



SOLO User Guide

August 2023

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Introduction

This guide will help Persons Responsible for Official Languages (PROL) within institutions subject to the *Official Languages Act (OLA)* and its *Official Languages (Communications with and Services to the Public) Regulations* (the Regulations) to perform the necessary transactions in the **System for Official Languages Obligations (SOLO)** in order to comply with the [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations](#).

SOLO is a web-based application developed by the Treasury Board of Secretariat (TBS) which allows institutions to:

- Determine the language designation of their offices under the Regulations;
- Inform the public (notably the official language minority) of the location of the designated bilingual offices; and
- Provide TBS with the necessary data for the tabling of an annual report on official languages to Parliament and to respond to queries on the part of parliamentarians regarding designated bilingual offices.

SOLO will enable PROL to:

- Register an office: apply the Regulations to a new office to determine its language designation, including managing follow-up transactions arising from the process of determining language designation;
- Manage offices: view, edit or remove existing offices registered in the system with their related details, including the language designation and locations;
- Create scenarios: assess the impact on language designations when registering a new office to a service group or creating a new service area;
- Create reports: create, view, and print reports for institutions and their registered offices and for OL Statistical Data (formerly OLISS II); and
- Input into Annual Review and Regulations reapplication: Complete tasks for the Official Languages Regulation Reapplication Exercise (OLRRE) and review the results and input into the institution's annual review questionnaire (In development).

Each institution has the duty to comply with Part IV of the *OLA*, that is to ensure that any member of the public can communicate in the official language of their choice with any of its offices or facilities where required by the *OLA*. This applies to offices where there is “significant demand” in both official languages and where due to the “nature of the office”, it is reasonable that bilingual services be provided. The circumstances where there is “significant demand” and where “nature of the office” applies are defined in the Regulations. Institutions are thus responsible for applying the Regulations to their offices located outside the National Capital Region (NCR), that communicate with and/or provide services to the public.

They are also required to inform the Official Language Minority Communities (OLMC), through means they deem appropriate, of the location of their offices where the members of that community can be served in their preferred official language and

ensure that any office designated as bilingual offers its services in both official languages.

The following pages describe the procedures for ensuring PROL can perform these tasks and apply processes with ease.

Launching the SOLO Application

SOLO is a web-based application which includes two (2) working environments:

- [Production](#)
- [Simulator](#)

The “Simulator” environment is distinguished from the “Production” environment by the watermark in the background:

△ Please be advised, the [SOLO Simulator](#) is NOT live. All offices created in the SOLO Simulator are for testing purposes only. Transactions completed within this environment will NOT be visible on SOLO or Burolis. If you would like to create offices within SOLO so that they be reflected on Burolis please visit <https://solo.tbs-sct.gc.ca>.

Log in - System for Official Languages Obligations

Use a local account to log in.

△ **Important Notice - ACCESS TO THIS SYSTEM IS RESTRICTED TO AUTHORIZED INDIVIDUALS ONLY.**
TBS reserves the right to monitor all TBS electronic resources and subsequently log all forms of communication and transmission without notice. Users must not have any expectation regarding the protection of private information when they are using TBS electronic resources or when visiting websites. Access rights management and system monitoring will be done in compliance with the Privacy Act and the Canadian Charter of Rights and Freedoms.

* Email address (required)

* Password (required)

Remember me?

[Forgot your password?](#)

[Create an account](#)

Information entered in the Production environment will be posted on Burolis, while for the Simulator, information that is found in this environment will not be posted in Burolis. This environment is commonly used to test the implications of adding, changing or deleting an office from an institution. These environments are available in both official languages. To change the interface language, please click on the language link (upper right corner of the screen).



System for Official Languages Obligations

[Sign in](#)

[Home](#) [Annual review exercise](#) [Registrations](#) [Tasks](#) [Reports](#) [OL Statistical Data](#) [Administration](#)

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* Email address (required)



* Password (required)



Remember me?



[Log in](#)

[Forgot your password?](#)



[Create an account](#)

Please note that the use of SOLO is restricted to registered users only (blue arrow). The first step to log in the system is to enter your email address and your password. Once completed, select the “Log in” icon.

If you do not have a SOLO user account, select the “Register as a new user” link.

[Register as a new user](#)

Proceed by entering the required information and select “Register”. Please note that your password must include certain criteria.

System for Official Languages Obligations

Sign in

Home
Annual review exercise
Registrations ▾
Tasks
Reports
OL Statistical Data
Administration

Register

Create an account

* Email address (required)

* First name (required)

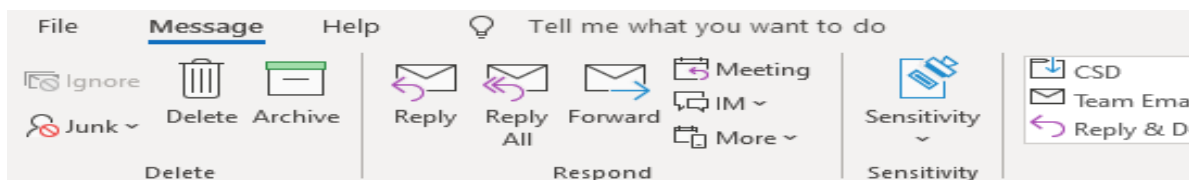
* Last name (required)

* Password (required)
Twelve or more characters, with at least one lowercase, one uppercase letter, one number and one non-alphanumeric character

* Confirm password (required)

Register

You will then receive a bilingual email requesting you to confirm your SOLO registration to process your registration.



Confirm your email address / Confirmez votre adresse courriel

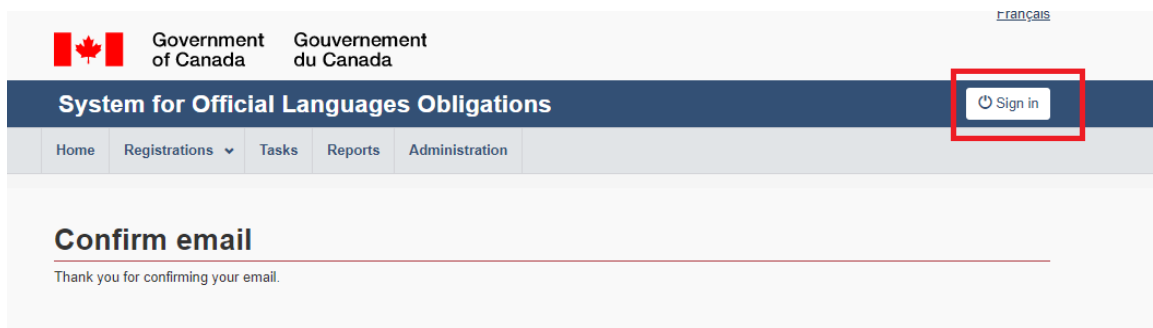


NOREPLY SOLO <SOLO-NOREPLY@tbs-sct.ca>
 To ○ OL-Regulations-Reglement-LO

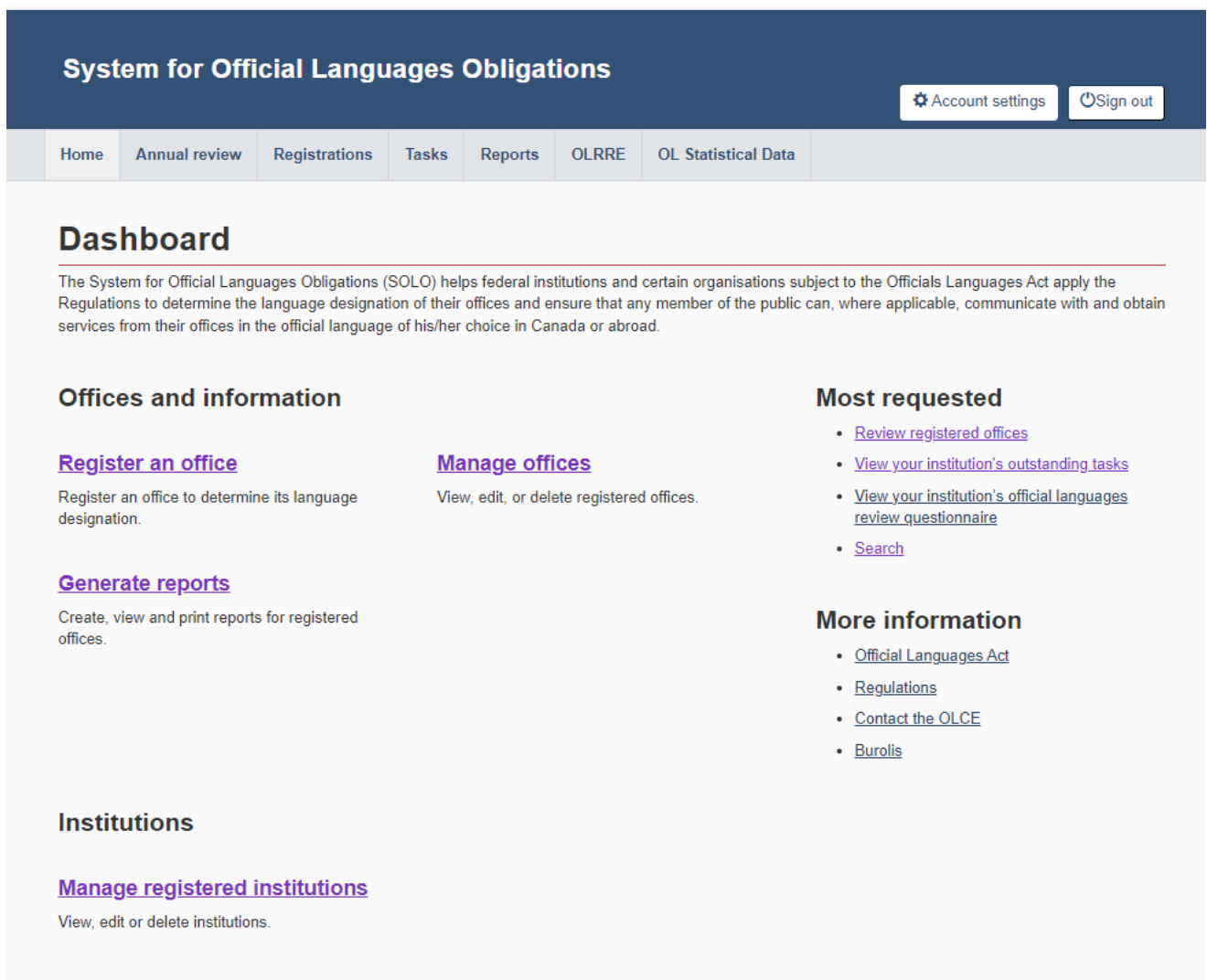
Please confirm your account by [clicking here](#).

Veuillez confirmer votre compte en [cliquant ici](#).

Once you have selected the hyperlink, you will be brought to the email confirmation window. To log in the application, select the “Sign-in” icon (upper right-hand corner of your window).



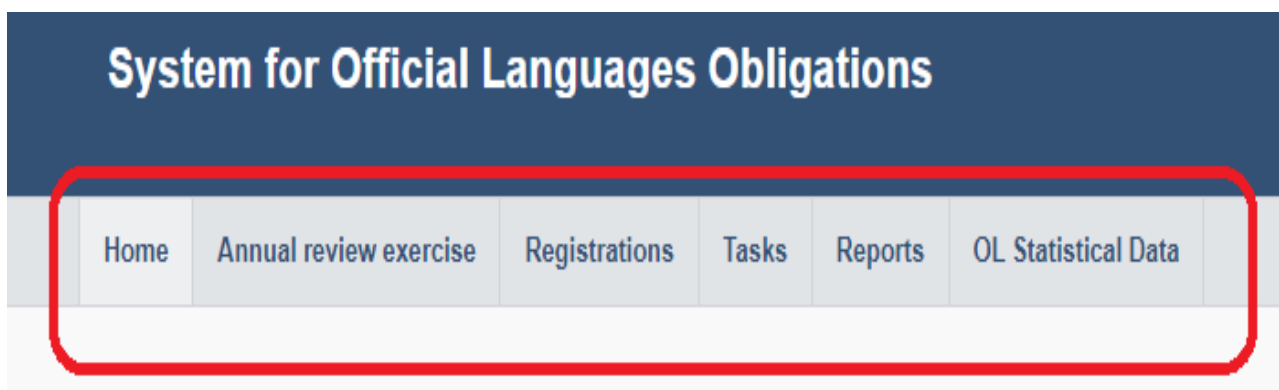
The login page will appear. Proceed by entering your email and password. Once you have logged in the application, you will be brought to the dashboard:



The “Dashboard” window includes four (4) sections:

- The “Functions” ribbon (top screen);
- The main section “Offices and information” consisting of quick links on your institution’s offices and their information and details on your institution(s); and
- Additional Information, consisting of useful hyperlinks (on the right side of your screen).
- The “Institutions” section where you can manage the data of your headquarters and generate reports.

“Functions” Ribbon



Home

When selecting the “Home” tab, you will be automatically brought back to the initial Dashboard page.

Annual review exercise

This section will enable you to administer your Annual review report for the current year. The information provided by your institution through this questionnaire will be used to evaluate your performance and to produce the annual reports on official languages of both the President of the Treasury Board and the Minister of Canadian Heritage.

[Request Help](#) | [Print questionnaire](#) | [Update information](#) | [Update status](#)

Questionnaire Information

- **Minister responsible:** Omar Alghabra
- **Deputy Head:** France Pégeot
- **Person responsible for official languages (Parts IV, V and VI):** Flora Sigeris
- **National coordinator responsible for the implementation of section 41 (Part VII)** Flora Sigeris
- **Regional contact person(s) for section 41 of the OLA (if applicable):**

Status: In review **Submit Date:** Pending **Due Date:** 2023.05.31 **Date modified:** 2023.02.14

Status must be "Ready for submit" in order to submit.

Legend:

New | Draft | In review | Ready for submit | Submitted | Approved | Overdue

The top portion of the Report enables the PROL to see the different stages the Report goes through (red rectangle). SOLO also helps the PROL to validate (green rectangle) to ensure that all sections of the report have been completed.

