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

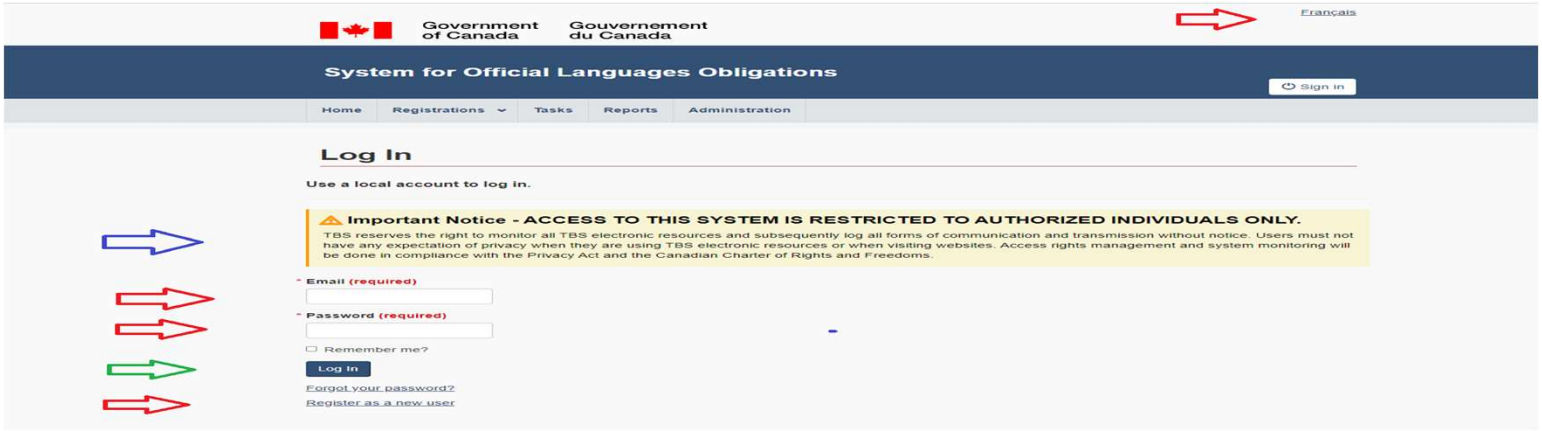
SOLO (System for Official Languages Obligations):

