



The OL Connection

November 2023

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Headlines

Launch of the Official Languages Regulations Reapplication Exercise

The Official Languages Regulations Reapplication Exercise (OLRRE) was officially launched on September 21, 2023.

The first step in the launch process is to apply the [Official Languages \(Communications with and Services to the Public\) Regulations](#) provisions on offices registered in the System for Official Languages Obligations (SOLO). This step will allow for the confirmation of the language designation of offices that fall under the automatic rules (those that do not require any intervention on your part); and those that fall under the rules that will involve some actions on your part, such as the service area provisions or consultations related to the application of the proportionality principle.

SOLO is now temporarily locked

To ensure the first step of the OLRRE is done correctly, SOLO is now locked and inaccessible to all users. If you attempt to log in, the system will display a message indicating that you must create an account, but please ignore it. You will receive a message when the access is restored, and SOLO is up and running again. During this period, we may contact you for information. We appreciate your prompt collaboration with such requests.

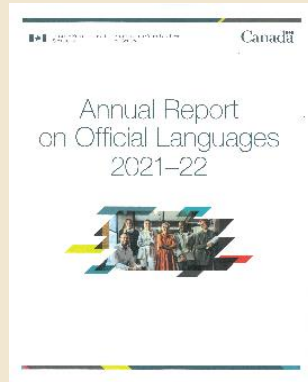
Focused Information Sessions

Invitations to focused information sessions will be sent in the coming weeks. Information sessions will address:

- Automatic rules (**ALL institutions**);
- Principle of proportionality and consultations (**select institutions**);
- Service areas (**select institutions**);
- Measurement of demand (**select institutions**).

For more information on the OLRRE, please consult this [fact sheet](#).

Tabling of the Annual Report on Official Languages 2021–22



We are pleased to inform you that the President of the Treasury Board tabled in Parliament the 34th [Annual Report on Official Languages](#) on October 5, 2023, pursuant to Section 48 of the *Official Languages Act* (the Act).

The report provides an account of the governance and implementation of the official languages programs in all federal institutions; it addresses Part IV (Communications with and Services to the Public), Part V (Language of Work) and Part VI (Participation of English-speaking and French-speaking Canadians) of the Act. The report highlights the adoption of Bill

C-13, which gives the Treasury Board an enhanced role in monitoring and auditing federal institutions with respect to their official languages obligations, including taking positive measures as provided for in Section 41 of Part VII (Advancement of Equality of Status and Use of English and French) of the Act.

We trust you will find the information in this report useful for managing the official languages programs within your institutions. The publication of this report is an opportunity to engage your deputy head and senior management to review your institution's performance. We hope that it will enable you to examine shortcomings, where they may exist, develop plans to address them and monitor progress.

Please do not hesitate to contact us through the following address OLReview-BilanLO@tbs-sct.gc.ca, should you require additional information.

Toolbox



2022 Public Service Employee Survey Results

How to establish a diagnostic specific to your institution?

In May, the Treasury Board Secretariat's Office of the Chief Human Resources Officer released the results of the 2022 Public Service Employee Survey conducted from November 21, 2022, to February 5, 2023. The Survey included three questions related to the use of official languages. [Click here to view the results.](#)

The results across the federal public service range from good to very good overall. While negative answers in regions designated bilingual are low, they indicate areas where further improvements are required, as compliance should be the norm.

Departments and agencies can take action to improve conditions for their employees. To undertake their own analysis, they can extract their results on questions related to the use of official languages from cross-tabulated data by following the instructions in the [Excel document](#). If you have any questions about how to extract data, please do not hesitate to contact the Official Languages Centre of Excellence at OLCEInformationOLCE@tbs-sct.gc.ca.

Role and Responsibilities of Persons Responsible for Official Languages

Treasury Board of Canada Secretariat, through the Official Languages Centre of Excellence (OLCE) plays an enabling role among institutions in the implementation of their official languages program. The OLCE achieves this by working primarily in collaboration with the community of Persons responsible for official languages (PROL), each of whom are designated by their Deputy Head. The PROL is not necessarily the person functionally responsible for the official languages program, but rather the institution's official languages expert.