Same as the Excel spreadsheet conventionally used in the past, the PROL will enter the required information for their institution(s) in terms of:

1. Governance
2. Monitoring of Official Languages
3. Communications with and Services to the Public in both Official Languages
4. Language of Work – Leadership
5. Language of Work
6. Equitable Participation
7. Human Resources Management, and
8. Emergency Situations

Below, we can see the different sections to complete with a list of questions to answer:

| | | | | |
|--|-------------------|------------------------|---------------------------|--------------------------------|
| Governance | Status: In review | 2 of 2 questions (100) | Date modified: 2023.02.14 | View questions |
| Monitoring of Official Languages | Status: New | 0 of 20 questions (0) | Date modified: 2022.09.26 | View questions |
| Communications with and Services to the Public in Both Official Languages | Status: New | 0 of 6 questions (0) | Date modified: 2022.09.26 | View questions |
| Language of Work - Leadership | Status: New | 0 of 1 questions (0) | Date modified: 2022.09.26 | View questions |
| Language of Work | Status: New | 0 of 6 questions (0) | Date modified: 2022.09.26 | View questions |
| Equitable Participation | Status: Draft | 0 of 0 questions (NaN) | Date modified: 2023.02.14 | View questions |
| Human Resources Management | Status: New | 0 of 9 questions (0) | Date modified: 2022.09.26 | View questions |
| Emergency Situations | Status: New | 0 of 13 questions (0) | Date modified: 2022.09.26 | View questions |

It is important to note that the number of questions that need to be completed varies from one institution to another, such as the number of bilingual offices registered in SOLO for a given institution.

Registrations

When selecting the “Registrations” tab, a new window will allow you to manage and to search for the offices of your institutions already registered in SOLO. In some instances, there might more than one institution displayed in cases where the PROL has more

than one institution to administer. By selecting your institution's name from the drop-down list, the list of offices registered will be generated and displayed below. To activate the list, click on the "Search" icon.

Manage office registrations

Offices currently registered and language designations within the SOLO application

▶ Instructions

[Register office](#) [View same service groups](#)

Search for registrations

* Select an institution to view and edit its offices (required)

Treasury Board of Canada Secretariat

Search

To view the information record for an office, select the "Office Name" (blue box).

Manage offices

To view, edit, or delete an office, click the "Office name" link in the filter table

Filter items Showing 1 to 2 of 2 entries | Show 10 entries

| Status | Inst | Office number | Office name | Office type | Address | Group | Designation |
|--------|------|---------------|--|---|--|-------|-------------|
| Active | TBD | 16707 | Treasury Board Secretariat | Head Office | Ottawa, ON - 90 Elgin Street | | Bilingual |
| Active | TBD | 95403 | Toll Free Phone 95403 | Toll-free long distance telephone service | NL, PE, NS, NB, QC, ON, MB, SK, AB, BC, YT, NT, NU | | Bilingual |

There is also a menu ribbon displayed on the upper right of this page (Green box):

[Register office](#) [View same service groups](#)

Register office

By selecting this button, you will be able to register a new office for your institution. We will go through this process further in this guide.

View same service groups

This button will enable you to select the same service groups by institution and/or by province to view proportionality. A same service group is created whenever more than one of the institution's offices offer the same services within the same Census Metropolitan Area (CMA) or the same Census Subdivision (CSD). In the example below, we search for same service groups for Employment and Social Development Canada in the province of Quebec. Please note that your institution may not have a service group.

Same service group listing

The same service groups are listed below.

► Instructions

Search for same service groups

Search

Employment and Social Devel

Quebec

Search

After selecting "Search", SOLO will list the service groups. SOLO has identified that in Sherbrooke more than one Employment and Social Development Canada (CSD) office offers the same key service (red rectangle). The service group number is located at the end of the service group name (green square). By selecting this same service group, SOLO will display the offices that are part of this service group.

Filter items Showing 1 to 4 of 4 entries | Show 10 entries

| Institution | Same service group | CMA/CSD | Province | Key |
|-------------|--|------------|----------|-----------------|
| CSD | CSD-NONKEYSRVC-LCLPUB-MONTREAL-189 | Montréal | QC | Non-key service |
| CSD | CSD-KEYSRVC-LCLPUB-MONTREAL-160 | Montréal | QC | Key service |
| CSD | CSD-KEYSRVC-LCLPUB-SHERBROOKE-218 | Sherbrooke | QC | Key service |
| CSD | CSD-KEYSRVC-LCLPUB-QUEBEC-158 | Québec | QC | Key service |

In the example shown below, we can see that CSD has two offices in the same service group in the Sherbrooke CMA (red rectangle). If you are not familiar with the proportionality principle, click on “Read more” to get more information (yellow rectangle). If there is a cause to update the language designation of one of these offices, you can select the “update” button to do so (blue rectangle). Remember to acknowledge the need/obligation to consult with the community first. You will have to enter the result in SOLO by selecting “Consult Community” (blue rectangle). If you wish to go back to the initial screen showing the same service group listing, select “Back to service groups” (green rectangle).

CSD-KEYSRVC-LCLPUB-SHERBROOKE-218

Institution: CSD

Please select any details to update below

[Back to same service groups](#)

Proportionality principle

SOLO has applied the [Proportionality Principle](#) to this same service group. Your institution must now consult the minority language community served by these offices to determine which office(s) in this same service group must now provide their services in both official languages. Consult sections 6.1.4 and 6.1.5 of the [Directive on the Implementation of the Regulations](#) and the [Best Practice Guide for Proportionality Consultations](#) for more information on these consultations.

[Read more - Office's language designation](#)

The regulatory provisions concerning the proportionality principle stipulate that the choice of office or offices depends on:

1. the distribution of the official language minority population within the census area;
2. the mandate – or function - of the offices that provide those services, their clientele and their location within the census area; and
3. the advice received after consultation with the official language minority population that is served by those offices.

[Update](#) [Consult community](#)

Same service group office details

To update an office's language designation, select the Update button.

| Office number | Office name | Inst | CMA/CSD | Prov. | Address | Key service/Other type of service | Provision | Designation |
|-----------------------|---|------|------------|--------|--|-----------------------------------|-----------|-------------|
| 12513 | Service Canada Centre - Magog (2439) | CSD | Magog | Quebec | Magog - 1700, rue Sherbrooke, Suite 100A | Key service | 5-1-b | French |
| 12574 | Service Canada Centre - Sherbrooke (2219) | CSD | Sherbrooke | Quebec | Sherbrooke - 50 Place de la Cité | Key service | 5-1-b | Bilingual |

Tasks

When this function is selected, it will enable you to search for any tasks that need to be completed as a result of creating an office or modifying the information for existing offices in your institution. In the example below, we will look at outstanding tasks for the Royal Canadian Mounted Police (RCMP) (red square). Once the “Search” button is

selected, it will display all tasks (green square). The type of task to perform is shown in the third column from the right (black rectangle).

Search for tasks





To focus your search, select an institution, task type, or status

Search -- All -- -- All --

Task listings

Select a task to complete.

Filter items Showing 1 to 10 of 74 entries | Show 10 entries

| Status | Institution | Task name | Task type | Start date | Target date |
|---|-------------------------------|--|-------------------------|------------|-------------|
|  Pending | Royal Canadian Mounted Police | Neepawa - 239 Mill Street | Create service area | 2021-02-16 | |
|  Pending | Royal Canadian Mounted Police | Ste Rose Du Lac - 960 Central Avenue | Create service area | 2021-03-08 | |
|  Pending | Royal Canadian Mounted Police | Dease Lake - 50 Boulder Avenue | Create service area | 2014-09-03 | |
|  New | Royal Canadian Mounted Police | Local Office 2136 City Detachment | Review deletion request | 2014-09-03 | |

The Status (yellow square) will show the status of the task. For more information on managing tasks, please refer to the “View your institutions outstanding tasks” section of this manual.

Reports


SOLO


When selecting this tab, it displays the “Office Details” report. It is auto-generated by the system based on the information already available in SOLO. There are 3 auto-generated reports in this section (red rectangle).

- Office Details
- Language Designation by Office Type
- Institution Accounts
- Program Report

SOLO Reports

Report






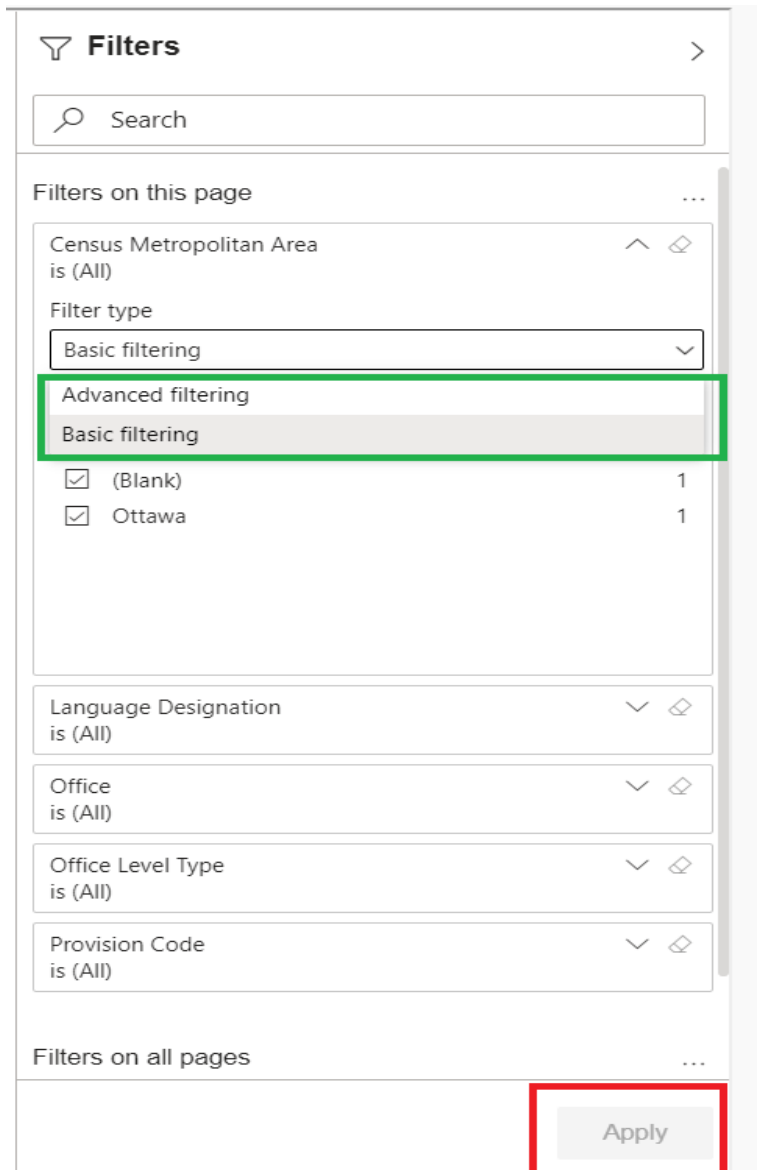
Institution Office Details

Number of Offices
2

| Institution Legal Name | Office Number | Office Type | Language Designation | Key or Non-Key | Provision Code | Address | Census Subdivision (CSD) | Census Metropolitan Area(CMA) |
|----------------------------|---------------|---|----------------------|-----------------|----------------|-----------------|--------------------------|-------------------------------|
| Treasury Board Secretariat | 16707 | Head Office | Bilingual | Non-key service | 22 | 90 Elgin Street | Ottawa | Ottawa-Gatineau |
| | 95403 | Toll-free long distance telephone service | Bilingual | Non-key service | 11(a)(ii) | Unknown | | |

 **Office Details** | Language Designation by Office Type | Institution Accounts | Program Report

For some institutions with several offices, the data might appear a bit small. If you wish to increase the font size, you can click on the full-screen function (yellow square). PROL can also generate custom reports by using the “Filters” (green rectangle above). When selecting the “Filters”, the user can enter the required criteria to generate a specific report.



The reports filter is set to “basic filtering” by default. You can also choose to apply “Advanced filtering” (green rectangle above). To apply the chosen filters, don’t forget to select “Apply” (red rectangle). We will explore reports further in another section of this manual.

OL Statistical Data

SOLO also enables the PROL to view the statistical data for their institution. In the example below, we used a fictional example for the Office of the Auditor General.

The screenshot shows the 'OL Statistical Data' report interface. At the top, there is a 'Report' dropdown menu with 'OL statistical data' selected. Below the header, the title 'Internal services to employees' is centered. A table displays the following data:

| Region | Resources Serving Bilingually | Resources Serving in English | Resources Serving in French | Total Resources Providing Internal Services |
|-------------------------------|-------------------------------|------------------------------|-----------------------------|---|
| Bilingual Quebec - Other | 2 | 1 | 1 | 4 |
| From a unilingual region | 2 | 1 | 1 | 4 |
| Montreal | 2 | 1 | 1 | 4 |
| National Capital Region (NCR) | 1 | 1 | 1 | 3 |
| New Brunswick | 2 | 1 | 1 | 4 |
| Ontario North and East | 1 | 1 | 1 | 3 |
| Total | 10 | 6 | 6 | 22 |

At the bottom of the interface, a navigation bar contains five tabs: 'Internal services to employees', 'Bilingual Supervision', 'Participation by region', 'Participation by occupational category', and 'Service to the public in official languages'. The first tab is currently selected.

There are 5 different reports:

- Internal Service to employees;
- Bilingual Supervision;
- Participation by Region;
- Participation by Occupational Category; and
- Service to the Public in Official Languages

Statistical Data on Official Languages is to meet the Treasury Board's information needs on the status of the Official Languages Programs in institutions/organizations subject to the *OLA* but for whom the Treasury Board does not represent the employer.

The statistical data on official languages are related to three specific parts of the *OLA*:

- PART IV Communications with and Services to the Public (herein referred to as service to the public);
- PART V Language of Work (includes central and personal services referred to as internal services and supervision);
- PART VI Participation of English-speaking and French-speaking Canadians (simply referred to as participation).

Statistical data from federal institutions in the core public administration are submitted through the Position and Classification Information System (PCIS). Other institutions/organizations are required to provide statistical data on official languages via SOLO. Among them are:

- parent Crown corporations;
- wholly owned subsidiaries of Crown corporations (data should be kept separate from the parent);
- Canadian Armed Forces personnel;
- members of the RCMP;
- separate employers (e.g., National Research Council Canada);
- various other organizations including former government enterprises who retain a legal obligation with respect to official languages.