- 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

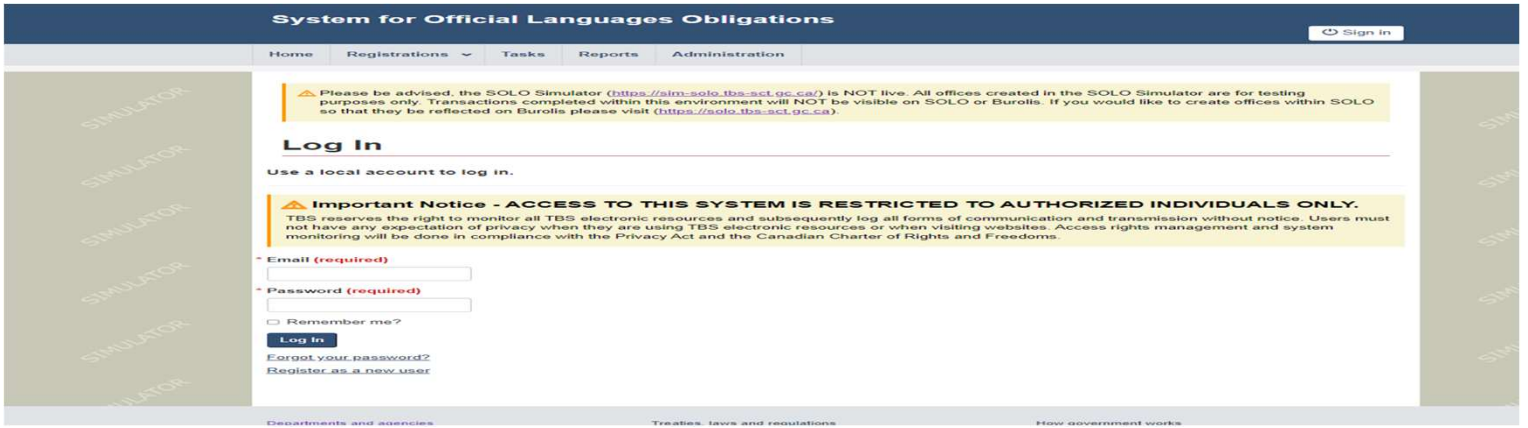
FIÉ

2 different environments for SOLO

- SOLO Production

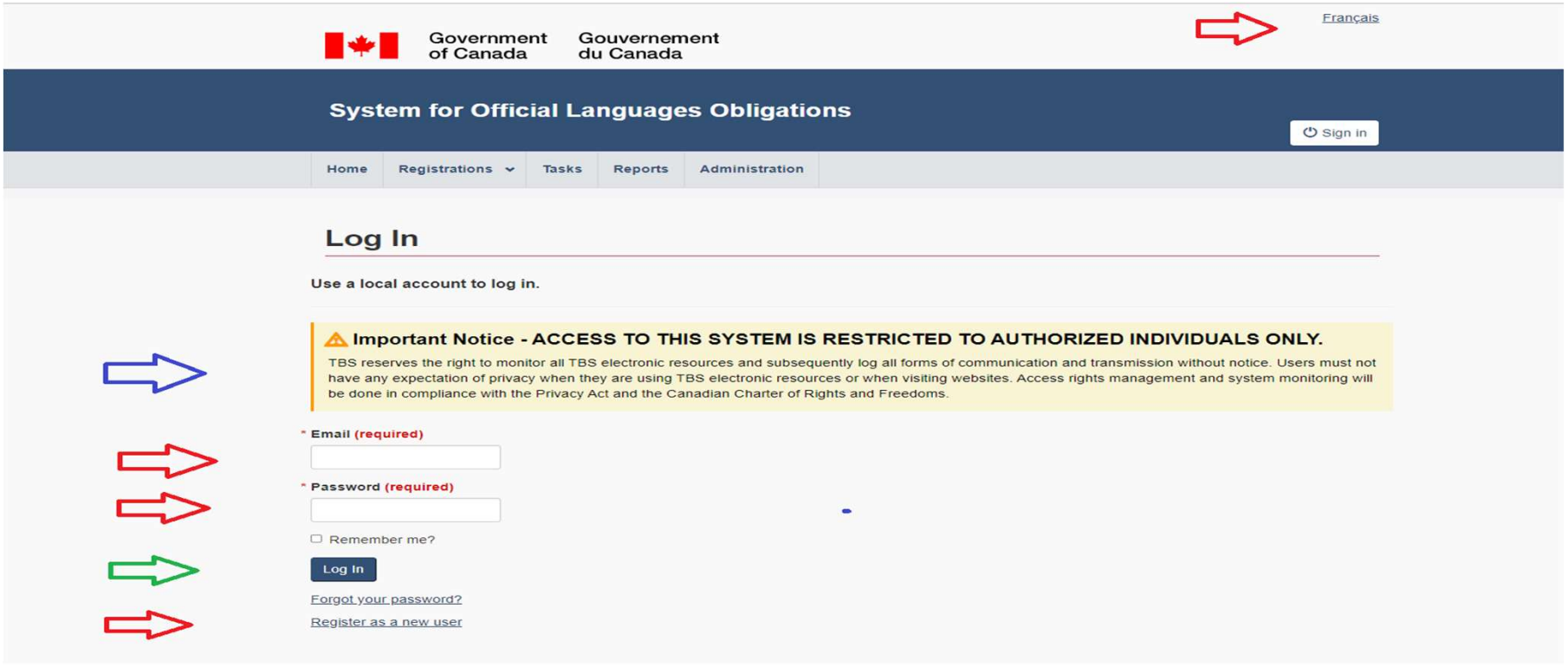


- SOLO Simulator



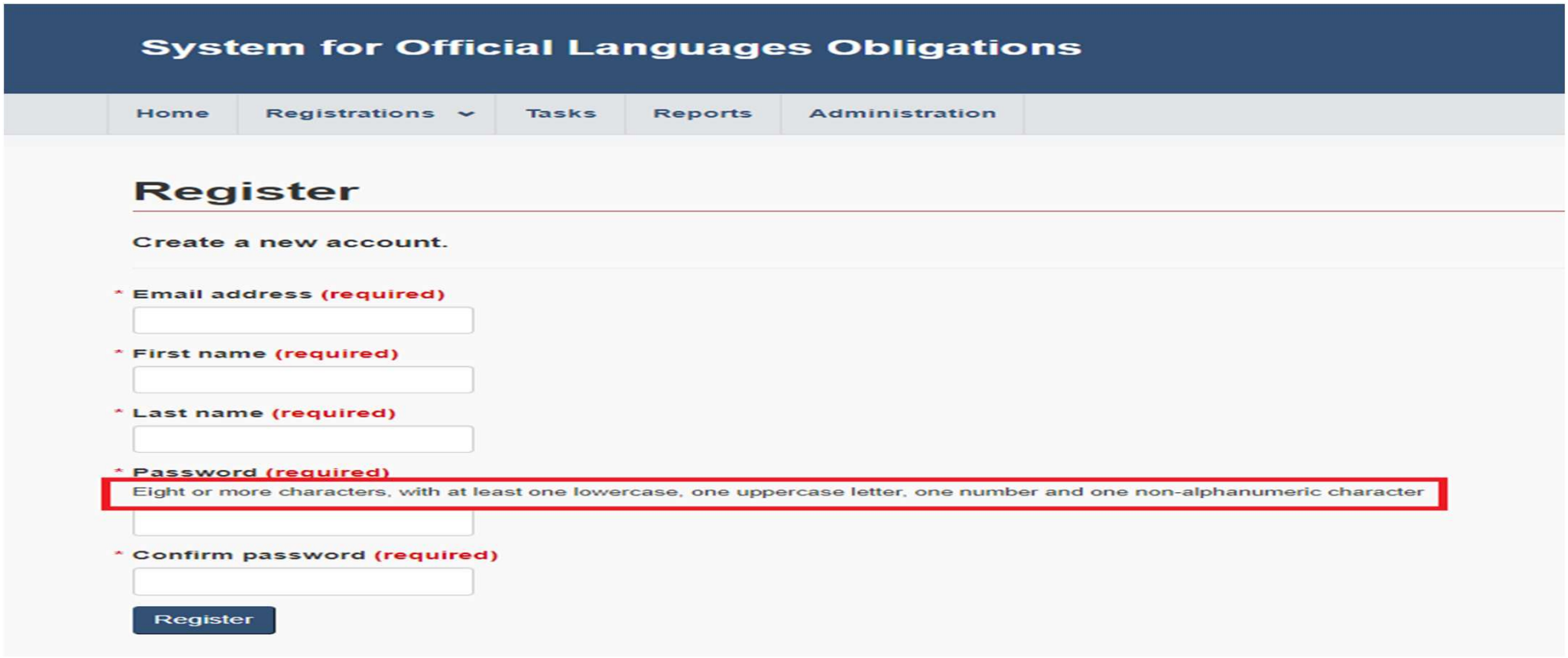
Launching SOLO

- SOLO is a web-based application



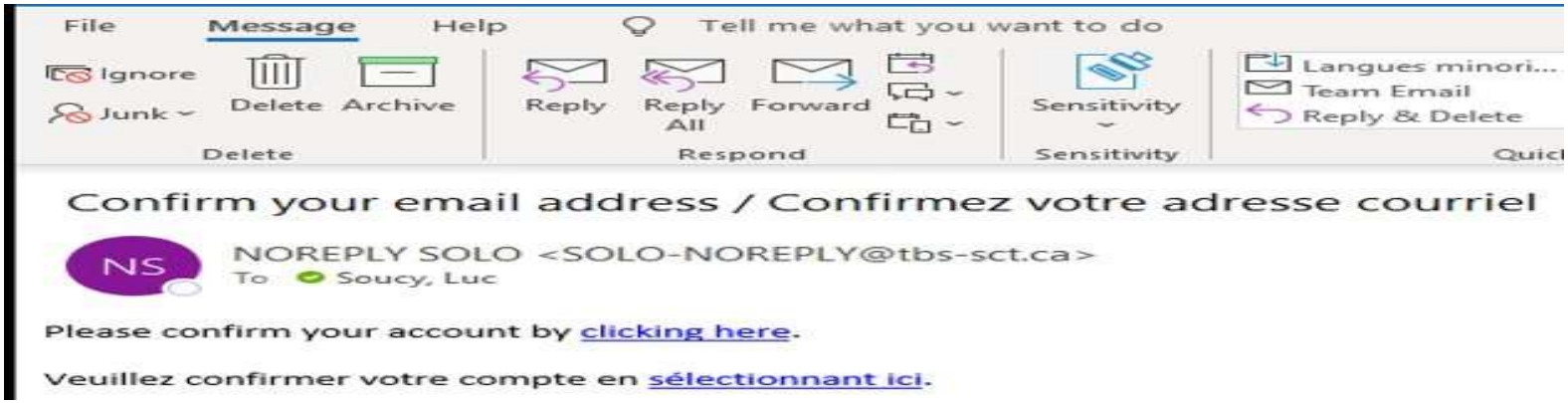
Launching SOLO (continued)

- Register to create your account



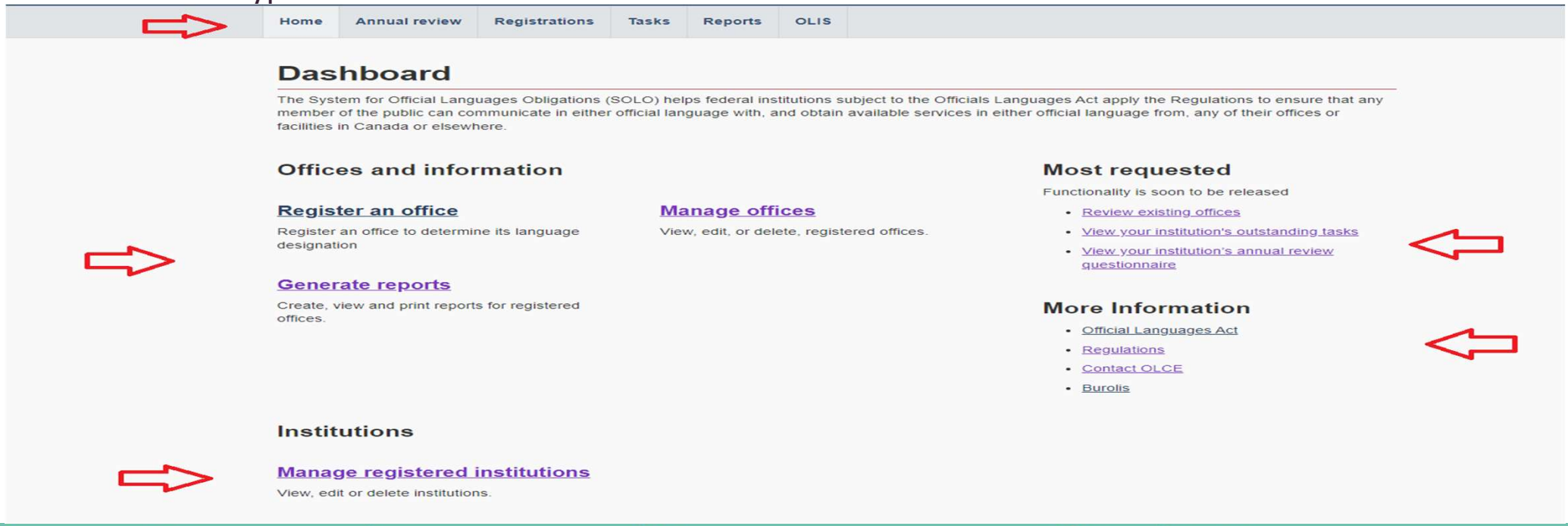
Launching SOLO (continued)

