

Bilingo Quiz – Part IV, *Official Languages Act (OLA)*

True or false questions

1. The information ESDC provides about its services and activities must be equally accessible and of equal quality in each official language.

- a) True
- b) False

Correct answer: a) True

Explanation: When federal institutions want to communicate information about federal services and activities, they must make sure that it is equally available in English and French and that it is of equal quality in each official language. The goal is to provide all Canadians with information of equal quality in both official languages, regardless of where they live in Canada.

Reference: Sections 11 and 30 of the [Official Languages Act](#)

2. A Service Canada Centre located in the National Capital Region may be designated unilingual if there is no significant demand for the minority language.

- a) True
- b) False

Correct answer: b) False

Explanation: An office must provide services in both official languages and is designated bilingual if it meets one of the following conditions.

- It is a head or central office.
- It is located in the National Capital Region.
- The institution reports directly to Parliament.
- There is significant demand for services and communications in both official languages (the *Regulations* define “significant demand” based on the size and proportion of the official-language minority community).
- The nature of the office justifies that both official languages be used in communications and services.
- The office provides services to the travelling public, where there is significant demand.

Reference: Sections 22, 23, 24 and 31 of the [Official Languages Act](#)

3. Exterior signage for a unilingual point of service is in one official language only.

- a) True
- b) False

Correct answer: b) False

Explanation: Where a federal institution identifies any of its offices or facilities with signs, each sign shall include both official languages or be placed together with a similar sign of equal prominence in the other official language.

Reference: Section 29 of the [Official Languages Act](#)

4. In a unilingual Service Canada location, service in both official languages is prohibited.

a) True

b) False

Correct answer: b) False

Explanation: If a Service Canada staff member on site confirms that they are comfortable providing services in both official languages on a voluntary basis, they may contact the client and serve them in their language of choice. However, they must indicate to the client that they are doing so on a voluntary and exceptional basis. For example, they may say: "Although this is a unilingual office, I am pleased to be able to provide you with service in _____ today, but please note that service in _____ may not be available on another occasion."

Reference: Point 5.3 of the [Directive on Official Languages Obligations at Service Canada Points of Service](#)

5. Claude works in a region designated bilingual for language-of-work purposes. Claude's main responsibilities are to respond to requests from the public. Claude has the right to use either official language in interactions with clients.

a) True

b) False

Correct answer: b) False

Explanation: Even though Claude holds a bilingual position in a region designated bilingual for language-of-work purposes, Claude's clients have the right to be served in the official language of their choice. In the event of any inconsistency between Part IV and Part V of the *Official Languages Act*, Part IV prevails to the extent of the inconsistency. However, Claude has the right to use either language when not communicating with or providing services to the public, such as in meetings.

Reference: Section 31 of the [Official Languages Act](#)

6. Service Canada must follow specific criteria to determine which of its offices will be designated bilingual.

- a) True
- b) False

Correct answer: a) True

Explanation: Service Canada must comply with the *Official Languages (Communications with and Services to the Public) Regulations* to determine which of its offices will be designated bilingual. The criteria used include:

- There is significant demand for services and communications in both official languages.
- The presence of a minority elementary or secondary school within the service area of an office.
- The distribution of the linguistic minority population within the region.
- The mandate of the offices, their clientele and their location within the region.
- The advice received after consultation with the linguistic minority population that is served by the offices.

Reference: [Official Languages \(Communications with and Services to the Public\) Regulations](#)

7. A unilingual employee working in a designated bilingual Service Canada Centre is not required to make an active offer.

- a) True
- b) False

Correct answer: b) False

Explanation: In bilingual Service Canada Centres, employees, whether in a bilingual or unilingual position, must greet clients using a short, standardized active offer in both official languages, which is why it is recommended that staff working in the welcome zone be bilingual.

Reference: Point 5.3 of [the Directive on Official Languages Obligations at Service Canada Points of Service](#)

8. When making an active offer, French comes first in offices located in Quebec and English comes first in offices located elsewhere in Canada.

- a) True
- b) False

Correct answer: a) True

Explanation: Deputy heads or their delegates are responsible for ensuring that, when both official languages are used, the order in which they appear is:

- French first when the issuing office is located in the province of Quebec; and
- English first when the issuing office is located elsewhere in Canada.

Reference: Point 6.1 of the Treasury Board of Canada Secretariat's [Directive on Official Languages for Communications and Services](#)

9. Both official language communities must always be offered identical services.

- a) True
- b) False

Correct answer: b) False

Explanation: Depending on the nature of the service in question, this strategy may not result in substantive equality. Existing services may sometimes have to be adapted to take into account the needs of the minority as well as those of the majority.

Reference: [Supreme Court of Canada decision in the CALDECH \(Desrochers\) case](#)