Treasury Board of Canada Secretariat

Secrétariat du Conseil du Trésor du Canada

Canada

Annual Report on Official Languages

2014–15

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Message From the President of the Treasury Board

I am pleased to table in Parliament this 27th Annual Report on Official Languages for fiscal year 2014–15. This report describes the Government of Canada's efforts to ensure that Canada's two official languages continue to be an integral part of our everyday operations.

I am committed to working with the Minister of Canadian Heritage to ensure that all federal government services are delivered in full compliance with the *Official Languages Act*. To achieve this, through the Official Languages Centre of Excellence in the Treasury Board of Canada Secretariat, we will strengthen the use of Canada's two official languages.

The Honourable Scott Brison

President of the Treasury Board

We are continuing the review of the language obligations of federal offices under the *Official Languages (Communications with and Services to the Public) Regulations*. This helps ensure that federal institutions have the right people in the right places to best serve Canadians in the official language of their choice.

I invite you to read this report to see how the Government of Canada is putting into practice our commitment to Canada's official languages.

Original signed by
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The Honourable Scott Brison, P.C., M.P.
President of the Treasury Board

Introduction

The *Official Languages Act* (the Act) requires that the President of the Treasury Board report on the status of official languages programs in federal institutions subject to Parts IV, V and VI of the Act.

The Office of the Chief Human Resources Officer (the OCHRO) provides support for some 200 federal institutions subject to the Act—those that are part of the core public administration as well as Crown corporations, privatized organizations, separate agencies and other public institutions—so that they can meet their obligations under the Act.

Deputy heads have the primary responsibility for human resources management in their respective organizations. They must ensure that their institutions

▸ develop and maintain a corporate culture that is conducive to the use of both official languages;

▸ have the capacity to communicate with the Canadian public and public servants in both official languages; and

▸ maintain a public service workforce that accurately reflects the two official language communities.

This 27th annual report presents the status of the programs relating to the implementation of Parts IV, V and VI of the Act in 2014–15, with respect to the federal institutions for which the Treasury Board has responsibility under section 46 of the Act.

Status of Official Languages Programs

Offering official languages programs in federal organizations is a fundamental part of human resources management and delivering services to the Canadian public. Federal institutions must submit to the OCHRO an official languages review at least once every three years. This fiscal year marks the first year of a new three-year cycle. Sixty-eight organizations[1] were required to submit a review on the elements related to the application of Parts IV, V and VI of the Act. All did so except the Canadian Wheat Board, which was in the final stages of privatization.

Methodology

Institutions were required to report on the following elements:

▸ communications with and services to the public in both official languages;

▸ language of work;

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1. See Appendix A for the list of institutions required to submit a review.

- human resources management;
- governance; and
- monitoring of official languages programs.

These five elements were assessed primarily through multiple-choice questions. However, the number of questions was reduced for small institutions,[2,i] to lighten their reporting burden.

Narrative questions were used to gather more detailed information about the elements, including the following aspects:

- institutions' official languages capacity;
- official languages in the context of strategic and operational reviews;
- measures taken in large institutions and key institutions to ensure governance of the official languages function, as well as the expected results of these measures.

The sections below provide an overview of the status of the official languages programs in the 67 institutions that submitted reviews. The statistical tables in this report reflect the results for these federal institutions.[3]

Implementation of the *Official Languages (Communications with and Services to the Public) Regulations* Reapplication Exercise

The *Official Languages (Communications with and Services to the Public) Regulations* (the Regulations) oblige all federal institutions to undertake the reapplication exercise (the Regulations Exercise) every 10 years, following the release of data on first official language spoken from the most recent decennial census. The Regulations Exercise updates the language obligations of federal offices offering services to the public, thereby ensuring that offices are designated bilingual where there is significant demand for services in the minority language, based on thresholds set out in the Regulations.

In 2014–15, institutions continued to review the application of the Regulations, which began following the release of the language data from the 2011 Census on October 24, 2012.

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2. The distinction between small institutions and large and key institutions was based on size and official languages mandate, in keeping with the Auditor General of Canada's recommendations in his spring 2015 report, *Report 2 – Required Reporting by Federal Organizations*. Generally, small institutions are characterized as having fewer than 500 employees.

3. The source of statistical data for the core public administration is the Position and Classification Information System (PCIS). For institutions that are not part of the core public administration, statistical data are obtained from the Official Languages Information System II (OLIS II).

To update the language obligations of their offices, federal institutions follow a three-stage process:

▸ Phase I: Institutions examine the census data on the size and proportion of the official language minority population in the census areas in which their offices are located. Some institutions are also required to consider the number of people they serve at their offices;

▸ Phase II: Institutions examine the census data on the size and proportion of the official language minority population in the broader area served by each affected office; and

▸ Phase III: Institutions gather data on the language preferences of the public they serve at a specific location.

The first phase of the Regulations Exercise, which involved a systematic review of the language obligations of 10,240 federal offices subject to the Regulations, was completed in January 2014. Phase II of the exercise, which affected about 1,500 offices from 48 institutions, was completed in summer 2014, and the results were released on September 3, 2014.

Activities

In 2014−15, the OCHRO supported institutions in the application of the *Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations*. Specifically, the OCHRO was involved in the following activities:

▸ preparing three strategic updates for the Human Resources Council;

▸ distributing a communications strategy for reporting the results of the Regulations Exercise, which can be adapted to the needs of each institution, as applicable; and

▸ providing interpretation, advice and individualized support in response to institutions' requests.

Discussions on the results of Phase II took place in spring 2015 with the Fédération des communautés francophones et acadienne du Canada, Quebec Community Groups Network and the Office of the Commissioner of Official Languages.

Results

In the first two phases of the Regulations Exercise, 89 per cent of the targeted offices were reviewed, including all of the Canada Post offices; and the language obligations for communications with and services to the public were determined. Burolis,[ii] the federal government database that lists the offices of federal institutions where Canadians can obtain services in their official language, is updated regularly to reflect the progress of the exercise.

Figure 1. Status of the offices and service locations under the *Official Languages (Communications with and Services to the Public) Regulations* reapplication exercise
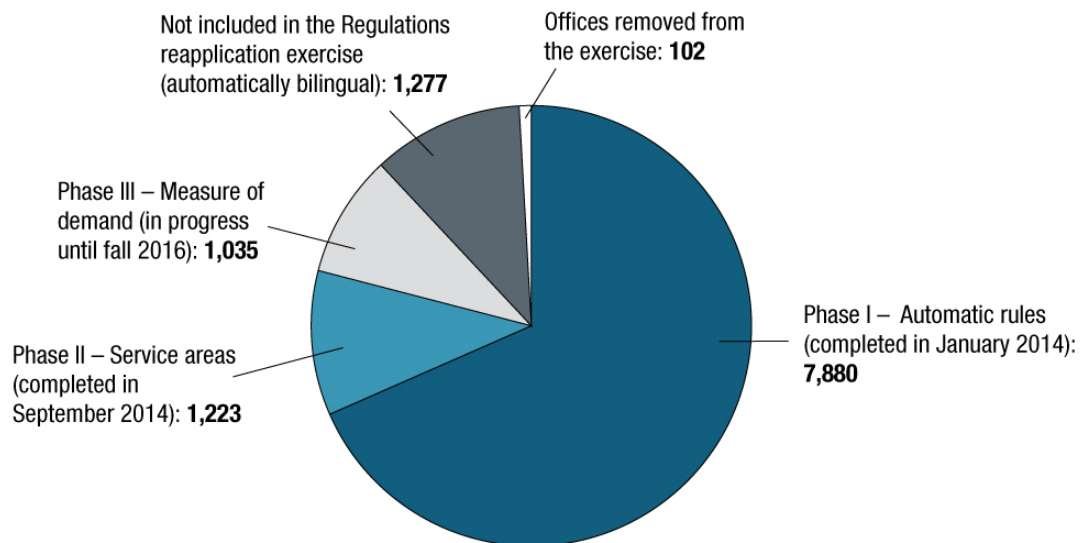
As of September 19, 2014, no change has been made to the linguistic designation of 8,944 offices, or 98.3 per cent of the 9,102 offices reviewed:

▸ 2,155 offices continue to be designated bilingual for the purposes of communications with and services to the public; and

▸ 6,789 offices continue to provide communications with and services to the public in one official language.

However, 84 offices of the 9,102 offices whose language obligations were reviewed have been newly designated bilingual, while 74 others are not or will no longer be required to provide services in both official languages. The majority of these 158 offices are Canada Post service locations across the country.

In Quebec, 21 offices are or will become bilingual, and 18 others are or will be newly designated unilingual, the majority of these offices being Canada Post service locations.

Some 2,000 other federal offices are automatically designated bilingual under section 22 or 24 of the Act;[iii] therefore, they are not included in the Regulations Exercise. It is also worth mentioning that since the start of this exercise, 102 federal offices have been removed from the exercise for a variety of reasons (e.g., discontinuation of services, consolidation, move to another location).

Figure 2. Impact of Phases I and II of the *Official Languages (Communications with and Services to the Public) Regulations* reapplication exercise on the federal offices and service locations as a whole

Must measure the demand to determine linguistic obligations (Phase III): **1,035** (9%)

Offices removed from the Regulations Exercise: **102** (0.89%)

No longer bilingual after Phase I and Phase II: **74** (0.64%)

Newly bilingual after Phase I and Phase II: **84** (0.73%)

No change in linguistic obligations after Phase I and Phase II: **10,221** (89%)
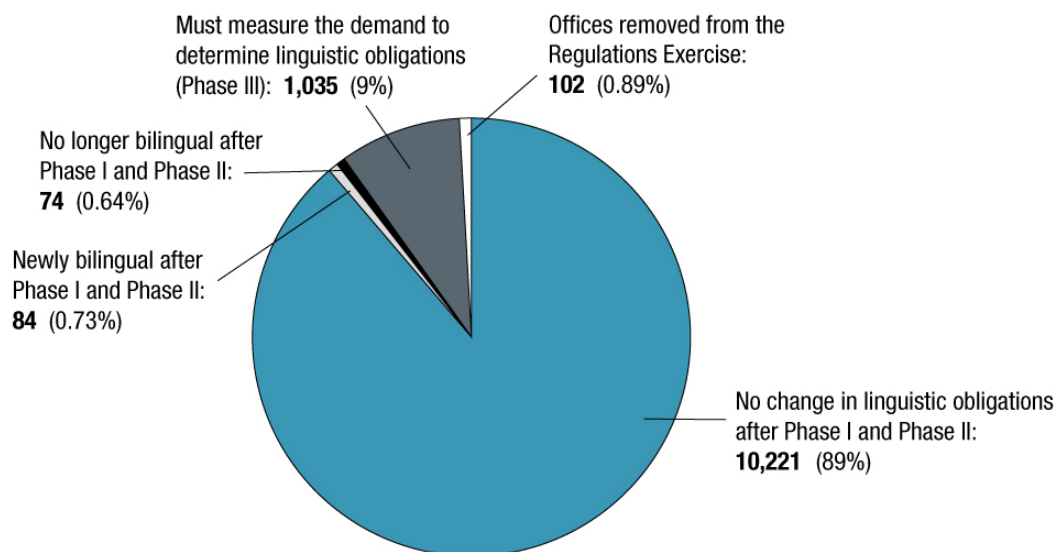
The proportion of bilingual offices and service locations has remained unchanged at 34.2 per cent since the start of the Regulations Exercise. Following Phases I and II of the exercise, it is estimated that more than 90 per cent of the official language minority population is able to receive federal services nearby in the minority language. This does not include online services, toll-free telephone lines and other types of service delivery available in both official languages across Canada at all times.