- Confirm your account



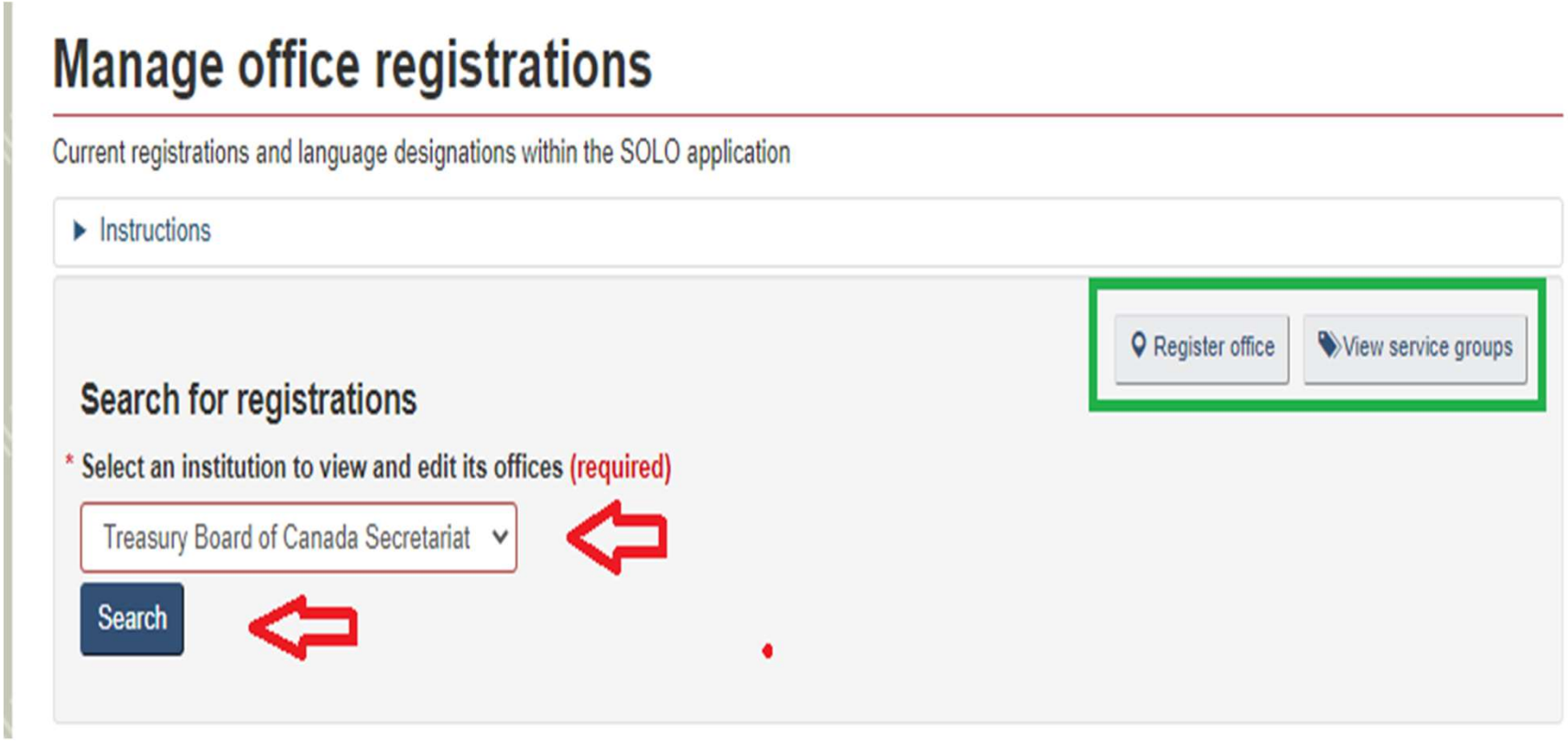
SOLO - Dashboard

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



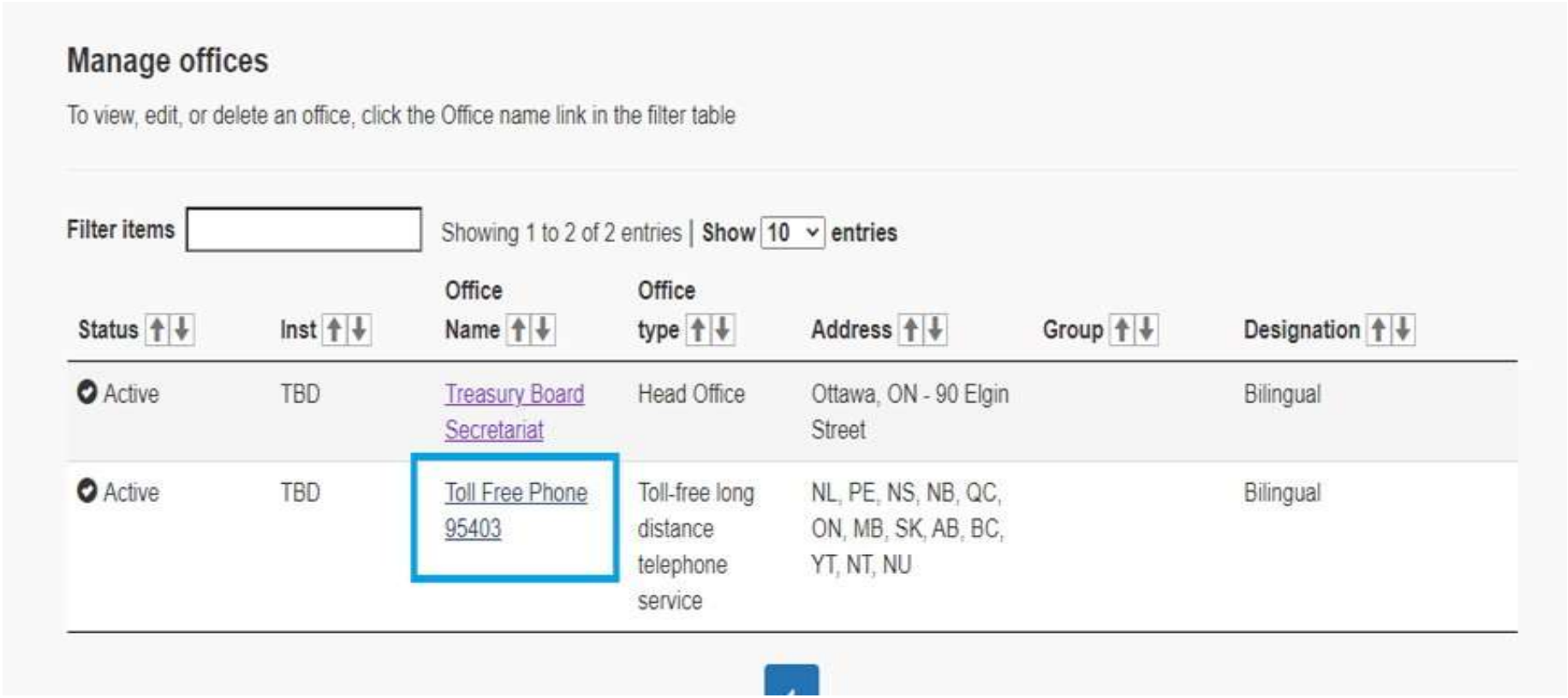
SOLO – Manage offices

- Manage office registrations



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

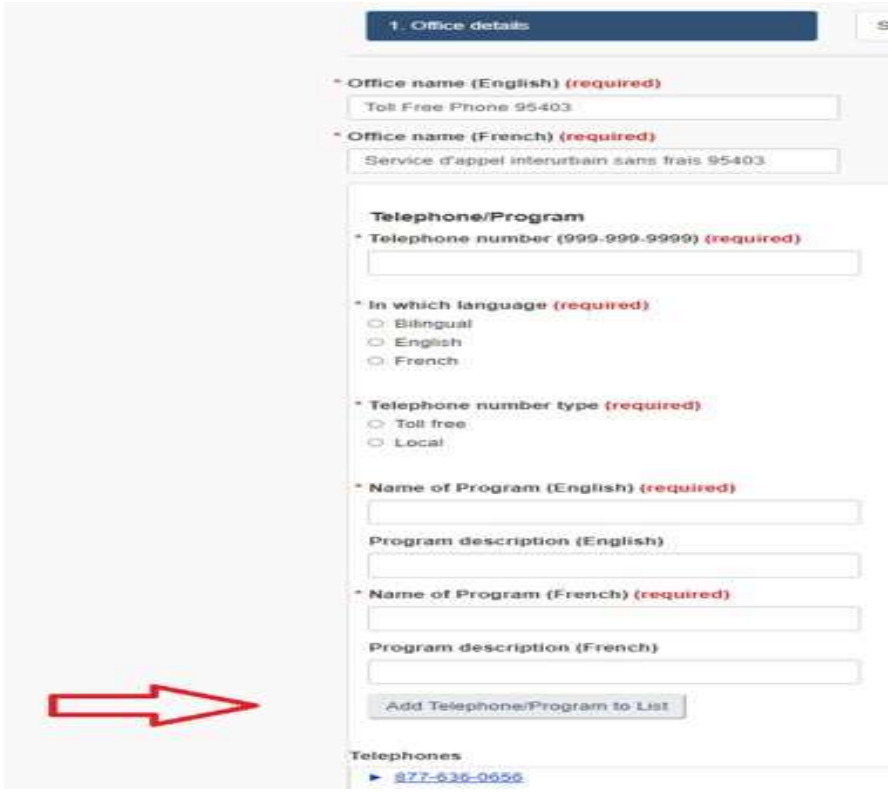
Status	Inst	Office Name	Office type	Address	Group	Designation
Active	TBD	Treasury Board Secretariat	Head Office	Ottawa, ON - 90 Elgin Street		Bilingual
Active	TBD	Toll Free Phone 95403	Toll-free long distance telephone service	NL, PE, NS, NB, QC, ON, MB, SK, AB, BC, YT, NT, NU		Bilingual

