



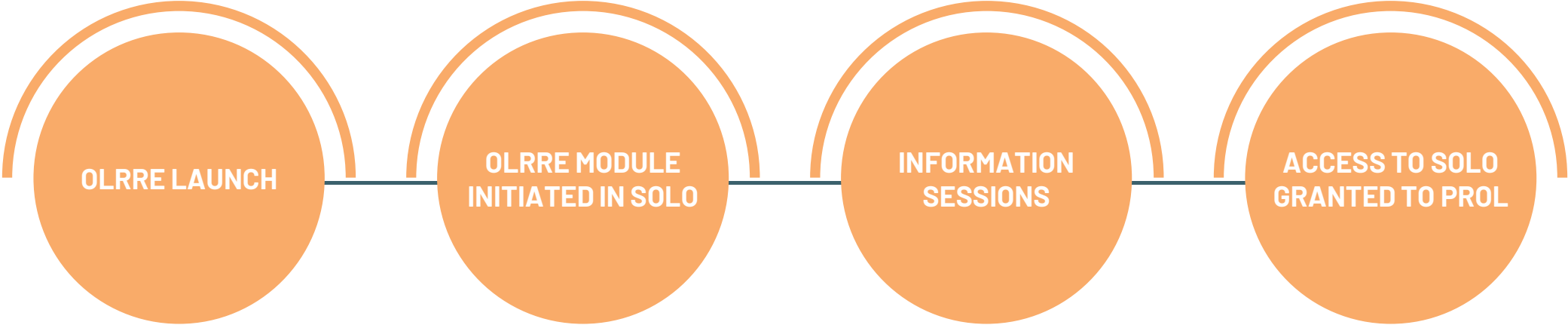
**Official
Languages Centre
of Excellence**

Service Areas and the *Official Languages (Communications with and Services to the Public) Regulations* Reapplication Exercise (OLRRE)

February 15, 2024

Targeted presentations intended for the Persons
Responsible for Official Languages (PROL)

OLRRE – Updates



- ✓ Officially launched on September 21, 2023

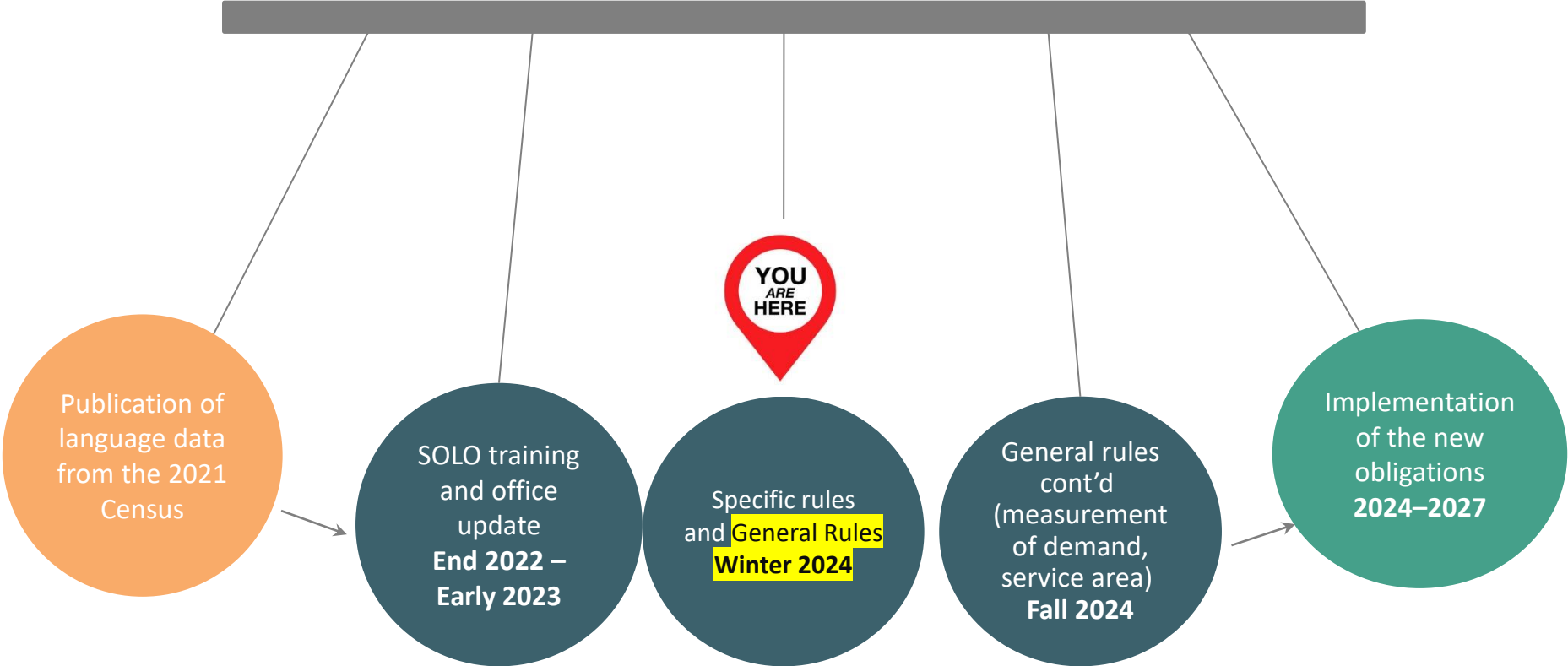
- ✓ TBS verified the application of the Regulations in the module
- ✓ TBS worked with IT to resolve issues

