



Government
of Canada

Gouvernement
du Canada

Canada

**Official
Languages Centre
of Excellence**

System for Official Languages Obligations (SOLO)

**Information Session for Persons
Responsible for Official
Languages (PROL)
within Federal Institutions**

February 2023

Objectives

- Introduction to SOLO
 - Production vs Simulator
- Launching SOLO (register as new user, dashboard)
- Registrations
 - Manage office registrations, View service groups, Burolis, Register an office (Office details, location and confirmation)
- Tasks associated with office registrations
- Reports (SOLO/OLISS II/Annual Review)
- OL Regulations Re-application Exercise (OLRRE) - Module will be activated at beginning of exercise
- Next steps (following this presentation)

Introduction to SOLO

SOLO (System for Official Languages Obligations):

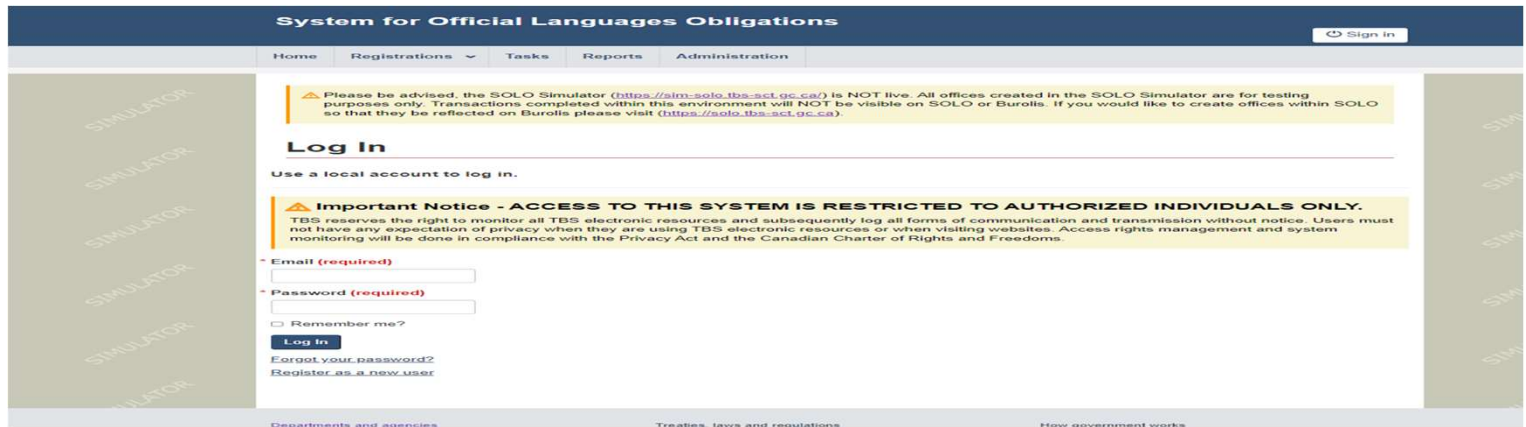
- replaces the Regulations Management System (RMS)
- is a new user-friendly, modern and integrated system allowing:
 - Increased reporting and analysis possibilities
 - additional offices' information to be registered
 - automation of tasks (i.e., service area, measure of the demand)
 - user-notifications
 - automation of the administrative aspect of the Annual Review
- allows the integration of new regulatory obligations as well as decennial census linguistic data
- feeds Burolis

2 different environments for SOLO

➤ SOLO Production



➤ SOLO Simulator



Launching SOLO

SSIFIÉ

- SOLO is a web-based application

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Français

System for Official Languages Obligations

Sign in

Home Registrations Tasks Reports Administration

Log In

Use a local account to log in.

Important Notice - ACCESS TO THIS SYSTEM IS RESTRICTED TO AUTHORIZED INDIVIDUALS ONLY.

TBS reserves the right to monitor all TBS electronic resources and subsequently log all forms of communication and transmission without notice. Users must not have any expectation of privacy when they are using TBS electronic resources or when visiting websites. Access rights management and system monitoring will be done in compliance with the Privacy Act and the Canadian Charter of Rights and Freedoms.

* Email (required)

* Password (required)

Remember me?