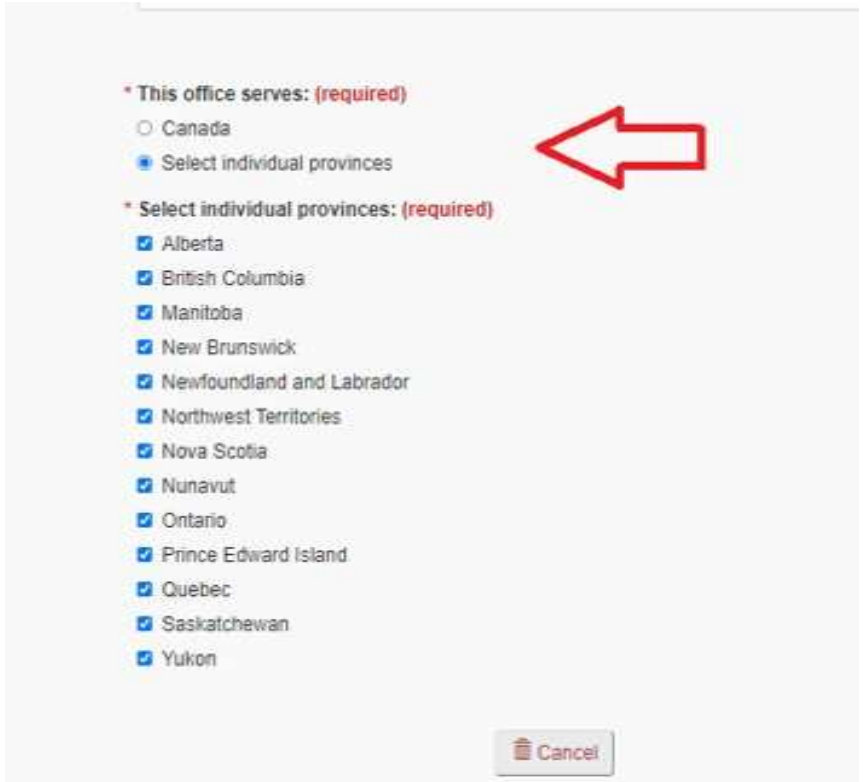
SOLO – Manage offices (continued)

- Review information and edit (if need be)

SOLO – Manage offices (continued)

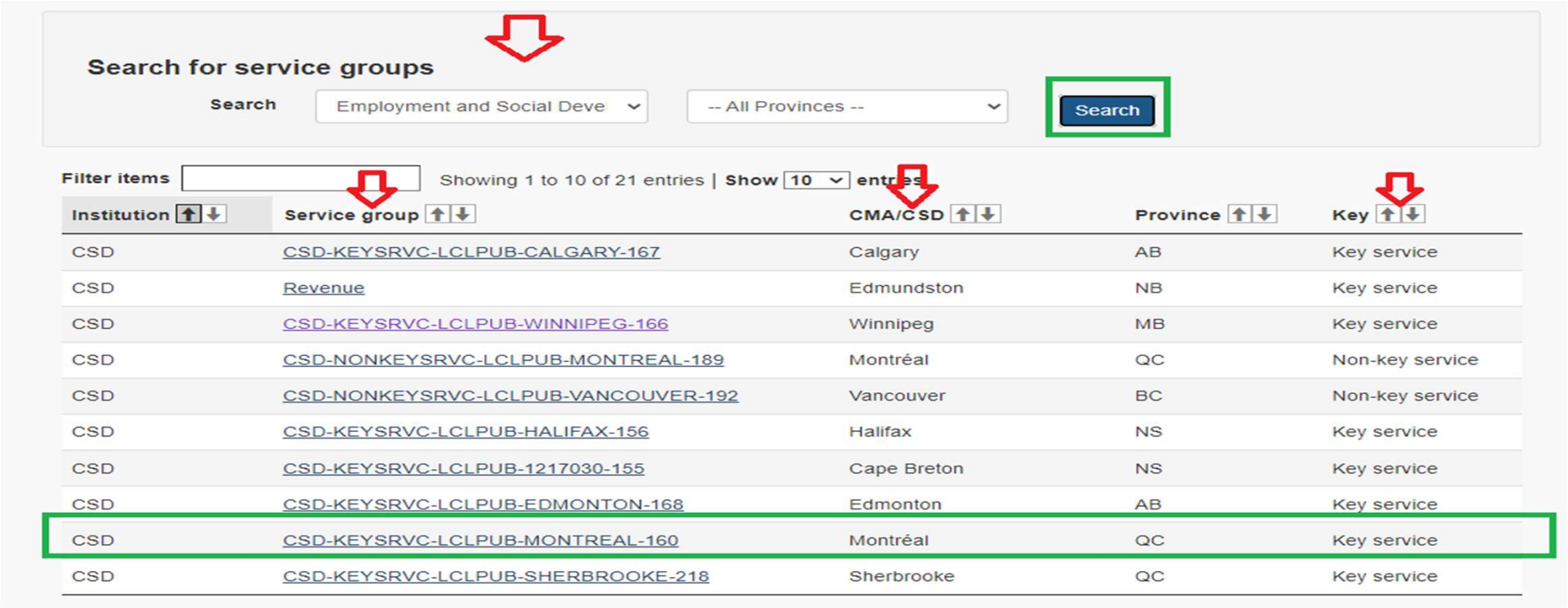
- Editing office information





SOLO – Manage offices (continued)

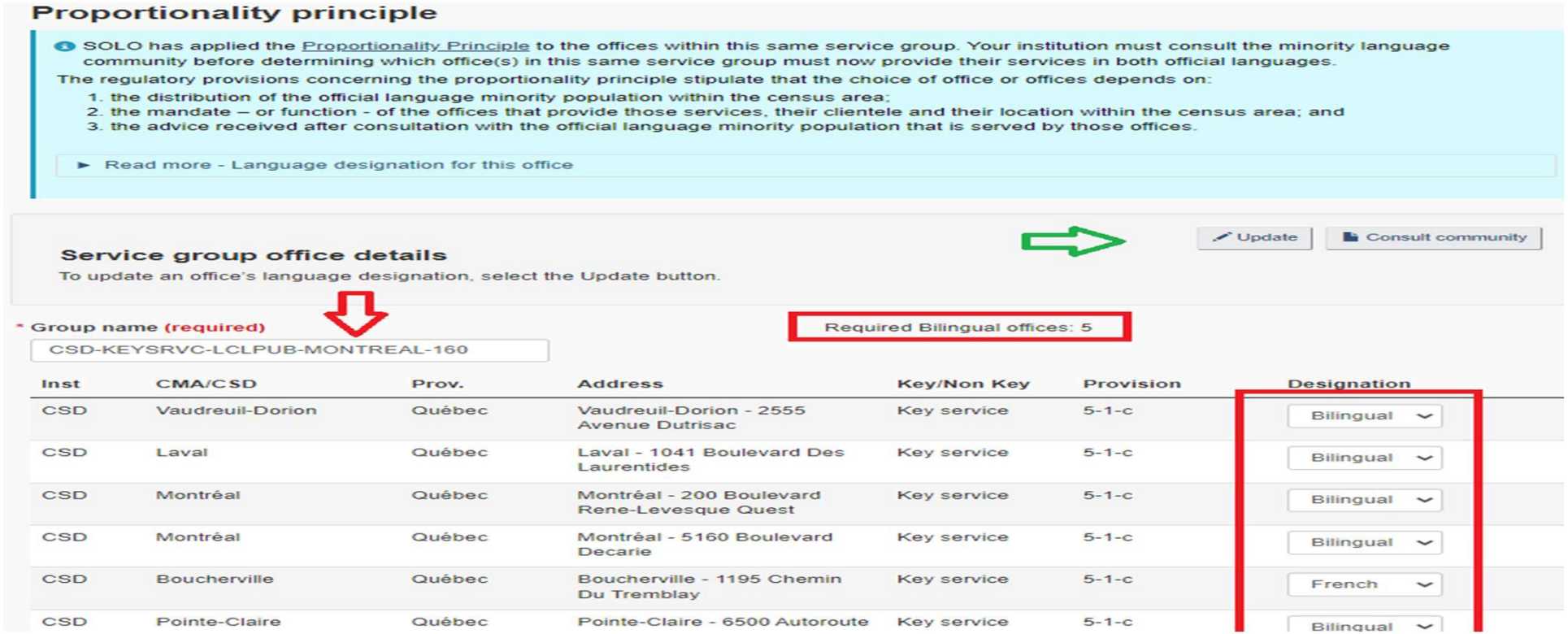
- View same service groups



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

Update | Consult community

Service group office details

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

* Group name (required)

