



The Annual Report on Official Languages 2018–19 in brief

As of March 31, 2019, federal institutions had **11,279** offices and service locations, of which **3,858 (34.2%)** were required to offer services to and communicate with the public in both official languages.

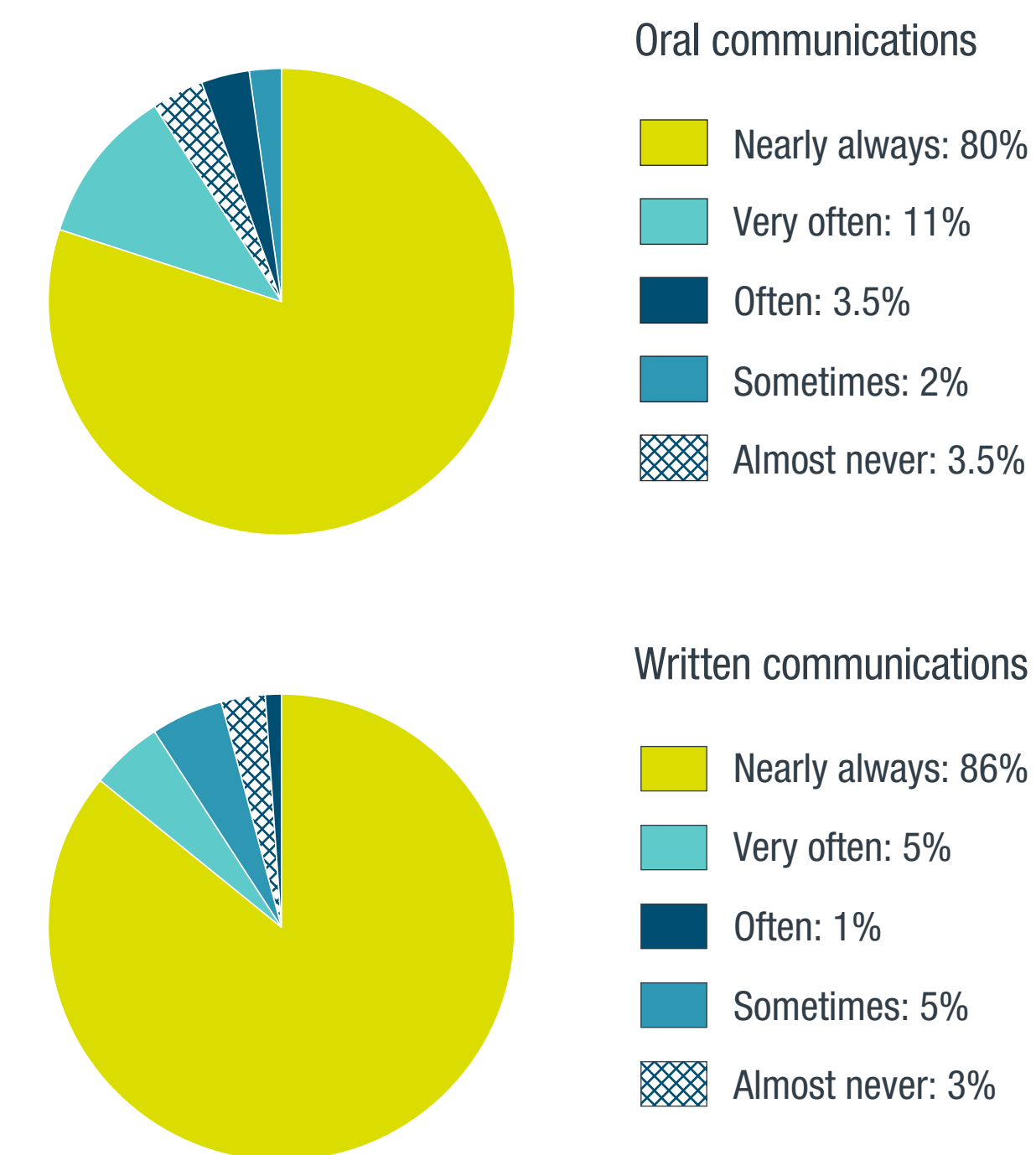


Service to the public

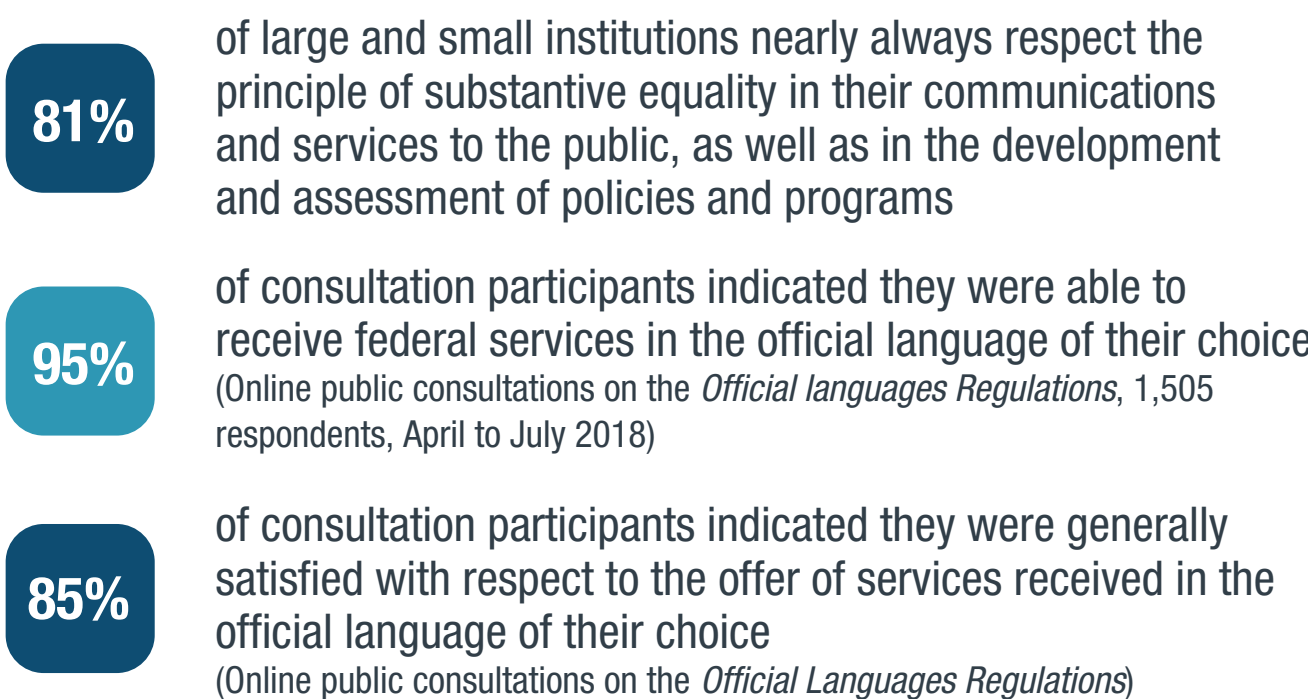
Amendment to the *Official Languages Regulations*



Frequency of communications in the official language chosen by the public when the office is bilingual