Next Steps

Offices with new language obligations must put in place the measures necessary to provide bilingual services within one year:

▶ the deadline for offices with new obligations following Phase I was January 10, 2015; and

▶ the deadline for offices with new obligations following Phase II was September 3, 2015.

However, for offices that are no longer required to provide bilingual services, the *Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations* states that the minority language community must be consulted on the terms and conditions of the cessation of bilingual services, the date the services will stop, and the location of offices where the minority community can receive services in its language. The *Directive* gives institutions up to two years to carry out these consultations. Bilingual services continue to be provided until the consultations are held.

Phase III of the Regulations Exercise has begun and is expected to continue until the middle of 2016−17:

▸ as of August 1, 2013, Phase III began for 853 offices providing services to a restricted or identifiable clientele, such as veterans or the inmate population, or that are subject to special circumstances in the Regulations, for example the travelling public—several offices have completed this phase;

▸ following Phase II results, 182 additional offices began assessing the demand for services in both official languages on September 3, 2014;

▸ federal offices have a two-year period to complete Phase III; and

▸ the final results for the entire exercise should be known early in 2017.

As of June 30, 2015, Burolis is being updated quarterly to reflect changes in the language obligations of offices and service locations.

Communications With and Services to the Public

As of March 31, 2015, federal institutions had 11,383 offices and service locations, of which 3,986 (35 per cent) were required to offer services to the public in both official languages.[4]

Based on the 2014–15 reviews, almost all of the institutions that were assessed (97 per cent) reported that, in bilingual offices for the purposes of communications with and services to the public, oral communications nearly always or very often occur in the official language chosen by the public. However, this percentage falls to 93 per cent in small institutions.

Ninety-nine per cent of the institutions said that written communications nearly always or very often occur in the official language chosen by the public. In small institutions, this percentage is 97 per cent.

Figure 3. Institutions' responses for: Frequency of oral and written communications in the official language chosen by the public when the office is bilingual

Figure 3a. Oral communications

Sometimes:
1 (2%)
Often:
(0%)
Almost never:
1 (2%)
Very often:
8 (13%)
Nearly always:
52 (84%)
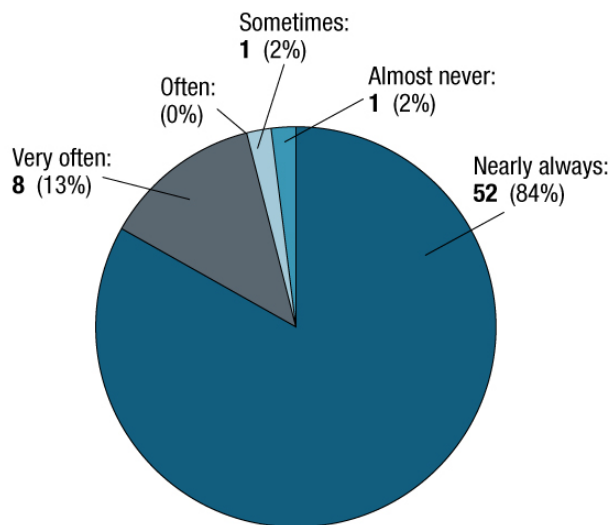
Figure 3b. Written communications

Sometimes:
1 (2%)
Often:
(0%)
Almost never:
(0%)
Very often:
6 (10%)
Nearly always:
55 (89%)

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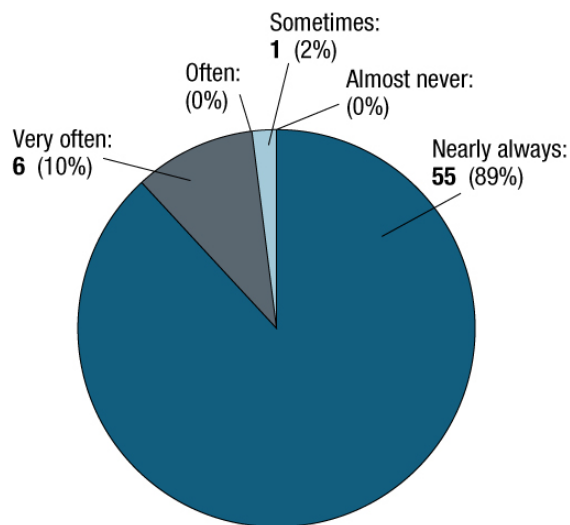
4. These numbers reflect the language obligations of offices as of March 31, 2015, regardless of their status under the Regulations Exercise. These numbers may change in the coming years based on the results of the Regulations Exercise.

Eighty-nine per cent of institutions stated they ensure that in bilingual offices all communications material is nearly always or very often produced and simultaneously issued in full in both official languages. For small institutions, this is the case more than three quarters of the time (78 per cent).

Figure 4. Institutions' responses for: All communications material is produced and simultaneously issued in full in both official languages when the material comes from a bilingual office
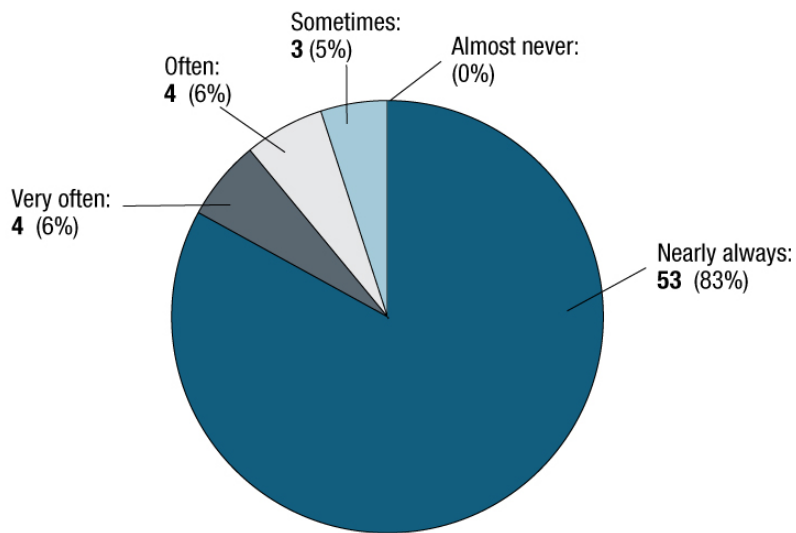
Nearly all of the institutions questioned (95 per cent) stated that the English and French versions of their websites are simultaneously posted in full, and are nearly always or very often of equal quality. This is the case for 90 per cent of small institutions.

Figure 5. Institutions' responses for: The English and French versions of websites are simultaneously posted in full and are of equal quality

Sometimes:
1 (2%)

Almost never:
1 (2%)

Often:
1 (2%)

Very often:
2 (3%)

Nearly always:
61 (92%)
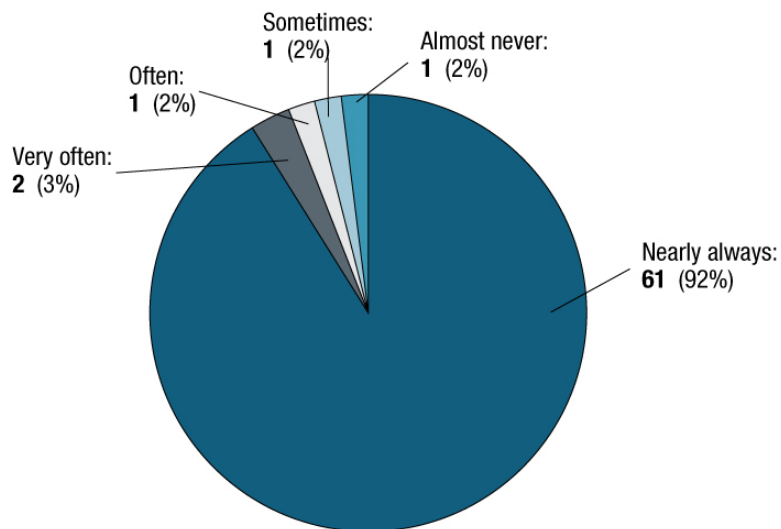
Federal institutions have various ways to ensure the active offer of communications with and services to the public in both official languages in bilingual offices. The *Policy on Official Languages*[iv] defines active offer as follows: "Clearly indicate visually and verbally that members of the public can communicate with and obtain services from a designated office in either English or French."

A total of 92 per cent of all institutions stated that the signs identifying the institution's offices are nearly always in both official languages. This is the case for 85 per cent of the small institutions that submitted a review.

Figure 6. Institutions' responses for: Signs identifying the institution's offices or facilities are in both official languages at all locations
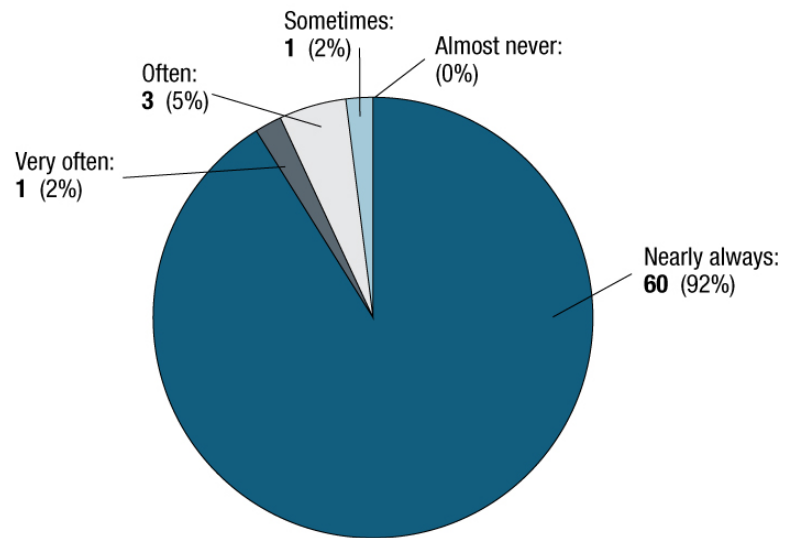
A smaller number of institutions indicated that they take appropriate measures to greet the public in person in both official languages: 83 per cent of institutions nearly always take appropriate measures (82 per cent for small institutions), and 10 per cent of institutions very often take such measures (4 per cent for small institutions).

Figure 7. Institutions' responses for: Appropriate measures are taken to greet the public in person in both official languages
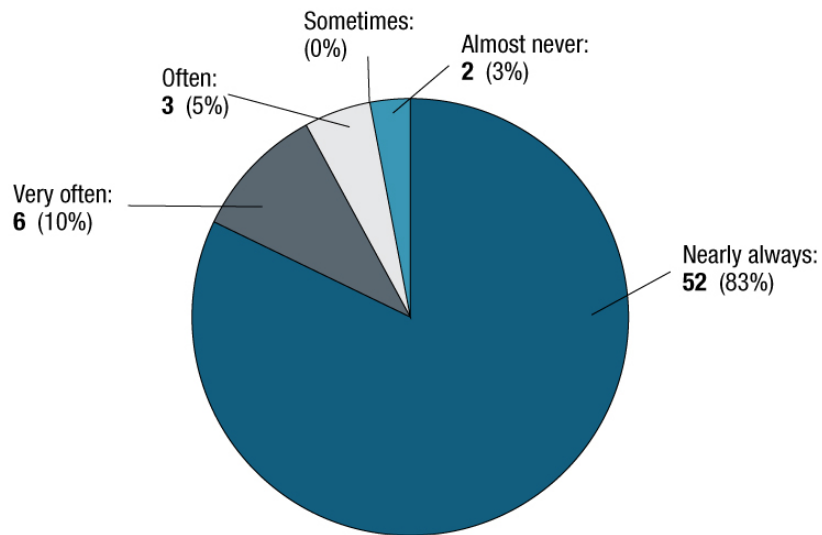
The vast majority of institutions stated that when interacting with the public by telephone, they nearly always (89 per cent) or very often (5 per cent) answer in both official languages. The results are slightly lower for small institutions (86 per cent and 3 per cent, respectively).

