



**Official
Languages Centre
of Excellence**

Measurement of Demand and the *Official Languages* (*Communications with and Services to the Public*) Regulations Reapplication Exercise (OLRRE)

February 21, 2024

Targeted presentations intended for the Persons
Responsible for Official Languages (PROL)

OLRRE – Updates

OLRRE LAUNCH

- ✓ Officially launched on September 21, 2023

OLRRE MODULE INITIATED IN SOLO

- ✓ TBS verified the module application
- ✓ TBS worked with IT to resolve issues

INFORMATION SESSIONS

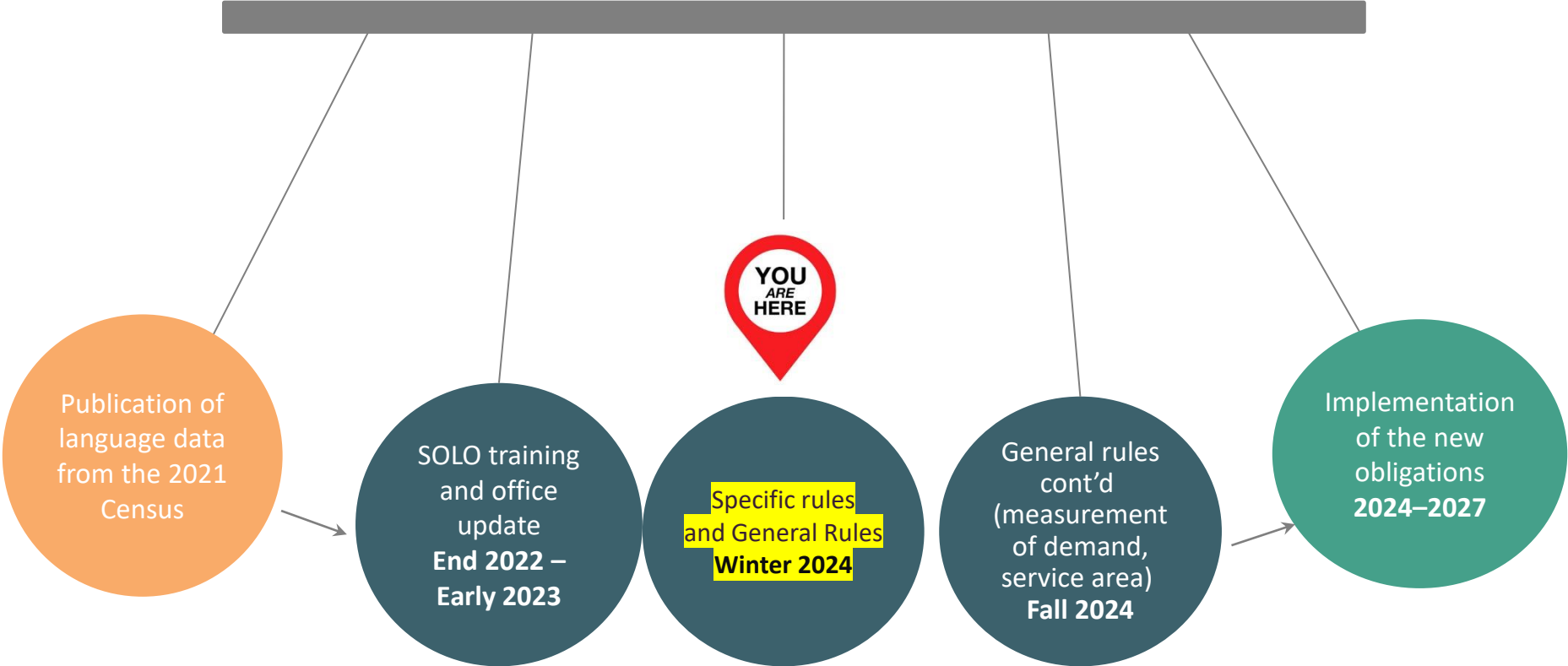
- ✓ Automatics (February 13)
- ✓ Service areas (February 15)
- ✓ Proportionality principle and consultations (February 20)
- ✓ Measurement of demand (February 21)

