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To open the French version click [here](https://wiki.gccollab.ca/images/5/5f/Les_capsules_des_co-champions_des_langues_officielles_de_SPAC_%28version_fran%C3%A7aise%29.docx).

# **February 2023**

## Capsule #3: The simultaneity of official languages in training and service offers

Hello,

For the first Capsule of 2023, we would like you to be aware of what we mean by the **simultaneity** of official languages in training and service offers.

### What the Act says

In Section 6.2.2 of the [Policy on Official Languages](https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=26160), it is stated that designated bilingual offices must respect the equal status of both official languages by making communications and services available to the **public** in both official languages **simultaneously**.

The [Policy on Official Languages](https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=26160) (6.3.3) also states that in all designated bilingual regions, all measures must be taken to enable the **institution’s employees** to work and receive personal and central services, as well as training and professional development, in the official language of their choice.

### Tips and Tricks

#### Members of the public

The way to indicate that services and communications are available in both official languages is through an [active offer](https://masource-mysource.spac-pspc.gc.ca/eng/services/rh-hr/milieutravail-workplace/LO-OL/outils-empl-tools/Pages/offre-active-offer.aspx). Did you know that this is a requirement of the [Official Languages Act](https://laws-lois.justice.gc.ca/eng/acts/o-3.01/page-2.html)? (section 28)

Whether it is by a verbal “Hello/Bonjour” or visual ****

the **simultaneity** of the offer enables members of the public to exercise their right to receive the service in the official language of their choice.

#### Federal public servants

A **simultaneous** offer is also an effective measure to enable employees to work and receive personal and central services, as well as training and professional development, in the official language of their choice. It’s important to remember that in addition to being **simultaneous**, the versions must be of equal quality in both official languages.

#### **Consider the following scenario**

A message in both official languages is sent to employees in a sector where some of them hold a position located in a designated bilingual region for language-of-work purposes. The purpose of this message is to inform them of a training session/service and it specifies the date and the language in which it will be provided. Regarding the availability in the other official language, the message indicates that the information will be provided at a later date.

#### Question

* Does this training/service offer allow employees to exercise their right to receive the training/service in the official language of their choice?
* The absence of a **simultaneous** offer imposes one official language to the detriment of the other official language and thus infringes on the employees’ rights to work in and choose the official language of their choice for training and services. Note that the absence of equal quality in both official languages will have the same repercussions.

### Resource corner

* To confirm whether your office has linguistic obligations toward members of the public, please visit the [Burolis](https://www.tbs-sct.gc.ca/burolis/search-recherche/search-recherche-fra.aspx?GoCTemplateCulture=en-CA) site.
* To be aware of the designated bilingual regions, aside from the National Capital Region, please refer to the [List of Bilingual Regions of Canada for Language-of-Work Purposes](https://www.canada.ca/en/treasury-board-secretariat/services/values-ethics/official-languages/list-bilingual-regions-canada-language-of-work-purposes.html).
* Learn about the various services of the [Translation Bureau](https://gcintranet.tpsgc-pwgsc.gc.ca/bt-tb/index-fra.html) that can help you strengthen the **simultaneity** of training/service offers while ensuring the equal quality of both official languages.
* Use one of PSPC’s [MsTeams backgrounds](https://gcdocs.gc.ca/tpsgc-pwgsc/llisapi.dll?func=ll&objId=415930773&objAction=browse&viewType=1) or one of the [Office of the Commissioner of Official Languages](https://www.clo-ocol.gc.ca/en/resources/public-servants) to illustrate the **simultaneity** of services in both official languages. Simply download the image to your computer and follow these [steps](https://support.microsoft.com/en-us/office/change-your-background-for-a-teams-meeting-f77a2381-443a-499d-825e-509a140f4780?ui=en-US&rs=en-CA&ad=CA).

### Challenge yourself!

How will you plan your training/service offers so that they are produced **simultaneously**? Please share your ideas with us at [tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca).

\*\*Did you miss the last Capsule? [View it](https://gcdocs.gc.ca/tpsgc-pwgsc/llisapi.dll?func=ll&objaction=overview&objid=406873121) now.

For an accessible version of the *Official Languages Co-Champions’ Capsules*, please contact us at [tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca).

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# **December 2022**

## Capsule #2: Communications in working groups

Hello:

On November 10, we shared the first [edition](https://gcdocs.gc.ca/tpsgc-pwgsc/llisapi.dll?func=ll&objaction=overview&objid=404616342) of the *Official Languages Co-champions’ Capsule* on bilingual meetings.

Today, we’re introducing the theme of communications in working groups.

* [What the Act says](file:///C:\Users\bourgoif\Downloads\Capsule%20des%20co-champions%20des%20LO-communication%20groupe%20de%20travail.docx#_What_the_Act)
* [Tips and Tricks](file:///C:\Users\bourgoif\Downloads\Capsule%20des%20co-champions%20des%20LO-communication%20groupe%20de%20travail.docx#_Tips_and_Tricks)
* [Resource corner](file:///C:\Users\bourgoif\Downloads\Capsule%20des%20co-champions%20des%20LO-communication%20groupe%20de%20travail.docx#_Resource_corner)
* [Challenge yourself!](file:///C:\Users\bourgoif\Downloads\Capsule%20des%20co-champions%20des%20LO-communication%20groupe%20de%20travail.docx#_Challenge_yourself!)

### What the Act says

The [Directive on Official Languages for People Management](https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=26168) (6.1.6) states that managers and supervisors are responsible for “taking all possible measures to create and maintain a work environment that allows employees to use the official language of their choice in bilingual regions for both oral and written communication purposes.”