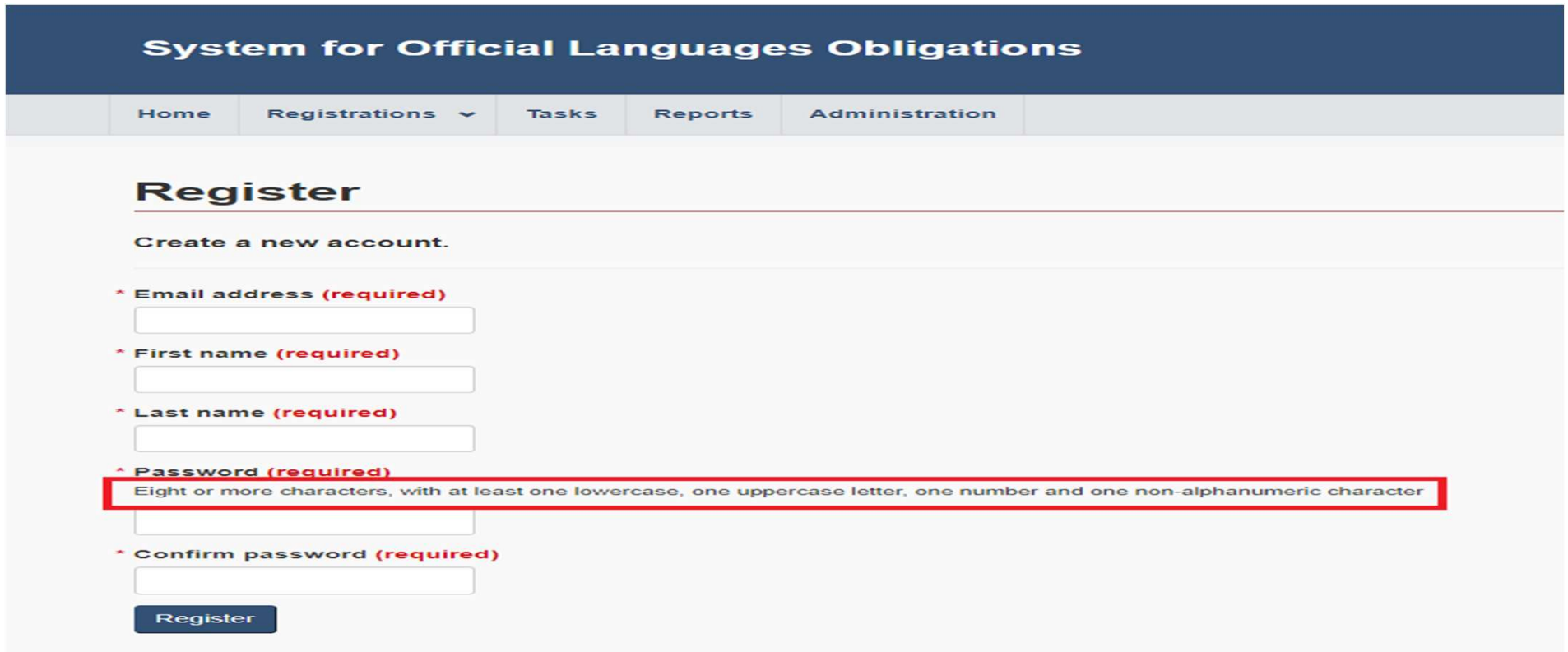
Log In

[Forgot your password?](#)

[Register as a new user](#)

Launching SOLO (continued)

- Register to create your account



The screenshot shows the registration page for the System for Official Languages Obligations (SOLO). The page has a dark blue header with the title "System for Official Languages Obligations" and a navigation menu with links for Home, Registrations (with a dropdown arrow), Tasks, Reports, and Administration. Below the header is a "Register" section with the heading "Create a new account." and five required input fields: Email address, First name, Last name, Password, and Confirm password. The Password field is highlighted with a red border and contains a red text box with the password requirements: "Eight or more characters, with at least one lowercase, one uppercase letter, one number and one non-alphanumeric character". A "Register" button is located at the bottom of the form.

System for Official Languages Obligations

Home Registrations ▾ Tasks Reports Administration

Register

Create a new account.