ACCESS TO SOLO GRANTED TO PROL

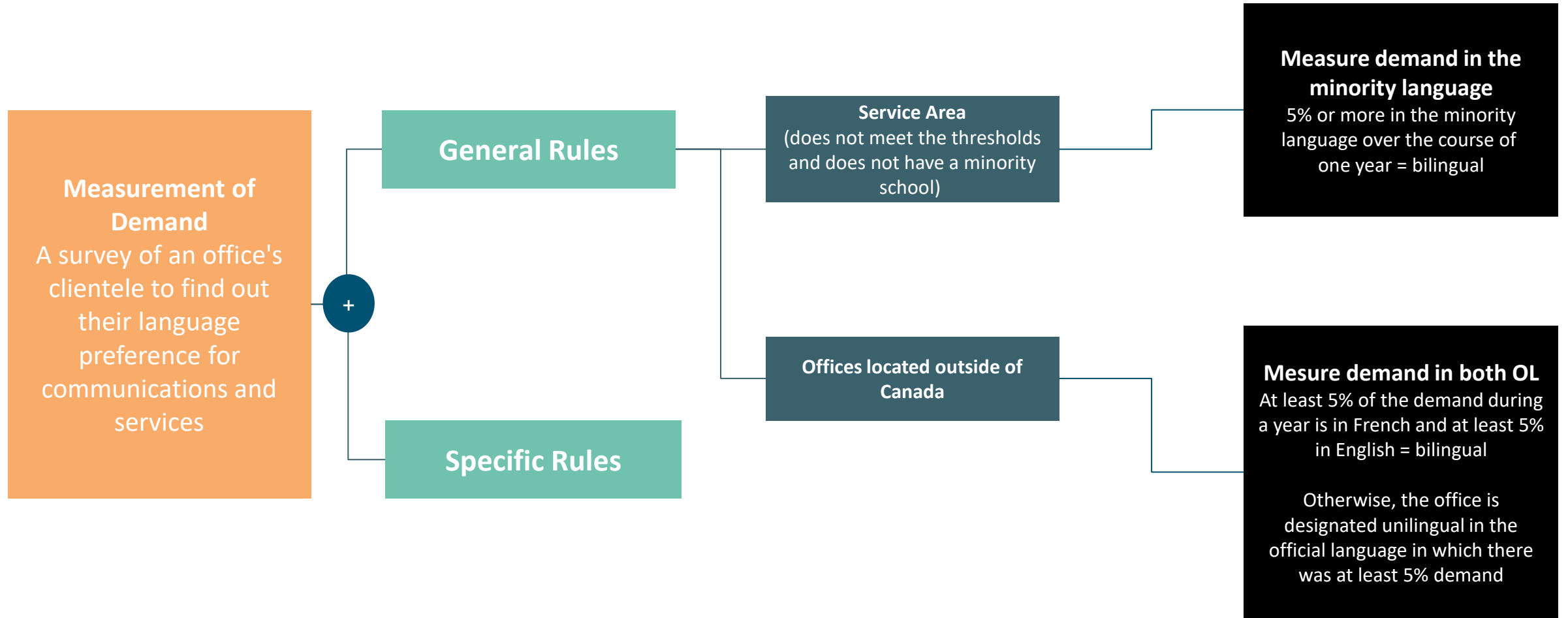
- ✓ SOLO will be reopened to users the week of February 26, 2024
- ✓ Start of the Directive deadlines
- ✓ For offices under measurement of demand following services areas, the Directive deadlines begin later, in the Fall of 2024