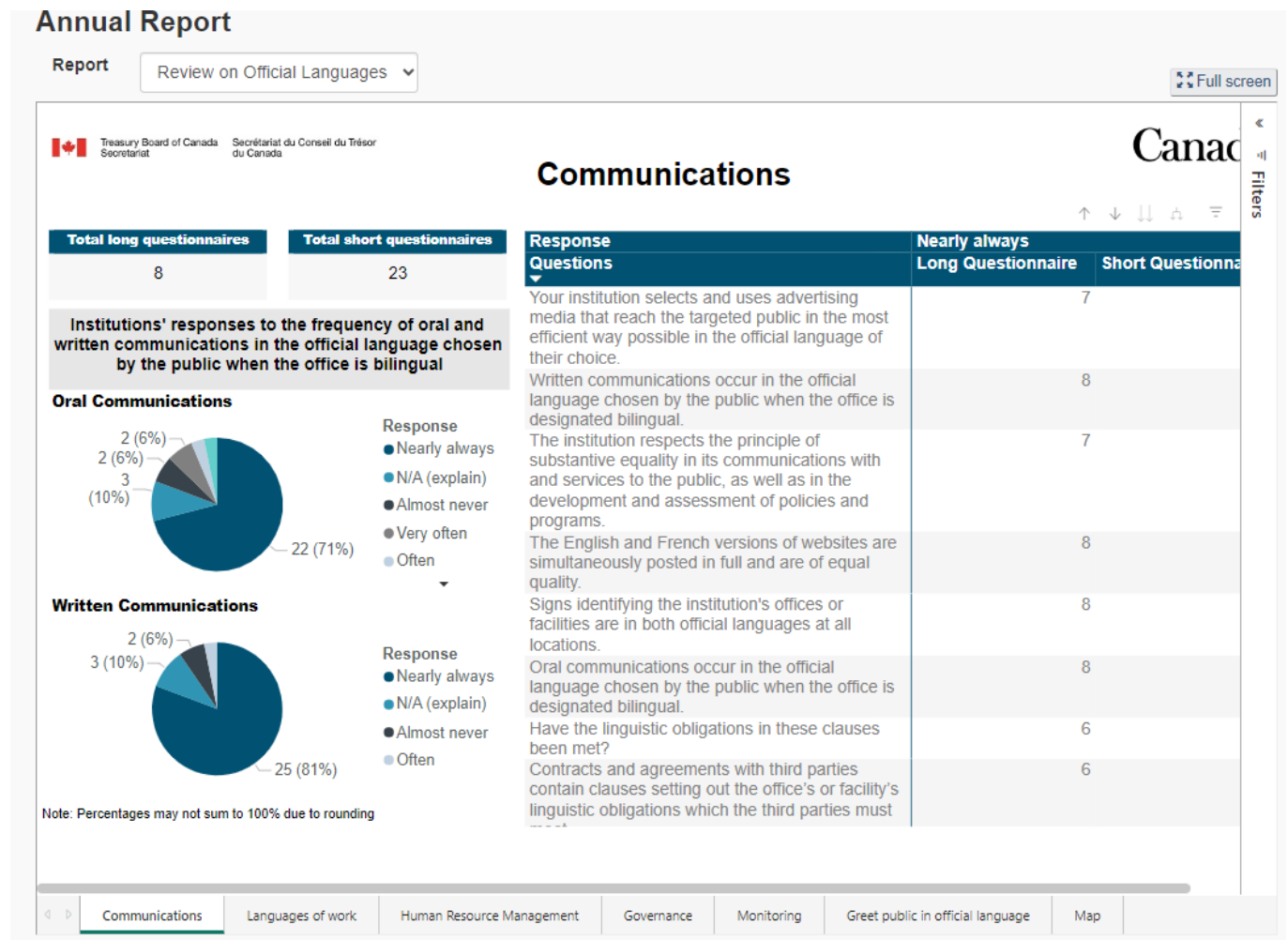
Review on Official Languages

The President of the Treasury Board must report on the status of Parts IV, V and VI of the *OLA* in federal institutions. The Minister of Canadian Heritage must report on the implementation of Part VII of the *OLA* by federal institutions. The information provided by your institution through this questionnaire will be used to evaluate your performance and to produce the annual reports on official languages of both the President of the Treasury Board and the Minister of Canadian Heritage.

This report is divided in 7 different sections, such as:

1. Communications
2. Languages of work
3. Human Resources Management
4. Governance
5. Monitoring
6. Greet public in official language
7. Map

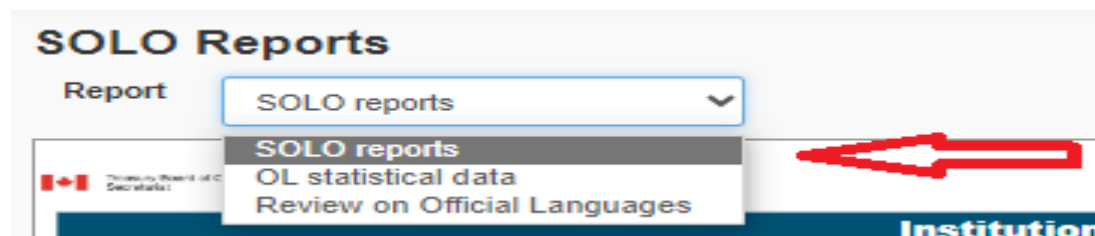
The illustration below shows the Communications portion of the report for all submitted questionnaires by all institutions.



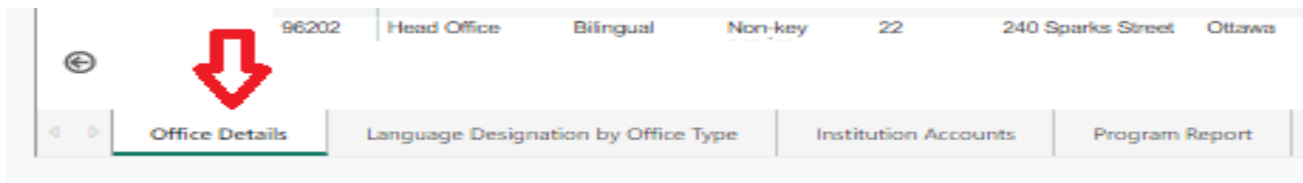
Report Printing

It is possible to print these reports, but you must convert them into an Excel format first. To do so, please follow these steps:

1. Select the type of report from the drop-down list



2. Select the section of the report you wish to print from the tabs found below

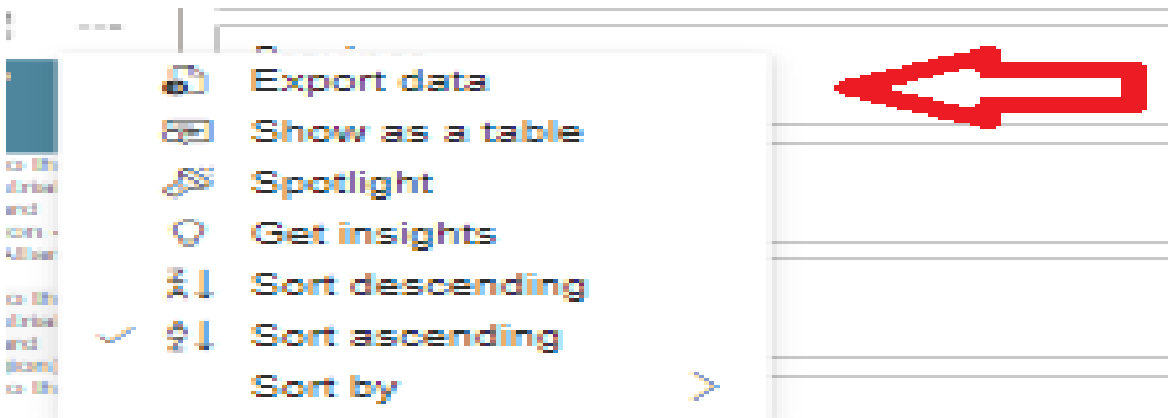


3. Slide your cursor to this position and three dots will appear

A screenshot of a data table with the following columns: Institution Legal Name, Office Number, Office Type, Language Designation, Key or Non-Key, Provision Code, Address, Census Subdivision (CSD), Census Metropolitan Area (CMA), Province, Locality, and Office. The table contains two rows of data. A red arrow points to the three-dot menu icon in the top right corner of the table.

| Institution Legal Name | Office Number | Office Type | Language Designation | Key or Non-Key | Provision Code | Address | Census Subdivision (CSD) | Census Metropolitan Area (CMA) | Province | Locality | Office |
|--|---------------|----------------------------|----------------------|-----------------|----------------|---------------------------------------|--------------------------|--------------------------------|------------------|-----------|---|
| Administrative Tribunals Support Service of Canada | 12359 | A local office or facility | Bilingual | Non-key service | 5(1) (a) | 1501 McGill College Avenue, Suite 910 | Montréal | Montréal | Quebec | Montreal | ATS support to the Canada Industrial Relations Board (Eastern Region - Quebec and Atlantic provinces) |
| | 15040 | A local office or facility | Bilingual | Non-key service | 5(1) (a) | 300 Georgia Street West, 6th Floor | Vancouver | Vancouver | British Columbia | Vancouver | ATS support to the Canada Industrial Relations Board (Western Region - British Columbia and Alberta) |

4. Select these three dots and a menu will appear. Select "Export Data"



5. A new window will appear. Select the type of data to export (red arrows) and select “Export”

Which data do you want to export?

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more about exporting data](#)

Data with current layout
Export this data in the same layout you see now, but without any icons, colors, or other formatting you added.

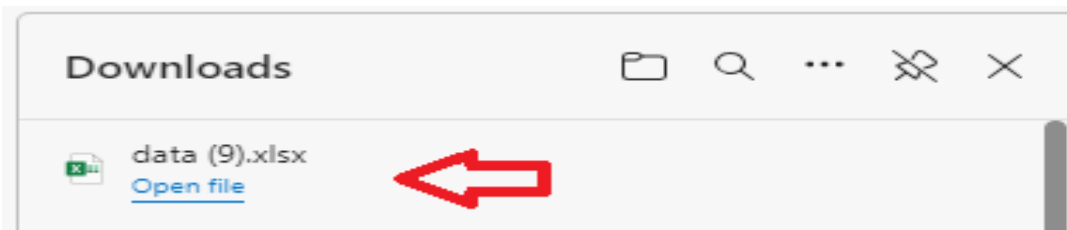
Summarized data
Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data
The report author turned off this option

File format:
.xlsx (Excel 15,000-row max) v

Export Cancel

6. The Excel file will appear on the right of your screen under “Downloads or Téléchargements”



7. Select the file. Once it appears on your screen, print the report using the normal procedures.

OL Statistical Data

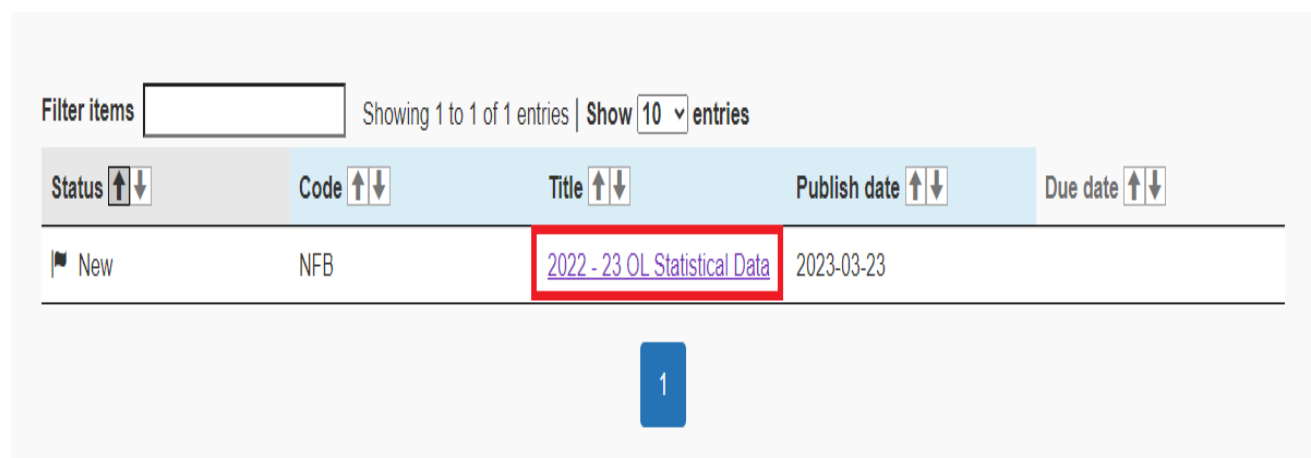
Section 48 of the Official Languages Act (OLA) requires the President of the Treasury Board to submit an annual report to Parliament. Additionally, the Act requires the Treasury Board to monitor and to report on the implementation of the Official Languages Programs. As per Section 6.5.2 of the Treasury Board’s Policy on Official Languages, Deputy heads or their delegates are responsible for keeping files and information systems current to provide reports to the Office of the Chief Human Resources Officer within the Treasury Board Secretariat (OCHRO-TBS) upon request.

It is important to note that this form must only be completed by institutions subject to the OLA for whom the Treasury Board does not represent the employer.

For illustrations purposes, we will use the National Film Board (NFB) questionnaire. To complete the OL Statistical Data Questionnaire, you must first select the tab in the Functions Menu up top:



You must next retrieve and select the OL Statistical Data Form to complete and published in SOLO for your institution at the bottom of your screen:



This will bring you to this screen which consists of the three sections to complete, such as:

1. Part IV- Communications with and Services to the Public
2. Part V – Language of Work
3. Part VI – Participation of English-speaking and French-speaking Canadians

Please note that the number of questions (red arrow) in each section depends on the number of offices registered in SOLO.

Statistical Data on Official Languages

Statistical Data on Official Languages is to meet the Treasury Board's information needs on the status of the Official Languages Programs in institutions/organizations subject to the [Official Languages Act \(OLA\)](#) but for whom the Treasury Board does not represent the employer.

The filter table lists tables on statistical data on official languages sent to your institution for completion. The default sort order is by fiscal year, descending.

[← Back to dashboard](#)

| Status | Parts under the OLA | % complete | Modified date |
|--------|---|------------------------|---------------|
| New | Part IV - Communications with and Services to the Public | 0 of 3 questions (0%) | 2023-03-23 |
| New | Part V - Language of Work | 0 of 11 questions (0%) | 2023-03-23 |
| New | Part VI - Participation of English-speaking and French-speaking Canadians | 0 of 20 questions (0%) | 2023-03-23 |

Start by clicking the first section (Part IV) from the three (3) questionnaires to complete. There are instructions on how to complete each questionnaire. In the illustration below, we will have a look at Part IV – Communications with and Services to the Public. To ensure that all offices are included in the questionnaire, please select “Refresh Office List” (yellow box). If you have registered a new office after this questionnaire was published, SOLO will include it in the list of offices. You will also notice that the “Status” of the section is set to “Draft” (green box). You can change the status for this section as you go along, from Draft, in review and finally Ready to submit. Enter the number of resources in each field (red arrows). Remember, even if you have no resources, you must include “0”. You can click on “Save” (blue box) even if not all the fields have been completed or once each field is completed. To proceed to the next portion of the questionnaire, select “Back to questionnaire” (red box).