* **Email address (required)**

* **First name (required)**

* **Last name (required)**

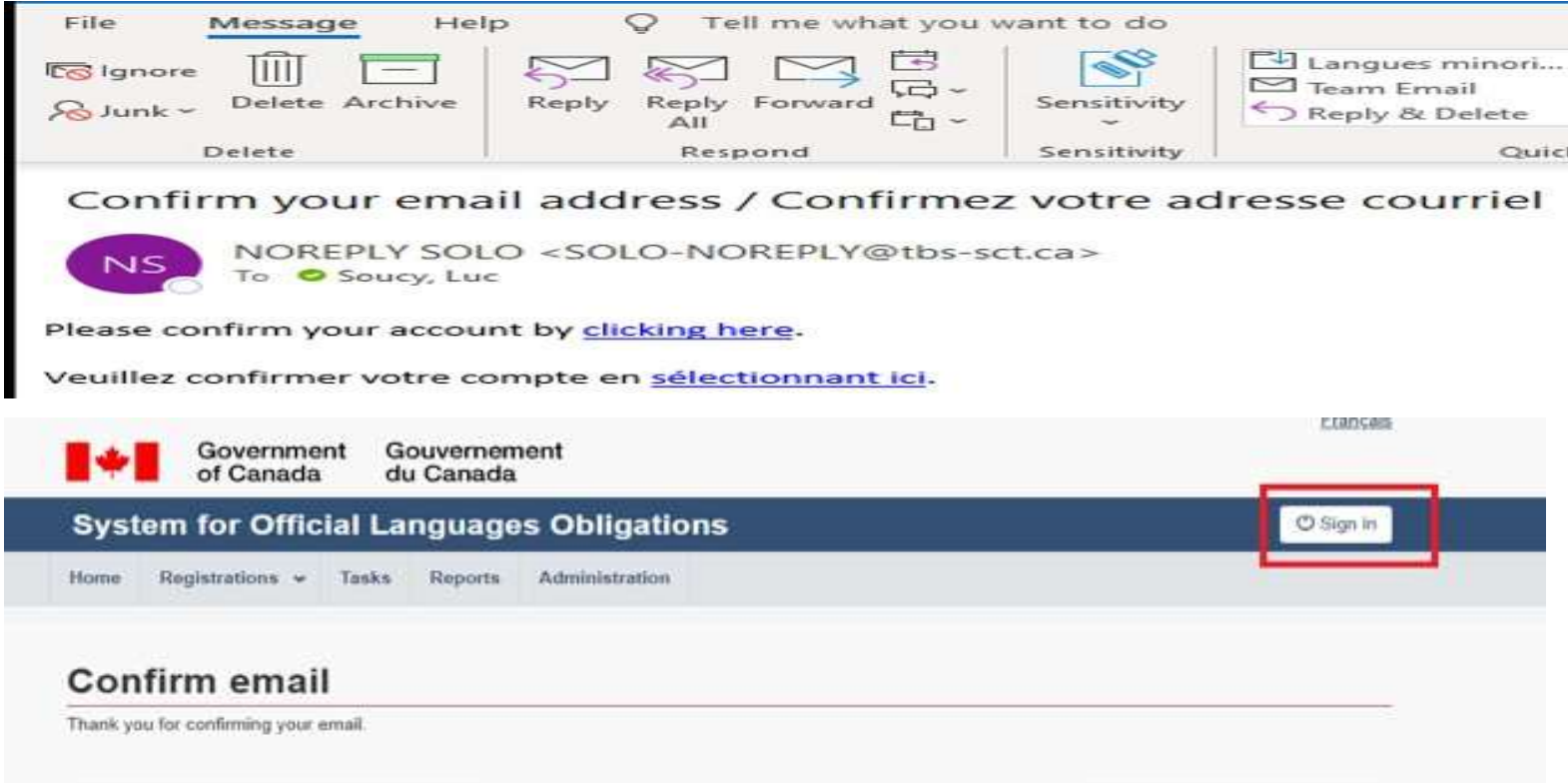
* **Password (required)**
Eight or more characters, with at least one lowercase, one uppercase letter, one number and one non-alphanumeric character

* **Confirm password (required)**

Register

Launching SOLO (continued)

- Confirm your account



The screenshot shows an email client interface with a menu bar (File, Message, Help) and various action buttons (Ignore, Delete, Archive, Reply, Forward, etc.). The main content is a confirmation message from NOREPLY SOLO, with the sender listed as Soucy, Luc. The message asks the user to confirm their account by clicking a link. Below the message is a footer for the Government of Canada, featuring the Canadian flag and the text "System for Official Languages Obligations". A "Sign in" button is highlighted with a red box. The page title is "Confirm email" and the body text says "Thank you for confirming your email."