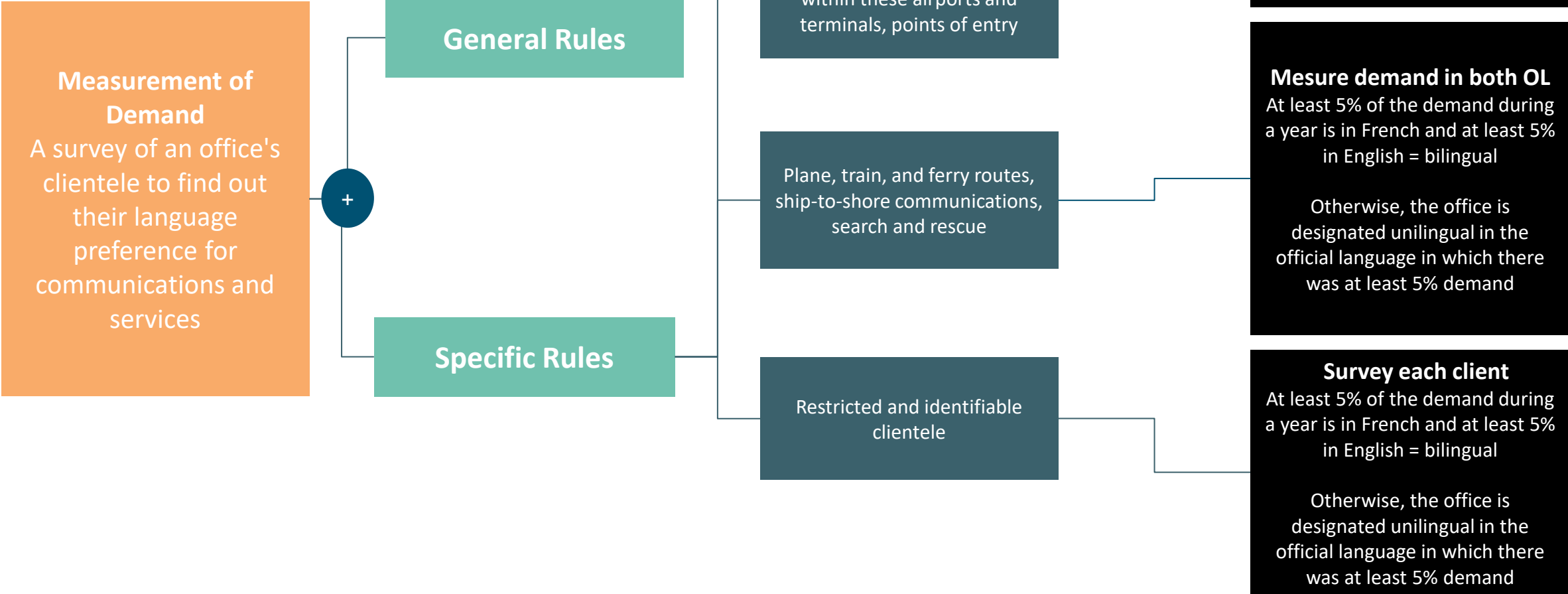
Steps of the OLRRE



Measurement of Demand – General Rules



Measurement of Demand – Specific Rules



How to – Best Practices for Measuring Demand

Generally, measuring the demand includes four key stages:



Deadline:

The measurement of demand must be completed as soon as possible, **within a maximum period of two years** from the date on which the office was created or from the date on which the provisions of the Regulations were reapplied in light of the most recent census data

Consult the [Best Practices Guide for Measurement of Demand](#) for more details



Overview – Some Key Directive Requirements for the Measurement of Demand*

6.3.3 - Ensuring that respondents are informed that their responses will be used to determine the language designation of the office where a measurement of demand is conducted. *NEW

6.3.4 - In cases where respondents chose both English and French as their preferred language for communications and services during a measurement of demand, ensuring that these responses are included in the data in favour of the minority language. *NEW


6.3.5 - For offices subject to specific circumstances, ensuring that demand is measured again when the circumstances of an office have changed. *NEW

6.3.6 - Providing the Treasury Board Secretariat of Canada with the results of the measurement of demand and the methodology used. *NEW



*The Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations contains a complete list of requirements with the purpose of ensuring, while respecting the spirit of the *Canadian Charter of Rights and Freedoms* and the *Official Languages Act*, a consistent and coherent implementation of the Regulations by specifying certain aspects

SOLO – Navigating Measurement of Demand

1.  Government of Canada / Gouvernement du Canada

System for Official Languages Obligations

Account settings | Sign out

Home | Annual review | Registrations | Tasks | Reports | **OLRRE** | OL Statistical Data

Dashboard

The System for Official Languages Obligations (SOLO) helps federal institutions subject to the Officials Languages Act apply the Regulations to ensure that any member of the public can communicate in either official language with, and obtain available services in either official language from, any of their offices or facilities in Canada or elsewhere.

Offices and information



[Register an office](#)
Register an office to determine its language designation


[Manage offices](#)
View, edit, or delete, registered offices.