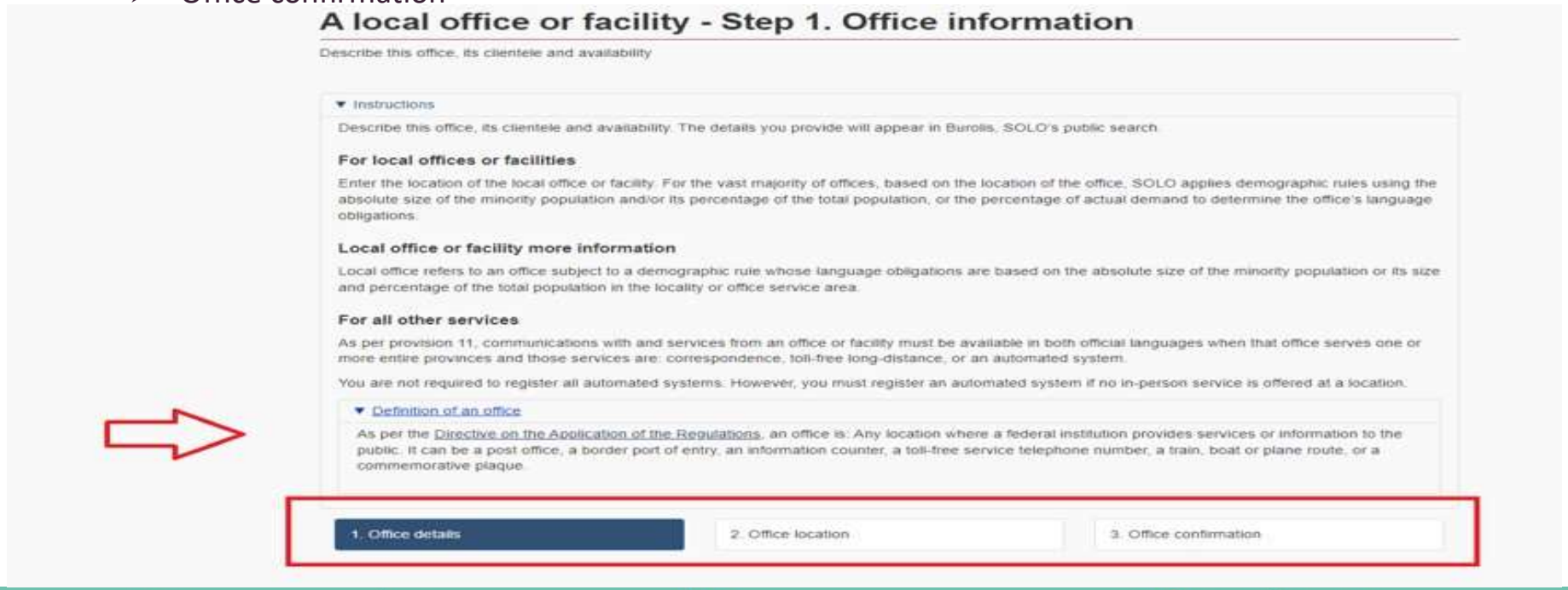
CSD-KEYSRVC-LCLPUB-MONTREAL-160

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 Quest	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

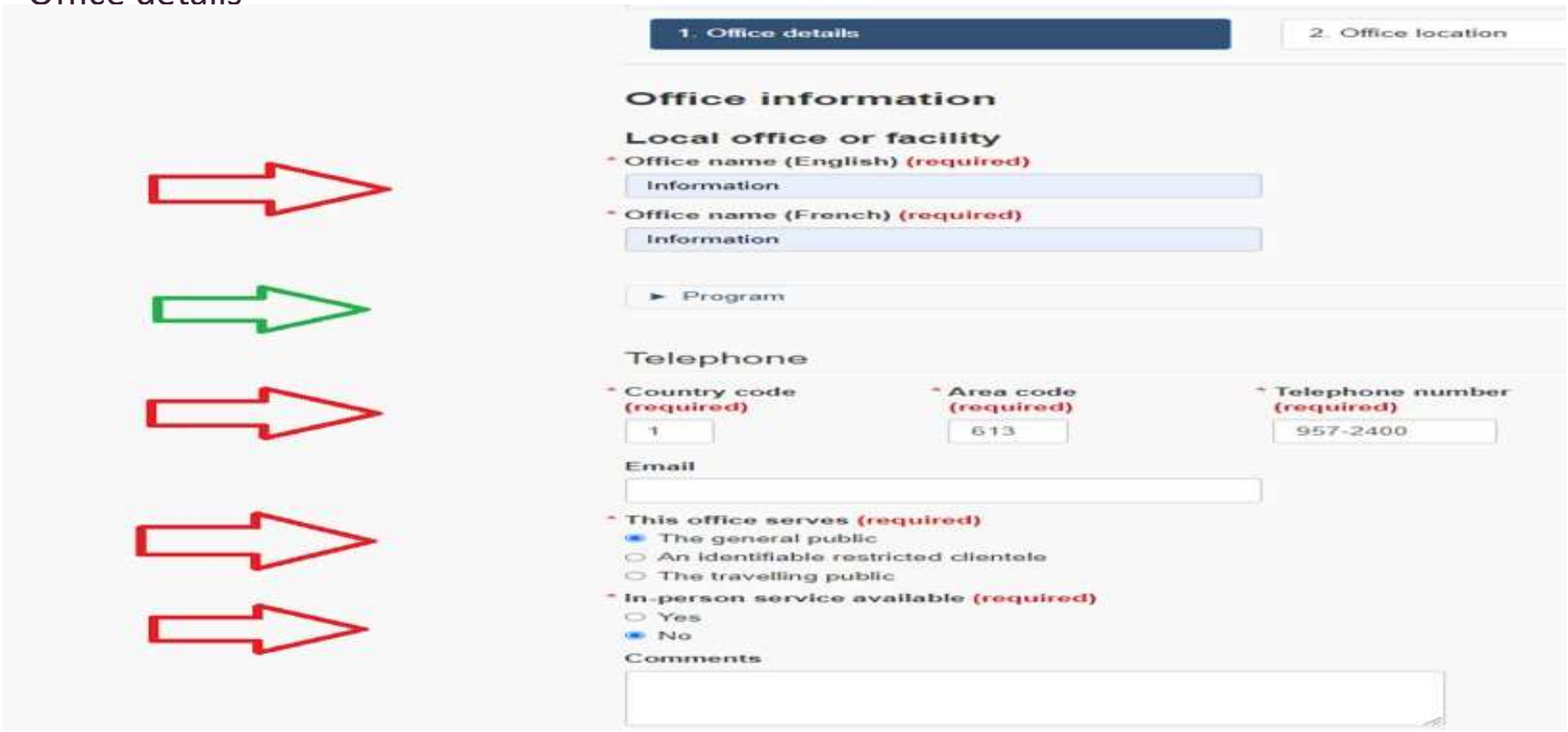
SOLO – Registrations (3 step process)

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



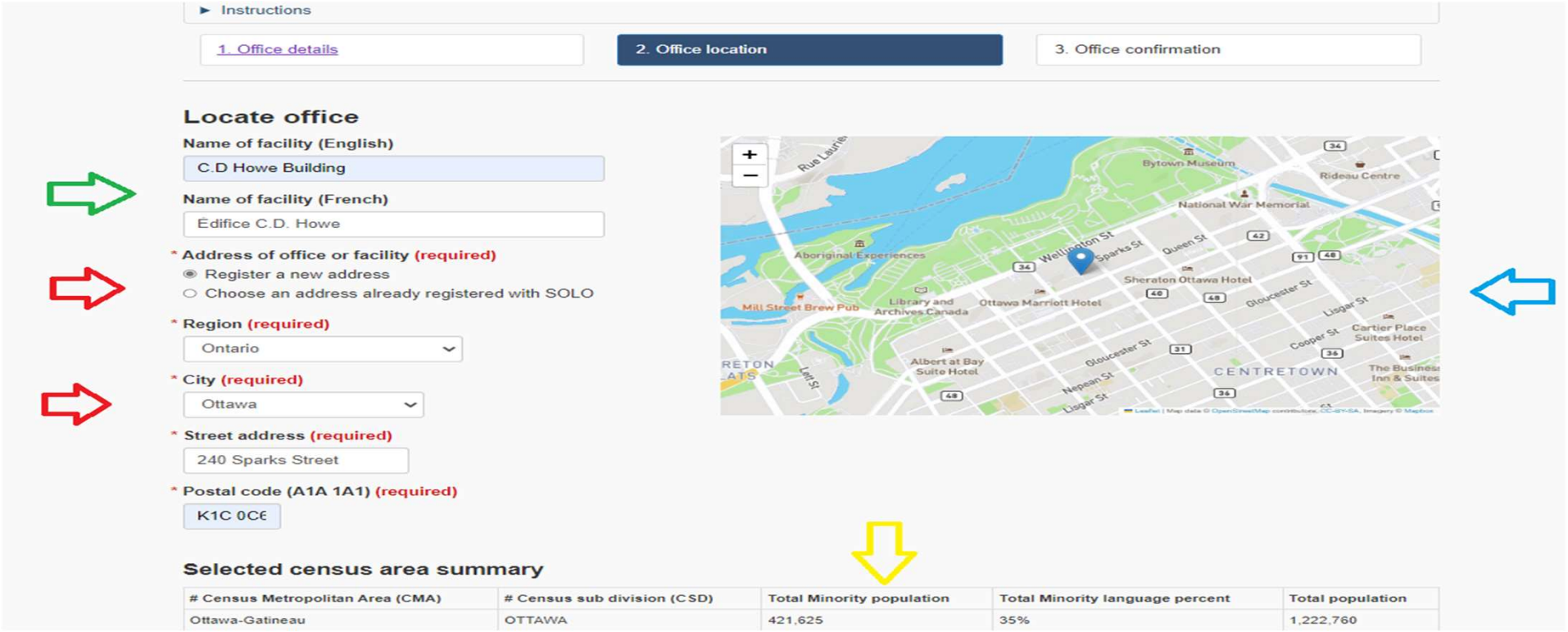
Registrations (continued)