- ✓ Automatics (February 13)
- ✓ Service areas (February 15)
- ✓ Proportionality principle and consultations (February 20)
- ✓ Measurement of demand (February 21)

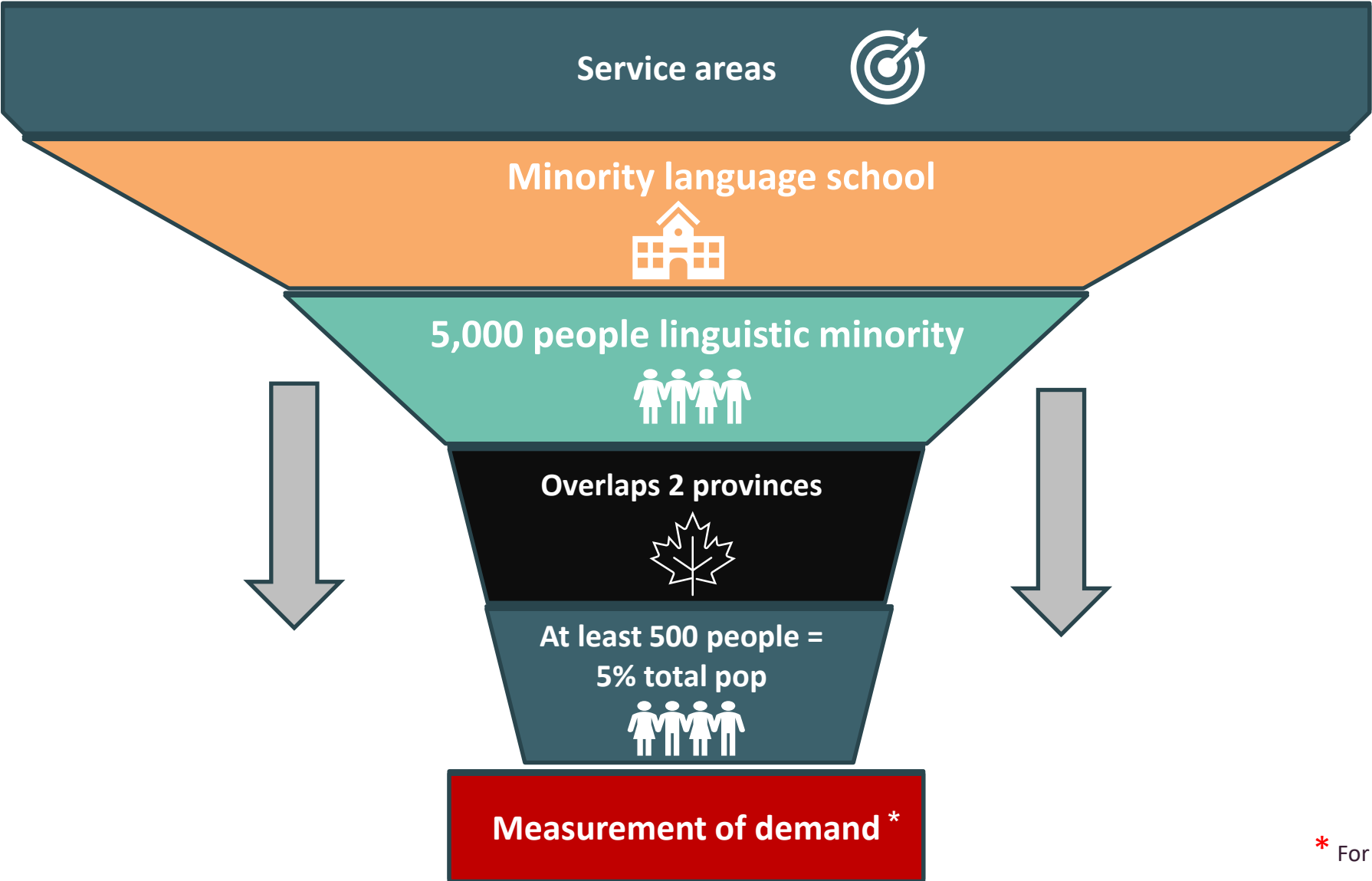
- ✓ SOLO will be reopened to users the week of February 26, 2024
- ✓ Start of the Directive deadlines