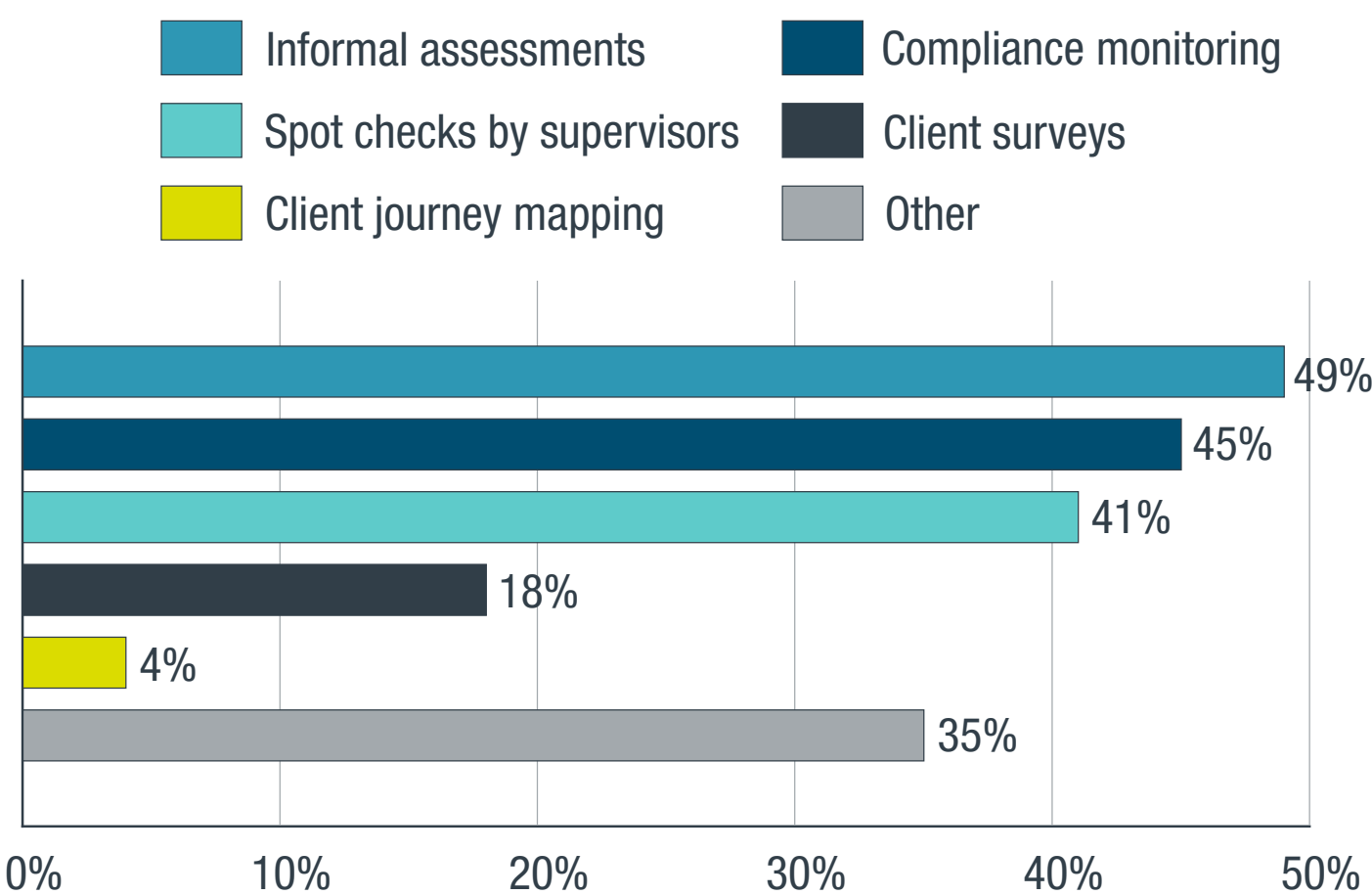


Communication materials are produced and released simultaneously in both official languages: nearly always: **85%**, very often: **6%**



80% of institutions conduct activities to measure the level of availability and the quality of services provided to the public in both official languages