[← Back to questionnaire](#)

Status: Draft Modified date 2023-03-23

Draft
In review
Ready to submit

Service to the public - Bilingual office or point of service as of March 31st of the year [Refresh office list](#)

Note: In a hybrid or teleworking model, a resource's workplace is the office to which their position is attached.

For each region listed, indicate the number of resources serving the public:

- In **# English** enter the total number of resources serving the public in English only.
- In **# French** enter the total number of resources serving the public in French only.
- In **# Bilingual** enter the total number of that can serve the public in both English and French.

Resources uses the numbers entered in all three columns to calculate the total resources.

Note: The list should only contain active offices.

- If you notice an office that should be deleted, go to "Manage registrations" and delete the office.
- Once the deletion is approved, click "Refresh office list" to remove the deleted office.

| Office ↑↓ | Details ↑↓ | Region ↑↓ | # English ↑↓ | # French ↑↓ | # Bilingual ↑↓ | # Resources ↑↓ |
|--|--|------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Toll Free Phone 1800 | NL, PE, NS, NB, QC, ON, MB, SK, AB, BC, YT, NT, NU | | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Identifiable restricted clientele 6266 French Program - Animation Studio | Montreal, QC - 1501 Rue De Bleury | Quebec | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| National Film Board | Montreal, QC - 1501 Rue De Bleury | Quebec | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Total: | | | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |

Save
Cancel

You can print each section of this questionnaire for the reviewing process. To do so, go to the section of the questionnaire you want to print, right click on the screen and select "print". From the "print" screen, select "Microsoft Print to PDF". Once selected, a PDF version of your questionnaire will be produced. You will be able to go back to the PDF and print it.

Important to note: In order to include the instruction to the report, it is necessary to expand the instructions link for each section. Failure to do so will result in the instruction not showing in the report.

Part IV - Communications with and services to the public

Institution code: NPA

Service to the public by a bilingual office or point of service as of March 31st of the year



[Instructions for completing Part IV \(Communications with and Services to the public\)](#)

This table lists all offices and points of service that are designated bilingual under the [Official Languages \(Communications with and Services to the Public\) Regulations](#). Enter the total number of resources serving the public who are unilingual English, unilingual French, and bilingual to calculate the overall total number of resources serving the public.

Include all persons drawing payment for services being actively rendered.

- o all permanent full-time resources;
- o all permanent part-time resources;
- o all temporary employees hired for a period of three (3) months or more;
- o all temporary employees hired on a seasonal basis from one year to the next.

Persons excluded from all reporting include:

- o contracts of agency personnel hired for specific assignments of a non-recurring nature;
- o staff of concessionaires providing services in federal locations (e.g. employees of a car rental company located in an airport or of a food concession on a ferry);
- o Employees of franchises providing service on behalf of an institution;
- o Students;
- o Local staff (non-Canadians) of offices located outside of Canada.

[Back to questionnaire](#)

The screenshot shows a web interface for the questionnaire. On the left, a printer selection menu is open, showing options like 'Microsoft Print to PDF' and 'KONICA MINOLTA Cloud on eqo-prt'. A red arrow points to the 'Microsoft Print to PDF' option. The main content area on the right displays the questionnaire for 'Part IV - Communications with and services to the public' for institution 'NFB'. It includes a status dropdown set to 'Ready to submit', a 'Modified date' of '2023-07-25', and a highlighted tab for 'Service to the public by a bilingual office or point of service as of March 31st of the year'.

Once every section has been completed and the status of all three is set to “Ready for submit”, a new tab will appear on the main questionnaire page, “Submit questionnaire (red box below)”. Notice that this tab will only appear when the status of each section of the questionnaire is set to “Ready to submit”.

Statistical Data on Official Languages

Statistical Data on Official Languages is to meet the Treasury Board's information needs on the status of the Official Languages Programs in institutions/organizations subject to the [Official Languages Act \(OLA\)](#) but for whom the Treasury Board does not represent the employer.

The filter table lists tables on statistical data on official languages sent to your institution for completion. The default sort order is by fiscal year, descending.

[← Back to dashboard](#) [Submit questionnaire](#)

| Status | Parts under the OLA | % complete | Modified date |
|------------------|---|---------------------------|---------------|
| Ready for submit | Part IV - Communications with and Services to the Public | 3 of 3 questions (100%) | 2023-07-25 |
| Ready for submit | Part V - Language of Work | 11 of 11 questions (100%) | 2023-07-25 |
| Ready for submit | Part VI - Participation of English-speaking and French-speaking Canadians | 20 of 20 questions (100%) | 2023-07-25 |

Once the “Submit questionnaire” tab is selected, the OL Statistical Data Questionnaire will be set to “Pending” (red box) indicating that TBS will review the questionnaire for approval.

Filter items Showing 1 to 1 of 1 entries | Show 10 entries

| Status | Code | Title | Publish date | Due date |
|---------|------|---|--------------|----------|
| Pending | NFB | 2022 - 23 OL Statistical Data | 2023-03-23 | |

1

Offices and information

This section of the dashboard will be the most often used by the users. It includes all the main tasks needed to ensure your institution is compliant with the Directive on the Implementation of the *Official Languages (Communications with and Services to the Public) Regulations* and the Regulations.

[Register an office](#)

Dashboard

The System for Official Languages Obligations (SOLO) helps federal institutions and certain organisations subject to the Official Languages Act apply the Regulations to determine the language designation of their offices and ensure that any member of the public can, where applicable, communicate with and obtain services from their offices in the official language of his/her choice in Canada or abroad.

Offices and information

[Register an office](#)

Register an office to determine its language designation.

[Manage offices](#)

View, edit, or delete registered offices.

[Generate reports](#)

Create, view and print reports for registered offices.

Most requested

Functionality is soon to be released

- [Review registered offices](#)
- [View your institution's outstanding tasks](#)
- [View your institution's official languages review questionnaire](#)
- [Search](#)

More information

- [Official Languages Act](#)
- [Regulations](#)
- [Contact the OLCE](#)
- [Burolis](#)

Institutions

[Manage registered institutions](#)

View, edit or delete institutions.

To register an office, position your mouse over the heading and click on “Register an office(s)” (red rectangle). When registering an office, SOLO will determine its language designation based on the information you provide and apply it to the information already entered in the system, such as the census data. In the example below, you can click on “Instructions” to get more information on this process (1). You will notice along the way that “Instructions” appears in different screens to help you with the different tasks.

The first step is to identify in which institution you want to create an office/service. Some users are a PROL for more than one institution. From the drop-down menu, select your institution. In the example below, we chose Treasury Board of Canada Secretariat (2). To activate your choice, click on “List office/service types” (3).

Register an office

Register an office to determine its language designation.


▼ Instructions

Select an office to register. If you select local office or facility, you can also choose to register additional offices at the same address. Each additional office, while having the same address, will be subject to the provisions based on its own unique characteristics.


* Select an institution (required)

Treasury Board of Canada Secretariat ▼


List office/service types



1



2



3

A new window will appear displaying more choices based on the institution you selected. Some institutions may have more than one selection. You can now select the type of office/service to create. In this example, we selected “A local office or facility”. Local office is a generic term designating a physical office with an address subject to a demographic rule. The language designation is based on the absolute size of the minority or its size and percentage on the total population in the locality or office service area. Click on the “Next” button at the bottom of the page once you have made your choice. You will then be asked to enter the office details.

- * Select the office to register (required)
- A local office or facility
 - Toll-free long distance telephone service
 - Automated telephone
 - Correspondence services
 - Video conference
 - Automated system

Next →

Office Details

You will now be brought to this screen to enter the office details. For more information, click on the “Instructions” tab (1).

A local office or facility - Step 1. Office information

Describe this office, its clientele and availability

▶ Instructions **1**

1. Office details | 2. Office location | 3. Office confirmation

Office Information

Local office or facility

* Office Name (English) (required) **2**

Information

* Office Name (French) (required) **2**

Information

▶ Program **8**

Telephone

* Country code * Area code * Telephone number **3**

Email **4**

* This office serves (required)

The general public **5**

An identifiable restricted clientele

The travelling public

* In-person service available (required)

Yes **6**

No **7**

Comments

Proceed in entering the following information in the designated fields:

1. Office name/English and French - **Mandatory** (2)

2. Telephone number – **Mandatory** (3). Please note that this field, including the 11-digit number, is stamped with a fictional number. You will have to enter the proper numbers to move on to the next required fields.
3. Email – **Optional** (4)
4. Select from the options available – **Mandatory** (5)
5. Choose if in-person service/YES – NO. In-person service means that an individual can physically go on location to get a service - **Mandatory** (6)
6. Add comments – **Optional** (7)

Notice that you have the possibility to add Programs to your office (8). If you choose to do so, enter the required program name (English and French) which are mandatory. The program description (English and French) is optional.

▼ Program

* **Name of Program (English) (required)**


Vitality Information

Program description (English)

* **Name of Program (French) (required)**

Information sur la vitalité ▼

Program description (French)

Add program to List 

Once you have finished entering the information in the fields, make sure you select the “Add Program to list” tab (9).

A new window will appear, and you will be able to see if the program has successfully been added to your office. The program you just registered will be displayed under “Programs”. By clicking on the Program name, you will be able to see the complete information. Notice that you can also click on “Remove” if you have created a program in error.

▼ Program

Success
You have added Vitality Information Sucessfully

* Name of program (English) (required)

Program description (English)

* Name of program (French) (required)

Program description (French)

Add program to list

Programs

▼ [Vitality Information](#)

- Name of program (English): Vitality Information
- Program description (English):
- Name of program (French): Information sur la vitalité
- Program description (French):

Remove

If you determine that in-person service is available (6), by selecting “Yes”, you will have to enter the business days and hours of service:

Business hours

| Availability | | Hours (HH:MM) |
|--------------|---|---|
| Sunday | <input type="radio"/> Open <input type="radio"/> Closed | From <input type="text"/> To <input type="text"/> |
| Monday | <input type="radio"/> Open <input type="radio"/> Closed | From <input type="text"/> To <input type="text"/> |
| Tuesday | <input type="radio"/> Open <input type="radio"/> Closed | From <input type="text"/> To <input type="text"/> |
| Wednesday | <input type="radio"/> Open <input type="radio"/> Closed | From <input type="text"/> To <input type="text"/> |
| Thursday | <input type="radio"/> Open <input type="radio"/> Closed | From <input type="text"/> To <input type="text"/> |
| Friday | <input type="radio"/> Open <input type="radio"/> Closed | From <input type="text"/> To <input type="text"/> |
| Saturday | <input type="radio"/> Open <input type="radio"/> Closed | From <input type="text"/> To <input type="text"/> |

Once you have indicated the necessary information, click “Next” on the bottom right of your screen. You will now be asked to include the details on the office location.

Office Location

You will now be directed to a new page to enter the preliminary data on the office location. You can start by entering the name of the office/facility, but this is optional. Please note that this is not the name of the service being offered. This is the name of the building/facility (ex: C. D. Howe Building). Next, you will need to determine if:

1. the address needs to be added in the system;
2. the address is already in the system (please note that this will work only if you already have an office at a given address).

▶ Instructions

1. Office details

2. Office location

3. Office confirmation

Locate office

Name of facility (English)

Name of facility (French)

*** Address of office or facility (required)**

Register a new address

Choose an address already registered with SOLO

*** Region (required)**

Ontario
▼

*** City (required)**

Ottawa
▼

*** Street address (required)**

565 rue Metcalfe Road

*** Postal code (A1A 1A1) (required)**

K1G 1A7

Selected census area summary

| # Census metropolitan area (CMA) | # Census subdivision (CSD) | Total Minority language population | Total Minority language percentage | Total population |
|----------------------------------|----------------------------|------------------------------------|------------------------------------|------------------|
| Ottawa-Gatineau | OTTAWA | 353,925 | 24% | 1,473,200 |

Apart from the field called “Name of office facility”, all other fields are mandatory to locate the office. In this example, we chose “Register a new address”. Notice that both the “region” and the “city” fields have a drop-down menu. Once you have selected the Region and the City, the location of the office will be shown on the map. Also, you will be able to view the Census data for the location at the bottom of the screen (red arrow).

Once you have finished entering the location information, select “Next” on the lower right-hand side of the screen. You will now be asked to confirm the office details. Review the information displayed. If a mistake has been made, you can choose to edit the information (red rectangles).

| Office information | | Edit office information |
|-----------------------------------|--------------------------------------|-------------------------|
| Office number | 102893 | |
| Institution | Treasury Board of Canada Secretariat | |
| Office type | A local office or facility | |
| Office name (English) | Information | |
| Office name (French) | Information | |
| Telephone number | 1 (213) 123-8655 | |
| Email | | |
| This office serves | The general public | |
| Key service/Other type of service | Non-key service | |

| Office location | | Edit office location |
|------------------------------|-------------------------------------|----------------------|
| Name of facility (English) | | |
| Name of facility (French) | | |
| Region | Ontario | |
| City | Ottawa | |
| Street address | 565 rue Metcalfe Road | |
| Postal code (A1A 1A1) | K1G 1A7 | |
| Latitude | 45.40888870000001 | |
| Longitude | -75.6849976 | |
| Include in Burolis | Yes | |
| In-person services available | No | |
| Business hours | View business hours | |



Once you have reviewed the information, select “Submit” (green rectangle above) to confirm. You will now be brought to a new screen to view the details on the language designation and the Regulations application for your office.

Register one or more offices

✔ Office registered

You have successfully registered the office. The language designation for this office is **Bilingual**

[Register another office](#)

[Back to dashboard](#)

Language designation

Based on the provision applied this Information is: Bilingual

[Read more - Language designation for this office](#)

Regulations application

- CMA/CSD: Ottawa
- Demographic type: OFFICES LOCATED in the National Capital Region (NCR)
- Designation: Bilingual
- Provision: 22(a)
- Self-designated: No
- Moratorium 2016-11-30: Not applicable

22 Every federal institution has the duty to ensure that any member of the public can communicate with and obtain available services from its head or central office in either official language, and has the same duty with respect to any of its other offices or facilities (a) within the National Capital Region;

Moratorium 2016-11-30: Not applicable

You will have to expand the heading “Read more – Language designation of office” (green rectangle) to get more information on the Regulations application (red rectangle).