Steps of the OLRRE



Service Areas – Overview



* For certain offices

Directive Requirements and Deadlines

The Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations stipulates the following requirements and deadlines for service areas:

6.1.3 Ensuring that any office that has to define its service area fulfill its obligations in this regard as soon as possible.



6.1.3 The office has a **maximum of six months** to do so from the date on which the office was created or from the date on which the provisions of the Regulations applied in light of the data from the most recent decennial census, as appropriate.



6.2.3 Updating the language designation of offices subject to service area rules 5 years after the publication of the census data when there is a new minority school.



SOLO – Navigating Service Areas

1.

System for Official Languages Obligations

Account settings Sign out

Home Annual review Registrations Tasks Reports **OLRRE** OL Statistical Data

Dashboard

The System for Official Languages Obligations (SOLO) helps federal institutions and certain organisations subject to the Official Languages Act apply the Regulations to determine the language designation of their offices and ensure that any member of the public can, where applicable, communicate with and obtain services from their offices in the official language of his/her choice in Canada or abroad.

Offices and information

[Register an office](#)
Register an office to determine its language designation.

[Manage offices](#)
View, edit, or delete registered offices.

[Generate reports](#)
Create, view and print reports for registered offices.

Most requested

- [Review registered offices](#)
- [View your institution's outstanding tasks](#)
- [View your institution's official languages review questionnaire](#)
- [Search](#)

More information

- [Official Languages Act](#)
- [Regulations](#)
- [Contact the OLCE](#)
- [Burois](#)
- [SOLO Training](#)

2.

Government of Canada / Gouvernement du Canada

Account settings Sign out

Home Annual review Registrations Tasks Reports **OLRRE** OL Statistical Data

Official Languages Regulations Reapplication Exercise

The Official Languages Regulations Reapplication Exercise (OLRRE) occurs after the release of the most recent decennial census data.

[Review OLRRE changes](#)
See how the new census data impacts your institution's offices;

[Generate reports](#)
Create reports to show the number of offices impacted by the OLRRE and the status of OLRRE activities

3.

Review results

| Institutions | OLRRE tasks status | PROL Tasks |
|--------------------------------------|--------------------|------------|
| Canadian Food | -- All -- | -- All -- |
| Atlantic Canada Opportunities Agency | | |
| Canadian Food Inspection Agency | | |

[View](#)

No change 10 Provision 4 Designation 0 Change to the provision and designation 3 TBD 10

SOLO – Navigating Service Areas (con't)

4.