Taking into consideration their institution's size and mandate, deputy heads are responsible for designating a person in the institution at an appropriately senior level as responsible for official languages. [6.1.2]

The PROL is responsible for coordinating the implementation of Parts IV (Communications with and Services to the Public), V (Language of Work), VI (Participation of English-speaking and French-speaking Canadians) and Section 91 of the *Official Languages Act* in an institution. In their function, the PROL is the account holder of their institution and is therefore responsible for ensuring:

- The application of the [Official Languages \(Communications with and Services to the Public \) Regulations](#) and its [Directive](#), the [Policy on Official Languages](#), the [Directive on Official Languages for Communications and Services](#) and the [Directive on Official Languages for People Management](#).
- The coordination and preparation of their institutions' Annual Review on Official Languages.

The PRLO is the institution's representative that sits as a member of the official languages advisory committee. As such, the invitations to the OLCE's Departmental and Crown Corporation Advisory Committee on Official Languages are sent to the institutions PROL.

The PROL is the institution's first point of contact for all requests related to the interpretation of TB official languages policy instruments. The PROL liaises with and identifies opportunities for engagement and consultation with the OLCE on behalf of their institution. In an effort to better support PROLs, an [infographic](#) was developed to direct them to the right resources within the OLCE.

PROLs are an invaluable asset for federal institutions. The OLCE recognizes the valuable contributions of PROLs and is continuously working to strengthen engagement and communication mechanisms to better support them and their institutions.

Do you know who your institutions PROL is?

[View the online list of persons responsible for official languages.](#)

Standardized (or Generic) Job Descriptions

Did you know that standardized job descriptions don't necessarily lead to uniform language requirements?

A job description that doesn't reflect the duties and responsibilities of a position can make it difficult to objectively identify the position's language requirements. **Developing standardized job descriptions and identifying a position's language requirements are two very distinct exercises.**

Under section 4.2.4 of the [Directive on Classification](#), managers must establish interdepartmental and departmental standardized job descriptions wherever possible. These generic job descriptions are used in the public sector, particularly when the duties and responsibilities in the description are performed at the national level and by many people. These generic job descriptions can group several positions together under one description when the position holders do the same work in the same organizational context, but in different locations. They describe the main duties and tasks to be performed, and generally do not specify a language profile.

Once the job description is established, managers must objectively identify, in compliance with section 91 of the [Official Languages Act](#), a position's language requirements, based on the [Directive on Official Languages for People Management](#), the tool [Determining the Linguistic Profile of Bilingual Positions](#) and, where necessary, the [Qualification Standards in Relation to Official Languages](#).

For example, a federal institution could use a standardized job description for the members of its staff who have the same duties and responsibilities, but this doesn't

mean that they all do their job in the same official language. To fulfill its obligations, the organization must define the linguistic profile of the various positions under the standardized job description to ensure that, overall, it has the adequate linguistic capacity to provide services in English or French, depending on the situation, in accordance with the demand for services in each of these languages. The organization doesn't need every position covered by the same standardized job description to be bilingual. In fact, if the organization designates every position as "bilingual," it risks imposing language requirements that were not objectively established.

You can find tools and references to help you identify the language requirements of a position on the [Community of Official Languages](#) GCwiki page.

Community

Best Practices Forum on Official Languages

Save the date!

Treasury Board of Canada Secretariat, the Council of the Network of Official Languages Champions and the Department of Canadian Heritage are pleased to invite you to the 2024 Best Practices Forum on Official Languages, which will take place the week of **February 5 to 9, 2024** in a hybrid format.

For the first time since the pandemic, the Forum program includes an exclusive in-person event for Persons Responsible for Official Languages (PROL), Official Languages Champions and Section 41 Coordinators, which will take place in the National Capital Region on **February 6, 2024**.

Host an in-person kiosk

If your institution would like to host a kiosk on February 6, 2024, to showcase their institutions' official languages programs, initiatives, tools and resources, [kindly complete this form](#) by **December 8, 2023**.

Share a best practice

Do you have a best practice, tool, initiative, video or other resource that you would like to showcase during the Forum? If yes, [please complete this submission form](#) no later than **December 8, 2023**. The Forum's organizing committee will select initiatives to be presented during the week via virtual workshops, in-person during the February 6th event, and via the Forum's GCwiki page.

Detailed programming, themes and information on the Forum will be shared with you soon. Be on the lookout!

Questions? Contact the organizing committee: OLCEInformationCELO@tbs-sct.gc.ca.



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Questions or comments? E-mail us at OLCEInformationCELO@tbs-sct.gc.ca

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