Congratulations! You have now completed all the steps for registering an office in SOLO.

[Register an office requiring a service area](#)

The service area of an office corresponds to the geographical area it serves. In this section, we explore the creation of an office that requires the PROL to define the service area. In this case, when an office is created in an area located outside a CMA and within a CSD and the service area of the office or facility has at least 5,000 persons of the English or French linguistic minority population, the office will need to offer a bilingual service.

We will not go over all the steps in creating an office. However, we will review how to determine the service area. In this case, we will register a local office in Charlottetown (PEI) where the service area includes a linguistic minority population of more than 5000.

Locate office

Name of office or facility (English)

Name of office or facility (French)

*** Address of office or facility (required)**

Register a new address
 Choose an address already registered with SOLO

*** Region (required)**

Prince Edward Island

*** City (required)**

Charlottetown

*** Street address (required)**

550 university avenue

*** Postal code (A1A 1A1) (required)**

C1A 4P3

Selected census area summary

| # Census Metropolitan Area (CMA) | # Census sub division (CSD) | Total Minority population | Total Minority language percent | Total population |
|----------------------------------|-----------------------------|---------------------------|---------------------------------|------------------|
| Charlottetown | 1102075 | 730 | 2.2% | 33,605 |

In this case, we are creating the office/service on University Avenue (red rectangle). Notice that the total minority population in Charlottetown is 730, less than 5000. Once the “Next” icon is selected to register the address, SOLO will then ask the PROL to define the service area for this office (red rectangle below).

1. [Office details](#)
2. Office location
3. [Office confirmation](#)

❗ Service Area is required

Based on the office details and location, a **service area is required**. Please define the service area or save as draft, if you need to gather more information.

Locate office

Name of office or facility (English)

Name of office or facility (French)

*** Address of office or facility (required)**

Register a new address

Choose an address already registered with SOLO

*** Region (required)**

Prince Edward Island

*** City (required)**

Charlottetown

*** Street address (required)**

550 university avenue

*** Postal code (A1A 1A1) (required)**

C1A 4P3

i Drawing a radius

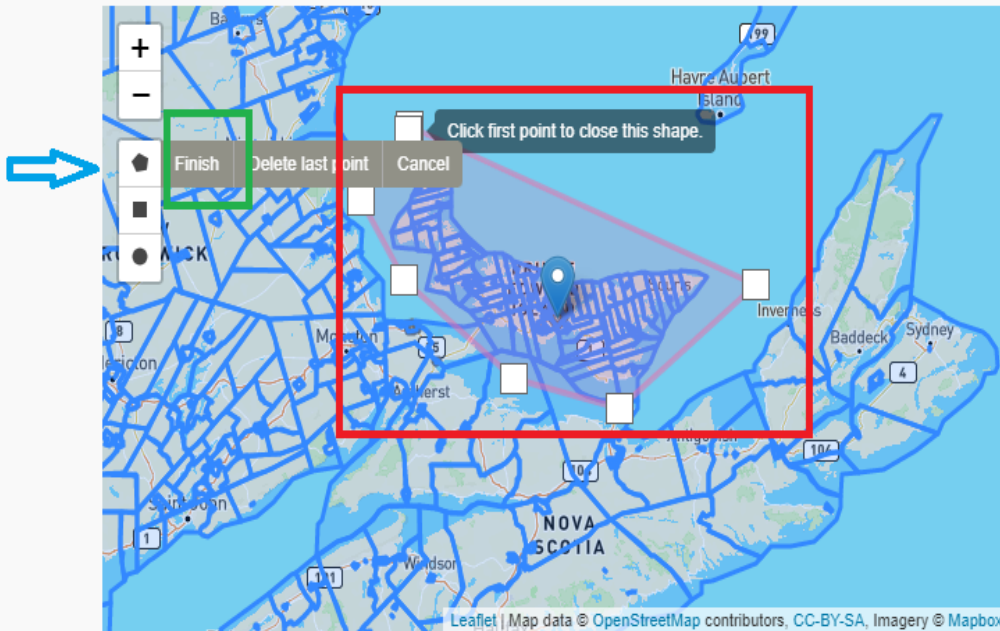
Click 'Draw A Circle', then click on the map and drag the cursor to create the circle. To edit, click on the circle to adjust its size or position. Select the distance from the location of the office to create the outside boundaries of its service area. The boundaries of the service area will include all census subdivisions or census metropolitan areas fully or partially selected.

SOLO will offer a tip on how to draw a radius to define the service area (blue arrow above). In this case, the service area is larger than what is indicated on the map, it will be necessary to zoom out (red arrow above). You may need to zoom out a few times. In this example, the whole province of PEI was chosen as the service area.

In the example below, to draw the service area, we selected the icon (pentagon) that enables you to create irregular shapes (blue arrow below). Note that you can also use the square or the circle to draw the service area. Point and click your cursor, then drag the line to the desired location. Repeat the process until your shape is complete. Once complete, click on “Finish” (green rectangle). You have now defined the service area for this office (grayed out in red rectangle).

1 Drawing a radius

Click 'Draw A Circle', then click on the map and drag the cursor to create the circle. To edit, click on the circle to adjust its size or position. Select the distance from the location of the office to create the outside boundaries of its service area. The boundaries of the service area will include all census subdivisions or census metropolitan areas fully or partially selected.



At this point, you can verify if you have captured every region in your service area by scrolling down on your screen and selecting “Service area demographic details” (green rectangle).

Service Area

To create a service area, use the map to select the CSDs or CMAs that will form the boundaries of the service area. You can also define a radius to create a service area.

Selected census area summary

| # Census Metropolitan Area (CMA) | # Census sub division (CSD) | Total Minority population | Total Minority language percent | Total population |
|----------------------------------|-----------------------------|---------------------------|---------------------------------|------------------|
| Charlottetown | 1102075 | 5,975 | 5.6% | 107,450 |

▼ Service area demographic details

Demographic Details

| Census metropolitan area (CMA) | Census sub division (CSD) | Place Name | Minority population | Minority language percent of population | Total population |
|--------------------------------|---------------------------|------------|---------------------|---|------------------|
| Cap-Pelé | 1307007 | TBD | 1,855 | 83.2% | 2,230 |
| Port Elgin | 1307002 | TBD | 20 | 5.1% | 390 |
| Cornwall | 1102085 | TBD | 115 | 2.2% | 5,165 |
| Lot 48 | 1102014 | TBD | 25 | 1.3% | 1,910 |
| Lot 34 | 1102052 | TBD | 30 | 1.2% | 2,575 |
| Miltonvale Park | 1102040 | TBD | 25 | 2.2% | 1,135 |
| Stratford | 1102080 | TBD | 230 | 2.7% | 8,575 |
| Warren Grove | 1102070 | TBD | 5 | 1.4% | 365 |
| Lot 49 | 1102012 | TBD | 5 | 0.5% | 1,080 |
| Lot 35 | 1102054 | TBD | 25 | 1.5% | 1,645 |
| Clyde River | 1102037 | TBD | 15 | 2.6% | 575 |
| Winsloe South | 1102065 | TBD | 5 | 2.2% | 225 |

If you are unsure about the service area and you need to consult, you can select “Save as draft”. This will enable you to still save the details already entered in the previous steps and go back later to make changes.

Selected census area summary

| # Census Metropolitan Area (CMA) | # Census sub division (CSD) | Total Minority population | Total Minority language percent | Total population |
|----------------------------------|-----------------------------|---------------------------|---------------------------------|------------------|
| Charlottetown | 1102075 | 730 | 2.2% | 33,605 |

▶ Service area demographic details

Save as draft

Cancel

← Previous

Next →

If you are satisfied with these locations, click on the “Next” button at the bottom right corner of your screen. You will be brought to the confirmation page to review all the details on your office. Once done, select “Submit”. You will now be able to see the language designation and the Regulation application for the office (red rectangle below).

Register one or more offices

✔ Office registered

You have successfully registered the office. The language designation for this office is **Bilingual**.

Register another office

Back to dashboard

Language designation

i Based on the provision applied this Information is: **Bilingual**

▼ [Read more - Language designation for this office](#)

Regulations application

- CMA/CSD: Charlottetown
- Demographic type: CSD where the minority language population is > = 500 and is < 5% of total CSD population
- Designation: Bilingual
- Provision: 5(1)h.1
- Self-designated: No
- Moratorium 2016-11-30: Not applicable

5 (1) For the purposes of paragraph 22(b) of the Act, there is significant demand for communications with and services from an office or facility of a federal institution in both official languages where (h.1) the office or facility is located outside a CMA and within a CSD and the service area of the office or facility has at least one minority language primary or secondary public educational facility;

Moratorium 2016-11-30: Not applicable

Register an office requiring Measurement of demand

In this section, we will explore the creation of an office that requires to measure the demand. Certain provisions of the Regulations require measuring the demand for service at an office to determine whether there is enough demand in the minority language to provide bilingual services at that office, specifically paragraphs 5(1)(d), (k), (n), (q) and (r), subsection 5(3), paragraphs 6(1)(b), (c), (d) and (e), and subsections 7(1) and 7(2). The Best Practices Guide for Measurement of Demand provides recommended practices which can help institutions ensure a thorough and fair measurement of demand when carrying out surveys of the language preferences of the public served by their offices for services in either official language for the purpose of implementing the Regulations.

Although there are various circumstances where a measurement of demand is needed to determine if a bilingual service is required, we will explore one of them in this manual. In this example, when an office is in a census metropolitan area where the minority is below 5000 (e.g., St. John's, Newfoundland), and that its service area does not meet the minimal linguistic minority population threshold of 5000, there might be a need to provide bilingual services if:

- Over the past year, at least 5% of the population served by the office requested services in the minority official language.
- The office doesn't provide "key services", namely:
 - services of a Service Canada Centre of the Department of Employment and Social Development,
 - services of a passport point of service,
 - services of a post office,
 - services of an office of the Business Development Bank of Canada,
 - services of an office of the Canada Revenue Agency,
 - services of an office of the Department of Canadian Heritage,
 - services of an office of the Public Service Commission, or
 - services of a Regional Economic Development Agency;
 - services of an RCMP detachment (in a CSD)

Locate office

Name of office or facility (English)

Name of office or facility (French)

* Address of office or facility (required)

- Register a new address
 Choose an address already registered with SOLO

* Region (required)

Newfoundland and Labrador ▾

* City (required)

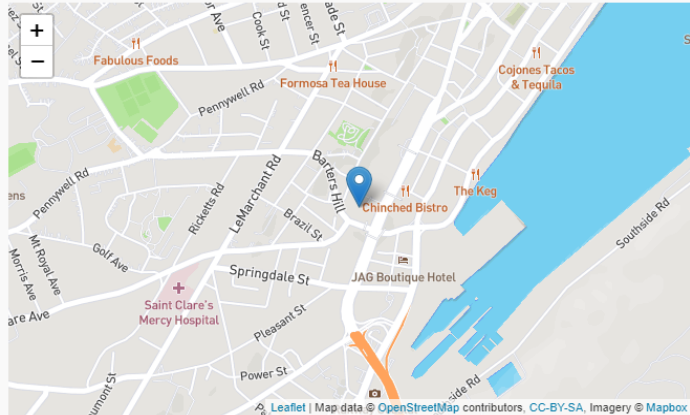
St. John'S ▾

* Street address (required)

10 barter's hill

* Postal code (A1A 1A1) (required)

A1C 6M1



Selected census area summary

| # Census Metropolitan Area (CMA) | # Census sub division (CSD) | Total Minority population | Total Minority language percent | Total population |
|----------------------------------|-----------------------------|---------------------------|---------------------------------|------------------|
| St. John's | STJOHN | 830 | 0.4% | 194,935 |

Cancel

← Previous

Next →

After going through the initial steps for creating an office and selecting “Next”, SOLO will bring you to the Office confirmation page where you can review the office details. Once you click on the “submit” icon and if a measurement of demand provision applies (once the service area has been determined), SOLO will recognize that there is still a chance the office could be bilingual depending on the measurement of demand, and therefore will show that a new task has been assigned to this office. In this example, we have saved the office information as a draft to gather the required information on the demand.

Register one or more offices

✔ Information saved as draft

You have successfully saved a draft version of the office registration. The draft version will appear within [Manage Services](#) with a status of **draft**.

Register another office

Back to dashboard

Language designation

⚠ Based on the provision applied this information requires more information. To be determined

A new task has been created for your institution. [Click here to view the task](#)

▶ Read more - Language designation for this office

View your institutions outstanding tasks

To view this new task, click on the link (red rectangle). You will then be brought to this webpage.

Outstanding Tasks

Complete outstanding tasks for registered offices by the assigned target date

▶ Instructions

Search for tasks

To focus your search, select an institution, task type, or status

Search

Treasury Board

-- All --

-- All --

Search

Task listings

Select a task to complete.

Filter items

Showing 1 to 2 of 2 entries |

Show 10 entries

| Status | Institution | Task name | Task type | Start date | Target date |
|----------|--------------------------------------|-------------------------------|---------------------|------------|-------------|
| Complete | Treasury Board of Canada Secretariat | St. John'S - 10 barter's hill | Create service area | 2022-01-31 | |
| New | Treasury Board of Canada Secretariat | St. John'S - 10 barter's hill | Measure demand | 2022-01-31 | |

1

Legend:

New | Pending | Complete | Overdue

In the search field, select your institution and click on "Search" icon (red rectangles above). You will now see the list of tasks that need to be completed. In this example, we

will select the office we just created (green rectangle above). Notice in the “Task type” column, SOLO indicates what the task is. In this case, the task is related to “Measure of demand”. You will be directed to this following webpage.

Update - Information - A local office or facility

Language designation

Based on the provision applied this information is: English

[Read more - Language designation for this office](#)

Office information

[Edit office information](#)

| | |
|-----------------------------------|--------------------------------------|
| Office number | 103002 |
| Institution | Treasury Board of Canada Secretariat |
| Office type | A local office or facility |
| Office name (English) | Information |
| Office name (French) | Information |
| Telephone number | 1 (322) 333-9887 |
| Email | |
| This office serves | The general public |
| Key service/Other type of service | Non-key service |

Office location

[Edit office location](#)

At the middle of this page, select the “Edit office location” icon and this will bring you to the right location to enter the measure of demand data.