File Message Help Tell me what you want to do

Ignore Delete Archive Reply Reply All Forward Sensitivity

Langues minori... Team Email Reply & Delete

Confirm your email address / Confirmez votre adresse courriel

NS NOREPLY SOLO <SOLO-NOREPLY@tbs-sct.ca>
To: Soucy, Luc

Please confirm your account by [clicking here](#).

Veillez confirmer votre compte en [sélectionnant ici](#).

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System for Official Languages Obligations

Home Registrations Tasks Reports Administration

Confirm email

Thank you for confirming your email.

Sign in

SOLO - Dashboard

- Dashboard includes:
 - The Functions ribbon (top screen)
 - The main section including quick links
 - Useful hyperlinks

The screenshot shows the SOLO Dashboard interface. At the top is a navigation ribbon with the following items: Home, Annual review, Registrations, Tasks, Reports, and OLIS. A red arrow points to the 'Home' tab. Below the ribbon is the main content area with the following sections:

- Dashboard**: A header section with a description of the system's purpose.
- Offices and information**: A section containing three sub-links:
 - Register an office**: Register an office to determine its language designation. A red arrow points to this link.
 - Manage offices**: View, edit, or delete, registered offices.
 - Generate reports**: Create, view and print reports for registered offices.
- Institutions**: A section containing one sub-link:
 - Manage registered institutions**: View, edit or delete institutions. A red arrow points to this link.
- Most requested**: A section titled 'Functionality is soon to be released' containing three links:
 - Review existing offices
 - View your institution's outstanding tasks
 - View your institution's annual review questionnaire
 A red arrow points to this section.
- More Information**: A section containing three links:
 - Official Languages Act
 - Regulations
 - Contact OLCÉ
 - Burolis
 A red arrow points to this section.

SOLO – Manage offices

➤ Manage office registrations

Manage office registrations

Current registrations and language designations within the SOLO application

▶ Instructions

📍 Register office

👁️ View service groups

Search for registrations

* Select an institution to view and edit its offices (required)

Treasury Board of Canada Secretariat ▼

Search

SOLO – Manage offices (continued)

- List of offices registered

Manage offices

To view, edit, or delete an office, click the Office name link in the filter table

Filter items Showing 1 to 2 of 2 entries | Show **10** entries

Status	Inst	Office Name	Office type	Address	Group	Designation
<input checked="" type="radio"/> Active	TBD	Treasury Board Secretariat	Head Office	Ottawa, ON - 90 Elgin Street		Bilingual
<input checked="" type="radio"/> Active	TBD	Toll Free Phone 95403	Toll-free long distance telephone service	NL, PE, NS, NB, QC, ON, MB, SK, AB, BC, YT, NT, NU		Bilingual



SOLO – Manage offices (continued)

- Review information and edit (if need be)

Update - Toll Free Phone 95403 - Toll-free long distance service

Language Designation(s)

Based on the provisions applied this Toll Free Phone 95403 is: **Bilingual**

▶ Read more - Language designation for this office

Toll free [Edit Toll free long distance](#)

Office type: Toll-free long distance telephone service

Office name (English): Toll Free Phone 95403

Office name (French): Service d'appel interurbain sans frais 95403

Telephones: ▶ 877-636-0656

This toll-free telephone service serves:

- NL
- PE
- NS
- NB
- QC
- ON
- MB
- SK
- AB
- BC
- YT
- NT
- NU

[Edit office](#) [Delete Office](#) [Cancel](#)

SOLO – Manage offices (continued)

➤ Editing office information

1. Office details

* Office name (English) (required)

* Office name (French) (required)

Telephone/Program

* Telephone number (999-999-9999) (required)

* In which language (required)
 Bilingual
 English
 French

* Telephone number type (required)
 Toll free
 Local


* Name of Program (English) (required)

Program description (English)

* Name of Program (French) (required)


Program description (French)

Telephones
 ▶ [877-636-0656](#)



* This office serves: (required)
 Canada
 Select individual provinces

* Select individual provinces: (required)
 Alberta
 British Columbia
 Manitoba
 New Brunswick
 Newfoundland and Labrador
 Northwest Territories
 Nova Scotia
 Nunavut
 Ontario
 Prince Edward Island
 Quebec
 Saskatchewan
 Yukon