[Generate reports](#)
Create, view and print reports for registered

Most requested
Functionality is soon to be released

- Review existing offices
- View your institution's outstanding tasks
- View your institution's annual review questionnaire
- Search



2.  Government of Canada / Gouvernement du Canada

System for Official Languages Obligations

Account settings | Sign out

Home | Annual review | Registrations | Tasks | Reports | **OLRRE** | OL Statistical Data

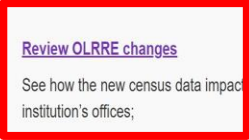
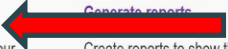
Home

Official Languages Regulations Reapplication Exercise

The Official Languages Regulations Reapplication Exercise (OLRRE) occurs after the release of the most recent decennial census data.

[Review OLRRE changes](#)
See how the new census data impacts your institution's offices;

[Generate reports](#)
Create reports to show the number of offices impacted by the OLRRE and the status of OLRRE activities






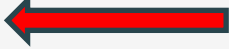
3. **Review results**

Institutions: **Canadian Food** | OLRRE tasks status: **-- All --** | PROL Tasks: **-- All --**

[View](#)

Atlantic Canada Opportunities Agency
Canadian Food Inspection Agency

No change 10 | Provision 4 | Designation 0 | Change to the provision and designation 3 | TBD 10



SOLO – Submit Your Data

6.

4.

Filter items Showing 1 to 10 of 460 entries | Show 10 entries

Status	Inst	Office Name	Address	Office type	Provision	Designation	Change details	Tasks
PENDING	AIR	In an airport 96050 New destination	Amsterdam Schiphol Airport	At an airport	5-3	from: English to: Bilingual	Designation	OLRRE Approval
REVIEW	AIR	In an airport 96275	Ted Stevens Anchorage International Airport	At an airport	5-3	from: Bilingual to: English	TBD	OLRRE Measure Demand
REVIEW	AIR	In an airport 96052 New destination	V.C. Bird International Airport	At an airport	5-3	from: Bilingual to: English	TBD	OLRRE Measure Demand

5.

Measurement of demand results

Refer to sections 6.1 and 6.3 of the [Directive for the Implementation of the Regulations](#) and the [Best Practices Guide](#) for Measurement of Demand for guidance on measuring the demand for services made by the public served by this office.

You have a maximum of two years to complete this task. In the interim, the language designation for service at this office is the language of the majority population of the province in which the office is located. On completion of the task, enter your results to find the language designation of the office.

Methodology followed (required)

Methodology details

Results - number of respondents who requested services in English (required)

Results - number of respondents who requested services in French (required)

Percentage of respondents who requested services in the minority language

Provide a copy of the methodology (mandatory)

Document name

Submit

AIR: Measurement of Demand Methodology - Message

File Message Insert Draw Options Format Text Review Help Antidote Tell me what you want to do

Calibri (Bod) 11 A+ A- [Text Formatting Icons]

Clipboard Basic Text Names Include Collaborate Tags Voice

OLCE RMS - SGR CELO X: Automatic reply: "La version française suit This message has been automatically generated. Thank you for your email. You have successfully sent the message."

From: info-ollo@tbs-sct.gc.ca

To: OLCE RMS - SGR CELO

Cc:

Bcc:

Subject: AIR: Measurement of Demand Methodology

Ensure you attach a copy of your methodology to this email



Generate email

SOLO – Confirm Your Data

7.

OLRRE task

The task is complete. If there are no more pending OLRRE tasks for this office, please click "Acknowledge". To report an issue for this task, please click "Signal an issue" to notify TBS.

In an airport 96050 New destination

Office number: 96050

Designation: English

Provision: 5-3

Address: Amsterdam Schiphol Airport

Demographic type: 8

Office type: At an airport

Service level: Non-key service

This office serves : The travelling public

Service area: No

School: No

Demographic summary

CMA/CSD	Minority pop	Minority pop. %	Population
OC/EC	0	0.0%	0

In an airport 96050 New destination (Review)

Office number: 96050

Designation: Bilingual

Provision: 5-3

Address: Amsterdam Schiphol Airport

Demographic type: 8

Office type: At an airport

Service level: Non-key service

This office serves : The travelling public

Service area: No

School: No

OLRRE task: Acknowledge

Demographic summary

CMA/CSD	Minority population	Minority pop. %	Population
OC/EC	0	0.0%	0



Acknowledge

Return to tasks

Signal an issue

Signal an issue

9.

