

We are reviewing the [Directive on the Implementation of the \(Communications with and Services to the Public\) Regulations](#) in preparation for the full implementation of the amended [Official Languages Regulations](#).

As part of our pre-consultation, your input is important to us. Please send all questions, comments, or suggestions to: info-ollo@tbs-sct.gc.ca before the end of March, 2021.

	Topic	Context	Questions
1.	The enhanced obligation to consult the official language minority population served	When institutions designate offices as bilingual, (proportionate to minority demographics), they must consider minority views when determining location, in addition to mandate of the office, as well as minority distribution in the area. The new SOLO will require consultation reports, which will be audited.	<ol style="list-style-type: none"> 1. What would a reasonable timeline resemble (3/6/12 months)? 2. How could the OLCE support you in your Part IV consultations? Do you feel well equipped to respond to SOLO questions?
2.	The addition of a vitality criterion (i.e., the minority language school in the service area of a federal office)	<p>List of schools</p> <p>TBS, in partnership with Statistics Canada and Canadian Heritage, is working on maintaining a directory of all minority language schools in Canada. The Canadian government currently uses an existing directory through PCH (to be updated by 2022-23).</p> <p>Frequency of implementation of the provision by federal institutions</p> <p>In addition to rules on significant demand based on demographics, a federal office must provide bilingual services when a minority language school exists in its service area.</p> <ul style="list-style-type: none"> • Issue 1 – Frequency External stakeholders will want TBS to take the opening of schools in their community into account quickly (every 5 years, or even annually rather than every 10 years) • Issue 2 – Delayed implementation Following the closure of a minority school, a bilingual office would have to years to cease providing bilingual services OR might have to measure the actual demand for service to verify its new language designation. In both cases, the actual full implementation of the new language obligations would occur close to the next OLRRE. 	<ol style="list-style-type: none"> 1. What information should also appear in the directory for each school (other than contact information)? 2. How often should this index be updated? Where and how should it be available? <ol style="list-style-type: none"> 1. We may implement this regulation every five years. What do you think? 2. We are also exploring the possibility of a delayed implementation, taking account school openings every 5 years, and school closures every 10 years coinciding with the OLRRE. What do you think of this approach?
3.	Visibility and promotion of “offices self-designated” bilingual	TBS is considering posting on Burolis self-designated bilingual offices that are unilingual under the Regulations. These offices are not subject to TBS policy instruments and a complaint about one of these	<ol style="list-style-type: none"> 1. Should self-designated bilingual offices be identified through SOLO and posted on Burolis?

		offices could be deemed inadmissible by the Office of the Commissioner of Official Languages (OCOL).	2. Which service standards would have to be considered before “self-designating” an office bilingual? How can internal complaints be handled, if at all?
4.	An actual, accurate and transparent measurement of demand	In the context of official language preference surveys, clients may indicate preferences for both English and French. Since there is no Directive requirement on this topic, some institutions might include these dual responses with majority response, while others might classify them as minority data.	<ol style="list-style-type: none"> 1. TBS proposes inclusion of bilingual demand responses in minority language data, as a requirement in the Directive. What do you think? 2. Do you face challenges obtaining conclusive results?
5.	Service areas clearly, realistically, and consistently delineated to better serve Canadians	TBS approves the establishment of service areas only when an institution asks to review its service area between two OLRREs. The Regulations and the Directive do not include a definition of a “service area”, nor terms and conditions for its establishment.	<ol style="list-style-type: none"> 1. How do you delineate your service areas? Is six months sufficient to do so? 2. What challenges did you face when establishing areas of service?
6.	Modernization and promotion of Burolis , the public directory of the language obligations of federal offices	The modernization of Burolis aims to make the tool more intuitive, allowing members of the public to find the information they need.	<ol style="list-style-type: none"> 1. Is Burolis well known? Any suggestions on how to better market it? Are there any required, missing functions?