Filter items Showing 1 to 10 of 43 entries | Show 10 entries

| Status | Inst | Office number | Office name | Address | Office type | Provision | Designation | Change details | Tasks | View |
|--------------|------|---------------|--------------------|---|----------------------------|----------------------------|-------------|----------------|--------------------|----------------------|
| OLRRE review | AGR | 95561 | Local Office 95561 | 4321 Still Creek Drive, Burnaby | A local office or facility | 5-1-a | Bilingual | No change | Acknowledge | View |
| OLRRE review | AGR | 15033 | Local Office 15033 | Highway 97, Summerland | A local office or facility | from: 5-1-h-ii to: 5-1-h.1 | Bilingual | TBD | OLRRE Service Area | View |
| OLRRE review | AGR | 95587 | Local Office 95587 | 174 Stone Road West, Guelph | A local office or facility | from: 5-1-e to: 5-1-d.1 | Bilingual | TBD | OLRRE Service Area | View |
| OLRRE review | AGR | 94836 | Local Office 94836 | Hwy 1 and Hw5 PO Box 309, Carberry, Carberry | A local office or facility | from: 5-1-h-iv to: 5-1-h.1 | Bilingual | TBD | OLRRE Service Area | View |
| OLRRE review | AGR | 11511 | Local Office 11511 | 9700 Jasper Avenue Northwest, suite 720, Edmonton | A local office or facility | 5-1-a | Bilingual | No change | Acknowledge | |

5.

The screenshot shows a map with several service area boundaries outlined in blue. A red box highlights a vertical toolbar on the left side of the map, with a red arrow pointing to it. A green box highlights a button labeled "Clear current service area" at the bottom of the map, with a green arrow pointing to it. Below the map is a blue "Submit" button. At the bottom of the page, a yellow banner displays a warning icon and the text "Service area loading in progress" followed by "The service area is still loading. You must wait until it has loaded completely before proceeding." and a progress bar showing 430 / 1565.

SOLO – Draw the Service Area

6.

Service area

Drawing a radius

Click "Draw a circle", then click on the map and drag the cursor to create the circle. To edit, click on the circle to adjust its size or position. Select the distance from the location of the office to create the outside boundaries of its service area. The boundaries of the service area will include all census subdivisions or census metropolitan areas fully or partially selected.

Clear current service area

Submit

7.

Service area

Drawing a radius

Click "Draw a circle", then click on the map and drag the cursor to create the circle. To edit, click on the circle to adjust its size or position. Select the distance from the location of the office to create the outside boundaries of its service area. The boundaries of the service area will include all census subdivisions or census metropolitan areas fully or partially selected.

Clear current service area

Submit

8.

Selected census area summary

| # Census metropolitan area (CMA) | # Census subdivision (CSD) | Total Minority language population | Total Minority language percentage | Total population |
|----------------------------------|----------------------------|------------------------------------|------------------------------------|------------------|
| Amos | 2488055 | 985 | 3.9% | 25,530 |

▼ Service area demographic details

Demographic details

| Census metropolitan area (CMA) | Census subdivision (CSD) | Place name | Minority language population | Minority language percent of population | Total population | School |
|--------------------------------|--------------------------|------------|------------------------------|---|------------------|--------|
| Amos | 2488055 | TBD | 420 | 3.4% | 12,390 | false |
| Preissac | 2488090 | TBD | 40 | 4.4% | 915 | false |
| Saint-Félix-de-Dalquier | 2488060 | TBD | 25 | 2.4% | 1,025 | false |
| Saint-Dominique-du-Rosaire | 2488065 | TBD | 5 | 1.1% | 435 | false |
| Saint-Marc-de-Figuery | 2488040 | TBD | 25 | 2.9% | 870 | false |
| Saint-Mathieu-d'Harricana | 2488050 | TBD | 25 | 3.2% | 770 | false |
| Sainte-Gertrude-Manneville | 2488085 | TBD | 10 | 1.3% | 795 | false |
| Pikogan | 2488802 | TBD | 220 | 40.7% | 540 | false |

SOLO – Confirm the Service Area

9.

▶ How to complete the OLRRE :

⚠ OLRRE task
The task is complete. If there are no more pending OLRRE tasks for this office, please click 'Acknowledge'.