Figure 8. Institutions' responses for: Appropriate measures are taken to greet the public in both official languages over the telephone

Sometimes: (0%)

Often: 1 (2%)

Almost never: 3 (5%)

Very often: 3 (5%)
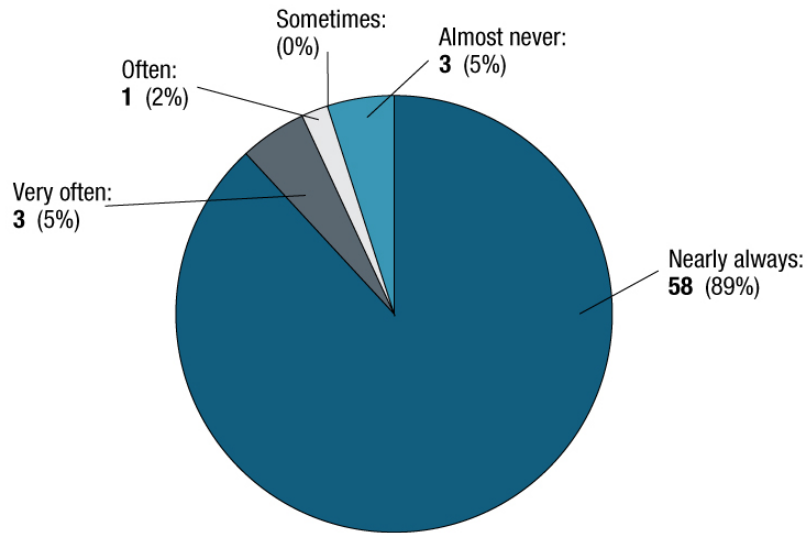
Nearly always: 58 (89%)

Almost all institutions reported that recorded messages are nearly always (91 per cent) or very often (5 per cent) bilingual. When the results for all institutions are broken down, large and key institutions demonstrate very high results (94 per cent and 6 per cent, respectively), while small institutions demonstrate lower results at 86 per cent and 4 per cent, respectively.

Figure 9. Institutions' responses for: Appropriate measures are taken to greet the public in both official languages in recorded messages
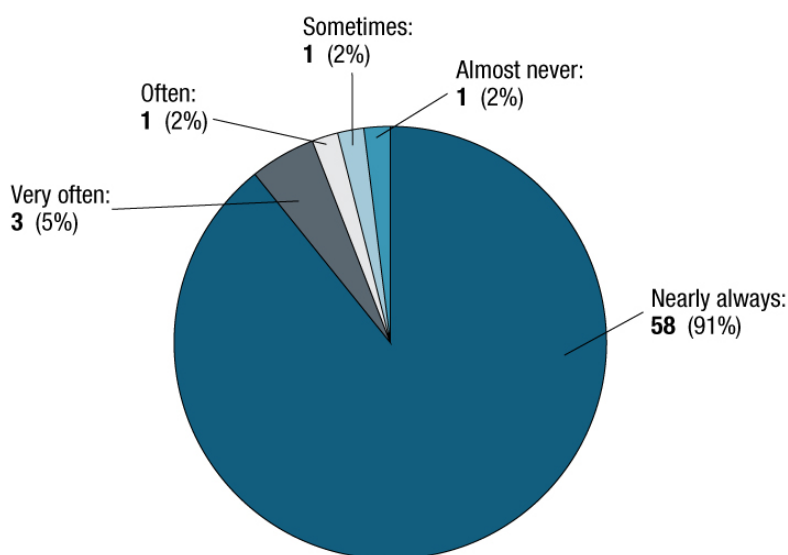
Large and key institutions stated that contracts and agreements with third parties acting on behalf bilingual offices contain clauses setting out their language obligations (77 per cent, nearly always; 14 per cent, very often). A lower number of these institutions said they ensure that measures are taken to verify that the language clauses are respected (59 per cent, nearly always; 24 per cent, very often). Atomic Energy of Canada Limited and the Oshawa Port Authority reported that they did not conclude any contracts or agreements with third parties to act on their behalf.

All institutions stated that they nearly always (97 per cent) or very often (3 per cent) select and use media that reach the targeted public in the most efficient way possible.

Language of Work

In regions designated bilingual for language of work purposes, the majority of the institutions reporting in 2014–15 stated that meetings are nearly always (38 per cent) or very often (38 per cent) conducted in both official languages and that employees may use the official language of their choice. In contrast, 61 per cent of small institutions indicated that this is nearly always the case, and 11 per cent stated that this is very often the case. Fourteen institutions responded that the question did not apply to them because they do not have offices in bilingual regions.

Figure 10. Institutions' responses for: Meetings are conducted in both official languages, and employees may use the official language of their choice

Sometimes: 1 (2%)
Almost never: 4 (8%)
Often: 8 (15%)
Nearly always: 20 (38%)
Very often: 20 (38%)
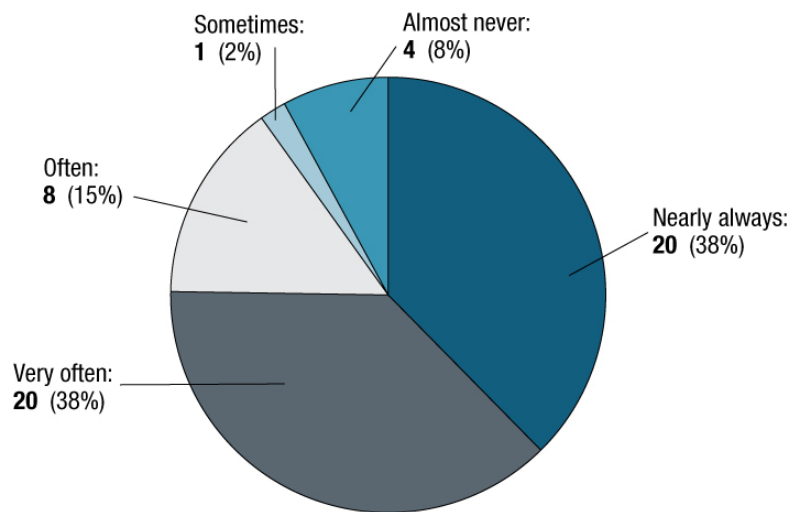
Two thirds of the institutions (68 per cent) stated that the incumbents of bilingual or either/or positions are nearly always supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions. A quarter of the institutions (25 per cent) reported that this is very often the case. In small institutions, this is nearly always the case for 83 per cent of them, and very often the case for 6 per cent.

Figure 11. Institutions' responses for: 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

Sometimes:
1 (2%)

Almost never:
(0%)

Often:
3 (6%)

Very often:
13 (25%)
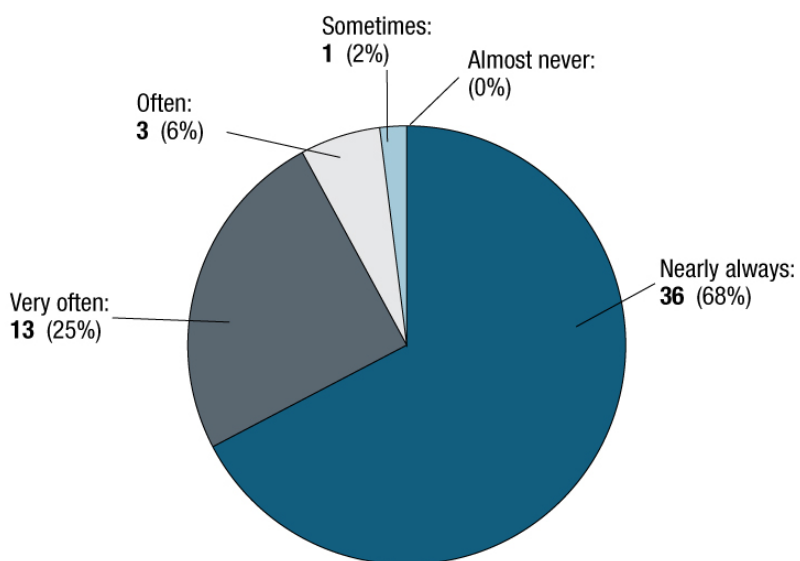
Nearly always:
36 (68%)

Fifty institutions stated that managers and supervisors who occupy bilingual positions in bilingual regions nearly always (72 per cent) or very often (20 per cent) supervise each employee in the official language chosen by that employee, regardless of the linguistic identification of the employee's position. In small institutions, 89 per cent of managers and supervisors indicated that this is nearly always the case; 6 per cent indicated that this is very often the case.

Figure 12. Institutions' responses for: Managers and supervisors occupying bilingual positions in bilingual regions supervise each employee in the language chosen by that employee, regardless of the linguistic identification of the employee's position

Sometimes: **1** (2%)

Almost never: (0%)

Often: **3** (6%)

Very often: **11** (20%)
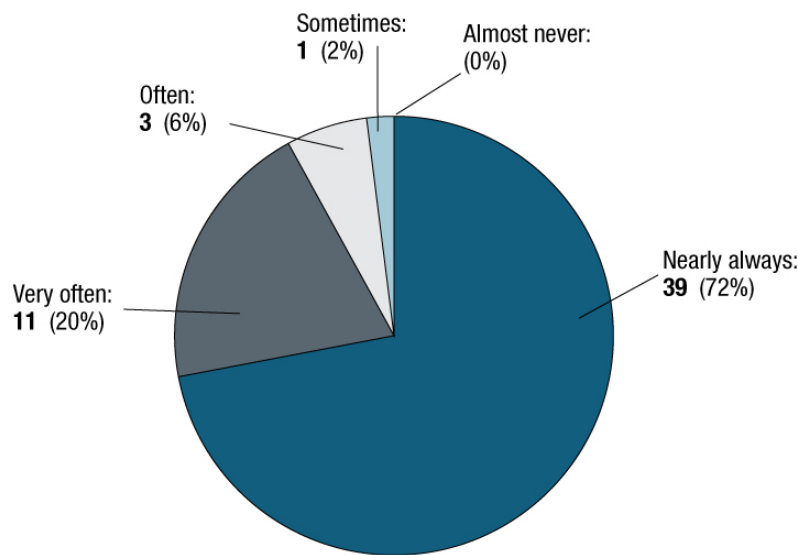
Nearly always: **39** (72%)

Almost all of the institutions that submitted a review stated that personal and central services are nearly always (85 per cent) or very often (11 per cent) provided to employees in bilingual regions in the official language of their choice. This is nearly always the case for 61 per cent of small institutions, and very often the case for 11 per cent.