Did you know that this means that employees whose positions are located in [regions designated as bilingual](https://www.canada.ca/en/treasury-board-secretariat/services/values-ethics/official-languages/list-bilingual-regions-canada-language-of-work-purposes.html) have the right to communicate in the official language of their choice when participating in working groups?

### Tips and Tricks

To establish a working group that respects employees’ linguistic rights, here are some questions employees should ask themselves:

1. **Are the members of the working group employees from a bilingual region?**

* **Yes.** The members of the working group must establish a language of work. See question 2.
* **No.** The language of work is that of the region, meaning French in Quebec and English elsewhere in Canada.
* **Some of them.** All communications must be bilingual and for written documents, distributed simultaneously and of equal quality.

1. **Is the preferred official language the same for all members of the working group?**

* **No**. All communications must be bilingual and for written documents, distributed simultaneously and of equal quality.
* **Yes**. An agreement among members of the working group to use one official language for communications and drafts is possible.
* **I don’t know**. All communications must be bilingual.

**3. Will consultations take place with individuals outside of the working group?**

* **Yes.** All communications must be bilingual and for written documents, distributed simultaneously and of equal quality.
* **No.** Communication follows the rules in question 1.

1. **Is the preferred official language for the individuals consulting the working group’s final products already known?**

* **Yes.** The products should be sent in the recipient’s preferred official language.
* **No.** The products should be available simultaneously in both official languages, and of equal quality.

**Think about it!** “All communications” includes discussions among members of the working group and written documents.

Just like when holding bilingual meetings, communication in both official languages offers advantages to all participants:

* Optimal contribution from all participants, as most are more productive in the official language of their choice.
* An inclusive and respectful work environment.
* Opportunities to improve official second language proficiency by being exposed to both official languages.

### Resource corner

* Check out the [official languages fact sheet](https://masource-mysource.spac-pspc.gc.ca/eng/services/rh-hr/milieutravail-workplace/LO-OL/outils-gest-mger-tools/Pages/fiches-information-fact-sheets.aspx#a22) on working groups.
* Refer to the Treasury Board Secretariat’s [Communication between regions table](https://gccollab.ca/file/download/1587579) (see scenario C).
* The Treasury Board Secretariat has answers to your [questions](https://www.canada.ca/en/treasury-board-secretariat/services/values-ethics/official-languages/official-languages-act-and-you/official-languages-frequently-asked-questions.html) on creating a work environment conducive to the use of both official languages.

### Challenge yourself!

The next time you’re in a working group, what will you do to make the work environment conducive to the effective use of both official languages? If you want to share your experiences with us, send us an email at [tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca).

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# **November 2022**

## Capsule #1: Bilingual meetings

Hello:

We are pleased to present to you the first edition of the *Official Languages Co-champions’ Capsule*: an initiative that shines a spotlight on official languages requirements.

Each capsule will be divided into four sections:

1. an explanation of the official languages requirements
2. tips and tricks
3. a resource corner
4. a challenge to take up

The topic for this inaugural edition is bilingual meetings.

### What the Act says

In [regions designated bilingual](https://www.canada.ca/en/treasury-board-secretariat/services/values-ethics/official-languages/list-bilingual-regions-canada-language-of-work-purposes.html), a work environment that is conducive to the effective use of both official languages must be created. This means, among other things, that meetings must be bilingual.

Consequently, the [Directive on Official Languages for People Management](https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=26168) (6.1.3) states that managers and supervisors are responsible for taking all necessary measures to enable employees to use the official language of their choice in meetings.

In unilingual regions, meetings are held in the language of work of the region, meaning French in Quebec and English elsewhere in Canada. However, even if the meeting is organized by a team located in a unilingual region, if there are participants from a bilingual region, they must be invited to use the official language of their choice.

### Tips and tricks

#### Before the meeting

* Send the invitation in both official languages stating that the meeting will be bilingual.
* Attach all documents needed for the meeting simultaneously in both official languages.
* Appoint a co-chair if the person chairing the meeting would like some support to facilitate a bilingual meeting.
* If you are planning a presentation during the meeting, make sure the person in charge of the presentation knows their official languages obligations.
  + This includes the obligation to simultaneously provide documentation of equal quality in English and French.
  + If the person giving the presentation is unable to fulfill their language obligations, steps must be taken to ensure participants’ rights are respected. For example, they can use a co-presenter or ask the person chairing the meeting to help.

#### During the meeting

The person chairing the meeting must do the following:

* Make the opening remarks in both official languages.
* Tell participants at the start of the meeting that they can speak in the official language of their choice.
* Summarize what participants say throughout the meeting in the other official language.
* Switch from one official language to the other and ensure a balance between the two languages.

As participants:

* Speak in the official language of your choice: it’s your right!
  + The presence of unilingual individuals does not take away your right to use the official language of your choice.

#### After the meeting

* Provide meeting minutes of equal quality in both official languages simultaneously.

### Resource corner

* Meet our eager beavers!



* Consult the intranet page: [How to chair a bilingual meeting (spac-pspc.gc.ca)](https://masource-mysource.spac-pspc.gc.ca/eng/services/rh-hr/milieutravail-workplace/LO-OL/trav-lang-work/Pages/presider-reunion-billingue-chair-billingual-meeting.aspx)
* Want to see an example of a bilingual meeting? Watch this video from the Office of the Commissioner of Official Languages, [Effective practices for chairing bilingual meetings - YouTube](https://www.youtube.com/watch?v=4JLYtPhqpJQ).

### Challenge yourself!

Now it’s your turn! What are you going to do to ensure that your next meetings, when they must be, are bilingual from start to finish? Share your experiences with us at [tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.questionslo-olqueries.pwgsc@tpsgc-pwgsc.gc.ca).

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