Service Canada Centre - Amos (2694)

Office number: 12465
Designation: French
 Provision: 5-1-h-i
 Address: 502 4th Street East, Amos, Quebec
 Demographic type: 7
 Office type: A local office or facility
 Service level: Key service
 This office serves : The general public
 Service area: Yes

▶ Service area totals

School: No

OLRRE task: Acknowledge

Demographic summary

| CMA/CSD | Minority pop | Minority pop. % | Population |
|---------|--------------|-----------------|------------|
| Amos | 120 | 1.0% | 12375 |

▶ 5(1)(h)(i)

Service Canada Centre - Amos (2694) (Review)

Office number: 12465
Designation: French
 Provision: 5-1-h-i
 Address: 502 4th Street East, Amos, Quebec
 Demographic type: 7
 Office type: A local office or facility
 Service level: Key service
 This office serves : The general public
 Service area: Yes

▶ Service area totals

School: No

OLRRE task: Acknowledge

Demographic summary

| CMA/CSD | Minority population | Minority pop. % | Population |
|---------|---------------------|-----------------|------------|
| Amos | 420 | 3.4% | 12390 |

▶ 5(1)(h)(i)

Acknowledge

Return to tasks

Signal an issue

10.

Message interface showing an email from info-ollo@tbs-sct.gc.ca to OLCE RMS - SGR CELO. Subject: Signal an issue: 12465.

11.

✔ Signal an issue
PROL has flagged an issue with this office via email. The office is now with TBS for review.

Service Canada Centre - Amos (2694)

Office number: 12465
 Designation: French
 Provision: 5-1-h-i
 Address: 502 4th Street East, Amos, Quebec
 Demographic type: 7
 Office type: A local office or facility
 Service level: Key service
 This office serves : The general public
 Service area: Yes

▶ Service area totals

School: No

Demographic summary

| CMA/CSD | Minority pop | Minority pop. % | Population |
|---------|--------------|-----------------|------------|
| Amos | 120 | 1.0% | 12375 |

▶ 5(1)(h)(i)

Service Canada Centre - Amos (2694) (Review)

Office number: 12465
 Designation: French
 Provision: 5-1-h-i
 Address: 502 4th Street East, Amos, Quebec
 Demographic type: 7
 Office type: A local office or facility
 Service level: Key service
 This office serves : The general public
 Service area: Yes

▶ Service area totals

School: No
 OLRRE task: Acknowledge

Demographic summary

| CMA/CSD | Minority population | Minority pop. % | Population |
|---------|---------------------|-----------------|------------|
| Amos | 420 | 3.4% | 12390 |

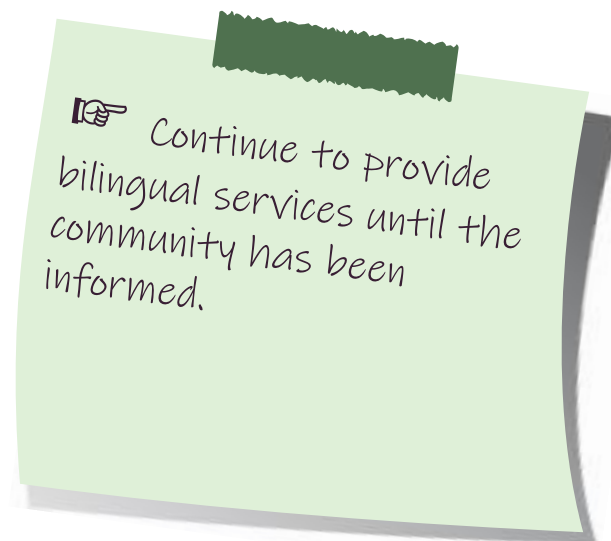
▶ 5(1)(h)(i)