Figure 13. Institutions' responses for: Personal and central services are provided to employees in bilingual regions in the official language of the employee's choice
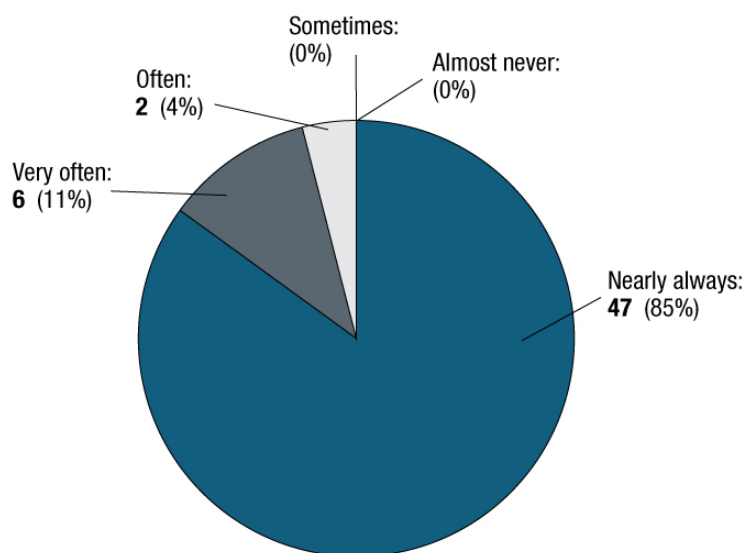
In their reviews, 34 of the 37 large and key institutions (92 per cent) stated that senior management communicates effectively with employees in both official languages. An identical proportion stated that senior management encourages employees to use the official language of their choice in the workplace.

Large and key institutions also reported that employees nearly always (69 per cent) or very often (22 per cent) obtain training or professional development in the official language of their choice.

In a majority of the institutions, documentation and regularly and widely used work instruments and electronic systems are nearly always (81 per cent) or very often (17 per cent) available in the official language of employees' choice.

Figure 14. Institutions' responses for: Documentation and regularly and widely used work instruments and electronic systems are available in the official language of employees' choice
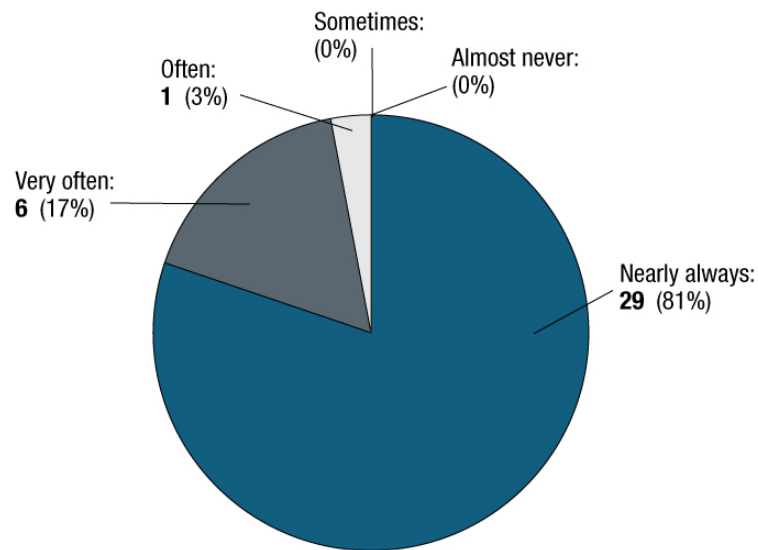
Fifty-six per cent of institutions stated that employees can nearly always draft documents in the official language of their choice.

Figure 15. Institutions' responses for: Employees can draft documents in the official language of their choice
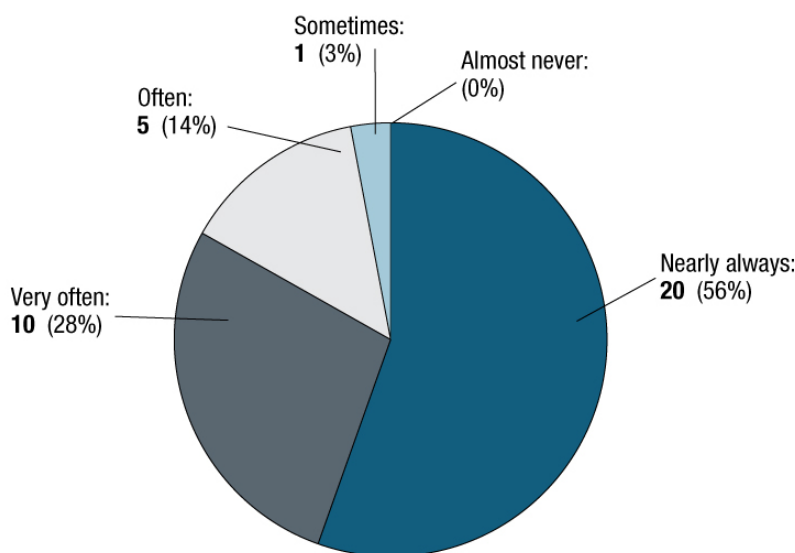
In nearly all (97 per cent) of the large and key institutions with employee websites, the English and French versions are simultaneously posted in full and are of equal quality. National Defence responded that this is very often the case for its employee websites. The Oshawa Port Authority reported that it does not have an employee website.

In unilingual regions, 85 per cent of large and key institutions stated that regularly and widely used work instruments are nearly always available in both official languages for employees providing bilingual services to the public or to employees in a bilingual region. This is often the case for 12 per cent of these institutions. Four large and key institutions stated that this question did not apply to them.[5]

Several institutions said that they used the results of the 2014 Public Service Employee Survey (PSES) in their 2014−15 reviews to support their responses regarding language of work. The next section of the report examines these results.

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5. A "Not applicable" response to this question may reflect the fact that the institution does not have any offices in unilingual regions, that it does not have any employees in a unilingual region that provides services to the public, or that it does not have any employees in regions designated bilingual.

Public Service Employee Survey

The 2014 PSES[v] gave employees[6] the opportunity to share their perceptions on certain issues in the public service. Six questions dealt with aspects of language of work, including a new question on the chairing of meetings, which was added at the suggestion of the Council of the Network of Official Languages Champions.[7]

The 2014 survey results on the questions relating to the use of official languages remain stable with the results obtained for these same questions in the 2008 and 2011 PSES.

Employees whose first official language is French were less likely than those whose first official language is English to give positive responses to the questions on official language usage. Under the *Official Languages Act*,[vi] certain regions are designated bilingual for the purpose of language of work in the federal public service.[vii] In these regions, employees of federal institutions have the right to use either official language as their language of work. The survey results show that, despite the existence of this right, employees in bilingual regions do not necessarily feel free to use the official language of their choice, especially when their first official language is the minority language in the region.

Overall, the results for the questions relating to official language usage were the least positive for employees whose first official language is French and who work in the National Capital Region or other bilingual regions of Ontario, as well as for employees whose first official language is English and who work in bilingual regions in Quebec.

The most pronounced difference between employees in bilingual positions whose first official language is French and those whose first official language is English was in response to the question of whether employees feel free to use their official language of choice when preparing written materials.

The OCHRO published a document entitled *Focus on Use of Official Languages*[viii] that provides a detailed analysis of the PSES results on official languages. The document notes correlations between employees' freedom to communicate in the official language of their choice and the positive perception they have of their supervisors, and between the use of official languages in the organization and employees' perception of a respectful workplace where efforts are made to prevent discrimination.

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6. In total, 182,165 employees in 93 federal institutions responded to the survey between August 25 and October 3, 2014, representing a response rate of 71.4 per cent. Out of that number, 180,208 employees identified their first official language. The language distribution was as follows: 68.5 per cent of employees identified English as their first official language, and 31.5 per cent identified French.

7. The six questions about official languages were questions 2, 3, 23, 33, 51 and 52.

Human Resources Management (including equitable participation)

Part VI of the *Official Languages Act* provides for workforce participation rates of Anglophones and Francophones in the federal public service that generally align with their representation in the general population.

On March 31, 2015, the participation rate of Anglophones in all federal institutions subject to the Act was 73.6 per cent. The participation rate of Francophones was 26.3 per cent. In the core public administration, the participation rate was 68.4 per cent for Anglophones and 31.6 per cent for Francophones.

Data from the 2011 Census indicate that 75 per cent of the Canadian population identified English as its first official language, and 23.2 per cent of the population identified French. Based on a comparison of the workforce data and the most recent data from the 2011 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 four years.

The institutions that submitted a review in 2014–15 stated that administrative measures are nearly always (79 per cent) or very often (16 per cent) taken to ensure that bilingual positions are staffed appropriately so that services to the public and to employees can be offered in the official language of their choice, as required by Treasury Board policies. This is nearly always the case for 80 per cent of small institutions, and very often the case for 12 per cent. Five small institutions indicated that the question did not apply to them.

Figure 16. Institutions' responses for: Administrative measures are taken to ensure that bilingual positions are staffed appropriately, so that services to the public and to employees can be offered in the official language of their choice, as required by Treasury Board policies

Sometimes: **1** (2%)

Often: **2** (3%)

Almost never: (0%)

Very often: **10** (16%)
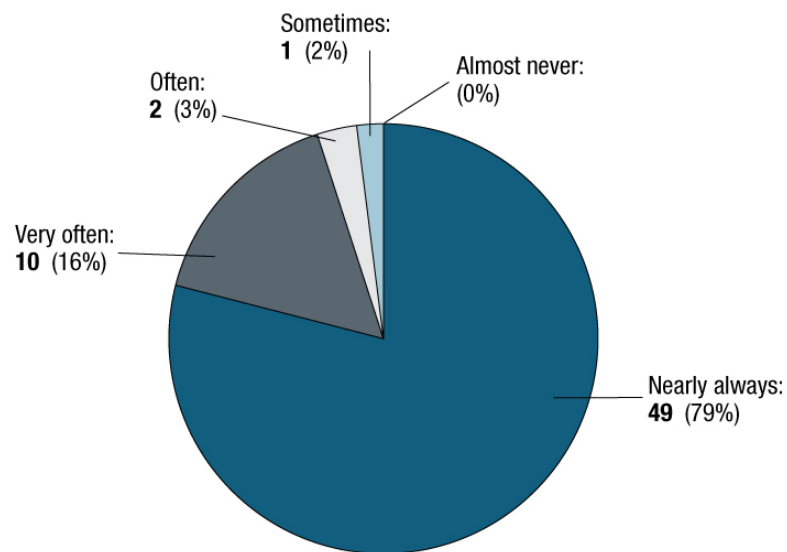
Nearly always: **49** (79%)

Almost all of the institutions stated that the language requirements of bilingual positions are nearly always (79 per cent) or very often (17 per cent) established objectively. Linguistic profiles reflect the duties of employees or their work units and take into account language obligations related to service to the public and language of work. Small institutions reported that for 94 per cent of them, this is always the case; for 6 per cent of them, it is very often the case. Fifteen large and small institutions indicated that the question did not apply to them.