This office serves The general public

Office location

[Edit office location](#)

Name of office or facility (English)

Name of office or facility (French)

You might have to scroll down to get to the correct location to enter the results.

Measurement of demand results

Refer to sections 6.1 and 6.3 of the [Directive for the Implementation of the Regulations](#) and the [Best Practices Guide](#) for Measurement of Demand for guidance on measuring the demand for services made by the public served by this office.

You have a maximum of two years to complete this task. In the interim, the language designation for service at this office is the language of the majority population of the province in which the office is located. On completion of the task, enter your results to find the language designation of the office.

* Methodology followed (required)

Methodology details

* Results - number of respondents who requested services in English (required)

* Results - number of respondents who requested services in French (required)

Percentage of respondents who requested services in the minority language

Provide a copy of the methodology (mandatory)

* Document name

Generate email

Follow these steps to complete your Measurement of demand task:

- In the “Methodology followed” field, select from the three options in the drop-down list. In this example, we will choose “Verbal Survey”:

* Methodology followed (required)

- In-person Verbal Survey
- Online Survey
- Other
- Response cards
- Telephone Survey
- Verbal greeting
- Verbal survey
- Written Survey

- The “Methodology details” field is optional but strongly suggested.
- Enter the results from the measure of demand, in English and French, these two fields are mandatory. Once done, you will see the measure of demand percentage. This will determine if the office requires to be bilingual or unilingual. Click on “Next”.

*** Methodology followed (required)**

Verbal survey ▾

Methodology details

*** Results - number English (required)**

200

*** Results - number French (required)**

50

Percentage of respondents requesting service in the minority language

20%

- You will be brought back to the office confirmation details page. Review the details once more and select submit at the bottom of the screen.

Submit

You will now be able to see the language designation and the provision applied. In this example, since the percentage is 20% and exceeds the 5% threshold, the office is designated bilingual under the Regulations provision 5(1)d).

Register office(s)

Office Registered

You have successfully registered the Office. The language designation for this office is **Bilingual**.

Register another office(s)

Back to dashboard

Language Designation(s)

Based on the provisions applied this Information is:

[Read more - Language designation for this office](#)

Regulations application

- CMA/CSD: St. John'S
- Demographic type: CMA where the minority language population is < 5000
- Designation: Bilingual
- Provision: 5(1)(d)
- Moratorium 2016-11-30: Not applicable

5 (1) For the purposes of paragraph 22(b) of the Act, there is significant demand for communications with and services from an office or facility of a federal institution in both official languages where (d) the office or facility is located in a CMA that has fewer than 5,000 persons of the English or French linguistic minority population and does not provide any of the services referred to in subparagraphs (f)(i) to (vi,1), and at that office or facility over a year at least 5 per cent of the demand from the public for services is in the official language of that population;

Moratorium 2016-11-30: Not applicable

Office requiring the application of the principle of proportionality

In SOLO, the proportionality principle (green box) applies when a new service group is created (black box). This occurs when a service is offered by more than 1 office, or a new office is added to a current same service group. Based on the Regulations, this occurs when “*the office or facility is one of two or more offices or facilities of the institution in the CMA (or CSD) that provide the same services and those services are not available in both official languages at a proportion of those offices or facilities that is at least equal to the proportion of that population in the CMA (or CSD) to the total **population** in the CMA (or CSD) or, if the number representing that proportion of offices is equal to less than one, at least one of those offices or facilities, the choice of which depends on:*

1. **(i)** *the distribution of the English or French linguistic minority population within the CMA,*
2. **(ii)** *the mandate of the offices or facilities that provide those services, their clientele and their location within the CMA, and*
3. **(iii)** *the advice received after consultation with the English or French linguistic minority population that is served by those offices or facilities.”*

In SOLO, the proportionality calculation is triggered at once based on minority percentage and on that updated same service group.

The result of the proportionality calculation appears on the proportionality/consultation task page (yellow box). To find out how many offices need to be bilingual, you must select “Update” (blue box). It is necessary for the PROL to know how many bilingual offices should be in that same service group according to the Regulations (proportionality calculation) before it is necessary to consult the communities. This task will remain pending until [consultations](#) are conducted, and the results entered in SOLO by the PROL.

[Back to service groups](#)

Proportionality principle

SOLO has applied the [Proportionality Principle](#) to the offices within this service group. Your institution must consult the minority language community before determining which office(s) in this service group must now provide their services in both official languages.

The regulatory provisions concerning the proportionality principle stipulate that the choice of office or offices depends on:

Distribution of the official language minority population in the CMS/CSD and:

1. The function of the offices that provide these services, their clientele, in particular, usage patterns and their location in the census area (e.g., proximity of the office to the minority language population).
2. Consultation with the English- or French-speaking minority population regarding the choice of office(s) to designate bilingual.
3. Advice received after consulting with the English- or French-speaking minority population regarding the choice of office(s) to designate bilingual.

[Read more - Language designation for this office](#)

[Update](#) [Consult community](#)

Service group office details

To update an office's language obligation, select the Update button.

* Group name (required)
CSD-KEYSRVC-LCLPUB-WINNIPEG-166

Required Bilingual offices: 1

| Inst | CMA/CSD | Prov. | Address | Key/Non Key | Provision | Designation |
|------|----------|----------|--------------------------------|-------------|-----------|-------------|
| CSD | Winnipeg | Manitoba | Winnipeg - 2599 Main Street | Key service | 5-1-b | English |
| CSD | Winnipeg | Manitoba | Winnipeg - 393 Portage Avenue | Key service | 5-1-b | English |
| CSD | Winnipeg | Manitoba | Winnipeg - 3393 Portage Avenue | Key service | 5-1-b | English |
| CSD | Winnipeg | Manitoba | Winnipeg - 1450 Taylor Avenue | Key service | 5-1-b | Bilingual |
| CSD | Winnipeg | Manitoba | Winnipeg - 111 Lombard Avenue | Key service | 5-1-b | English |

[Submit](#) [Cancel](#)

Afterwards, the PROL is to identify which of the same service group offices are bilingual (red box above). The number of bilingual offices is based on the proportionality calculation and/or which ones is based on [consultations](#). The PROL will then go ahead to enter consultation information by selecting the “Consult community” tab (brown box) and select “Submit” (red box) - see below.

Community Consultation

* Did you consult the minority community or communities served by the offices involved in the application of the proportionality principle? (required)

- Yes
- No
- N/A

* Please explain why there was not a consultation or why this obligation does not apply to these offices. (required)

* Which community or communities did you consult? Please specify. (required)

* What were the main results/observations/highlights of these consultations? (required)

* Did you consider the feedback from these communities when deciding which office(s) to designate English and French? (required)

- Yes
- No

By which means did you consult the communities?

Did you encounter any challenges during the consultation process? Please explain.

Have you identified any best practises as a result of the consultation process? Please explain.

Submit

Cancel

Failure to identify the correct number of bilingual offices required by the proportionality count will result in the PROL not being able to pursue further. A warning message will be posted on that effect. In the example below, the PROL has not identified the correct number of bilingual offices thus the warning message (red box below).

⚠ You must identify bilingual offices

According to the proportionality calculation, 2 office (s) in this same service group must be designated bilingual. Based on the selection factors stipulated in the Regulations (see above), identify which one (s).

Update
Consult community

Service group office details

To update an office's language designation, select the Update button.

*** Group name (required)** Required Bilingual offices: 2

| Inst | CMA/CSD | Prov. | Address | Key/Non Key | Provision | Designation |
|------|----------|--------|--|-----------------|-----------|-------------|
| CSD | Laval | Québec | Laval - 3 Place Laval | Non-key service | 5-1-b | French ▾ |
| CSD | Montréal | Québec | Montréal - 200 Boulevard Rene-Levesque Ouest | Non-key service | 5-1-b | Bilingual ▾ |
| CSD | Montréal | Québec | Montréal - 2089 Boulevard Marcel-Laurin | Non-key service | 5-1-b | French ▾ |
| CSD | Montréal | Québec | Montréal - 6815 Autoroute Transcanadienne | Non-key service | 5-1-b | French ▾ |

Submit
Cancel

In the screen that will follow, the PROL will receive information on bilingual offices and will be tasked with identifying service areas for residual offices (where applicable). Please refer to the section on selecting a service area (above).

Manage Offices

Office locations and/or their services change over time. It is important to be able to bring changes to office details. SOLO enables PROL the ability to easily view, change or add necessary information on offices and programs (note that some changes can affect the language designation of the office). It also enables the PROL to submit a deletion request. Just like with the Regulations Management System (RMS), the PROL will need to justify the deletion request. To modify information on an office, select “Manage offices” from the dashboard (red rectangle)

Dashboard

The System for Official Languages Obligations (SOLO) helps federal institutions and certain organisations subject to the Official Languages Act apply the Regulations to determine the language designation of their offices and ensure that any member of the public can, where applicable, communicate with and obtain services from their offices in the official language of his/her choice in Canada or abroad.

Offices and information

[Register an office](#)

Register an office to determine its language designation.

[Generate reports](#)

Create, view and print reports for registered offices.

[Manage offices](#)

View, edit, or delete registered offices.

Most requested

Functionality is soon to be released

- [Review registered offices](#)
- [View your institution's outstanding tasks](#)
- [View your institution's official languages review questionnaire](#)
- [Search](#)

More information

- [Official Languages Act](#)
- [Regulations](#)
- [Contact the OLCE](#)
- [Bureaus](#)

Institutions

[Manage registered institutions](#)

View, edit or delete institutions.

You will need to select the institution from the drop-down menu and click on “Search” (red rectangle).

Manage office registrations

Offices currently registered and language designations within the SOLO application

[Instructions](#)

The filter table displays all registered offices for the selected institution. Groups are sorted in alphabetical order by default.
Click on the name of the office you want to view to open an editable office record.
If the office belongs to a same service group, click Yes to view that service group.

Search for registrations

* Select an institution to view and edit its offices (required)

Treasury Board of Canada Secretariat

Search

Register office

View same service groups

Note: From this screen, you can register an office and View service groups (green rectangle).

SOLO will provide you with a list of all registered offices for your institution.

Manage offices

To view, edit, or delete an office, click the Office name link in the filter table

Filter items Showing 1 to 4 of 4 entries | Show **10** entries

| Status | Inst | Institution service name | Service Type | Address | Group | Obligation |
|--------|------|--|---|--|-------|------------|
| Active | TBD | Treasury Board Secretariat | Head Office | Ottawa, ON - 90 Elgin Street | | Bilingual |
| Active | TBD | Toll Free Phone 95403 | Toll-free long distance telephone service | NL, PE, NS, NB, QC, ON, MB, SK, AB, BC, YT, NT, NU | | Bilingual |
| Active | TBD | OL Regulations | A local office or facility | Ottawa, ON - 565 mecalfe road | | Bilingual |
| Active | TBD | Information | A local office or facility | Calgary, AB - 2038 45 Avenue West | | Bilingual |

1

The list displays the offices by:

- Status
- Institution code
- Institution service name
- Office type
- Address
- Group (Same Service)
- Designation

Each column can be filtered (red rectangle). You can also use the other filter to select certain types of offices to view (red arrow). To see the details for an office, select the Institution service name (green rectangle) as this will bring you to the following page.

| | |
|------------------------------|---|
| Office information | Edit office Information |
| Office type | A local office or facility |
| Office name (English) | Information |
| Office name (French) | Information |
| Telephone number | 1 (555) 989-0345 |
| Email | |
| This office serves | |

Office location Edit office location

Name of facility (English)

Name of facility (French)

Region Alberta

City Calgary

Street address 2038 45 Avenue West

Postal code (A1A 1A1) T2T 2P5

Latitude 51.0135581

Longitude -114.1084308

Include in Burolis Yes

In-person services available No

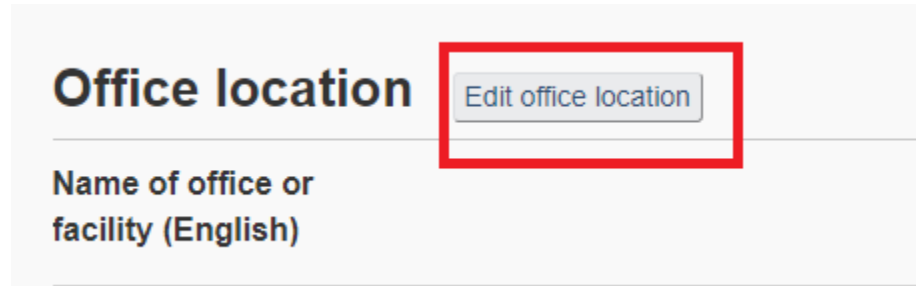
Business hours ▶ View business hours

Edit office Delete Office Cancel

You can choose to edit the office information, the office location (red rectangles) or the office details altogether (green rectangle). You can also choose to delete the office (blue rectangle). In this example, we will start by modifying the office location. Next, we will explore how to delete an office.

Edit office location

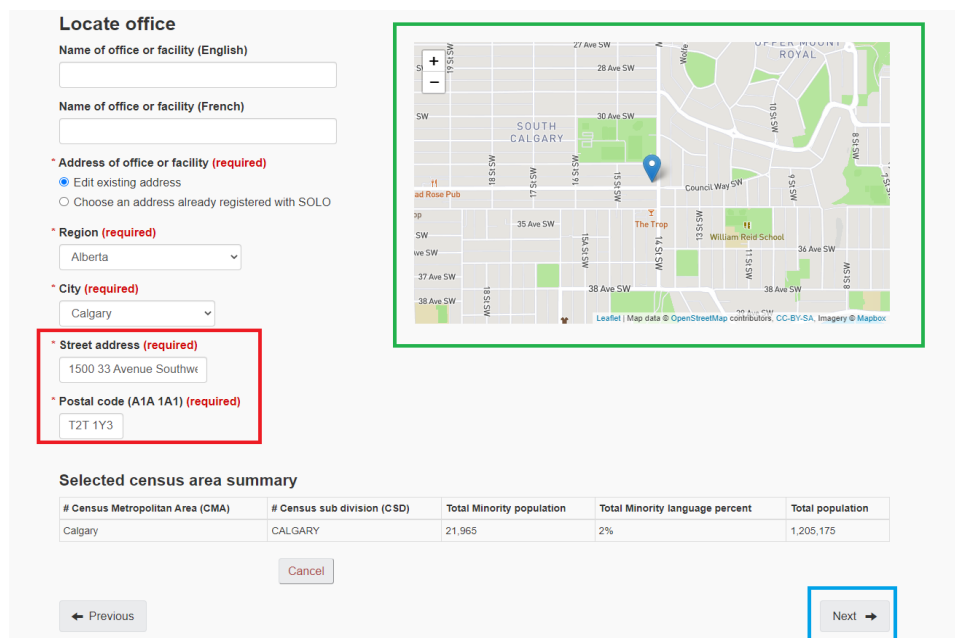
To begin the process, select “Edit office location”.



