

The Active Offer of Service at PSPC

Presented by Public Services and Procurement Canada's Official Languages Team



This is a bilingual workshop and you are invited to express yourself in the official language of your choice.

L'atelier est bilingue et nous vous invitons à vous exprimer dans la langue officielle de votre choix.

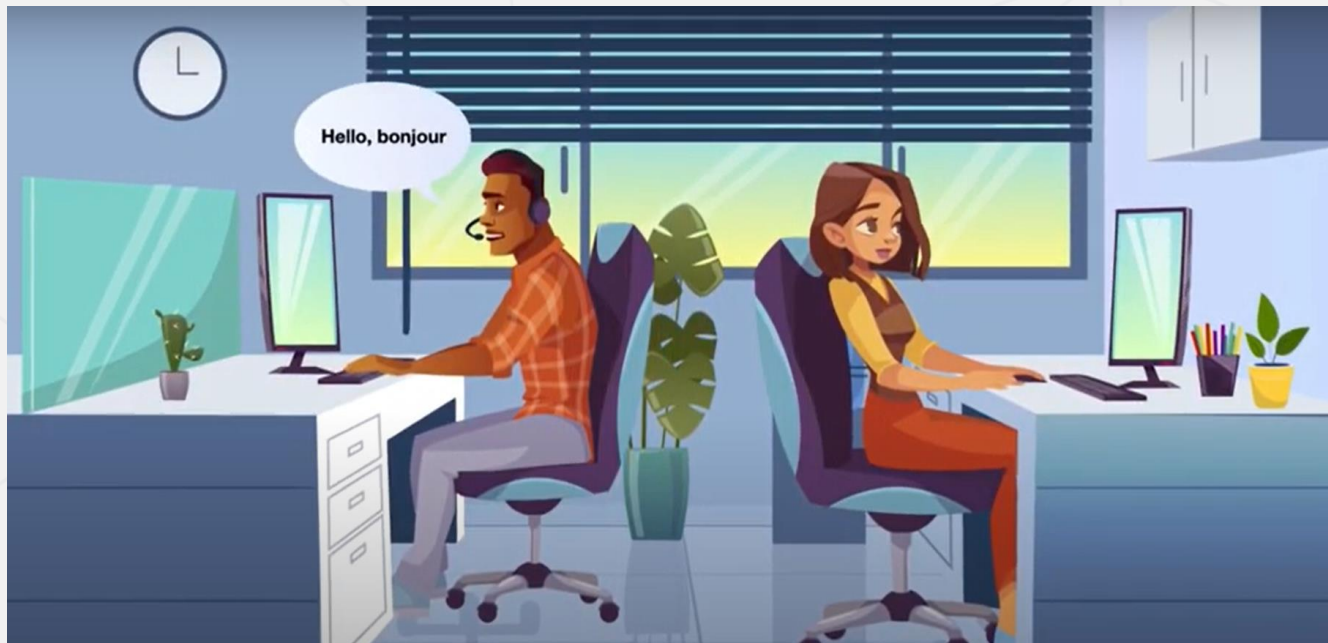


Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

Canada

...a few minutes later



Overview

- Obligations as federal institutions
- Excellence in client services
- Active offer of service course at PSPC
- Promotion of the active offer of service at PSPC
- Questions