Figure 17. Institutions' responses for: The language requirements of bilingual positions are established objectively; linguistic profiles reflect the duties of employees or their work units, as well as the obligations related to service to the public and language of work
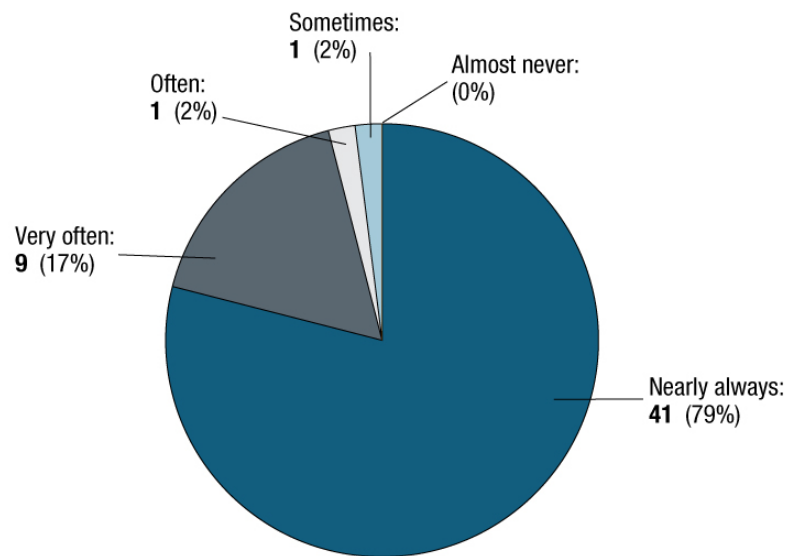
In all institutions where there are bilingual positions, these positions are nearly always (77 per cent) or very often (15 per cent) staffed by candidates who are bilingual at the time of appointment. This is nearly always the case for 89 per cent of small institutions with bilingual positions.

Figure 18. Institutions' responses for: Bilingual positions are staffed by candidates who are bilingual on appointment
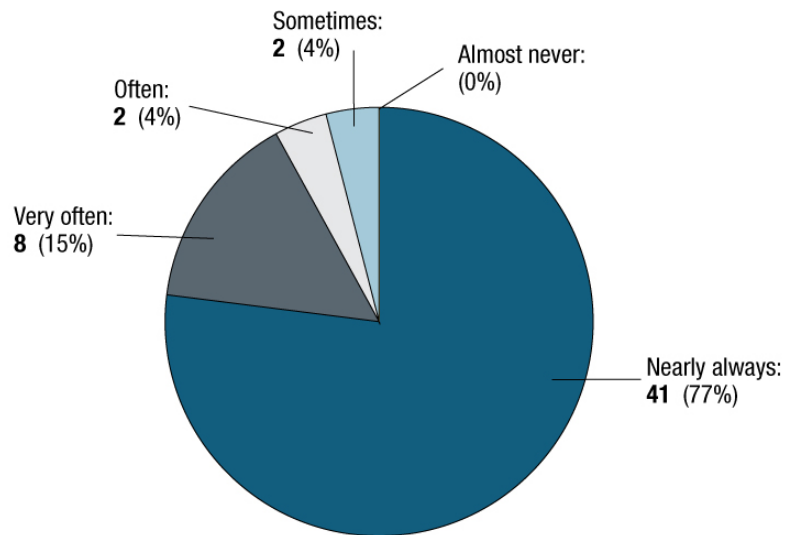
The 37 large and key institutions that submitted reviews stated that they nearly always (78 per cent) or very often (14 per cent) have the resources they need to meet their language obligations regarding service to the public and language of work.

To meet these obligations:

▸ less than one third of these institutions (30 per cent) nearly always provide language training as part of their employees' career development;

▸ another third of the institutions (32 per cent) very often provide this training;

▸ 84 per cent of institutions stated that they nearly always (43 per cent) or very often (41 per cent) provide a work environment that allows employees returning from language training to use and improve their second language skills, so that they can retain what they learned; and

▸ several institutions mentioned using online courses offered by the Canada School of Public Service.

Governance and Monitoring

Two thirds (67 per cent) of all institutions reviewed in fiscal year 2014–15 stated that they have developed a separate official languages action plan or have integrated precise and complete objectives in another planning instrument to ensure that their language obligations are met. By comparison, over a third (37 per cent) of small institutions have developed an action plan.

More than half (58 per cent) of institutions with performance agreements have included performance objectives for implementing the various parts of the Act. In the case of small institutions, the proportion is 46 per cent.

For almost all of the large and key institutions, language obligations regularly (59 per cent) or sometimes (32 per cent) appear as items on senior management committee agendas, as needed.

The champion or co-champions and the persons responsible for Parts IV, V, VI and VII of the Act meet regularly (78 per cent) or sometimes (14 per cent) to discuss the official languages file in the majority of large and key institutions. Three large and key institutions submitted a review indicating that the persons responsible for official languages also take on the role of champion.

Twenty-eight out of the 37 large and key institutions (76 per cent) have established an official languages committee, a network, or a working group made up of representatives from the different sectors or regional offices, which meets regularly (69 per cent) or sometimes (5 per cent) to deal horizontally with questions related to language obligations.

Of the large and key institutions that submitted a review, 35 institutions (95 per cent) stated that they regularly take measures to ensure that employees are well aware of the obligations related to various parts of the Act.

A total of 78 per cent of all institutions indicated that mechanisms are in place to ensure regular monitoring of the implementation of the various parts of the Act and to inform the deputy head of the results. In the case of small institutions, the proportion is 67 per cent.

Figure 19. Percentage of institutions that have mechanisms in place to regularly monitor the implementation of Parts IV, V, VI and VII (section 41) of the Act and to inform the deputy head of the results
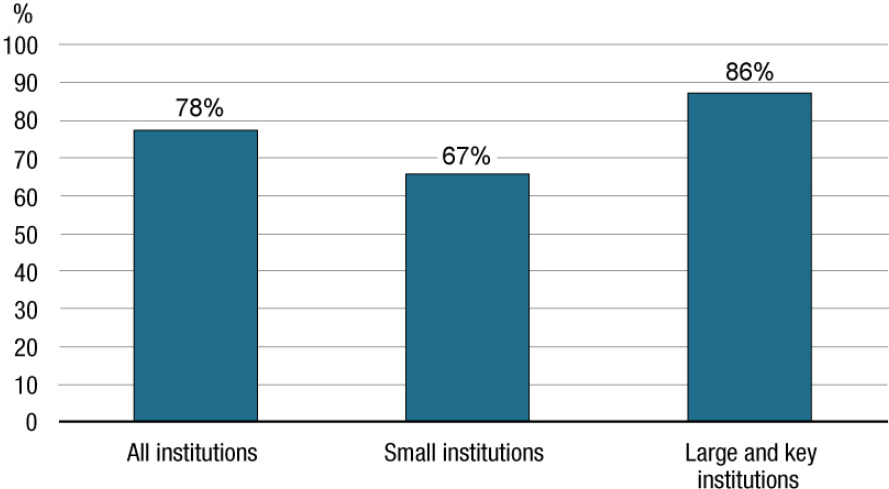
A total of 69 per cent of all institutions conducted activities during 2014–15 to measure the availability and quality of services offered to the public in both official languages. A total of 57 per cent of small institutions conducted such activities.

Figure 20. Percentage of institutions that carried out activities throughout the year to measure the availability and quality of services offered in both official languages (Part IV)
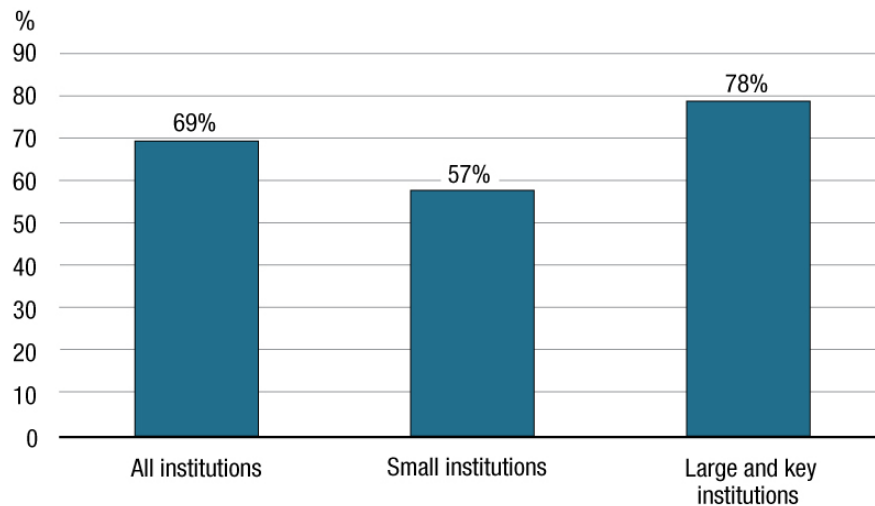
A total of 70 per cent of all institutions (74 per cent of large and key institutions and 61 per cent of small institutions) carried out activities to periodically measure whether employees can use the official language of their choice in the workplace in any region designated bilingual for the purposes of language of work.

Figure 21. Percentage of institutions that carry 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 (Part V)
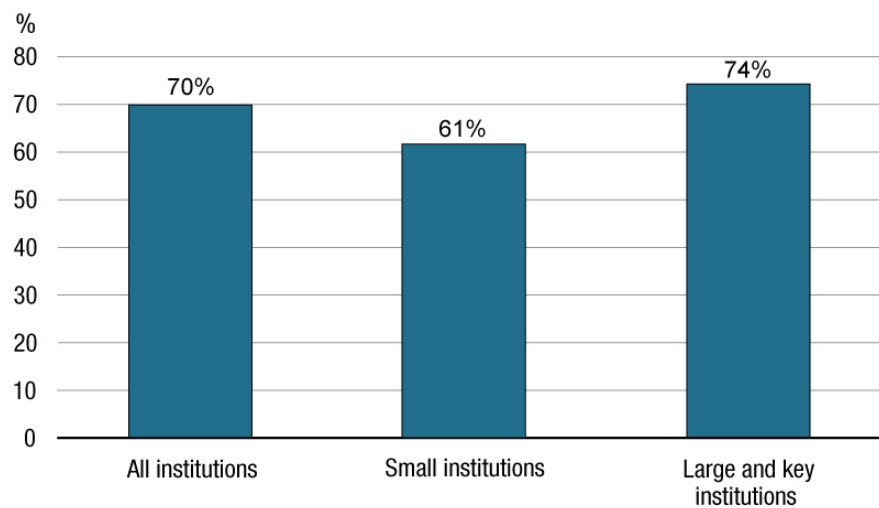
Two thirds (66 per cent) of all institutions indicated that they have mechanisms in place to determine whether their decisions have an impact on the implementation of the Act, and to document their findings. Such decisions might have to do with adopting or revising a policy, creating or eliminating a program, or establishing or closing a service location. Of the 67 institutions that submitted a review, 15 stated that they do not have such mechanisms, and 8 specified that this question did not apply to them.