SOLO – Manage offices (continued)

- View same service groups

Search for service groups

Search -- All Provinces --

Filter items Showing 1 to 10 of 21 entries | Show 10 entries

Institution	Service group	CMA/CSD	Province	Key
CSD	CSD-KEYSRVC-LCLPUB-CALGARY-167	Calgary	AB	Key service
CSD	Revenue	Edmundston	NB	Key service
CSD	CSD-KEYSRVC-LCLPUB-WINNIPEG-166	Winnipeg	MB	Key service
CSD	CSD-NONKEYSRVC-LCLPUB-MONTREAL-189	Montréal	QC	Non-key service
CSD	CSD-NONKEYSRVC-LCLPUB-VANCOUVER-192	Vancouver	BC	Non-key service
CSD	CSD-KEYSRVC-LCLPUB-HALIFAX-156	Halifax	NS	Key service
CSD	CSD-KEYSRVC-LCLPUB-1217030-155	Cape Breton	NS	Key service
CSD	CSD-KEYSRVC-LCLPUB-EDMONTON-168	Edmonton	AB	Key service
CSD	CSD-KEYSRVC-LCLPUB-MONTREAL-160	Montréal	QC	Key service
CSD	CSD-KEYSRVC-LCLPUB-SHERBROOKE-218	Sherbrooke	QC	Key service

SOLO – Manage offices (continued)

- SOLO indicates # of bilingual offices required (proportionality)

Proportionality principle

SOLO has applied the [Proportionality Principle](#) to the offices within this same service group. Your institution must consult the minority language community before determining which office(s) in this same service group must now provide their services in both official languages.

The regulatory provisions concerning the proportionality principle stipulate that the choice of office or offices depends on:

1. the distribution of the official language minority population within the census area;
2. the mandate – or function - of the offices that provide those services, their clientele and their location within the census area; and
3. the advice received after consultation with the official language minority population that is served by those offices.

[▶ Read more - Language designation for this office](#)

Service group office details

To update an office's language designation, select the Update button.



[Update](#)

[Consult community](#)

* Group name (required)

CSD-KEYSRVC-LCLPUB-MONTREAL-160

Required Bilingual offices: 5

Inst	CMA/CSD	Prov.	Address	Key/Non Key	Provision	Designation
CSD	Vaudreuil-Dorion	Québec	Vaudreuil-Dorion - 2555 Avenue Dutrisac	Key service	5-1-c	Bilingual
CSD	Laval	Québec	Laval - 1041 Boulevard Des Laurentides	Key service	5-1-c	Bilingual
CSD	Montréal	Québec	Montréal - 200 Boulevard Rene-Levesque Ouest	Key service	5-1-c	Bilingual
CSD	Montréal	Québec	Montréal - 5160 Boulevard Decarie	Key service	5-1-c	Bilingual
CSD	Boucherville	Québec	Boucherville - 1195 Chemin Du Tremblay	Key service	5-1-c	French
CSD	Pointe-Claire	Québec	Pointe-Claire - 6500 Autoroute	Key service	5-1-c	Bilingual

SOLO – Registrations (3 step process)

- Register an office – once you have determined the office type
 - Office details
 - Office location
 - Office confirmation

A local office or facility - Step 1. Office information

Describe this office, its clientele and availability

▼ Instructions

Describe this office, its clientele and availability. The details you provide will appear in Burois, SOLO's public search.

For local offices or facilities

Enter the location of the local office or facility. For the vast majority of offices, based on the location of the office, SOLO applies demographic rules using the absolute size of the minority population and/or its percentage of the total population, or the percentage of actual demand to determine the office's language obligations.

Local office or facility more information

Local office refers to an office subject to a demographic rule whose language obligations are based on the absolute size of the minority population or its size and percentage of the total population in the locality or office service area.

For all other services

As per provision 11, communications with and services from an office or facility must be available in both official languages when that office serves one or more entire provinces and those services are: correspondence, toll-free long-distance, or an automated system.

You are not required to register all automated systems. However, you must register an automated system if no in-person service is offered at a location.

▼ Definition of an office

As per the [Directive on the Application of the Regulations](#), an office is: Any location where a federal institution provides services or information to the public. It can be a post office, a border port of entry, an information counter, a toll-free service telephone number, a train, boat or plane route, or a commemorative plaque.

