

SUMMARY TABLE OF RULES RELATED TO SIGNIFICANT DEMAND: GENERAL CIRCUMSTANCES

Official Languages (Communications with and Services to the Public) Regulations (2019)

This table is intended as a practical reference tool but does not replace the [Regulations](#). The Regulations take precedence over this table.

DEMOGRAPHIC TYPE 1: CMA ¹ where the minority is 5000 +					
Office	Services offered		Language designation		Rule
			Automatic	Conditional	
Only			Yes		5(1)a)
Several	Different services		Yes		5(1)a)
	Same services	Not key or key ²	Yes, proportionality		5(1)b)
		If 1 Million population ³ and key services	Yes, proportionality +1		5(1)c)

DEMOGRAPHIC TYPE 2: CMA ⁴ where the minority is – 5000							
Services	Office	Services offered	Language designation			Rule	
			Automatic	Conditional	If		
Not key	All			Service area	1. OL Minority School	5(1)d.1)	
					2. 5,000	5(1)e)	
				Measuring demand	5% +	5(1)d)	
Key	Only		Yes			5(1)f)	
	Several	Different services	Yes			5(1)f)	
		Same services	Yes, proportionality				5(1)g)
				Residual offices (Service area)	1. OL Minority School	5(1)d.1)	
				2. 5,000	5(1)e)		

DEMOGRAPHIC TYPE 3: CSD where the minority is 500 + = 5% +							
Services	Office	Services offered	Language designation			Rule	
			Automatic	Conditional	If		
Not key or key	Only		Yes			5(1)h)(iii)	
	Several	Different services		Yes			5(1)h)(iii)
		Same services	Minority = 30%+	Yes			5(1)j)
			Minority = between 5-30%	Yes, proportionality			
		Residual offices (Service area)		1. OL Minority School	5(1)h.1)		
				2. Two provinces with different OL	5(1)h)(iv)		
	3. 5,000	5(1)h)(ii)					
4. 500 + = 5% +	5(1)h)(i)						

OL = official language

CMA = Census Metropolitan Area

CSD = Census Subdivision

Demographic Type: The demographic type relates to the CMA or CSD where the office is located.

¹ In Quebec: Saguenay, Québec, Sherbrooke, Trois-Rivières, Montréal

Outside Quebec: Vancouver, Victoria, Calgary, Kelowna, Edmonton, Saskatoon, Regina, Winnipeg, Greater Sudbury, Barrie, Windsor, London, Hamilton, Kingston, Kitchener-Cambridge-Waterloo, Oshawa, St-Catharines-Niagara, Toronto, Moncton, Fredericton, Saint John, Halifax

Key Services: *In CMAs and CSDs, services offered by:* office of Canadian Heritage, office of the Public Service Commission, post office, Service Canada Centre, passport point of service, Business Development Bank of Canada, Canada Revenue Agency, regional economic development agency (as defined in Section 2 of the Regulations)

In CSDs: RCMP detachment

³ Montréal, Toronto, Edmonton, Calgary, Vancouver

⁴In Quebec: Drummondville

Outside Quebec: Abbotsford-Mission, Nanaimo, Chilliwack, Kamloops, Red Deer, Lethbridge, Thunder Bay, Brantford, Belleville-Quinte W., Guelph, Peterborough, St. John's

**SUMMARY TABLE OF RULES RELATED TO SIGNIFICANT DEMAND:
GENERAL CIRCUMSTANCES**

DEMOGRAPHIC TYPE 4: CSD where the minority is 500 + = – 5%							
Services	Office	Services offered	Language designation			Rule	
			Automatic	Conditional	If		
Not key	All			Service area	1. OL Minority School	5(1)h.1)	
					2. Two provinces with different OL	5(1)h)(iv)	
					3. 5,000	5(1)h)(ii)	
					4. 500 + = 5% +	5(1)h)(i)	
				Measuring demand	5% +	5(1)k)	
Key	Only		Yes			5(1)l)	
	Several	Different services	Yes			5(1)l)	
		Same services	Yes, proportionality				5(1)m)
				Residual offices (Service area)	1. OL Minority School	5(1)h.1)	
			2. Two provinces with different OL		5(1)h)(iv)		
		3. 5,000	5(1)h)(ii)				
			4. 500 + = 5% +	5(1)h)(i)			

DEMOGRAPHIC TYPE 5: CSD where the minority is 200-500 = 5% +							
Services	Office	Services offered	Language designation			Rule	
			Automatic	Conditional	If		
Not key	All			Service area	1. OL Minority School	5(1)h.1)	
					2. Two provinces with different OL	5(1)h)(iv)	
					3. 5,000	5(1)h)(ii)	
					4. 500 + = 5% +	5(1)h)(i)	
				Measuring demand	5% +	5(1)n)	
Key	One		Yes			5(1)o)	
	Several	Different	Yes				
		Same	Yes, proportionality				5(1)p)
				Residual offices (Service area)	1. OL Minority School	5(1)h.1)	
			2. Two provinces with different OL		5(1)h)(iv)		
		3. 5,000	5(1)h)(ii)				
			4. 500 + = 5% +	5(1)h)(i)			

DEMOGRAPHIC TYPE 6: CSD where the minority is - 200 = 30% +						
Services	Office	Language designation			Rule	
		Automatic	Conditional	If		
Not key	All			Service area	1. OL Minority School	5(1)h.1)
					2. Two provinces with different OL	5(1)h)(iv)
					3. 5,000	5(1)h)(ii)
					4. 500 + = 5% +	5(1)h)(i)
Key	All	Yes				5(1)q)

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DEMOGRAPHIC TYPE 7: CSD where the minority is 200-500 = – 5% OR – 200 = – 30%					
Services	Office	Language designation			Rule
		Automatic	Conditional	If	
Not key or key	All		Service area	1. OL Minority School	5(1)h.1)
				2. Two provinces with different OL	5(1)h)(iv)
				3. 5,000	5(1)h)(ii)
				4. 500 + = 5% +	5(1)h)(i)

OTHER SITUATIONS				
Services	Language designation			Rule
	Conditional	If		
Not key or key	Office located on an island accessible only by boat or by plane.	Minority population = 30% + of the population of the island		5(1)t)
Not key or key	Office outside a CMA and within a CSD that it serves, the number of persons of the minority population in the CSD has not been determined or cannot be disclosed by Statistics Canada.	Measuring demand 5% +		5(1)r)
Not key or key	Office outside a CMA and within a CSD, the number of persons of minority population in the service area of the office cannot be determined or cannot be disclosed by Statistics Canada.	Measuring demand 5% +		5(1)s)

OFFICES LOCATED OUTSIDE CANADA				
Services	Language designation			Rule
	Automatic	Conditional	If	
Other than Embassies and immigration offices in Embassies		Measuring demand	5% +	5(3)

DEMOGRAPHIC PROTECTION				
Services	Language designation			Rule
	Conditional	If		
Not key or key	Office subjects to the provisions 5(1)b), c), g), h), i), j), l) m), o), p), or q)	<ol style="list-style-type: none"> 1. The office was designated bilingual but becomes unilingual after an OLRRE 2. The minority population of the CMA, the CSD, or the service area has maintained or increased in number even though its percentage of the total population has decreased 3. In proportionality cases, the demographic protection applies to the count of offices to be designated bilingual and not to individual offices 		5(3.1)