Figure 22. Percentage of institutions that have in place mechanisms to determine and document the impact of their decisions on the implementation of the Act
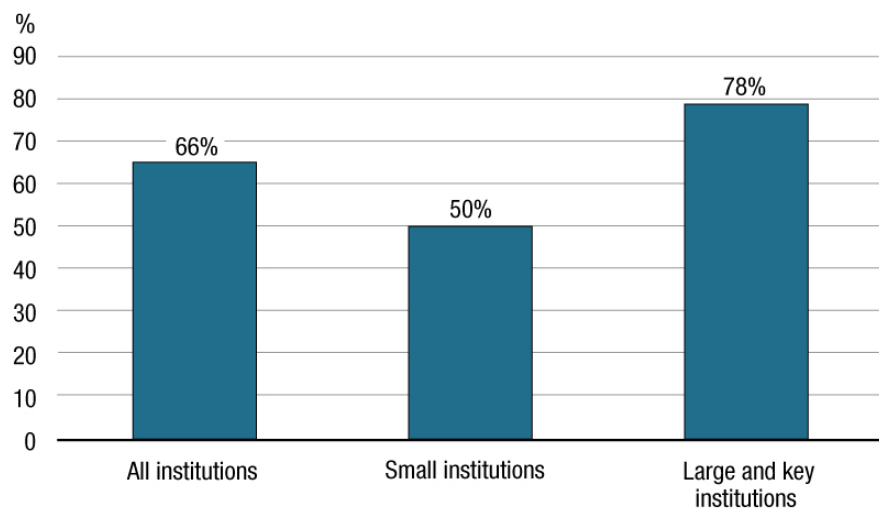
A total of 70 per cent of large and key institutions stated that audit or evaluation activities are undertaken by internal audit or other units to evaluate to what extent official language requirements are being implemented. When monitoring activities or mechanisms reveal shortcomings or deficiencies, the vast majority of these institutions (89 per cent) stated that steps are taken and documented to improve or rectify the situation with due diligence. This is the case for 70 per cent of small institutions.

Figure 23. Percentage of institutions that take documented steps to quickly improve or rectify a situation where monitoring activities or mechanisms reveal shortcomings or deficiencies
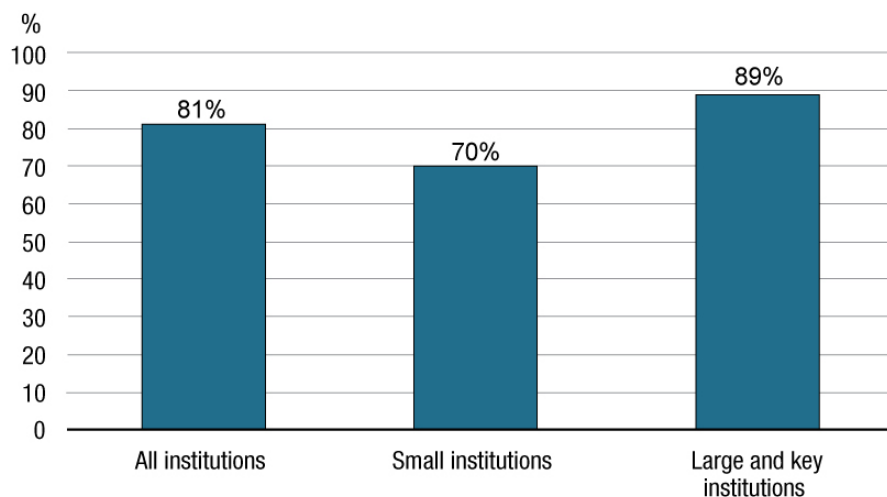
OCHRO Activities and Follow-Up

In 2014–15, the OCHRO continued to provide horizontal support to federal institutions on key issues. To help institutions improve their outcomes in certain areas, the OCHRO worked with them through

▸ Clearspace, an external online platform (e.g., information sharing, discussions);

▸ the activities of the departmental and Crown corporation advisory committees on official languages (e.g., workshops, case studies, discussions); and

▸ the Council of the Network of Official Languages Champions (e.g., annual conference).

The topics addressed included the Regulations Exercise, identification of language requirements for positions and the bilingual bonus, translation of drafts, access to language training, bilingual signature blocks, social media and Web 2.0, contracts or agreements with third parties acting on behalf of institutions, human resources information systems, communications between regions, and management of performance agreements.

The OCHRO was consulted about Canada.ca,[ix] the website incorporating all Government of Canada websites, regarding the ease of switching from one official language to the other, whether from a web page or an application. The OCHRO also provided advice regarding Treasury Board submissions.

The Chief Human Resources Officer and an OCHRO representative appeared before the Standing Senate Committee on Official Languages[x] on November 17, 2014, to respond to questions from senators on the 2010–11, 2011–12 and 2012–13 annual reports on official languages to Parliament. On the same day, the OCHRO also testified during the Committee's study of Bill S-205, *An Act to amend the Official Languages Act (communications with and services to the public)*.

In November and December 2014, the OCHRO's Executive Director, Official Languages, was delegated to the Government of Sri Lanka's Ministry of National Languages and Social Integration to support its employees in finalizing an action plan to implement the Sri Lankan language policy. This technical mission was part of the National Languages Project launched in 2011 and funded by Foreign Affairs, Trade and Development Canada.

The OCHRO collaborated with Canadian Heritage in order to streamline reporting on official languages. The Auditor General of Canada recognized this in his spring 2015 report on required reporting by federal organizations.[xi] He also emphasized that "the sizes and mandates of reporting organizations were taken into account in establishing some of the reporting requirements." As an example, he noted that "while the [OCHRO] requires some organizations to provide their official language review information annually, it requires other organizations to submit this information only once every three years."

The Auditor General further stated:

> Information on official languages that was required by the [OCHRO]…was used for monitoring compliance and reporting to Parliament.…Although some reports we examined were rated as useful for purposes of external transparency and accountability, their rating on usefulness for internal decision making varied. For example, respondents indicated that the official languages annual review was useful for organizational planning purposes.

The OCHRO also contributed to a variety of activities and initiatives led by the Council of the Network of Official Languages Champions (the Council) and the community of official languages champions, to help champions support deputy heads in meeting their official languages obligations and in promoting official languages in their institutions.

For example, the OCHRO continued

▸ to contribute to the vision exercise, Blueprint 2020: Building Tomorrow's Public Service Together[xii] by participating in a working group organized by the Council. Several activities are mentioned in the Clerk of the Privy Council's action plan, *Destination 2020*;[xiii] and

▸ to support the Council's working group on the Public Survey Employee Survey, which undertook an analysis of the 2014 survey results after they were released to better understand the trends and issues related to the use of both official languages in the workplace. The analysis will help the Council refine its measures and strategies to strengthen bilingualism throughout the public service.

The official languages advisory committees of departments and Crown corporations, made up of persons responsible for official languages and chaired by the OCHRO, were also active in 2014–15:

▸ A working group on language training and skills maintenance continued its work on reviewing two recommendations from an Office of the Commissioner of Official Languages' study on language training, possible follow-up measures, and skills maintenance for public servants who have met the linguistic requirements of their positions. Committee members drafted a list of indicators and began developing a kit on language training and skills maintenance.

▸ The working group on the active offer of services in both official languages continued its work from last year in discussing ways to improve results in this area.

▸ A new working group on official languages research was launched.

The OCHRO distributed a checklist for newly appointed persons responsible for official languages, which provides links to official languages resources and reference materials.

The OCHRO also encouraged the sharing of good practices by supporting the organization of the Best Practices Forum in February 2015, which was attended by 193 people.

These OCHRO activities, as well as dialogue and discussion in the official languages community through the platform Clearspace, enabled the sharing of good practices and contributed to improved results and a better understanding of official languages obligations. This platform makes it possible to reach the community of persons responsible for official languages quickly and efficiently. As of March 31, 2015, it had enabled 330 discussions between 255 community members and the sharing of 89 documents since its inception.

Conclusion and Trends

Institutions that are subject to the Act are determined to meet all their obligations under the Act and Regulations, and to implement the requirements of the *Policy on Official Languages*. Most institutions have put in place an official languages governance structure and deal with shortcomings when they arise.

Nonetheless, there continue to be challenges. These include ensuring that

▸ effective social networks are in place to share good practices and advice, in person or online, in order to deal with the high turnover among persons responsible for official languages and official languages champions;

▸ language skills remain valued at work;

▸ new employees take measures to acquire language skills early in their careers to help them advance;

▸ the results of the Public Service Employees Survey lead institutions to take measures to establish a workplace that is conducive to the effective use of both official languages; and

▸ the way institutions deliver services to the public changes as websites, social media and toll-free telephone lines overtake face-to-face services and gain preference by businesses and Canadians when dealing with their government.

Deputy heads will need to continue to demonstrate leadership to ensure that their institutions have a competent workforce capable of offering quality services to the public in both official languages at all bilingual offices. The OCHRO will continue to provide support to institutions throughout the Regulations Exercise to ensure that the government's active offer of service in both official languages adjusts to demographic changes in the Canadian population so that Canadians continue to have appropriate access to programs and services.

Appendix A: Federal Institutions Required to Submit a Review in 2014–15

Sixty-seven federal institutions submitted a review in 2014–15. The distinction between small and large or key institutions was based on size and official languages mandate. Large and key institutions were required to respond to a longer questionnaire.

In general, small institutions are those with fewer than 500 employees. The Oshawa Port Authority, which completed its first review this year, was required to respond to the questionnaire for large institutions in order to establish a benchmark.

Large and Key Institutions

▸ Agriculture and Agri-Food Canada

▸ Air Canada

▸ Atomic Energy of Canada Limited

▸ Bank of Canada

▸ Business Development Bank of Canada

▸ Canada Border Services Agency

▸ Canada Lands Company Limited

▸ Canada Post

▸ Canadian Heritage

▸ Canadian Nuclear Safety Commission

▸ Citizenship and Immigration Canada

▸ Correctional Service Canada

▸ Courts Administration Service

▸ Defence Construction Canada

▸ Employment and Social Development Canada

▸ Export Development Canada

▸ Farm Credit Canada

▸ Fisheries and Oceans Canada

▸ Foreign Affairs, Trade and Development Canada

▸ Health Canada

▸ Industry Canada

‣ National Arts Centre Corporation

‣ National Defence

‣ Natural Resources Canada

‣ Office of the Auditor General of Canada

‣ Office of the Superintendent of Financial Institutions Canada

‣ Oshawa Port Authority

‣ Parks Canada

‣ Public Health Agency of Canada

‣ Public Works and Government Services Canada

‣ Royal Canadian Mint

‣ Royal Canadian Mounted Police (civilian personnel)

‣ Statistics Canada

‣ Transport Canada

‣ Treasury Board of Canada Secretariat

‣ Veterans Affairs Canada

‣ VIA Rail Canada Inc.

Small Institutions

‣ Belledune Port Authority

‣ Canada Deposit Insurance Corporation

‣ Canadian Centre for Occupational Health and Safety

‣ Canadian Centre on Substance Abuse

‣ Canadian Grain Commission

‣ Canadian Human Rights Commission

‣ Canadian Northern Economic Development Agency

‣ Canadian Radio-television and Telecommunications Commission

‣ Farm Products Council of Canada

‣ Federal Economic Development Agency for Southern Ontario

‣ Financial Transactions and Reports Analysis Centre of Canada

‣ Freshwater Fish Marketing Corporation

‣ Halifax Port Authority

- ▸ Hamilton Port Authority
- ▸ National Energy Board
- ▸ Office of the Chief Electoral Officer
- ▸ Office of the Information Commissioner of Canada
- ▸ Office of the Privacy Commissioner of Canada
- ▸ 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
- ▸ Trois-Rivières Port Authority
- ▸ Vancouver Fraser Port Authority

Only one federal institution did not submit a review in 2014–15, because it was in the last stages of privatization:

- ▸ Canadian Wheat Board

Appendix B: Sources of Statistical Data

There are three main sources of statistical data:

▸ Burolis is the official inventory of offices and service locations that indicates whether they 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; and

▸ The Official Languages Information System II (OLIS II) provides information on the resources held by institutions that are not part of the core public administration (i.e., Crown corporations and separate agencies).