➔

1. Office details 2. Office location 3. Office confirmation

Registrations (continued)

➤ Office details

The screenshot shows a web form titled "1. Office details" with a secondary tab "2. Office location". The form is divided into several sections:

- Office information**
 - Local office or facility**
 - Office name (English) (required): Information
 - Office name (French) (required): Information
 - Program: ▶
- Telephone**
 - Country code (required): 1
 - Area code (required): 513
 - Telephone number (required): 957-2400
- Email**: [Empty text box]
- This office serves (required)**
 - The general public
 - An identifiable restricted clientele
 - The travelling public
- In-person service available (required)**
 - Yes
 - No
- Comments**: [Empty text box]

Five red arrows on the left side of the form point to the following fields: the English office name, the French office name, the Country code, the "This office serves" radio button for "The general public", and the "In-person service available" radio button for "No".

Registrations (continued)

➤ Office location

▶ Instructions

[1. Office details](#)

2. Office location

[3. Office confirmation](#)

Locate office

Name of facility (English)

Name of facility (French)

*** Address of office or facility (required)**
 Register a new address
 Choose an address already registered with SOLO

*** Region (required)**

*** City (required)**

*** Street address (required)**

*** Postal code (A1A 1A1) (required)**

Selected census area summary

# Census Metropolitan Area (CMA)	# Census sub division (CSD)	Total Minority population	Total Minority language percent	Total population
Ottawa-Gatineau	OTTAWA	421,625	35%	1,222,760



Registrations (continued)

➤ Office confirmation

Office information		Edit office information
Office type	A local office or facility	
Office name (English)	Information	
Office name (French)	Information	
Telephone number	1 (613) 957-2400	
Email		
This office serves	The general public	

Office location		Edit office location
Name of facility (English)	C.D. Howe Building	
Name of facility (French)	Édifice C.D. Howe	
Region	Ontario	
City	Ottawa	
Street address	240 Sparks Street	
Postal code (A1A 1A1)	K1P 0C6	
Latitude	45.420513799999999	
Longitude	-75.701905	
Include in Burolis	Yes	
In-person services available	No	
Business hours	▶ View business hours	

Programs		Edit Programs
		Submit Cancel
← Previous		↑



Registrations (continued)

➤ Success!

Register office(s)

✔ Office Registered

You have successfully registered the Office. The language designation for this office is **Bilingual**.

[Register another office\(s\)](#) [Back to dashboard](#)

Language Designation(s)

1 Based on the provisions applied this Information is: Bilingual

[Read more - Language designation for this office](#)

Regulations application

- CMA/CSD: Ottawa
- Demographic type: OFFICES LOCATED in the National Capital Region (NCR)
- Designation: Bilingual
- Provision: 22(a)
- Moratorium 2016-11-30: Not applicable

22 Every federal institution has the duty to ensure that any member of the public can communicate with and obtain available services from its head or central office in either official language, and has the same duty with respect to any of its other offices or facilities (a) within the National Capital Region;

Moratorium 2016-11-30: Not applicable

Tasks

➤ Service area

❗ Service Area is required

Based on the office details and location, a **service area is required**. Please define the service area or save as draft, if you need to gather more information.

➤ Measure of demand – Clientele survey

Language Designation(s)

Based on the provisions applied this information requires more information. English

A new task has been created for your institution. [Click here to view the task.](#)

Read more - Language designation for this office

Regulations application

- CMA/CSD: St John's
- Demographic type: CMA where the minority language population is < 5000
- Designation: English
- Provision: 5(2)
- Moratorium 2016-11-30: Not applicable

5 (2) For the purposes of paragraph 22(b) of the Act, there is significant demand for communications with and services from an office or facility of a federal institution in the official language that is not the official language of the English or French linguistic minority population where the office or facility is located in Canada and is not an office or facility at which there is significant demand in both official languages under subsection (1).
Moratorium 2016-11-30: Not applicable

➤ Proportionality application (SSG) - Community consultation

Proportionality principle

SOLO has applied the Proportionality Principle to the offices within this same service group. Your institution must consult the minority language community before determining which office(s) in this same service group must now provide their services in both official languages.

The regulatory provisions concerning the proportionality principle stipulate that the choice of office or offices depends on:

1. the distribution of the official language minority population within the census area;
2. the mandate – or function - of the offices that provide those services, their clientele and their location within the census area; and
3. the advice received after consultation with the official language minority population that is served by those offices.