Obligations as federal institutions



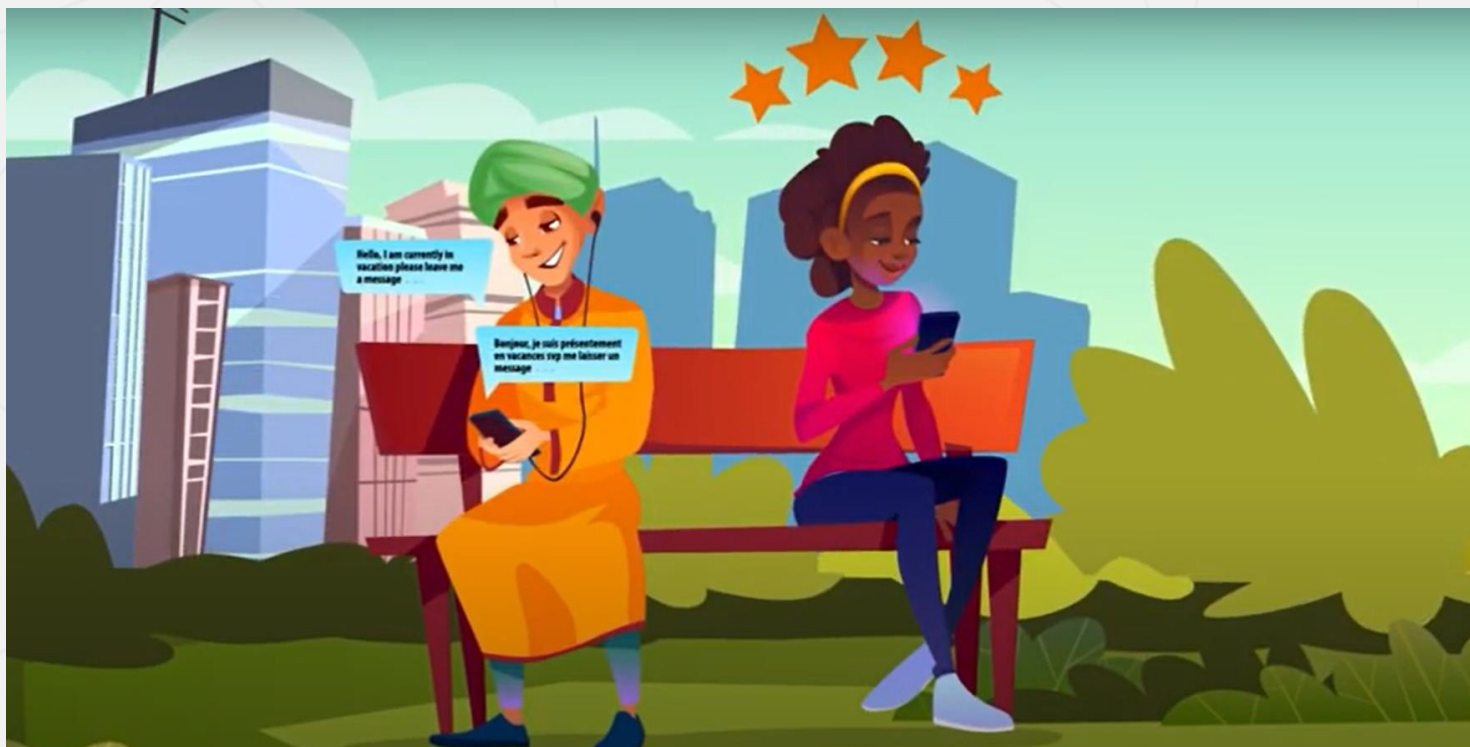
Obligations

- All federal designated bilingual offices are required to clearly make it known to members of the public that services are available in both official languages.
- **Bilingual greeting:** “Hello/Bonjour” and visual clues



Reference : Official Languages Act, section 28.

Excellence in client services



Excellence in client services

PSPC's objective

- Greet **all** clients in both official languages

Desired outcomes

- A workplace that:
 - Embodies linguistic duality
 - Fosters a climate of trust, respect and excellence
 - Promotes inclusion and diversity

Excellence in client services

Active offer of service requirements

	Public	Internal Clients	External Clients
Official Languages Act	✓		
Public Services and Procurement Canada	✓	✓	✓

Active offer of service course at PSPC



Active offer of service course at PSPC

- Launched in April 2021
- Available on the department's internal learning platform
- Self-paced online course
- Strongly recommended for all employees providing services to clients
 - Service to the public
 - Personal services
 - Central services

We all have a role to play

- **Employees**
 - Must always make the active offer of service when greeting clients

Once the active offer is made, the service must be provided in the official language selected by the client.

We all have a role to play

■ Managers

- Must ensure that their employees are informed of their obligations to make the active offer of service
- Must ensure that their employees always make the active offer of service when greeting clients
- Must take the active offer of service into consideration in the performance evaluations of employees providing services to clients

Whenever an employee cannot provide the service in the official language selected by the client, they must refer them to a colleague that is bilingual.

The active offer of service at all levels

In person

"Hello/Bonjour"

Visual clues



Telephone

Greeting

Voicemail

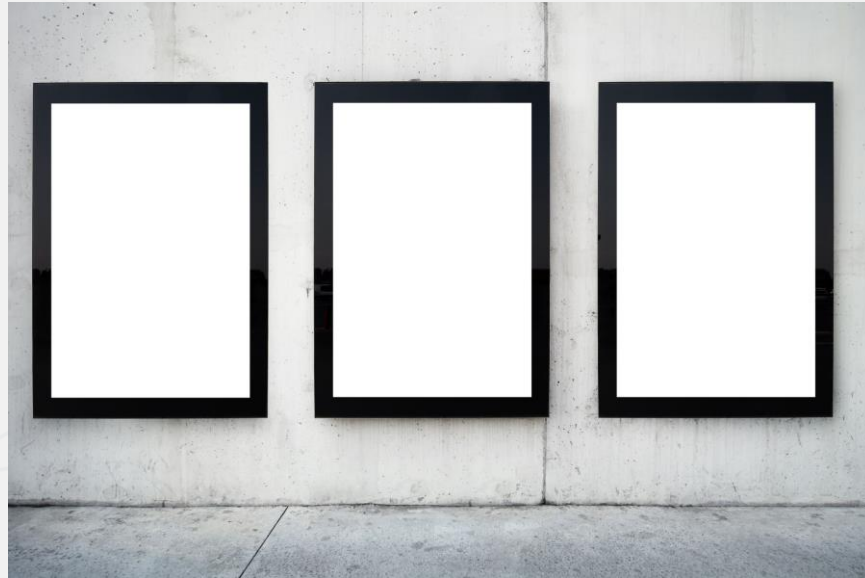
Email

Signature block

Automated messages

When working remotely, the location of the employee's position (the office they report to) determines the order of official languages used when making the active offer.

Promoting the active offer of service at PSPC



Promotion of the active offer of service at PSPC

Creation of the course

- Targeted for all employees providing services to clients

Communication

- Products development
- Promotional video
- Key messages
- Web updates

Awareness strategy

- At the beginning of the fiscal year (beginning of the performance agreement assessment) and at mid-year (mid-year review)

Dissemination

- Targeted emails
- Departmental and regional newsletters
- Cross-promotion on the web

Questions