The reference date for the data in the statistical tables is the same for the data systems: March 31, 2015, for the PCIS and Burolis, as well as for OLIS II.

Four institutions were unable to provide complete information on the allocation of their resources serving the public in English or French for all of their offices and service locations designated bilingual. These institutions are Air Canada, the Royal Canadian Mounted Police, Parks Canada and VIA Rail Inc. Halifax Stanfield International Airport, Vancouver International Airport, the Canadian Wheat Board and the Canadian Tourism Commission did not provide any data on this subject.

Notes

Percentages in the tables may not add up to 100 per cent due to rounding.

The data in this report that pertain to positions in the core public administration are compiled from the Position and Classification Information System.

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

▸ They are exempt; or

▸ 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

Appendix C: Definitions

"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.

"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. 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.

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

"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.

"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 (i.e., rotational employees) that are staffed from a pool of employees with similar skills—most of which are in Foreign Affairs, Trade and Development Canada.

In Tables 5, 7, 10 and 12, the levels required in second language proficiency refer only to oral interaction (i.e., understanding and speaking). The "Other" category refers to positions either requiring code P (i.e., specialized proficiency) or not requiring any second language oral interaction skills.

The terms "Anglophone" and "Francophone" refer to employees on the basis of their first official language. The first official language is the language declared by the employee as the one with which he or she has a primary personal identification.

Appendix D: Statistical Tables

Table 1 Bilingual positions and pool of bilingual employees in the core public administration

From 2013−14 to 2014−15, the percentages of bilingual positions and bilingual employees in the core public administration remained stable at 43 per cent and 46 per cent respectively.
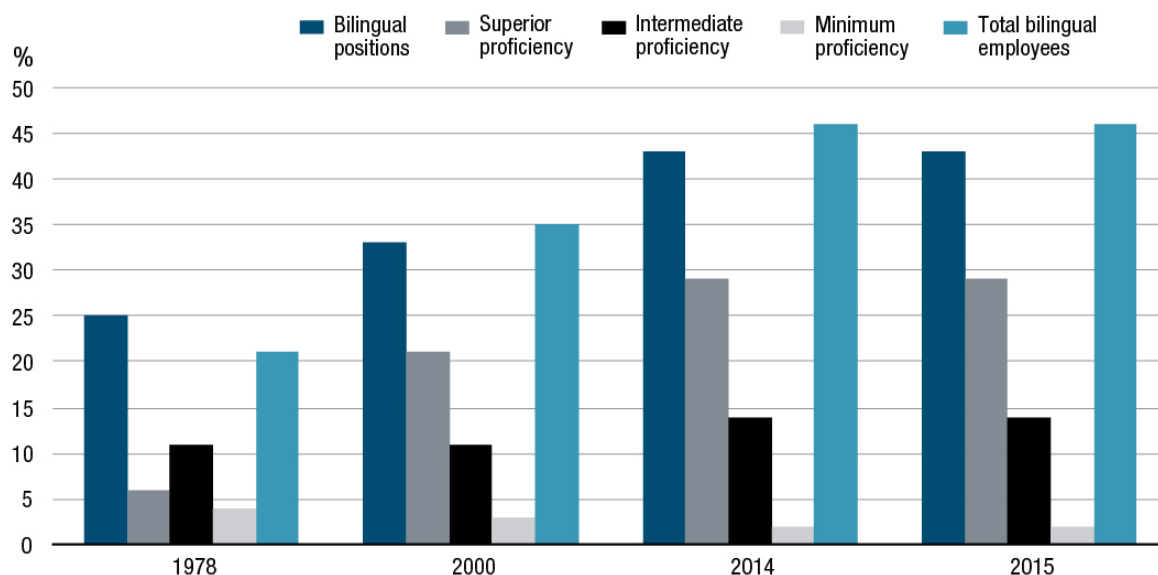
Table 2 Language requirements of positions in the core public administration

From 2013−14 to 2014−15, the language requirements of positions in the core public administration remained stable, although the total number of positions decreased.

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**
2014	79,403	43.3%	90,827	49.6%	6,589	3.6%	5,903	3.2%	479	0.3%	**183,201**
2015	78,748	43.3%	90,298	49.7%	6,485	3.6%	5,908	3.2%	427	0.2%	**181,866**

Table 3 Language requirements of positions in the core public administration by province, territory or region

Of the 181,866 positions in the core public administration in 2014−15, a total of 78,748 positions were bilingual. The National Capital Region (67.7 per cent), Quebec (excluding the NCR) (67.1 per cent) and New Brunswick (53.4 per cent) had the most bilingual positions.

Province, territory or region	Bilingual positions		Unilingual positions								Incomplete records		Total positions
			English essential		French essential		English or French essential						
British Columbia	511	3.2%	15,348	96.4%	1	0.0%	33	0.2%			25	0.2%	**15,918**
Alberta	368	4.0%	8,765	95.3%	0	0.0%	44	0.5%			16	0.2%	**9,193**
Saskatchewan	142	3.1%	4,405	96.6%	4	0.1%	8	0.2%			0	0.0%	**4,559**
Manitoba	531	8.2%	5,931	91.4%	0	0.0%	20	0.3%			5	0.1%	**6,487**
Ontario (excluding the NCR)	2,523	10.8%	20,674	88.5%	12	0.1%	130	0.6%			29	0.1%	**23,368**
National Capital Region (NCR)	54,596	67.7%	20,362	25.2%	144	0.2%	5,353	6.6%			189	0.2%	**80,644**
Quebec (excluding the NCR)	13,604	67.1%	142	0.7%	6,289	31.0%	180	0.9%			60	0.3%	**20,275**
New Brunswick	3,559	53.4%	3,007	45.1%	18	0.3%	84	1.3%			2	0.0%	**6,670**
Prince Edward Island	451	29.2%	1,094	70.8%	0	0.0%	0	0.0%			0	0.0%	**1,545**
Nova Scotia	900	11.1%	7,043	87.1%	14	0.2%	37	0.5%			94	1.2%	**8,088**
Newfoundland and Labrador	92	3.3%	2,657	96.2%	0	0.0%	12	0.4%			2	0.1%	**2,763**
Yukon	19	6.4%	279	93.3%	0	0.0%	1	0.3%			0	0.0%	**299**
Northwest Territories	11	2.9%	370	97.1%	0	0.0%	0	0.0%			0	0.0%	**381**
Nunavut	15	6.6%	208	92.0%	0	0.0%	3	1.3%			0	0.0%	**226**
Outside Canada	1,426	98.3%	13	0.9%	3	0.2%	3	0.2%			5	0.3%	**1,450**
Total	**78,748**	**43.3%**	**90,298**	**49.7%**	**6,485**	**3.6%**	**5,908**	**3.2%**			**427**	**0.2%**	**181,866**

Table 4 Bilingual positions in the core public administration – Linguistic status of incumbents

Employees in bilingual positions in the core public administration continued to meet the linguistic requirements of their positions.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
			Exempted		Must meet				
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**
2014	75,881	95.6%	2,776	3.5%	178	0.2%	568	0.7%	**79,403**
2015	75,172	95.5%	2,909	3.7%	141	0.2%	526	0.7%	**78,748**

Table 5 Bilingual positions in the core public administration – Level of second language proficiency required (oral interaction)

The percentage of bilingual positions in the core public administration that require Level C proficiency for oral interaction has increased by 0.4 per cent since 2013−14.

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**
2014	26,333	33.2%	50,968	64.2%	560	0.7%	1,542	1.9%	**79,403**
2015	26,434	33.6%	50,407	64.0%	534	0.7%	1,373	1.7%	**78,748**

Table 6 Service to the public: Bilingual positions in the core public administration – Linguistic status of incumbents

From 2013−14 to 2014−15, the percentage of employees in the core public administration who provided services to the public and who met the linguistic requirements of their positions remained stable. This is an indicator that institutions have the necessary capacity to serve the public in both official languages.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
			Exempted		Must meet				
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
2014	42,724	95.8%	1,471	3.3%	97	0.2%	301	0.7%	44,593
2015	42,087	95.7%	1,517	3.4%	78	0.2%	303	0.7%	43,985

Table 7 Service to the Public: Bilingual positions in the core public administration – Level of second language proficiency required (oral interaction)

Although the number of positions in the core public administration has decreased from 2013−14, the percentage of bilingual positions offering services to the public and requiring Level C proficiency for oral interaction increased to 38.4 per cent in 2014−15.

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
2014	16,972	38.1%	27,286	61.2%	258	0.6%	77	0.2%	44,593
2015	16,904	38.4%	26,754	60.8%	247	0.6%	80	0.2%	43,985

Table 8 Service to the Public: Positions in the core public administration –
Linguistic status of incumbents by region

Of the 99,936 positions offering services to the public in the core public administration, a total of 43,682 positions offered services in both English and French; 42,087 of the 43,682 employees occupying bilingual positions met the language requirements of their positions.

Province, territory or region	Bilingual positions				Unilingual positions			
	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	1,121	64	4	44	23,513	4	45	**24,795**
Ontario (excluding the NCR)	1,650	77	1	46	12,983	2	28	**14,787**
National Capital Region (NCR)	25,383	818	65	131	6,863	50	1,418	**34,728**
Quebec (excluding the NCR)	9,278	240	3	45	53	3,869	70	**13,558**
New Brunswick	2,658	82	2	14	1,698	15	12	**4,481**
Other Atlantic provinces	869	54	3	14	5,299	7	14	**6,260**
Outside Canada	1,128	182	0	9	7	0	1	**1,327**
All regions	**42,087**	**1,517**	**78**	**303**	**50,416**	**3,947**	**1,588**	**99,936**

Table 9 Personal and central services: Bilingual positions in the core public administration − Linguistic status of incumbents

In 2014−15, a total of 95.5 per cent of the 55,314 employees that occupy positions offering personal and central services in the core public administration met the linguistic requirements of their positions. This result remains stable with 2013−14 results.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
			Exempted		Must meet				
2013	53,595	95.4%	2,038	3.6%	174	0.3%	372	0.7%	**56,179**
2014	53,486	95.7%	1,924	3.4%	114	0.2%	379	0.7%	**55,903**
2015	52,843	95.5%	2,033	3.7%	82	0.1%	356	0.6%	**55,314**

Table 10 Personal and central services: Bilingual positions in the core public administration − Level of second language proficiency required (oral interaction)

Of the 55,314 positions offering personal and central services in the core public administration in 2014−15, a total of 34.6 per cent of the positions required Level C proficiency in oral interaction, which represents an increase of 0.5 per cent from 2013−14.

Year	Level C		Level B		Level A		Other		Total positions
2013	19,122	34.0%	35,659	63.5%	272	0.5%	1,126	2.0%	**56,179**
2014	19,085	34.1%	35,472	63.5%	248	0.4%	1,098	2.0%	**55,903**
2015	19,115	34.6%	34,969	63.2%	225	0.4%	1,005	1.8%	**55,314**

Table 11 Supervision: Bilingual positions in the core public administration –
Linguistic status of incumbents

In 2014−15, a total of 95.1 per cent of incumbents in the core public administration's
22,587 bilingual supervisory positions met the linguistic requirements of their positions.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
			Exempted		Must meet				
2013	21,922	95.4%	786	3.4%	135	0.6%	125	0.5%	**22,968**
2014	21,584	95.6%	774	3.4%	83	0.4%	132	0.6%	**22,573**
2015	21,474	95.1%	906	4.0%	80	0.4%	127	0.6%	**22,587**

Note: This table excludes employees working outside Canada

Table 12 Supervision: Bilingual positions in the core public administration – Level
of second language proficiency required (oral interaction)

In 2014−15, a total of 54.7 per cent of the core public administration's 22,587 bilingual
supervisory positions required Level C proficiency in oral interaction, which represents an
increase of 1.2 per cent from 2013−14.