Signal an issue

PROL has flagged an issue with this office via email. The office is now with TBS for review.

In an airport 96050 New destination

Office number: 96050

Designation: English

Provision: 5-3

Address: Amsterdam Schiphol Airport

Demographic type: 8

Office type: At an airport

Service level: Non-key service

This office serves : The travelling public

Service area: No

School: No

Demographic summary

CMA/CSD	Minority pop	Minority pop. %	Population
OC/EC	0	0.0%	0

In an airport 96050 New destination (Review)

Office number: 96050

Designation: Bilingual

Provision: 5-3

Address: Amsterdam Schiphol Airport

Demographic type: 8

Office type: At an airport

Service level: Non-key service

This office serves : The travelling public

Service area: No

School: No

OLRRE task: Acknowledge

Demographic summary

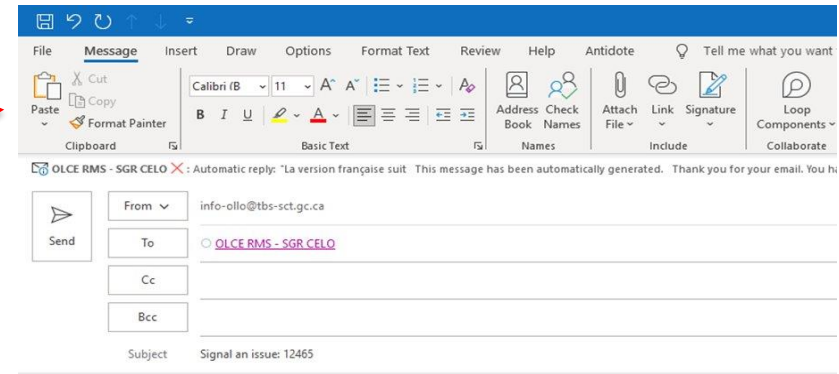
CMA/CSD	Minority population	Minority pop. %	Population
OC/EC	0	0.0%	0

Acknowledge

Return to tasks

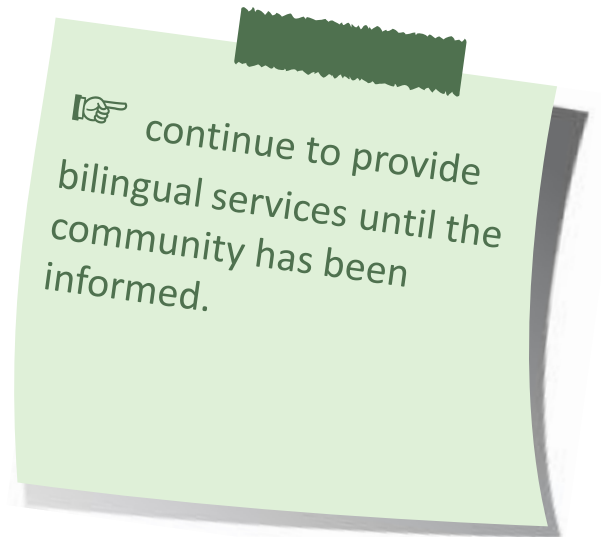
Signal an issue

8.