Tasks – Service Area

- Determined by the institution
- SOLO calculates Minority Data based on Census Regions
- Bilingual or unilingual
- In SOLO, Office location page

① 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.



Service Area (continued)

➤ Census Region Data

Service Area

To create a service area, use the map to select the CSDs or CMAs that will form the boundaries of the service area. You can also define a radius to create a service area.

Selected census area summary

# Census Metropolitan Area (CMA)	# Census sub division (CSD)	Total Minority population	Total Minority language percent	Total population
Charlottetown	1102075	1,510	2.1%	72,385

▼ [Service area demographic details](#)

Demographic Details

Census metropolitan area (CMA)	Census sub division (CSD)	Place Name	Minority population	Minority language percent of population	Total population
Charlottetown	1102075	TBD	730	2%	33,605
Stratford	1102080	TBD	230	2.7%	8,575
Cornwall	1102085	TBD	115	2.2%	5,165
Lot 48	1102014	TBD	25	1.3%	1,910
Lot 31	1102026	TBD	30	1.8%	1,635
Meadowbank	1102033	TBD	10	2.9%	340
Lot 65	1102028	TBD	40	1.8%	2,200

The language designation for this office is **Bilingual**.



Tasks – Measure of Demand

➤ Clientele survey

* **Methodology followed (required)**

* **Methodology followed (required)**

Methodology details

* **Results - number English (required)**

* **Results - number French (required)**

Percentage of respondents requesting service in the minority language

➤ 20% = Bilingual



Tasks – Proportionality Calculation

- Based on # of offices providing same service in Census Region (X) Min. Pop.

Back to service groups

Proportionality principle

SOLO has applied the Proportionality Principle to the offices within this service group. Your institution must consult the minority language community before determining which office(s) in this service group must now provide their services in both official languages. The regulatory provisions concerning the proportionality principle stipulate that the choice of office or offices depends on:

Distribution of the official language minority population in the CMS/CSD and:

1. The function of the offices that provide these services, their clientele, in particular, usage patterns and their location in the census area (e.g.: proximity of the office to the minority language population).
2. Consultation with the English- or French-speaking minority population regarding the choice of office(s) to designate bilingual.
3. Advice received after consulting with the English- or French-speaking minority population regarding the choice of office(s) to designate bilingual.

▶ Read more - Language designation for this office

Service group office details
To update an office's language obligation, select the Update button.

* Group name (required)

Required Bilingual offices: 1

Update Consult community

Inst	CMA/CSD	Prov.	Address	Key/Non Key	Provision	Designation
CSD	Winnipeg	Manitoba	Winnipeg - 2599 Main Street	Key service	5-1-b	English
CSD	Winnipeg	Manitoba	Winnipeg - 393 Portage Avenue	Key service	5-1-b	English
CSD	Winnipeg	Manitoba	Winnipeg - 3393 Portage Avenue	Key service	5-1-b	English
CSD	Winnipeg	Manitoba	Winnipeg - 1450 Taylor Avenue	Key service	5-1-b	Bilingual
CSD	Winnipeg	Manitoba	Winnipeg - 111 Lombard Avenue	Key service	5-1-b	English

Submit Cancel

- Out of 5 Offices in Winnipeg, 1 Required Bilingual

Details on the community consultation

Community Consultation

* Did you consult the minority community or communities served by the offices involved in the application of the proportionality principle? **(required)**

- Yes
 No
 N/A

* Please explain why there was not a consultation or why this obligation does not apply to these offices. **(required)**

* Which community or communities did you consult? Please specify. **(required)**

* What were the main results/observations/highlights of these consultations? **(required)**

* Did you consider the feedback from these communities when deciding which office(s) to designate English and French? **(required)**

- Yes
 No

By which means did you consult the communities?

Did you encounter any challenges during the consultation process? Please explain.

Have you identified any best practises as a result of the consultation process? Please explain.