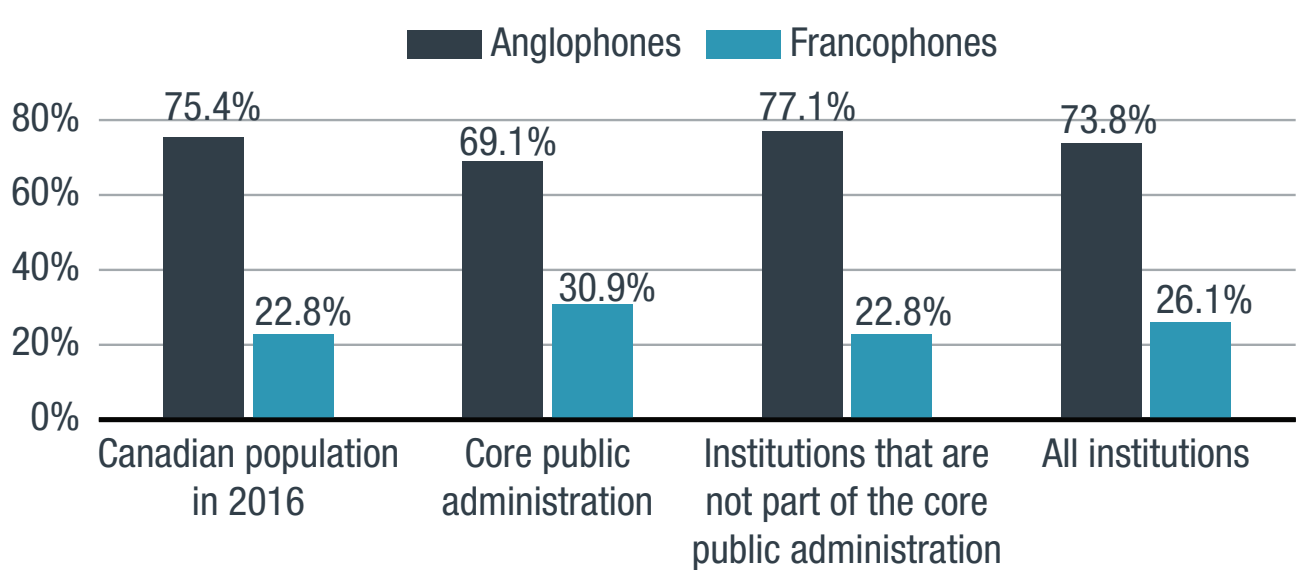
Methods used for those activities



People management



Equitable participation in the Public Service

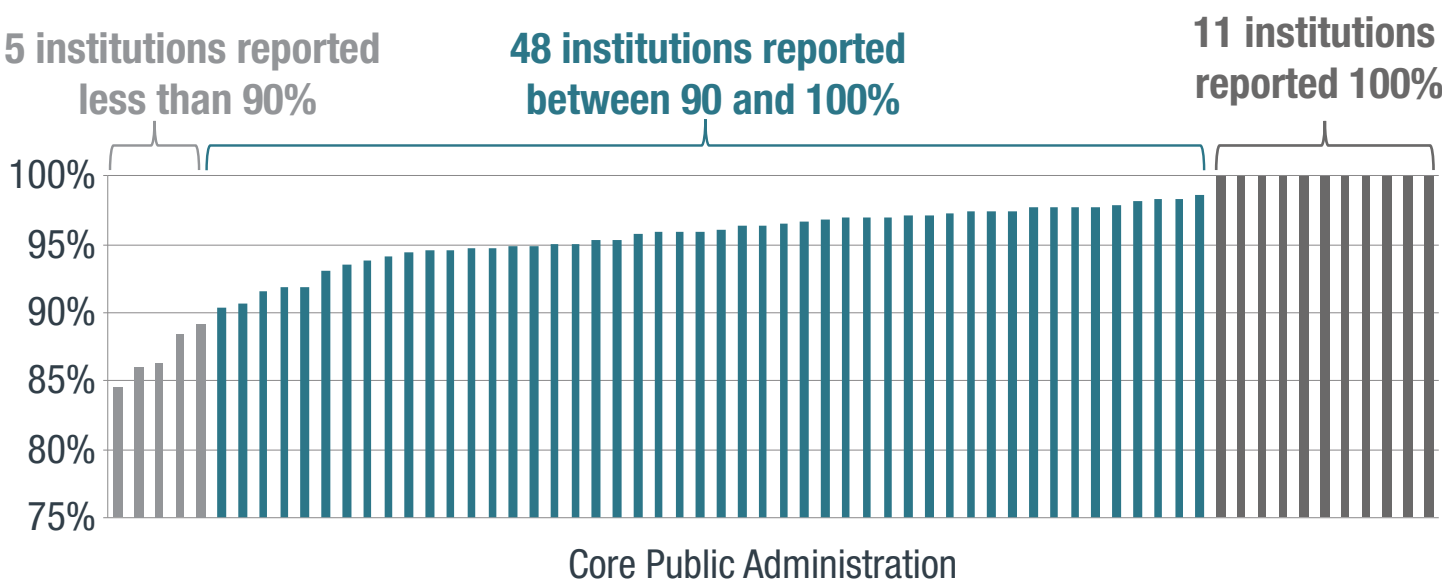


93% of large institutions took measures to ensure that their workforce tends to reflect the composition of the two official language communities in Canada

Institutional priorities

- Increasing employee awareness of official languages obligations
- Improving access to language training
- Implementing appropriate measures to correct deficiencies in meeting their obligations with respect to communications with the public and with employees
- Maintaining second official language proficiency

Percentage of incumbents of bilingual positions that provide services to the public and meet the requirements of their position



Language of work in regions designated bilingual