- Office details



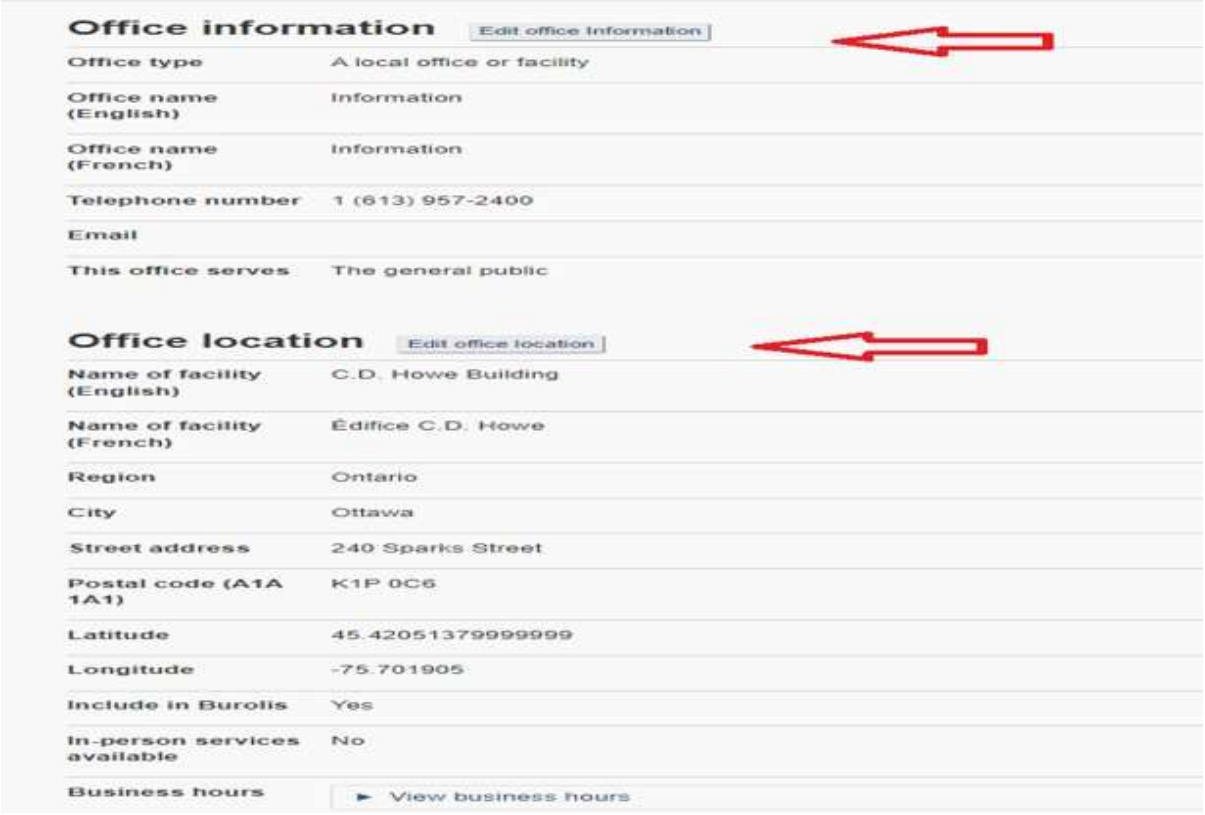
Registrations (continued)

- Office location



Registrations (continued)

- Office confirmation



Office information Edit office information

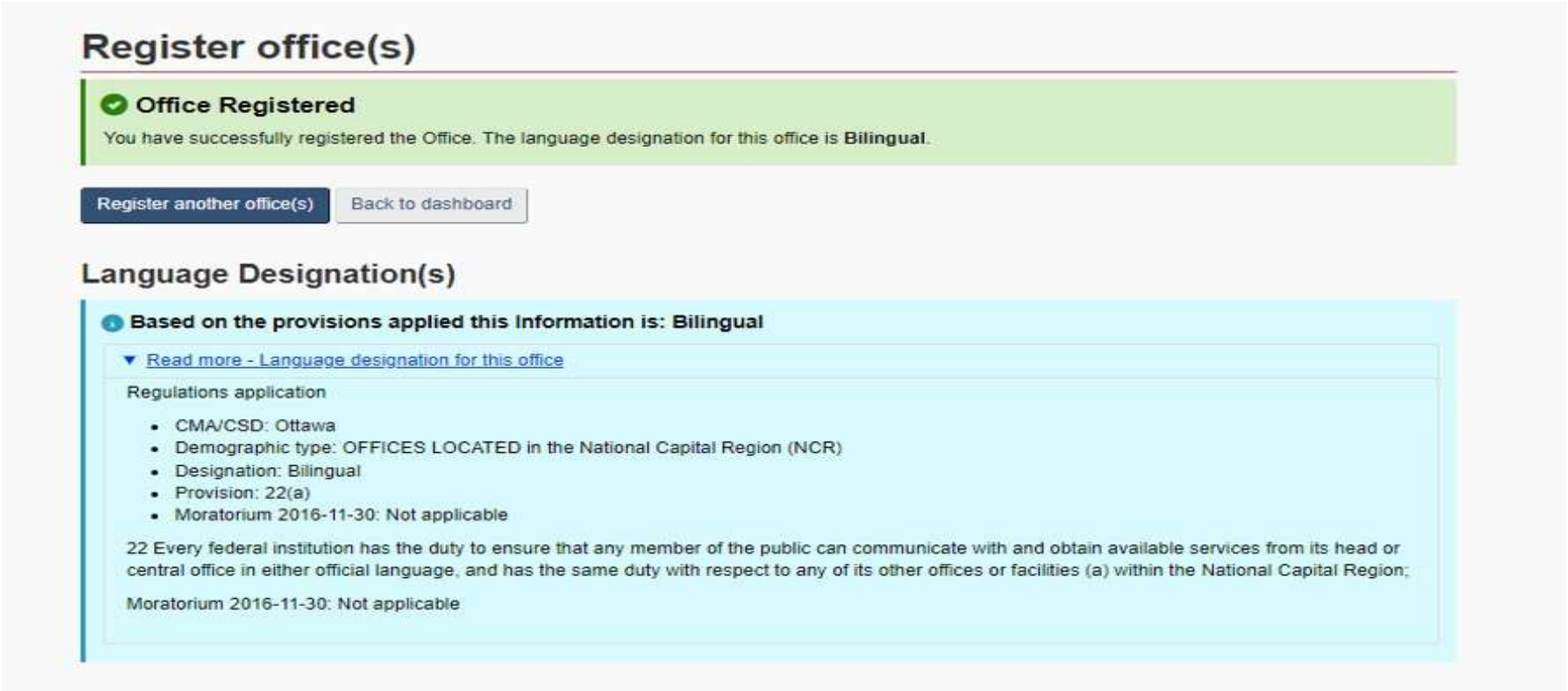
Office type	A local office or facility
Office name (English)	Information
Office name (French)	Information
Telephone number	1 (613) 957-2400
Email	
This office serves	The general public

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	45.42051379999999
Longitude	-75.701905
Include in Burolis	Yes
In-person services available	No
Business hours	► View business hours

Registrations (continued)

- Success!

