

Automatic rules

The *Official Languages (Communications with and Services to the Public) Regulations* Reapplication Exercise (OLRRE)
Presentation notes- February 13, 2024

Slide 1- The automatic rules and the OLRRE

- This presentation deals with the provisions of the *Official Languages (Communications with and Services to the Public) Regulations* for the automatic rules; which apply to most federal institutions; and
- The Official Languages Regulations Reapplication Exercise, that we usually call the OLRRE.
- The main goal of this presentation is to show you how to navigate in SOLO to carry out the next step of the OLRRE: the validation of the automatic rules.
- If you have any general questions, you can ask them in the chat, and my colleagues will be happy to answer them. If you have any specific questions about your institution or requests for interpretation, please write to us at our address info-ollo@tbs-sct.gc.ca and we'll get back to you as soon as possible. The material used during this session, namely the PowerPoint presentation and notes, is also posted in the Regulations' Toolbox on GCwiki.

Slide 2 – OLRRE updates

- The OLRRE was officially launched on September 21, 2023.
- The OLRRE module has been activated in the System for Official Languages Obligations (SOLO), and the Treasury Board of Canada Secretariat (TBS) has completed the testing of the initial application of the *Official Languages (Communications with and Services to the Public) Regulations*.
- The Regulations team worked with the IT group responsible for SOLO to finalize the necessary technical adjustments to the OLRRE module to ensure proper application of the Regulations.
- This information session is the first of four. You have received an invitation to one or more targeted information sessions, depending on the group of provisions that apply to your institution's offices. The information sessions will cover:
 - Automatic rules; the topic of today's presentation
 - Service areas for some institutions on February 15th
 - Principle of proportionality and consultation for some institutions on February 20th
 - Measurement of Demand for some institutions on February 21st
- SOLO will be accessible to all users again the week of **February 26**, once all information sessions have been completed. As a Person responsible for official languages, you'll have

attended the information sessions before taking the next steps in the OLRRE. You'll receive a message when SOLO is available.

- We are counting on your collaboration to perfect SOLO and ensure a smooth OLRRE. As this is a new Web application, we invite you to report any errors, whether they are technical problems, incorrect links or bugs related to the language of the interface.

Slide 3 – Steps of the OLRRE

- To give you an idea of where you stand in the exercise, let's look at our infographic illustrating the main steps of the OLRRE.
- At this point, you should have completed the SOLO training and updated your offices in the system. If you have not yet taken the SOLO training, please contact us after this training session and we will provide you with the links to the online training.
- This brings us to the third sphere of the pendulum. The OLRRE covers both general and specific rules, and this presentation covers general rules, and in particular the automatics.

Slide 4 - An overview

To determine whether there is significant demand in the minority language at an office, the *Official Languages Act* empowers the Governor in Council to make regulations and to take into account the following criteria (s. 32(1)):

- the size of the linguistic minority in the area served and its proportion to the total population of that area;
- the particular characteristics of the minority;
- the volume of communications or services between an office and its users; and
- any other criteria deemed appropriate.
- These criteria are included in the Regulations through three different types of rules:
 - General rules
 - Specific rules
 - Rules concerning the nature of the office

Slide 5 - OLRRE – Automatic rules

- The automatic rules do not require any intervention on your part and allow us to immediately know the language designation of most offices.
- With the launch of the OLRRE module in SOLO in the fall of 2023, the provisions relating to the automatic rules have been reapplied to your institution's offices. SOLO has already confirmed the language designation of these offices according to the automatic rules.

- Therefore, you won't need to take any action to find out the language designation of these offices.
- In fact, all you have to do is look at the results of the automatic rules application for your offices and indicate that you have seen them by acknowledging them. TBS will then review them.
- The next few slides explain how things will appear in SOLO and how you can validate the information in the system.

Slide 6 - SOLO- Navigating the automatic rules

- To access your validation tasks in SOLO, you must first select the “OLRRE” module in the system. Here is a screenshot of how to find this function.
- Then select “Review OLRRE changes”; choose your institution from the drop-down menu and click “View”.

Slide 7- SOLO – Navigating the automatic rules (continued)

- You can sort the tasks assigned to you in the “Tasks” column. Among other indications, you will see “Acknowledged”. Validation is therefore required for these offices.
- Under the “Change details” column, you will see the words “No change” or “Provision” or “Both” as in screenshot 4.
- Click on the word “View” in the “View” column to get more details about the changes on the offices to be validated. When you click on “View”, image 5 will appear. Please check the office details in the right-hand column to make sure the information is correct. Click on “Acknowledge” to confirm.

Slide 8 - SOLO – Navigating the automatic rules (continued)

- Once you've clicked on the "Acknowledge" button to confirm everything, image 6 will appear to show you that the task has now been returned to TBS for their review. A green check mark and ribbon will appear to indicate that your task is complete.
- If you need to report an issue relating to the office, such as an office closure or an office that has moved since the time the office clean-up was done, or if you are concerned with the provision applied, you can notify us of this issue by clicking on the “Signal an issue” button, as shown in screenshot 7.

Slide 9- SOLO – Navigating the automatic rules (continued)

- By clicking on the "Report an issue" button, an email addressed to the TBS generic mailbox will be automatically generated with the office number in question (screenshot 8). You can then write us the details of the issue that concerns you. You'll see that a notice will be generated by flagging an issue (green box in screenshot 9). We will contact you once we have reviewed the details of the office in question.
- Once you've sent us the email with the details of your issue, you can simply click "Back to tasks" (red rectangle in screenshot 10).
- You will have three weeks from the reopening of SOLO to complete this task. Please note that SOLO is scheduled to reopen the week of **February 26**, after the four focused information sessions. Further details will be e-mailed to you the week of February 26.

Slide 10- Once the language designation has been determined

- Once the language designation of an office has been determined and validated, the Directive on the implementation of the Regulations gives newly bilingual offices up to one year to comply and implement their new obligations.
- In cases of newly unilingual offices, you have up to one year to inform the minority population served of the date the bilingual services will no longer be provided at that office and where they can receive services in their preferred official language.
- Once the timelines set out in the Directive have passed, the annual reviews on official languages will be the tool used by TBS to verify compliance.
- On the next slide, we provide an overview of the deadlines by rules group.

Slide 11- OLRRE critical path

- For illustrative purposes, the tentative critical path is featured in this slide to provide a *general idea* of the deadlines you can expect.
- This critical path is tentative. The time period at which the activities of each group will begin is subject to change.
- To coordinate the OLRRE across the federal government, there are compliance deadlines by rules group. This means that the one-year countdown for an office to implement its new language obligations will begin at the end of the rules group's application period. Thus, the start of the countdown depends entirely on the rule that applies to the office in question.
- By way of example, you can see from the graph that the application period of the automatic rules runs from fall 2023 to winter 2024. The one-year countdown for offices subject to automatic rules will begin after the validation period.

- Rest assured that TBS will communicate exact deadlines and dates by rules group in due time as the OLRRE progresses and update the critical path and supporting material accordingly.

Slide 12- Questions?

- If you have any questions about this presentation, the OLRRE, or any questions specific to your institution, please feel free to contact us via our generic email.
- On this slide you will also find a collection of the resources mentioned during the session. As mentioned, this PowerPoint presentation and notes are available in the Regulations' Toolbox on GCwiki.