%	55,235
2017	19,927	36.4%	33,727	61.6%	175	0.3%	923	1.7%	54,752
2018	20,972	36.1%	36,044	62.0%	190	0.3%	928	1.6%	58,134



Table 11

Supervision: Bilingual positions in the core public administration and linguistic status of incumbents on March 31

On March 31, 2018, 94.7% of incumbents in the core public administration's 24,164 bilingual supervisory positions met the language requirements of their positions.

			Employees do not meet requirements						
Year	Employees meet requirements		Exempted		Must meet		Incomplete records		Total employees
2016	21,724	95.4%	821	3.6%	81	0.4%	154	0.7%	22,780
2017	22,122	95.4%	838	3.6%	104	0.4%	119	0.5%	23,183
2018	22,891	94.7%	887	3.8%	72	0.3%	314	1.3%	24,164

Note: This table excludes employees working outside Canada.

Table 12

Supervision: Bilingual positions in the core public administration and level of second language proficiency required (oral interaction) on March 31

In fiscal year 2017 to 2018, 57.6% of the core public administration's 24,164 bilingual supervisory positions required Level C proficiency in oral interaction, which is an increase of 1.4% over fiscal year 2016 to 2017.

Year	Level C		Level B		Level A		Other		Total positions
2016	12,734	55.9%	9,987	43.8%	31	0.1%	28	0.1%	22,780
2017	13,026	56.2%	10,099	43.6%	29	0.1%	29	0.1%	23,183
2018	13,915	57.6%	10,179	42.1%	34	0.1%	36	0.1%	24,164

Note: This table excludes employees working outside Canada.

Table 13

Participation of Anglophones and Francophones in the core public administration, by province, territory or region on March 31

On March 31, 2018, Newfoundland and Labrador had the highest percentage of Anglophones (98.5%) and Quebec (excluding the National Capital Region) had the highest percentage of Francophones (89.6%) working in the core public administration. These results are similar to those observed on March 31, 2017.

Province, territory or region	Anglophones		Francophones		Unknown		Total employees
British Columbia	16,098	98.1%	305	1.9%	0	0.0%	16,403
Alberta	9,494	96.9%	308	3.1%	0	0.0%	9,802
Saskatchewan	4,519	98.2%	81	1.8%	0	0.0%	4,600
Manitoba	6,262	95.9%	265	4.1%	0	0.0%	6,527
Ontario (excluding the NCR)	22,769	94.5%	1,319	5.5%	0	0.0%	24,088
National Capital Region (NCR)	52,310	60.6%	33,965	39.4%	10	0.0%	86,285
Quebec (excluding the NCR)	2,123	10.4%	18,316	89.6%	2	0.0%	20,441
New Brunswick	4,283	56.8%	3,259	43.2%	0	0.0%	7,542
Prince Edward Island	1,554	89.6%	180	10.4%	0	0.0%	1,734
Nova Scotia	7,610	94.1%	481	5.9%	0	0.0%	8,091
Newfoundland and Labrador	3,019	98.5%	46	1.5%	0	0.0%	3,065
Yukon	305	96.8%	10	3.2%	0	0.0%	315
Northwest Territories	379	94.5%	22	5.5%	0	0.0%	401
Nunavut	212	88.3%	28	11.7%	0	0.0%	240
Outside Canada	984	65.7%	513	34.3%	0	0.0%	1,497
All regions	131,921	69.1%	59,098	30.9%	12	0.0%	191,031



Table 14

Participation of Anglophones and Francophones in the core public administration, by occupational category on March 31

On March 31, 2018, the Operations category had the highest percentage of Anglophones (78.7%) and the Administration and Foreign Service category had the highest percentage of Francophones (37.9%) working in the core public administration. These results are similar to those observed on March 31, 2017.

Category	Anglophones		Francophones		Unknown		Total employees
Management (EX)	3,461	66.7%	1,730	33.3%	0	0.0%	5,191
Scientific and Professional	26,736	75.4%	8,697	24.5%	6	0.0%	35,439
Administration and Foreign Service	55,019	62.1%	33,517	37.9%	5	0.0%	88,541
Technical	9,796	76.8%	2,960	23.2%	0	0.0%	12,756
Administrative Support	14,206	70.2%	6,034	29.8%	1	0.0%	20,241
Operations	22,702	78.7%	6,160	21.3%	0	0.0%	28,862
Unknown	1	100.0%	0	0.0%	0	0.0%	1
All categories	131,921	69.1%	59,098	30.9%	12	0.0%	191,031

Table 15

Service to the public: Number of resources serving the public, by region or method of delivery, in bilingual offices in institutions not part of the core public administration on March 31²⁰

In fiscal year 2017 to 2018, 77,533 resources offered services to the public in the bilingual offices of federal institutions that are not part of the core public administration. Of these resources, 30,104 provided services in English and French.