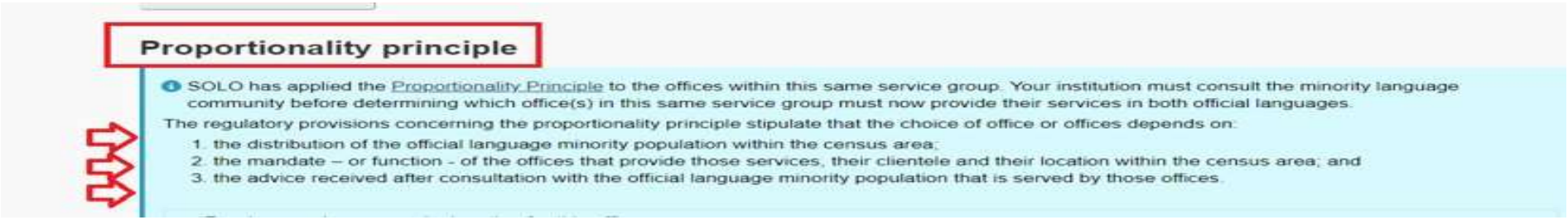


Tasks

- Service area

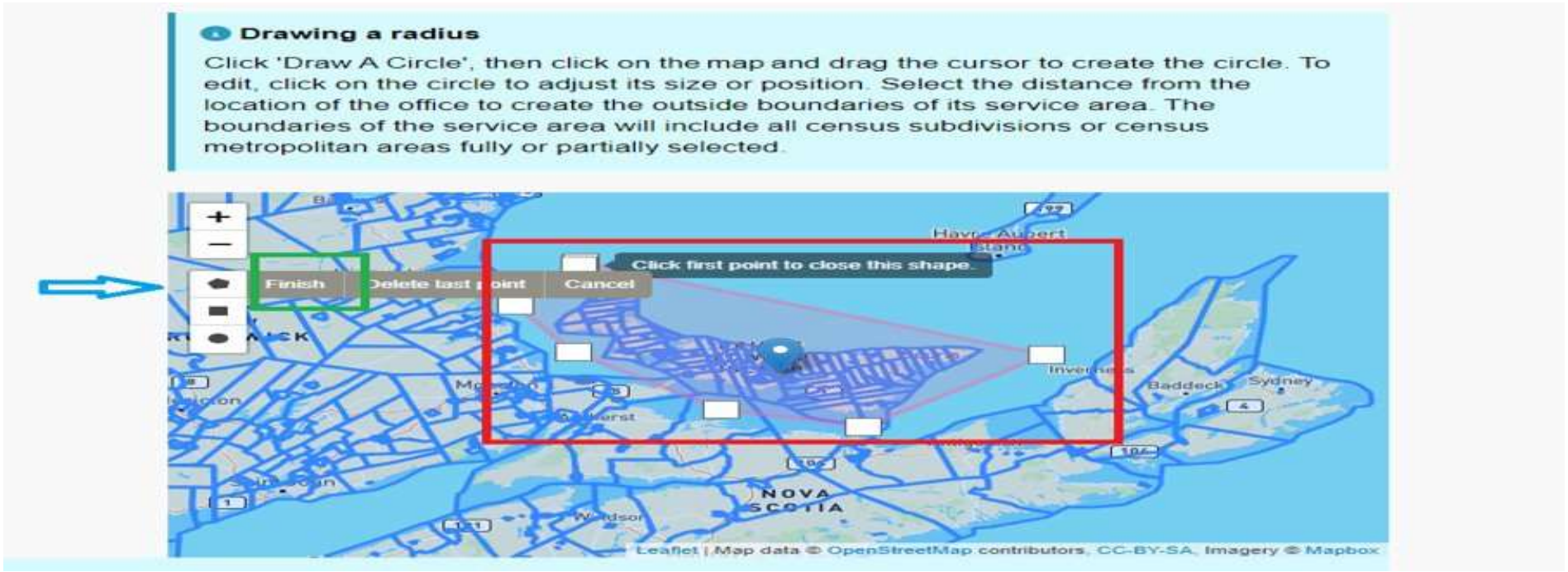
- Measure of demand – Clientele survey

- Proportionality application (SSG) - Community consultation



Tasks – Service Area

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



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

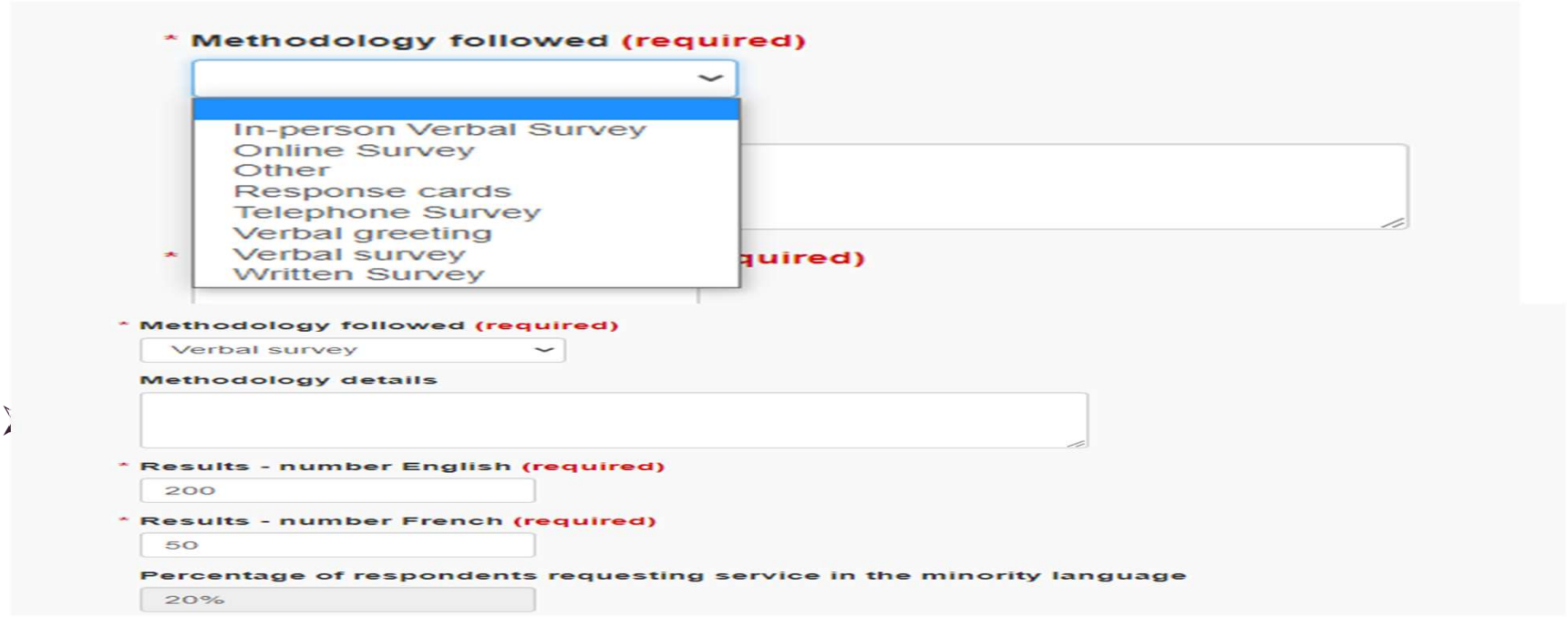
Demographic Details

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

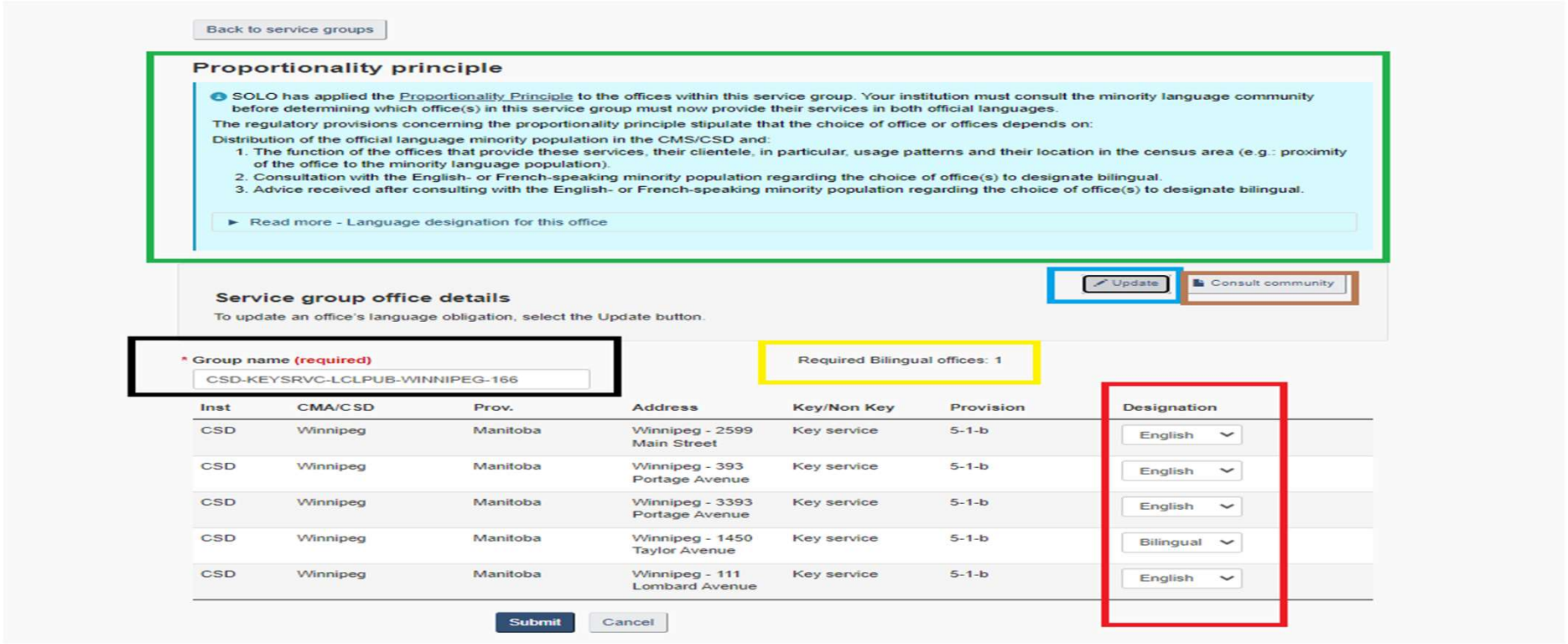
- Clientele survey



- 20% = Bilingual

Tasks – Proportionality Calculation

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



- 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.