Office location Edit office location

Name of office or facility (English)

We will move the office location Southwest to a new address. It will now be located at 1500 33 Avenue Southwest. We will change the street address and the postal code (red rectangle). Once you are done, the map will point out the new office location (green rectangle). To register the address change, click on “next” (blue rectangle).



Locate office

Name of office or facility (English)

Name of office or facility (French)

* Address of office or facility (required)

Edit existing address

Choose an address already registered with SOLO

* Region (required)

Alberta

* City (required)

Calgary

* Street address (required)

1500 33 Avenue Southwest

* Postal code (A1A 1A1) (required)

T2T 1Y3

Selected census area summary

| # Census Metropolitan Area (CMA) | # Census sub division (CSD) | Total Minority population | Total Minority language percent | Total population |
|----------------------------------|-----------------------------|---------------------------|---------------------------------|------------------|
| Calgary | CALGARY | 21,965 | 2% | 1,205,175 |

Cancel

← Previous Next →

You will then be redirected to the “Office confirmation page” to review the office details. Once you have completed reviewing the information, click on “Submit”.

| | |
|------------------------------|--------------------------|
| Region | Alberta |
| City | Calgary |
| Street address | 1500 33 Avenue Southwest |
| Postal code (A1A 1A1) | T2T 1Y3 |
| Latitude | 51.0241921 |
| Longitude | -114.0951153 |

Include in Burolis Yes

In-person services available No

Business hours [▶ View business hours](#)

Programs [Edit Programs](#)

[← Previous](#) [Submit](#) [Update status](#) [Cancel](#)

In this case, since the office location is still in the same Census Metropolitan Area (CMA), the language designation stays the same and the same provision of the Regulations applies.

Register office(s)

Office Registered
 You have successfully registered the onsite service district office. The language obligation for this service is **Bilingual**.

[Register another office\(s\)](#) [Back to dashboard](#)

Language Obligation(s)

Based on the provisions applied this information is:

[Read more - Language obligation for office](#)

Regulations application

- CMA/CSD: Calgary
- Demographic type: CMA where the minority language population is > = 5000
- Provision: 5(1)(a)
- Moratorium 2016-11-30: Not applicable

5 (1) For the purposes of paragraph 22(b) of the Act, there is significant demand for communications with and services from an office or facility of a federal institution in both official languages where (a) the office or facility is located in a CMA that has at least 5,000 persons of the English or French linguistic minority population and is the only office or facility of the institution in the CMA that provides a certain service;

Moratorium 2016-11-30: Not applicable

As mentioned above, we will now explore how to delete an office.

Delete an office

If an institution determines that the Regulations do not apply to one of its offices the institution must be able to provide the analysis supporting that conclusion.

The institution must take the following steps to have an office that does not communicate with or provide services to the public removed from SOLO:

1. The institution's PROL takes the necessary steps in SOLO to remove the office (these steps are explained further in this section).
2. The PROL must include the motive(s) for the deletion request. Here are examples of such motives:
 - The office no longer communicates with or offers services to the public and, as such, is no longer subject to the Regulations;
 - The facility has permanently closed;
 - The office used to provide services to a restricted and identifiable clientele but no longer does, therefore this office must be closed;
 - The services to the general public offered at the same address fall under another existing office.

After receiving approval from the Official Languages Centre of Excellence (OLCE), the PROL will take the necessary measures, if applicable, to remove information about this office (telephone number, etc.) from the institution's telephone directories or website.

In the following example, we will go through the steps for deleting an office. Go back to the dashboard and select "Manage Offices". From the list displayed, select the office you wish to have removed from SOLO. In this example, we will request to delete the office we created just moments ago. To start the process, click on "Delete office" (red rectangle).

Office location [Edit office location](#)

Name of office or facility (English)

Name of office or facility (French)

Region Alberta

City Calgary

Street address 1500 33 Avenue Southwest

Postal code (A1A 1A1) T2T 1Y3

Latitude 51.02419

Longitude -114.0951

Include in Burolis Yes

In-person services available No

Business hours [▶ View business hours](#)

[✎ Edit office](#) [🗑 Delete Office](#) [Cancel](#)

You will be brought to the following screen. Please notice the warning message. In case you have selected “Delete office” in error, you can still select “Cancel”. If you want to proceed with the deletion, identify the reason from the list shown. Also, to speed up the deletion process, enter as many details as possible about the office deletion to help OLCE grant or deny the office deletion request. Once completed, select “Mark for deletion” (green rectangle).

Delete Office

! Are you sure you want to delete this office?
Information / Information

Please provide reason for deletion:

- Created in error
- Office or facility has closed
- Service is no longer offered
- Other

Office amalgamated with another office in Calgary

Confirm Delete of service (required)

- Yes No

You will be brought to this screen confirming the successful deletion marking of an office. Select “Close” to go back to the initial edit screen.

Delete successful

✓ The office has been deleted successfully.

Note 1: You have two weeks from the creation of the office to remove it without having to go through the analysis of OLCE. Simply make the choice “Created in error” and the office will be removed at once.

Note 2: Also note that if the deleted office was bilingual due to the proportionality rule, you might have to consult the minority population served by the office to get their opinion on which nearby office would be best to designate as bilingual in its place.

In the next section, we will have a look at reports and how you can customize them to suit your institution's operational requirements.

Generate reports

SOLO enables the PROL to view auto-generated reports and customizable reports. To review reports, select "Generate reports" from the dashboard.

The screenshot shows the SOLO Dashboard. At the top, there is a header for "Dashboard" with a sub-header explaining the system's purpose. Below this, the dashboard is divided into several sections:

- Offices and information:** Contains two links: "Register an office" (with a description: "Register an office to determine its language designation.") and "Manage offices" (with a description: "View, edit, or delete registered offices.>").
- Most requested:** A section titled "Functionality is soon to be released" with a list of links: "Review registered offices", "View your institution's outstanding tasks", "View your institution's official languages review questionnaire", and "Search".
- More information:** A list of links: "Official Languages Act", "Regulations", "Contact the OLCE", and "Buroilis".
- Institutions:** Contains a link "Manage registered institutions" with a description: "View, edit or delete institutions.>".

The "Generate reports" link is highlighted with a red rectangle. Its description is: "Create, view and print reports for registered offices."

For this section, we will be using the reports on offices from the Administrative Tribunals Support Services of Canada.

As you can see below, the reports section is divided in 4 categories (red rectangle):

- Office Details;
- Language Designation by Office Type;
- Institution Accounts; and
- Program Report.

Each report category can be filtered to suit the specific operational needs of the Institution (green rectangle). The filters apply to the report category, meaning that it applies to the data used in the report. In this example, the filters correspond to the data used in the "Office Details" report.

SOLO Reports

Report SOLO reports

Full screen

Institution Office Details

Full screen

Number of Offices

23

| Institution Legal Name | Office Number | Office Type | Language Designation | Key or Non-Key | Provision Code | Address | Census Subdivision (CSO) | Census Metropolitan Area(CMA) | Province | Locality | Office |
|--|---------------|----------------------------|----------------------|-----------------|----------------|--|--------------------------|-------------------------------|------------------|-----------|--|
| Administrative Tribunals Support Service of Canada | 12359 | A local office or facility | Bilingual | Non-key service | 5(1) (a) | 1311 McGill College Avenue, Suite 910 | Montreal | Montreal | Quebec | Montreal | ATS support to the Canada Industrial Relations Board (Quebec Region - Quebec and Atlantic provinces) |
| | 15040 | A local office or facility | Bilingual | Non-key service | 5(1) (a) | 350 George Street West, 5th floor | Vancouver | Vancouver | British Columbia | Vancouver | ATS support to the Canada Industrial Relations Board (Western Region) |
| | 15722 | A local office or facility | Bilingual | Non-key service | 22 (a) | 333 Laurier Avenue West, 17th floor | Ottawa | Ottawa-Gatineau | Ontario | Ottawa | ATS support to the Canadian International Trade Tribunal |
| | 15741 | A local office or facility | Bilingual | Non-key service | 22 (a) | 240 Sparks Street, 4th floor | Ottawa | Ottawa-Gatineau | Ontario | Ottawa | ATS support to the Canada Industrial Relations Board (QC) |
| | 15742 | A local office or facility | Bilingual | Non-key service | 5(1) (a) | 1 Front Street West, 5th floor | Toronto | Toronto | Ontario | Toronto | ATS support to the Canada Industrial Relations Board (Ontario Region) |
| | 18437 | A local office or facility | Bilingual | Non-key service | 22 (a) | 99 Sparks Street, Suite 800 | Ottawa | Ottawa-Gatineau | Ontario | Ottawa | ATS support to the Competition Tribunal |
| | 93180 | A local office or facility | Bilingual | Non-key service | 22 (a) | 344 Slater Street, 15th floor, Suite 200 | Ottawa | Ottawa-Gatineau | Ontario | Ottawa | ATS support to the Transportation Appeal Tribunal of Canada |
| | 93891 | A local office or facility | Bilingual | Non-key service | 22 (a) | 240 Sparks Street | Ottawa | Ottawa-Gatineau | Ontario | Ottawa | ATS support to the Canada Human Rights Tribunal |

Office Details
Language Designation by Office Type
Institution Accounts
Program Report

Apply

You can generate an Excel spreadsheet for these SOLO reports. Next to the “Filter” icon, you will see three dots “...” (red square below). Click on this to view the options. To start the export of the information into an Excel format, select “Export data” (green rectangle below). You might even want to sort your report before exporting in Excel. If this is the case, select “Sort by” (blue rectangle below) and sort the required fields.

Please note: Depending on your network/VPN speed, you may want to ensure that the SOLO Report is fully loaded before exporting the data to Excel. Failure to do so might generate a partial list or missing data.

Number of Offices
22

| Institution Legal Name | Office | Office Number | Language Designation | Office Level Type | Provision Code | Location Civic Address Street Name | Census Metropolitan Area | Region | Locality |
|--|--|---------------|----------------------|-------------------|----------------|------------------------------------|--------------------------|--------|-----------|
| Administrative Tribunals Support Service of Canada | Administrative Tribunals Support Service of Canada | 99202 | Bilingual | Non-key service | 22 | 90 Sparks Street | Ottawa | | Ottawa |
| | Local Office 11162 ATS support to the Canada Industrial Relations Board (Dartmouth Satellite Office) | 11162 | Bilingual | Non-key service | 5(1) (a) | 45 Alderney Drive | Halifax | | Dartmouth |
| | Local Office 12359 ATS support to the Canada Industrial Relations Board (Eastern Region - QC and Atlantic provinces) | 12359 | Bilingual | Non-key service | 5(1) (a) | 1501 Avenue McGill College | | | |
| | Local Office 15040 ATS support to the Canada Industrial Relations Board (Western Region) | 15040 | Bilingual | Non-key service | 5(1) (a) | 300 Georgia Street | | | |
| | Local Office 15722 ATS support to the Canadian International Trade Tribunal (HQ) | 15722 | Bilingual | Non-key service | 22 | 333 Laurier Avenue | | | |
| | Local Office 15741 ATS support to the Canada Industrial Relations Board (HQ) | 15741 | Bilingual | Non-key service | 22 | 240 Sparks Street | | | |
| | Local Office 15742 ATS support to the Canada Industrial Relations Board (Ontario Region) | 15742 | Bilingual | Non-key service | 5(1) (a) | 1 Front Street West | | | |
| | Local Office 16437 ATS support to the Competition Tribunal (HQ) | 16437 | Bilingual | Non-key service | 22 | 90 Sparks Street | | | |
| | Local Office 93180 ATS support to the Transportation Appeal Tribunal of Canada (HQ) | 93180 | Bilingual | Non-key service | 22 | 344 Slater Street | | | |

Let's take a closer look at the details from each report.

Office Details

The first report shown when selecting "Generate Reports" is the "Office Details". At the top, SOLO will show how many offices are registered in the system (red rectangle). In this case, there are 22 offices registered in SOLO. Below you will see the details concerning these same ATS offices. The report is divided in 12 sections as per the green rectangle.