Submit

Cancel

Reports – Generic or Customized

- Generated by Live Data in SOLO
 - SOLO (Office registrations)
 - OLISS II
 - Annual Review
 - OLRRE (**In development**)
- Can be customised using filters
- Can be exported in Excel format for easier manipulation/data integration

Reports – SOLO

Report SOLO Reports

Filters

Institution Office Details

Number of Offices
5268

Institution Legal Name	Office Number	Office Type Name	Language Designation	Office Level Type	Provision Code	Civic Address Street Name	Census Subdivision (CSD)	Census Metropolitan Area(CMA)	Province	Locality	Office
2010 Games Operating Trust Society	96511	Head Office	Bilingual	Unknown	22	jjjj			Manitoba	Ashville	2010 Games Operating Trust Society
	96512	A local office or facility	Bilingual	Key service	5(1) (g)	4375 BOUL DES FORGES	Trois-Rivières	Trois-Rivières	Quebec	Trois-Rivieres	trois1
	96513	A local office or facility	French	Key service	5(1) (e)	1991 BOUL DU CARMEL	Trois-Rivières	Trois-Rivières	Quebec	Trois-Rivieres	trois2
	96533	A local office or facility	Bilingual	Key service	5(1) (o)	69 davies road	Shefford		Quebec	Fulford	demo 3 first office
	96534	Immigration services at a point of entry into Canada (other than an airport or ferry terminal)	Bilingual	Key service	10(d)	2 Peace Bridge Plaza, Fort Erie Ontario	St. Catharines - Niagara	St. Catharines - Niagara	Ontario	Fort Erie	test point of entry
	96555	A local office or facility	Bilingual	Key service	22 (a)	95 elgin	Ottawa-Gatineau	Ottawa-Gatineau	Ontario	Ottawa	test
	96556	A local office or facility	Bilingual	Key service	5(1) (l)	12 laval nord	Granby		Quebec	Granby	test
	96557	A local office or facility	Bilingual	Key service	5(1) (l)	15 laval nord	Granby		Quebec	Granby	test2
	96558	A local office or facility	Bilingual	Non-key service	5(1) (k)	kkkkk	Belleville		Ontario	Belleville	test belleville
	96600	A local office or facility	Bilingual	Key service	22 (a)	99 Elgin	Ottawa-Gatineau	Ottawa-Gatineau	Ontario	Ottawa	test
	96601	A local office or facility	Bilingual	Non-key service	22 (a)	90 elgin	Ottawa-Gatineau	Ottawa-Gatineau	Ontario	Ottawa	Demo Office
	96602	A local office or facility	Bilingual	Non-key service	22 (a)	81 Metcalfe	Ottawa-Gatineau	Ottawa-Gatineau	Ontario	Ottawa	Demo Office 2
	96607	A local office or facility	Bilingual	Key service	5(1) (a)	70 ADVANCE BLVD	Toronto	Toronto	Ontario	Toronto	brampton1
96632	A local office or facility	English	Non-key	5	12 main	Sault Ste		Ontario	Sault Ste Marie	acd	

Office Details | Language Designation by Office Type | Institution Accounts | Program Report

Reports – OLISS II

Report OLIS

Full Screen

Canada

Internal services to employees

Region	Resources Serving Bilingually	Resources Serving in English	Resources Serving in French	Total Resources Providing Internal Services
Bilingual Quebec - Other	51	48	52	151
Montreal	53	52	54	159
National Capital Region (NCR)	59	53	57	169
New Brunswick	55	48	50	153
Ontario North and East	51	48	50	149
Total	269	249	263	781

Filters

Search

Filters on this page

Institution is (All)

Apply

Internal services to employees | Bilingual Supervision | Participation by region | Participation by occupational category | Service to the public in official languages

Regulations Re-application Exercise (OLRRE)

- Module is currently being developed
- New Census Data incorporated in SOLO
- Help PROL to view Office Linguistic Designation
 - Office becomes Bilingual
 - Office becomes Unilingual
 - Office keeps its Linguistic Designation
- Monitors Timelines for OLRRE Phases by Groups

Next Steps

- Federal Institutions to validate/update information in SOLO
- Federal Institutions to Register any missing Office in SOLO

OLRRE Exercise

- Exercise will begin during Winter-Spring 2023

How About a Demo?

Why Not!



Your Task for today - PROL

- Enter this information in SOLO (Simulator) to determine your office's linguistic obligation:
- Local office
 - Information services provided to local public
 - 167 Lombard Ave.
 - Winnipeg, MB R3B 0V3
 - Tel: 204-983-2373
 - Email: info@department.gc.ca.
 - Business hours: 8:30am – 4:00pm, Monday to Friday

Questions - OLCE is here to help

For any questions or support on SOLO, please communicate with TBS-OLCE at info-ollo@tbs-sct.gc.ca