Province, territory or region	English only resources	French only resources	Bilingual resources	Total resources
Western and Northern Canada	19,697	10	2,123	21,830
Ontario (excluding the NCR)	13,776	35	2,298	16,109
National Capital Region (NCR)	3,488	122	8,496	12,106
Quebec (excluding the NCR)	143	1,464	9,849	11,456
New Brunswick	505	15	1,370	1,890
Other Atlantic provinces	3,628	2	933	4,563
Outside Canada	24	0	35	59
Travel	4,038	0	3,917	7,955
Telephone	480	2	1,083	1,565
Total	45,779	1,650	30,104	77,533

20. One institution, Canadian Forces Morale and Welfare Services, was unable to provide complete information on the allocation of their resources serving the public in English or French for all their designated bilingual offices.



Table 16

Participation of Anglophones and Francophones in institutions not part of the core public administration, by province, territory or region on March 31

On March 31, 2018, Newfoundland and Labrador had the highest percentage of Anglophones (97.9%) and Quebec (excluding the National Capital Region) had the highest percentage of Francophones (78.9%) working in institutions that are not part of the core public administration. These results are similar to those observed on March 31, 2017.

Province, territory or region	Anglophones		Francophones		Unknown		Total resources
British Columbia	35,222	96.1%	1,427	3.9%	6	0.0%	36,655
Alberta	27,843	94.5%	1,623	5.5%	3	0.0%	29,469
Saskatchewan	7,518	96.4%	281	3.6%	1	0.0%	7,800
Manitoba	14,336	94.7%	801	5.3%	3	0.0%	15,140
Ontario (excluding the NCR)	73,400	93.0%	5,517	7.0%	29	0.0%	78,946
National Capital Region (NCR)	32,838	69.6%	14,304	30.3%	42	0.1%	47,184
Quebec (excluding the NCR)	10,940	21.1%	40,905	78.9%	10	0.0%	51,855
New Brunswick	7,764	72.4%	2,967	27.6%	0	0.0%	10,731
Prince Edward Island	2,979	92.6%	237	7.4%	0	0.0%	3,216
Nova Scotia	14,248	92.0%	1,245	8.0%	0	0.0%	15,493
Newfoundland and Labrador	7,105	97.9%	152	2.1%	0	0.0%	7,257
Yukon	372	91.4%	35	8.6%	0	0.0%	407
Northwest Territories	581	87.0%	87	13.0%	0	0.0%	668
Nunavut	277	86.8%	42	13.2%	0	0.0%	319
Outside Canada	1,218	79.8%	308	20.2%	0	0.0%	1,526
All regions	236,641	77.2%	69,931	22.8%	94	0.0%	306,666

Table 17

Participation of Anglophones and Francophones in institutions not part of the core public administration, by occupational category or equivalent category on March 31²¹

On March 31, 2018, the Operations category had the highest percentage of Anglophones (80.9%) and the Professionals category had the highest percentage of Francophones (27.0%) working in institutions that are not part of the core public administration. These results are similar to those observed on March 31, 2017.

Category	Anglophones		Francophones		Unknown		Total resources
Management	12,291	75.1%	4,067	24.9%	8	0.0%	16,366
Professionals	29,361	72.9%	10,877	27.0%	14	0.0%	40,252
Specialists and Technicians	17,159	75.1%	5,688	24.9%	5	0.0%	22,852
Administrative Support	31,945	76.0%	10,074	24.0%	7	0.0%	42,026
Operations	79,018	80.9%	18,548	19.0%	88	0.1%	97,654
Canadian Forces and Regular Members of the Royal Canadian Mounted Police	63,078	75.7%	20,236	24.3%	0	0.0%	83,314
All categories	232,852	77.0%	69,490	23.0%	122	0.0%	302,464

21. One institution, Canadian Forces Morale and Welfare Services, was unable to provide complete information on the allocation of their resources by occupational category.



Table 18

Participation of Anglophones and Francophones in all federal institutions subject to the *Official Languages Act*, by province, territory or region on March 31

In fiscal year 2017 to 2018, Newfoundland and Labrador had the highest percentage of Anglophones (98.1%) and Quebec (excluding the National Capital Region) had the highest percentage of Francophones (81.9%) working in all institutions subject to the *Official Languages Act*. These results are similar to those for fiscal year 2016 to 2017.