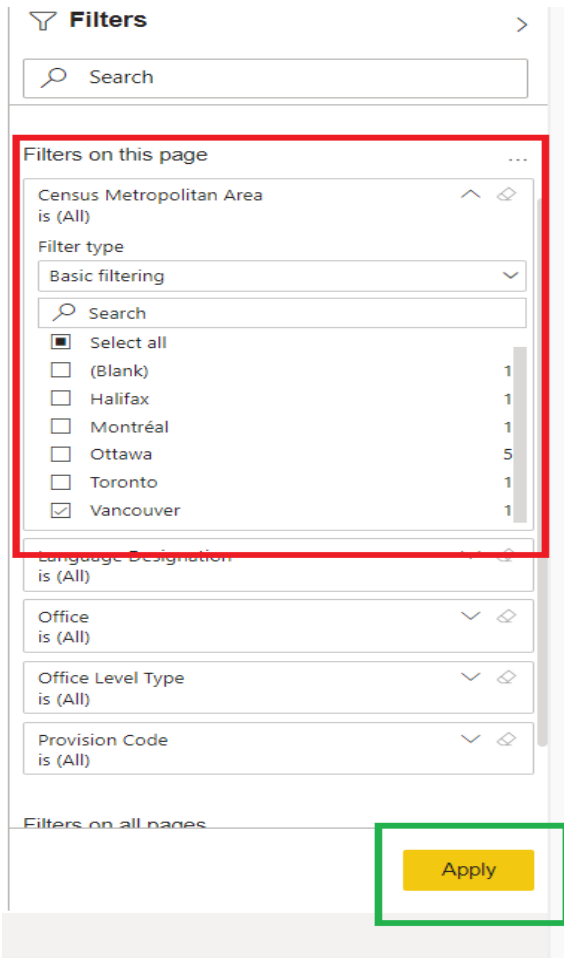
Institution Office Details

Number of Offices
22

Filters

| Institution Legal Name | Office | Office Number | Language Designation | Office Level Type | Provision Code | Location Civic Address Street Name | Census Metropolitan Area | Region | Locality | Location | Country |
|----------------------------------|---|---------------|----------------------|-------------------|----------------|------------------------------------|--------------------------|--------|----------|---|---------|
| Administrative Tribunals Support | | | | | | | | | | 9812, Station T CSC | |
| Service of Canada | | | | | | | | | | Ottawa, Ontario K1G 6S3 | |
| | Local Office 98277 ATS support to the Specific Claims Tribunal Canada (HQ) | 98277 | Bilingual | Non-key service | 22 | 427 Laurier Avenue West | Ottawa | | Ottawa | ATS support to the Specific Claims Tribunal Canada (HQ) | |
| | Local Office 98278 ATS support to the Canadian Agricultural Review Tribunal (HQ) (Mailing address: 960 Carling Avenue, Birch Drive, Building 80, Ottawa, Ontario K1A 0C8) | 98278 | Bilingual | Non-key service | 22 | 344 Slater Street | Ottawa | | Ottawa | ATS support to the Social Security Tribunal of Canada (HQ) (Mailing address: P.O. Box 9812, Station T CSC, Ottawa, Ontario K1G 6S3) | |
| | Local Office 98279 ATS support to the Social Security Tribunal of Canada (HQ) (Mailing address: P.O. Box 9812, Station T CSC, Ottawa, Ontario K1G 6S3) | 98279 | Bilingual | Non-key service | 22 | 344 Slater Street | Ottawa | | Ottawa | ATS support to the Social Security Tribunal of Canada (HQ) (Mailing address: P.O. Box 9812, Station T CSC, Ottawa, Ontario K1G 6S3) | |
| | Local Office 98282 ATS support to the Public Servants Labour Relations and Employment Board (HQ) | 98282 | Bilingual | Non-key service | 22 | 240 Sparks Street | Ottawa | | Ottawa | ATS support to the Public Servants Labour Relations and Employment Board (HQ) | |
| | Local Office 98283 ATS support to the Public Servants Disclosure Protection Tribunal (HQ) | 98283 | Bilingual | Non-key service | 22 | 90 Sparks Street | Ottawa | | Ottawa | ATS support to the Public Servants Disclosure Protection Tribunal (HQ) | |
| | Toll Free Phone 98285 | 98285 | Bilingual | Non-key service | 11(a)(ii) | Unknown | | | Unknown | Unknown | Unknown |
| | Toll Free Phone 98297 | 98297 | Bilingual | Non-key service | 11(a)(ii) | Unknown | | | Unknown | Unknown | Unknown |
| | Toll Free Phone 98298 | 98298 | Bilingual | Non-key service | 11(a)(ii) | Unknown | | | Unknown | Unknown | Unknown |
| | Toll Free Phone 98299 | 98299 | Bilingual | Non-key service | 11(a)(ii) | Unknown | | | Unknown | Unknown | Unknown |
| | Toll Free Phone 98300 | 98300 | Bilingual | Non-key service | 11(a)(ii) | Unknown | | | Unknown | Unknown | Unknown |
| | Toll Free Phone 98301 | 98301 | Bilingual | Non-key service | 11(a)(ii) | Unknown | | | Unknown | Unknown | Unknown |

You can filter this report to only see the data you need. The filters depend on the type of information available in the report.



In this example (above), we have expanded the “Census Metropolitan Area” field (red rectangle). You also have the choice between basic filtering and/or advanced filtering (green rectangle). These two options are available to all fields filtered. We will filter this report to include the census metropolitan area of Vancouver (red rectangle). Once the area has been selected in the filter, we will select “Apply” (green rectangle above).

The report will only show the office located in the census metropolitan area of Vancouver (below). If you hover over the filter icon, you will be able to see the filter applied to this report (red rectangle).

The screenshot displays a Power BI report titled "Institution Office Details". At the top, it shows the number of offices as 1. Below this is a table with the following columns: Institution Legal Name, Office, Office Number, Language Designation, Office Level Type, Provision Code, Location Civic Address Street Name, Census Metropolitan Area, Region, Locality, and Location. The table contains one row of data for the "Administrative Tribunals Support Service of Canada".

| Institution Legal Name | Office | Office Number | Language Designation | Office Level Type | Provision Code | Location Civic Address Street Name | Census Metropolitan Area | Region | Locality | Location |
|--|---|---------------|----------------------|-------------------|----------------|------------------------------------|--------------------------|--------|-----------|--|
| Administrative Tribunals Support Service of Canada | Local Office 15040 ATIS support to the Canada Industrial Relations Board (Western Region) | 15040 | Bilingual | Non-key service | 5(1) (a) | 300 Georgia Street West | Vancouver | | Vancouver | ATIS support to the Canada Industrial Relations Board (Western Region) |

On the right side, there is a "Filters on this page" pane. A red box highlights a section titled "Filters and slicers affecting this visual". This section contains two filters: "Census Metropolitan Area is Vancouver" and "Institution Legal Name is Administrative Tribunals Support Service of Canada".

Language Designation by Office Type

The second report auto generated by SOLO is the “Language Designation by Office Type”. At the top of this report, you will notice below that SOLO registers the dates of the first and the last office created (green rectangle). At the near center of the report, SOLO shows the language designation of each office type (red arrow). You might have to expand the Institution Legal Name (red square) to see each office type. In this example, all offices are bilingual. If you notice a number under the “To be determined” column, this could be a good sign that there are tasks that need to be completed for one or more offices. As you can notice, this report can also be filtered.

| Institution Language Designation | | | | | | | |
|--|-----------|--------------------------|------------|----------------|------------------|---------|---------------|
| | | Office Registration Date | | | | | |
| | | From | To | | | | |
| | | 2021-11-17 | 2023-02-21 | | | | |
| Institution Legal Name | Bilingual | English | French | Not Applicable | To be determined | Unknown | Total Offices |
| Administrative Tribunals Support Service of Canada | | | | | | | |
| Toll-free long distance telephone service | 6 | | | | | | 6 |
| Head Office | 1 | | | | | | 1 |
| A local office or facility | 16 | | | | | | 16 |
| Total | 23 | | | | | | 23 |
| Total | 23 | | | | | | 23 |

Institution Accounts

The third report might come in handy. It shows who has a SOLO account for the institution. In most cases, the account belongs to the PROL (green rectangle). The report also shows when the application was last accessed and the number of days since SOLO was accessed (red rectangle). Notice that this report can also be customized by using filters.

Institution Account Information



| Organization Legal Name | Application Role Type | Application User Last Name | Application User First Name | Application User Email Address | Application User Last Accessed Date | Days Since Last Access |
|-------------------------------|-----------------------|-------------------------------|-----------------------------|---------------------------------|-------------------------------------|-----------------------------|
| Royal Canadian Mounted Police | OLCEADMIN | Adlard | Kevan | kevan.adlard@tbs-sct.gc.ca | 11/30/2021 10:18:01 AM | 16 |
| | | Gall | Andrew | andrew.gall@tbs-sct.gc.ca | 11/30/2021 2:53:42 PM | 41 |
| | | Dugas | Florence | florence.dugas@tbs-sct.gc.ca | 12/13/2021 2:16:45 PM | 26 |
| | | Lafamme | Nancy | nancy.lafamme@tbs-sct.gc.ca | 12/15/2021 1:42:05 PM | 26 |
| | | Beaudoin | Viviane | viviane.beaudoin@tbs-sct.gc.ca | 12/16/2021 8:24:59 AM | 25 |
| | | Couture | Alexandre | alexandre.couture@tbs-sct.gc.ca | 12/23/2021 11:44:37 AM | 18 |
| | | Soucy | Luc | luc.soucy@tbs-sct.gc.ca | 12/30/2021 8:36:54 AM | 11 |
| | | Ali | Adnan | adnan.ali@tbs-sct.gc.ca | 1/7/2022 11:04:44 AM | 3 |
| | | TBS | OIceUser | OIceAdmin@tbs-sct.gc.ca | 1/10/2022 1:20:31 PM | 0 |
| | | Royal Canadian Mounted Police | PROLUSER | Test-LN01 | Test-FN01 | calvin.gillet@tbs-sct.gc.ca |
| Treasury Board Secretariat | PROLUSER | Martel | Eric | Eric.Martel@tbs-sct.gc.ca | 12/8/2021 7:15:07 AM | 33 |
| | | Formateur | Trainer | info-ollo@tbs-sct.gc.ca | 1/10/2022 10:42:51 AM | 0 |

Filters >

Search

Filters on this page ...

Application Role Type is (All)

Days Since Last Access is (All)

Filters on all pages ...

Institution Legal Name is (All)

Program Report

This report will show you the list of programs offered by your institution. You will have to select the icon next to the institution's legal name (red box) to illustrate the programs

Tribunals Board of Canada / Secrétariat du Conseil du Trésor du Canada

Institution Program Details

| Institution Legal Name | Total Offices |
|---|---------------|
| <input type="checkbox"/> Administrative Tribunals Support Service of Canada | |
| <input type="checkbox"/> (Teletype) Information - Canada Industrial Relations Board | 1 |
| <input type="checkbox"/> (Teletype) Information - Federal Public Sector Labour Relations and Employment Board | 1 |
| <input type="checkbox"/> (Teletype) Information - Social Security Tribunal of Canada | 1 |
| <input type="checkbox"/> Information - Administrative Tribunals Support Service of Canada 854 | 1 |
| <input type="checkbox"/> Information - Canada Agricultural Review Tribunal | 1 |
| <input type="checkbox"/> Information - Canada Industrial Relations Board | 5 |
| <input type="checkbox"/> Information - Canada Industrial Relations Board 869 | |
| <input type="checkbox"/> Toll-free phone - Canada Industrial Relations Board | 1 |
| <input type="checkbox"/> Information - Canadian Cultural Property Export Review Board | 2 |
| <input type="checkbox"/> Information - Canadian Cultural Property Export Review Board 874 | 1 |
| <input type="checkbox"/> Information - Canadian Human Rights Tribunal | 1 |
| <input type="checkbox"/> Information - Canadian Human Rights Tribunal 876 | 1 |
| <input type="checkbox"/> Information - Canadian International Trade Tribunal | 2 |
| <input type="checkbox"/> Information - Canadian International Trade Tribunal 877 | 1 |
| <input type="checkbox"/> Information - Competition Tribunal | 1 |
| <input type="checkbox"/> Information - Environmental Protection Tribunal of Canada | 1 |
| <input type="checkbox"/> Information - Federal Public Sector Labour Relations and Employment Board | 2 |
| <input type="checkbox"/> Information - National Joint Council | 1 |
| <input type="checkbox"/> Information - Public Servants Disclosure Protection Tribunal | 1 |
| <input type="checkbox"/> Information - Public Servants Labour Relations and Employment Board 878 | 1 |
| <input type="checkbox"/> Information - Social Security Tribunal of Canada | 1 |
| <input type="checkbox"/> Information - Social Security Tribunal of Canada 880 | 1 |
| <input type="checkbox"/> Information - Specific Claims Tribunal Canada | 1 |
| <input type="checkbox"/> Information - Transportation Appeal Tribunal of Canada | 1 |
| <input type="checkbox"/> TTY - Canada Industrial Relations Board 870 | 1 |

Filters >

Search

Filters on all pages ...

Institution Legal Name is Administrative Tribunals Support Service of Canada

Active is Active

Apply

Office Details | Language Designation by Office Type | Institution Accounts | **Program Report**

The navigation is similar for the other reports in SOLO.

Institutions

Users can also edit the information concerning their institution(s). Just like offices, PROL can review, edit and request for the deletion of institutions, but only institutions that they are responsible for.

Dashboard

The System for Official Languages Obligations (SOLO) helps federal institutions and certain organisations subject to the Official Languages Act apply the Regulations to determine the language designation of their offices and ensure that any member of the public can, where applicable, communicate with and obtain services from their offices in the official language of his/her choice in Canada or abroad.

Offices and information

[Register an office](#)

Register an office to determine its language designation.

[Generate reports](#)

Create, view and print reports for registered offices.

[Manage offices](#)

View, edit, or delete registered offices.

Most requested

Functionality is soon to be released

- [Review registered offices](#)
- [View your institution's outstanding tasks](#)
- [View your institution's official languages review questionnaire](#)
- [Search](#)

More information

- [Official Languages Act](#)
- [Regulations](#)
- [Contact the OLCE](#)
- [Buroils](#)

Institutions

[Manage registered institutions](#)

View, edit or delete institutions.

Manage registered institutions

In the example below, we will continue using the Treasury Board Secretariat. If you are unsure how to use the filter table, select the link (red rectangle). On this page, we will see that the table (green rectangle below) is divided by:

- Institution name (legal name)
- Institution code
- Institution type
- Office type
- Province
- City

To view the institution's entire information, select the Institution name.

System for Official Languages Obligations

Account settings Sign out

Home Annual review Registrations Tasks Reports OLIS

[Home](#)

Manage registered institutions

Institutions can be viewed, edited or deleted through the institution name link in the filter table.

▼ [How to use the filter table](#)

- To filter the table data, enter a keyword(s) in the Filter items box.
- To sort the table data, click the ascending or descending arrows next to the column name.

Filter items Showing 1 to 1 of 1 entries | Show 10 entries

| Institution name ↑↓ | Institution code ↑↓ | Institution type ↑↓ | Office type ↑↓ | Province ↑↓ | City ↑↓ |
|--|------------------------|----------------------------|-------------------|----------------|------------|
| Treasury Board of Canada Secretariat | TBD | Core public administration | Non-key service | Ontario | Ottawa |

1

On this page (below), the user views the institution's information entered in SOLO. The user can also choose to edit certain sections of the information (green rectangles below) or edit the institution's information (red rectangle below).

Manage registered institutions

Institution name

[Edit institution name](#)

Institution name (English) Treasury Board of Canada Secretariat

Institution name (French) Secrétariat du Conseil du Trésor du Canada

Institution code TBD

Institution information

[Edit institution information](#)

Institution website (English) <https://www.canada.ca/en/treasury-board-secretariat.html>

Institution website (French) <https://www.canada.ca/fr/secretariat-conseil-tresor.html>

Institution type Core public administration

Institution provides Non-key service

Key service options Local office

Default

Institution address

[Edit institution address](#)

Province/Territory Ontario

City Ottawa

Street address 90 Elgin Street

Postal code (A1A 1A1) k1p 0c6

Telephone number 613-957-2400

Include in Burolis Yes

In-person services available No

Business hours

[▶ View business hours](#)

Programs

[Edit programs](#)

Information 192 Renseignements 192

Institution contacts

[Edit institution contacts](#)

Minister Mona Fortier

Deputy head Graham Flack

Alternate contact

Alternate contact - