



# 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.





**Other Regions** Bilingual: 2,852 Unilingual: 7,206



**Routes** Bilingual: 210 Unilingual: 154



**Toll-free lines** Bilingual: 182 Unilingual: 0



Offices outside Canada

Bilingual: 218 Unilingual: 61

#### **Service to the public**

Amendment to the *Official Languages Regulations* 





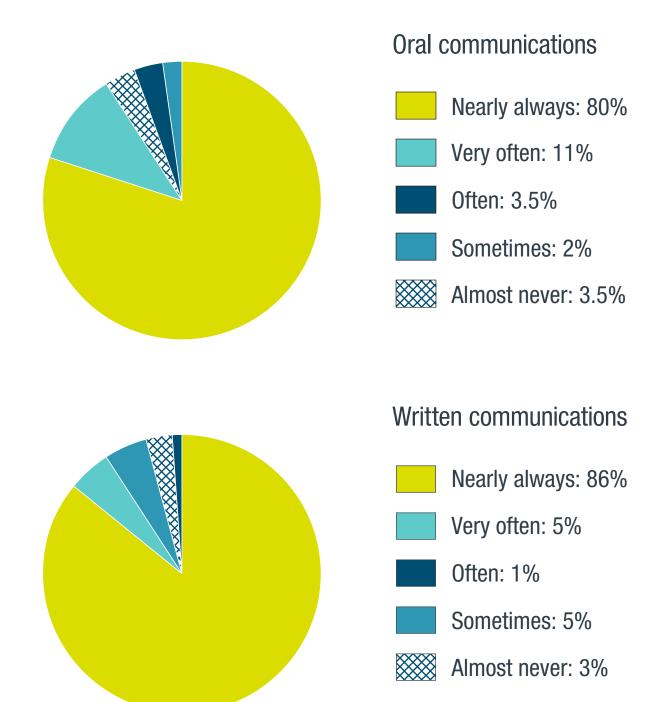


The presence of a school is a criterion of vitality



**97%** of linguistic minority population reached

# 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%



of large and small institutions nearly always respect the principle of substantive equality in their communications and services to the public, as well as in the development and assessment of policies and programs



of consultation participants indicated they were able to receive federal services in the official language of their choice (Online public consultations on the Official languages Regulations, 1,505 respondents, April to July 2018)

85%

of consultation participants indicated they were generally satisfied with respect to the offer of services received in the official language of their choice



#### **People management**





of public servants occupy a bilingual position in the core public administration

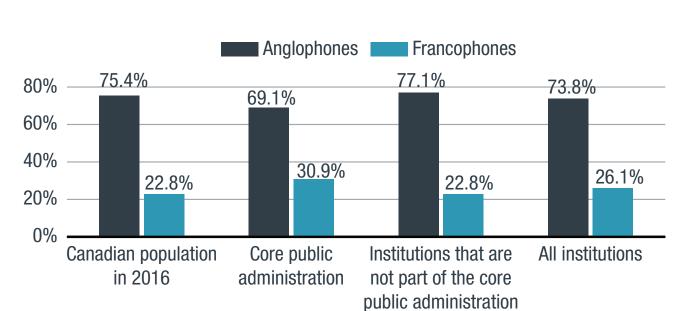


Language requirements of bilingual positions established objectively: nearly always: 79%, very often: 12%



Measures are taken to provide service to the public and to employees in the official language of their choice: nearly always: 93%, very often: 7%

# **Equitable participation in the Public Service**



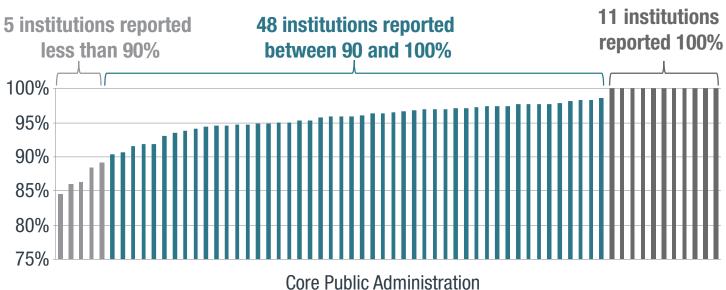
93%

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



Senior management communicates in both official languages with employees on a regular basis: nearly always: 80%, very often: 12%





Meetings conducted in both official languages and employees participate in their official language of choice: nearly always: 47%, very often: 31%



Immediate supervision in the official language of choice of the employee: nearly always: 78%, very often: 16%



Preparing written materials, including emails, in the official language of the employee's choice: nearly always: 61%, very often: 32%

Extracts and data taken from the Annual Report on Official Languages 2018-19 available at the following address:

www.canada.ca/en/treasury-board-secretariat/services/values-ethics/official-languages/reports.html

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