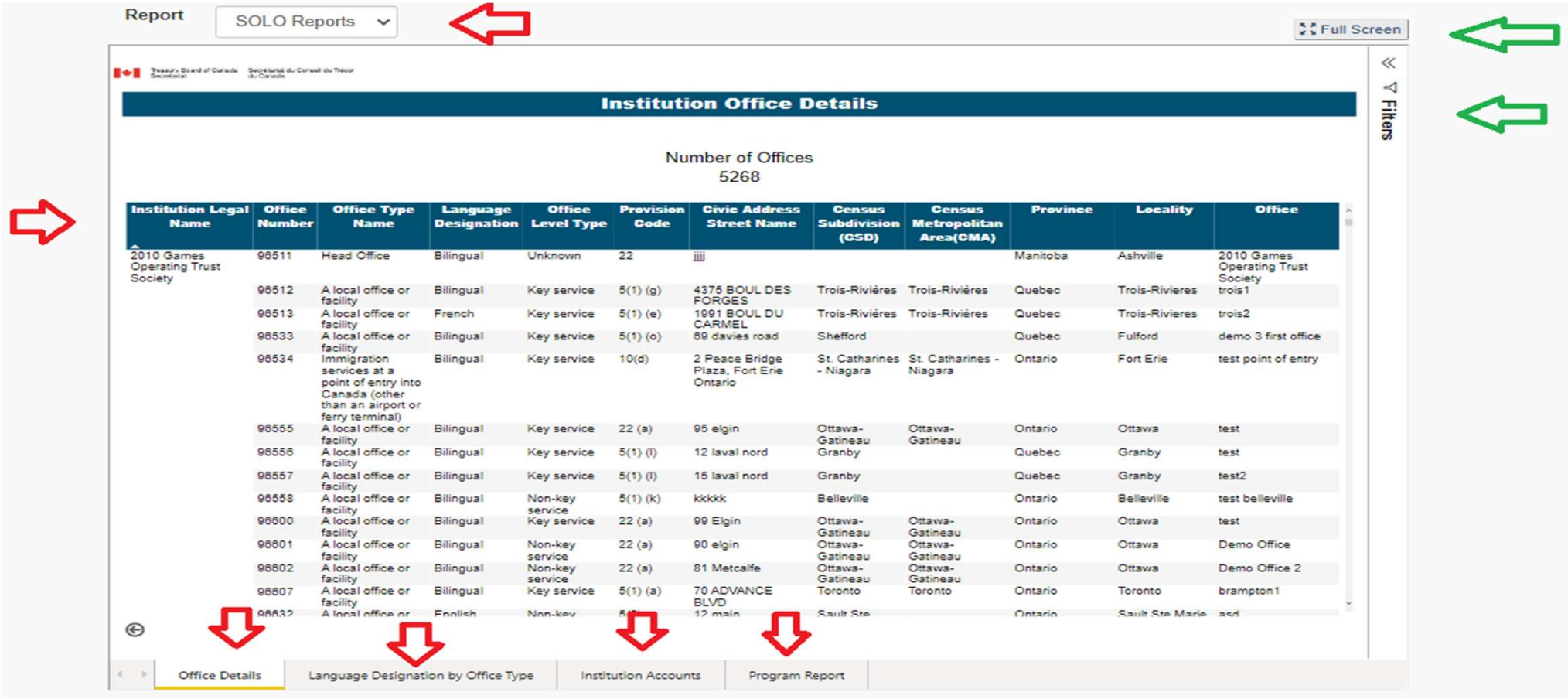
Have you identified any best practises as a result of the consultation process? Please explain.

Submit Cancel

Reports – Generic or Customized

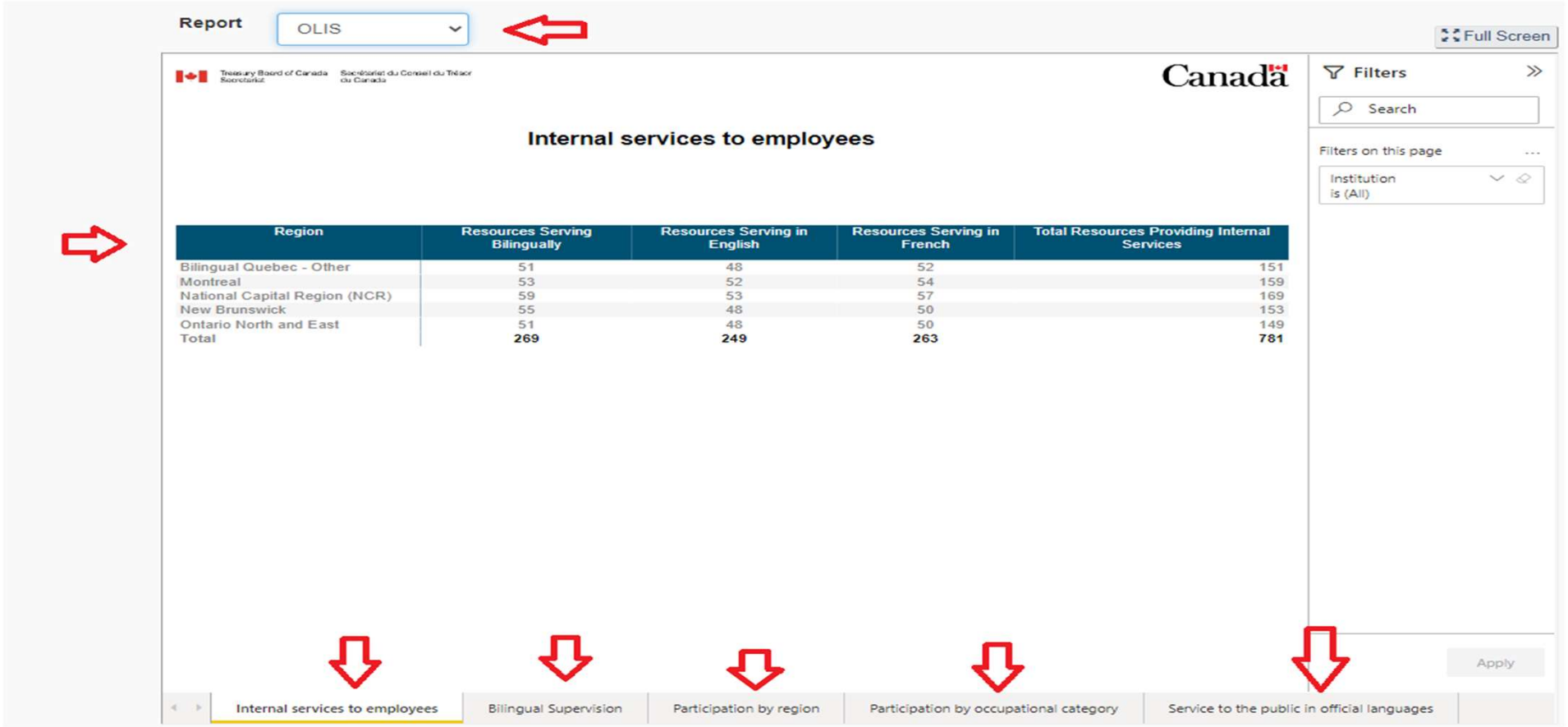
- Generated by Live Data in SOLO
  - SOLO (Office registrations)
  - OLISS II
  - Annual Review
  - OLRRE (In development)
- Can be customised using filters
- Can be exported in Excel format for easier manipulation/data integration

Reports – SOLO



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	English	Non-key		12 main	Sault Ste		Ontario	Sault Ste Marie	asd

Reports – OLISS II



Regulations Re-application Exercise (OLRRE)

- Module is currently being developped
- 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?

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