Return to tasks

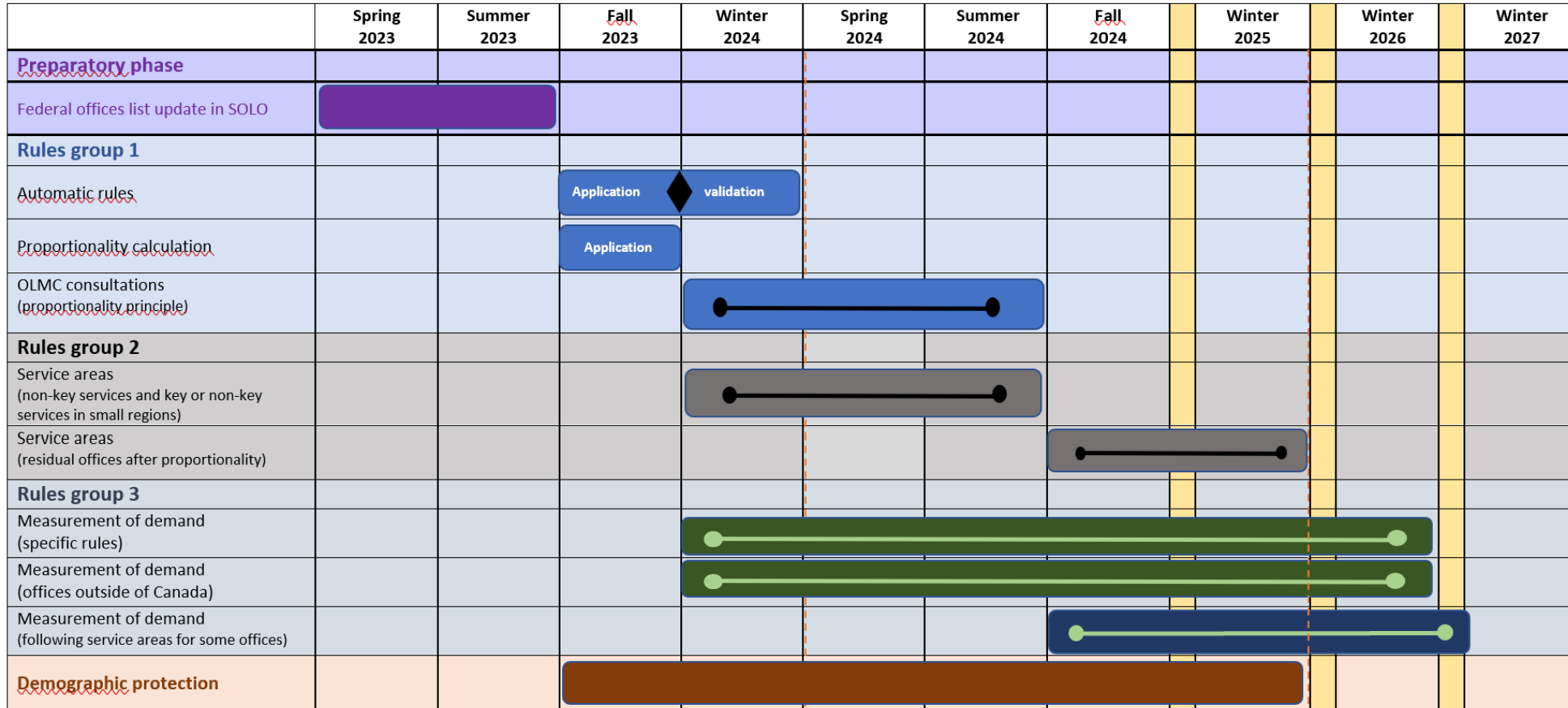
Signal an issue

Once the Language Designation Has Been Confirmed

- When the language designations of offices have been confirmed, the *Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations* provide for:
 - up to one year to comply and implement new bilingual obligations;
 - up to one year to inform the minority population served by the offices of the date scheduled for the discontinuation of bilingual services and how they can now receive services in their official language.



PROVISIONAL CRITICAL PATH
OFFICIAL LANGUAGES REGULATIONS REAPPLICATION EXERCISE (OLRRE)



Burolis Publication

Burolis Publication

Burolis Publication

Legend:

- Validation by PROL
- 6-month deadline, as per the Directive, to complete this task
- 2-year deadline, as per the Directive, to complete this task

Note: This critical path is tentative. The time period at which the activities of each group will begin is subject to change.



Questions?

info-ollo@tbs-sct.gc.ca

Resources

- [Official Languages \(Communications with and Services to the Public\) Regulations \(justice.gc.ca\)](http://justice.gc.ca)
- [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations- Canada.ca](http://Canada.ca)
- [Regulations Toolbox on GCwiki - Community of Official Languages/Tools/OLRegs - wiki \(gccollab.ca\)](http://gccollab.ca)