



# The OL Connection

September 2022

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## Headlines

### **Amendments to the Directive on the Implementation of the Official Languages Regulations - Communications with and Services to the Public**

The amended [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations](#) was approved by the President of the Treasury Board on August 23. The Directive was sent to Persons responsible for official languages (PROL) by email on September 7, 2022, to inform them of its coming into force and the actions that they will have to undertake. The Directive is also now published on the Treasury Board Secretariat's website.

The amended Directive will allow institutions to implement the [Official Languages \(Communications with and Services to the Public\) Regulations](#) that were modified in 2019. The modifications to the Regulations will be implemented during the Official Languages Regulations Reapplication Exercise (OLRRE) that will be launched at the end of 2022. As part of the OLRRE, institutions will have to review the language designation of their offices. This will require some institutions to take specific steps, including:

- defining the service area, in other words the geographical zone served by their offices
- measuring client demand for services in one or both official languages

- consulting with the official language minority community served to determine the location of bilingual offices based on the proportionality rule.

## Tools, resources, and training



The [Best Practices Guide for Measurement of Demand](#) and the [Guide for Federal Institutions regarding the Obligation to Consult or Inform the English or French Linguistic Minority Population](#) help institutions on the most appropriate way to undertake some of these steps. The [Q&A on the Amendments to the Directive on the Implementation of the Official Languages Regulations](#) provide details on the amended Directive.

In the coming months, the Official Languages Centre of Excellence will be offering training to PROL on the OLRRE, as well as targeted presentations for each of the steps to help guide them through the required actions and tools to carry out this exercise.

## Connections

### 2022-2023 Management Accountability Framework

The launch of the 2022-23 Management Accountability Framework (MAF) exercise is scheduled for the end of September for some 50 large departments and agencies. One of the People Management Area of Management (AoM) questions will focus on official languages. We encourage you to contact your institutions MAF co-ordinator to offer your support in the development of the response, and to give evidence in support of the answer provided.

The MAF is used to set management expectations for sound public sector management based on the Treasury Board's policy suite, including the *Policy on Official Languages*, assess organizational practices and performance across key areas of management, hold deputy heads accountable for organizational management, and support the continuous improvement of management practices. The results of the MAF People Management AoM will generate insights into planning and management practices that contribute to a diverse, inclusive, healthy, and agile public service.

For more details and information on the People Management component of the MAF, please contact your institution's MAF coordinator or visit [the MAF website](#).

# Action Request

## Survey: GC Collaborative Platforms

The Government of Canada is continuously innovating to improve interdepartmental collaboration. The latest platform, GCXchange, uses a combination of SharePoint and MS Teams to allow users to collaborate across GC departments and agencies.

On the SharePoint side of GCXchange you can:

- join one of the many [cross-departmental communities](#)
- engage with [thematic hubs](#) that focus on issues relevant to the public service
- create a [community](#) for interdepartmental collaboration with a dedicated page and Teams space
- read [GC-wide news and stories](#)

On the Teams side of GCXchange you can engage with the communities you have joined, as well as co-author documents and chat with colleagues in other departments and agencies.

**We want to know: has your institution onboarded to GCXchange?**

**[Kindly take a minute to let us know in this survey.](#)**

Your participation can help shape the future of our engagement activities!

# Community



The President of the Treasury Board of Canada, the Honourable Mona Fortier, was one amongst some 330 participants at the Official Languages Summit held on Thursday, August 25, 2022, at the National Arts Centre in Ottawa. That day marked the closing of public consultations across the country to lay the groundwork for the next Action Plan on Official Languages expected in spring 2023. Most of the participants were representatives from official languages minority community organizations.

The President emphasized that amendments made in 2019 to the *Official Languages (Communications with and Services to the Public) Regulations* are such that, for the first time, bilingual families and immigrants speaking a minority language at home will be part of the calculations when assessing the demand for bilingual federal services. Furthermore, the presence of a minority school in the service area of a federal office

is now a criterion for bilingual designation. The Secretariat will carefully analyze the linguistic data from the 2021 Census released on August 17, but it anticipates that, with the application of the modified Regulations, some 700 currently unilingual federal offices will become bilingual over the next few years.

Finally, the President pointed out that Bill C-13 is a crucial step forward in revitalizing the governance of Canada's official languages for the future. Ms. Fortier concluded: "Our official languages are our strength. They contribute to our diversity and inclusiveness, our social cohesion and resilience."

During concurrent sessions, participants discussed demographic trends and substantive equality, economic development, integration and retention of newcomers, access to services, continuum in education, access to second-language learning, linguistic and cultural exchanges, equity-seeking groups amongst official language minority communities, and international perspectives on the promotion of both official languages, amongst other things.

Like other federal institutions, the Treasury Board Secretariat's Official Languages Centre of Excellence held an information booth in the hallways of the NAC to respond to questions from participants and boost the advances that the Regulations will bring in terms of service delivery for official language minority communities.



Official Languages Centre of Excellence – left to right: Carsten Quell, Executive Director, Melanie Ladouceur, Advisor, Annie Proulx, Manager, Regulations, Karim Adam, Director, Oversight and Compliance, and Robert Bousquet, Program Officer.

## In case you missed it: Official Languages Day 2022

Official Languages Day (formerly known as Linguistic Duality Day) was celebrated on September 8, 2022. This event was jointly organized by the Council of the Network of Official Languages Champions, the Linguistic Duality Network, Canadian Heritage, the Canada School of Public Service, and many other partners.

In celebration of our official languages, participants were treated to musical performances by Canadian musicians Mimi O'Bonsawin and Missy D, while the event was moderated by two members of the Franco-Ontario comedic group, Improtéine.

A bilingual video, produced in collaboration by Canadian Heritage, the Council of the Network of Official Languages Champions and Improtéine, was presented to encourage federal institutions to provide leadership in taking positive measures to implement the Government of Canada's commitment to the promotion of English and French.

[Video: Take the lead and make official languages shine!](#)

[Click here](#) to learn more about the events and program from the Official Languages Day celebration and to stay informed on the 2023 event.



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Questions or comments? E-mail us at [OLCEInformationCELO@tbs-sct.gc.ca](mailto:OLCEInformationCELO@tbs-sct.gc.ca)