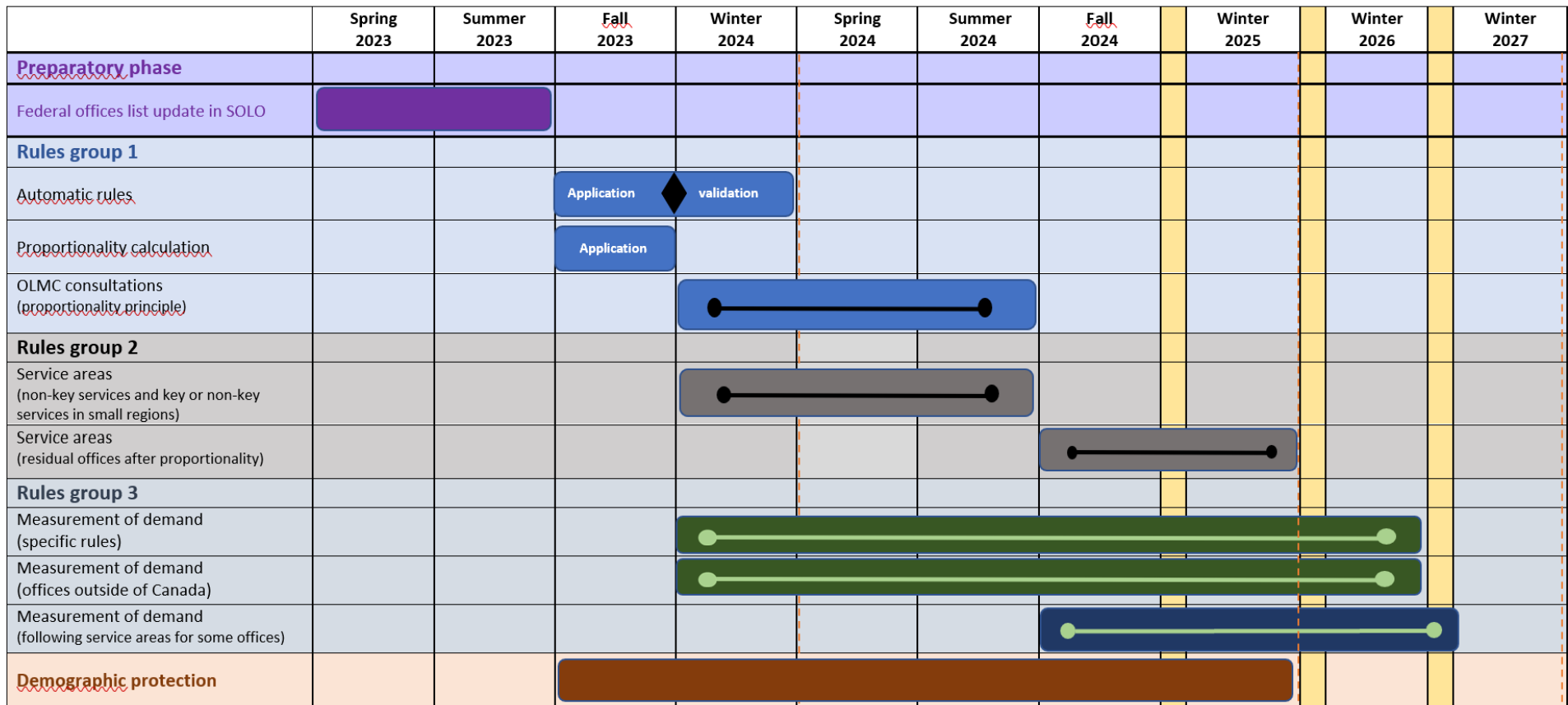


Once the Language Designation Has Been Confirmed

- When the language designations of offices have been confirmed, the *Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations* provide for:
 - Up to one year to comply to the new language designation, where applicable.
 - For those measuring the demand after service areas: Offices that became unilingual have up to one year to inform the minority population they serve of the date scheduled for the discontinuation of bilingual services and how they can now receive services in their official language.



PROVISIONAL CRITICAL PATH
OFFICIAL LANGUAGES REGULATIONS REAPPLICATION EXERCISE (OLRRE)



Burolis Publication

Burolis Publication

Burolis Publication

Legend:

- ◆ Validation by PROL
- 6-month deadline, as per the Directive, to complete this task
- 2-year deadline, as per the Directive, to complete this task

Note: This critical path is tentative. The time period at which the activities of each group will begin is subject to change.



Questions?

info-ollo@tbs-sct.gc.ca

Resources

- [Official Languages \(Communications with and Services to the Public\) Regulations \(justice.gc.ca\)](http://justice.gc.ca)
- [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations- Canada.ca](http://Canada.ca)
- [Best Practices Guide for Measurement of Demand.pdf \(gccollab.ca\)](http://gccollab.ca)
- [Regulations Toolbox on GCwiki - Community of Official Languages/Tools/OLRegs - wiki \(gccollab.ca\)](http://wiki.gccollab.ca)