Province, territory or region	Anglophones		Francophones		Unknown		Total
British Columbia	51,320	96.7%	1,732	3.3%	6	0.0%	53,058
Alberta	37,337	95.1%	1,931	4.9%	3	0.0%	39,271
Saskatchewan	12,037	97.1%	362	2.9%	1	0.0%	12,400
Manitoba	20,598	95.1%	1,066	4.9%	3	0.0%	21,667
Ontario (excluding the NCR)	96,169	93.3%	6,836	6.6%	29	0.0%	103,034
National Capital Region (NCR)	85,148	63.8%	48,269	36.2%	52	0.1%	133,469
Quebec (excluding the NCR)	13,063	18.1%	59,221	81.9%	12	0.0%	72,296
New Brunswick	12,047	65.9%	6,226	34.1%	0	0.0%	18,273
Prince Edward Island	4,533	91.6%	417	8.4%	0	0.0%	4,950
Nova Scotia	21,858	92.7%	1,726	7.3%	0	0.0%	23,584
Newfoundland and Labrador	10,124	98.1%	198	1.9%	0	0.0%	10,322
Yukon	677	93.8%	45	6.2%	0	0.0%	722
Northwest Territories	960	89.8%	109	10.2%	0	0.0%	1,069
Nunavut	489	87.5%	70	12.5%	0	0.0%	559
Outside Canada	2,202	72.8%	821	27.2%	0	0.0%	3,023
All regions	368,562	74.0%	129,029	25.9%	106	0.0%	497,697

Endnotes

- i. *The Constitution Act, 1867*, <https://laws-lois.justice.gc.ca/eng/Const/page-7.html>
- ii. *Official Languages Act*, <https://www.uottawa.ca/clmc/official-languages-act-1969>
- iii. *Canadian Charter of Rights and Freedoms*, <https://laws-lois.justice.gc.ca/eng/Const/page-15.html>
- iv. *Official Languages Act, 1988*, <https://laws-lois.justice.gc.ca/eng/acts/O-3.01/>
- v. *Official Languages (Communications with and Services to the Public) Regulations*, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-92-48/index.html>
- vi. President of the Treasury Board of Canada Mandate Letter (November 12, 2015), <https://pm.gc.ca/eng/president-treasury-board-canada-mandate-letter-november-12-2015>
- vii. Treasury Board of Canada Secretariat, *Government of Canada to Review Official Languages Regulations*, <https://www.canada.ca/en/treasury-board-secretariat/news/2016/11/government-canada-review-official-languages-regulations.html>
- viii. *Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations*, <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26163>
- ix. Treasury Board of Canada Secretariat 2018–19 Departmental Plan, <https://www.canada.ca/en/treasury-board-secretariat/corporate/reports/treasury-board-canada-secretariat-2018-19-departmental-plan.html>
- x. Vox Pop Labs Inc. *Study on the Appreciation and Perception of Canada's Official Languages*, http://epe.lac-bac.gc.ca/100/200/301/pwgsc-tpsgc/por-ef/canadian_heritage/2018/110-17-e/report.pdf
- xi. *Policy on Official Languages*, <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160>
- xii. 2017 Public Service Employee Survey, <https://www.canada.ca/en/treasury-board-secretariat/services/innovation/public-service-employee-survey/2017-public-service-employee-survey.html>
- xiii. 2017 Public Service Employee Survey Results by Theme for the Public Service, “Use of official languages,” <https://www.tbs-sct.gc.ca/ps-es-saff/2017-2/results-resultats/bd-pm/00/org-eng.aspx#i4-s14>
- xiv. *Directive on Official Languages for People Management*, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26168>
- xv. *Directive on Official Languages for People Management*, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26168>
- xvi. Clerk of the Privy Council. *The Next Level: Normalizing a Culture of Inclusive Linguistic Duality in the Federal Public Service Workplace*, <https://www.canada.ca/en/privy-council/corporate/clerk/publications/next-level.html>
- xvii. 2017 Public Service Employee Survey, <https://www.canada.ca/en/treasury-board-secretariat/services/innovation/public-service-employee-survey/2017-public-service-employee-survey.html>
- xviii. Treasury Board of Canada Secretariat. *Official Languages Requirements and Checklist: Official Languages Appendix*, <https://www.canada.ca/en/treasury-board-secretariat/services/treasury-board-submissions/official-languages-requirements-appendix.html#olc>
- xix. Burolis, <http://www.tbs-sct.gc.ca/burolis/search-recherche/search-recherche-fra.aspx?GoCTemplateCulture=en-CA>
- xx. 2015 Spring Reports of the Auditor General of Canada. *Report 2: Required Reporting by Federal Organizations*, http://www.oag-bvg.gc.ca/internet/English/parl_oag_201504_02_e_40348.html
- xxi. *Public Service Official Languages Exclusion Approval Order*, <http://laws-lois.justice.gc.ca/eng/regulations/SI-2005-118/>