Year	Level C		Level B		Level A		Other		Total positions
2013	11,962	52.1%	10,923	47.6%	45	0.2%	38	0.2%	**22,968**
2014	12,085	53.5%	10,408	46.1%	40	0.2%	40	0.2%	**22,573**
2015	12,354	54.7%	10,153	45.0%	39	0.2%	41	0.2%	**22,587**

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

In 2014−15, Newfoundland and Labrador had the highest percentage of Anglophones (98.7 per cent) working in the core public administration, and Quebec (excluding the NCR) had the highest percentage of Francophones (90.2 per cent). This is similar to 2013−14 results.

Province, territory or region	Anglophones		Francophones		Unknown		Total employees
British Columbia	15,612	98.1%	306	1.9%	0	0.0%	15,918
Alberta	8,913	97.0%	280	3.0%	0	0.0%	9,193
Saskatchewan	4,483	98.3%	76	1.7%	0	0.0%	4,559
Manitoba	6,230	96.0%	257	4.0%	0	0.0%	6,487
Ontario (excluding the NCR)	22,128	94.7%	1,239	5.3%	1	0.0%	23,368
National Capital Region (NCR)	47,729	59.2%	32,914	40.8%	1	0.0%	80,644
Quebec (excluding the NCR)	1,992	9.8%	18,283	90.2%	0	0.0%	20,275
New Brunswick	3,703	55.5%	2,967	44.5%	0	0.0%	6,670
Prince Edward Island	1,374	88.9%	171	11.1%	0	0.0%	1,545
Nova Scotia	7,586	93.8%	502	6.2%	0	0.0%	8,088
Newfoundland and Labrador	2,726	98.7%	37	1.3%	0	0.0%	2,763
Yukon	288	96.3%	11	3.7%	0	0.0%	299
Northwest Territories	363	95.3%	18	4.7%	0	0.0%	381
Nunavut	202	89.4%	24	10.6%	0	0.0%	226
Outside Canada	1,013	69.9%	437	30.1%	0	0.0%	1,450
All regions	**124,342**	**68.4%**	**57,522**	**31.6%**	**2**	**0.0%**	**181,866**

Table 14 Participation of Anglophones and Francophones in the core public administration by occupational category

In 2014−15, the Operations category had the highest percentage of Anglophones (78.0 per cent) working in the core public administration, and the Administrative and Foreign Service category had the highest percentage of Francophones (38.6 per cent). This is similar to 2013−14 results.

Category	Anglophones		Francophones		Unknown		Total employees
Management (EX)	3,321	66.6%	1,662	33.4%	0	0.0%	4,983
Scientific and Professional	23,619	74.2%	8,228	25.8%	0	0.0%	31,847
Administration and Foreign Service	50,628	61.4%	31,762	38.6%	1	0.0%	82,391
Technical	9,591	76.6%	2,930	23.4%	0	0.0%	12,521
Administrative Support	13,792	68.5%	6,340	31.5%	1	0.0%	20,133
Operations	23,391	78.0%	6,600	22.0%	0	0.0%	29,991
All categories	**124,342**	**68.4%**	**57,522**	**31.6%**	**2**	**0.0%**	**181,866**

Table 15 Service to the public: Number of resources serving the public, by region or method of delivery, in bilingual offices and service locations in institutions not part of the core public administration

In 2014−15, there were 73,531 resources offering services to the public at offices and service locations in institutions not part of the core public administration; 26,441 of these resources provided services in both English and French.

Province, territory or region	English only resources	French only resources	Bilingual resources	Total resources
Western and Northern Canada	21,648	89	1,927	**23,664**
Ontario (excluding the NCR)	12,746	14	2,201	**14,961**
National Capital Region (NCR)	5,011	114	9,504	**14,629**
Quebec (excluding the NCR)	71	1,807	9,355	**11,233**
New Brunswick	606	27	1,624	**2,257**
Other Atlantic provinces	3,896	8	846	**4,750**
Outside Canada	226	0	32	**258**
Travel	355	0	35	**390**
Telephone	472	0	917	**1,389**
All regions	**45,031**	**2,059**	**26,441**	**73,531**

Table 16 Participation of Anglophones and Francophones in institutions not part of the core public administration by province, territory or region

In 2014−15, Newfoundland and Labrador had the highest percentage of Anglophones (98.0 per cent) working in institutions that are not part of the core public administration, and Quebec (excluding the NCR) had the highest percentage of Francophones (83.3 per cent). This is similar to 2013−14 results.

Province, territory or region	Anglophones		Francophones		Unknown		Total resources
British Columbia	33,309	96.1%	1,342	3.9%	7	0.0%	34,658
Alberta	27,121	94.8%	1,470	5.1%	7	0.0%	28,598
Saskatchewan	7,691	96.5%	275	3.5%	4	0.1%	7,970
Manitoba	14,782	95.0%	742	4.8%	37	0.2%	15,561
Ontario (excluding the NCR)	73,634	94.4%	4,338	5.6%	15	0.0%	77,987
National Capital Region (NCR)	30,900	68.8%	13,996	31.2%	34	0.1%	44,930
Quebec (excluding the NCR)	8,252	16.6%	41,407	83.3%	20	0.0%	49,679
New Brunswick	7,172	73.8%	2,550	26.2%	2	0.0%	9,724
Prince Edward Island	1,847	94.8%	102	5.2%	0	0.0%	1,949
Nova Scotia	14,471	91.7%	1,302	8.3%	5	0.0%	15,778
Newfoundland and Labrador	5,349	98.0%	111	2.0%	0	0.0%	5,460
Yukon	363	93.8%	24	6.2%	0	0.0%	387
Northwest Territories	599	89.5%	70	10.5%	0	0.0%	669
Nunavut	204	85.4%	35	14.6%	0	0.0%	239
Outside Canada	1,111	78.6%	302	21.4%	0	0.0%	1,413
All regions	**226,805**	**76.9%**	**68,066**	**23.1%**	**131**	**0.0%**	**295,002**

Table 17 Participation of Anglophones and Francophones in institutions not part of the core public administration by occupational category or equivalent category

In 2014−15, the Operations category had the highest percentage of Anglophones (80.4 per cent) and the Professionals category had the highest percentage of Francophones (26.7 per cent) working in institutions that are not part of the core public administration. This is similar to 2013−14 results.

Category	Anglophones		Francophones		Unknown		Total resources
Management	11,316	75.8%	3,613	24.2%	6	0.0%	**14,935**
Professionals	26,388	73.2%	9,612	26.7%	30	0.1%	**36,030**
Specialists and Technicians	19,546	75.5%	6,289	24.3%	38	0.1%	**25,873**
Administrative Support	31,213	76.0%	9,840	24.0%	20	0.0%	**41,073**
Operations	76,623	80.4%	18,598	19.5%	37	0.0%	**95,258**
Canadian Forces and Regular Members of the Royal Canadian Mounted Police	61,719	75.4%	20,114	24.6%	0	0.0%	**81,833**
All categories	**226,805**	**76.9%**	**68,066**	**23.1%**	**131**	**0.0%**	**295,002**

Table 18 Participation of Anglophones and Francophones in all federal institutions subject to the *Official Languages Act* by province, territory or region

In 2014−15, Newfoundland and Labrador had the highest percentage of Anglophones (98.7 per cent) and Quebec (excluding the NCR) had the highest percentage of Francophones (85.3 per cent) working in all institutions subject to the *Official Languages Act*. This is similar to 2013−14 results.

Province, territory or region	Anglophones		Francophones		Unknown		Total
British Columbia	48,921	96.7%	1,648	3.3%	7	0.0%	**50,576**
Alberta	36,034	95.4%	1,750	4.6%	7	0.0%	**37,791**
Saskatchewan	12,174	97.2%	351	2.8%	4	0.0%	**12,529**
Manitoba	21,012	95.3%	999	4.5%	37	0.2%	**22,048**
Ontario (excluding the NCR)	95,762	94.5%	5,577	5.5%	16	0.0%	**101,355**
National Capital Region (NCR)	78,629	62.6%	46,910	37.4%	35	0.0%	**125,574**
Quebec (excluding the NCR)	10,244	14.6%	59,690	85.3%	20	0.0%	**69,954**
New Brunswick	10,875	66.3%	5,517	33.7%	2	0.0%	**16,394**
Prince Edward Island	3,221	92.2%	273	7.8%	0	0.0%	**3,494**
Nova Scotia	22,057	92.4%	1,804	7.6%	5	0.0%	**23,866**
Newfoundland and Labrador	8,075	98.2%	148	1.8%	0	0.0%	**8,223**
Yukon	651	94.9%	35	5.1%	0	0.0%	**686**
Northwest Territories	962	91.6%	88	8.4%	0	0.0%	**1,050**
Nunavut	406	87.3%	59	12.7%	0	0.0%	**465**
Outside Canada	2,124	74.2%	739	25.8%	0	0.0%	**2,863**
All regions	**351,147**	**73.6%**	**125,588**	**26.3%**	**133**	**0.0%**	**476,868**

Endnotes

i.   Auditor General of Canada's spring 2015 report, *Report 2 – Required Reporting by Federal Organizations*, http://www.oag-bvg.gc.ca/internet/English/parl_oag_201504_02_e_40348.html

ii.   Burolis, http://tbs-sct.gc.ca/burolis/search-recherche/search-recherche-eng.aspx

iii.   *Official Languages Act*, sections 22 to 24, http://laws-lois.justice.gc.ca/eng/acts/O-3.01/page-3.html#docCont

iv.   *Policy on Official Languages*, http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160&section=text

v.   2014 Public Service Employee Survey, http://www.tbs-sct.gc.ca/psm-fpfm/modernizing-modernisation/pses-saff/index-eng.asp

vi.   *Official Languages Act*, http://laws-lois.justice.gc.ca/eng/acts/O-3.01/index.html

vii.   List of the bilingual regions of Canada for language of work purposes, http://www.tbs-sct.gc.ca/psm-fpfm/ve/ol-lo/chap5_1-eng.asp

viii.   *Focus on Use of Official Languages*, http://www.tbs-sct.gc.ca/psm-fpfm/modernizing-modernisation/pses-saff/focus-regard-08-eng.asp

ix.   Canada.ca, http://www.canada.ca/en/index.html

x.   Proceedings of the Standing Senate Committee on Official Languages, Issue 9 – Minutes of Proceedings – Meeting of November 17, 2014, http://www.parl.gc.ca/Content/SEN/Committee/412/ollo/09mn-51735-e.htm

xi.   Auditor General of Canada's spring 2015 report, *Report 2 – Required Reporting by Federal Organizations*, http://www.oag-bvg.gc.ca/internet/English/parl_oag_201504_02_e_40348.html

xii.   Blueprint 2020: Building Tomorrow's Public Service Together, http://www.greffier.gc.ca/eng/feature.asp?pageId=349

xiii.   *Destination 2020*, http://www.clerk.gc.ca/eng/feature.asp?pageId=378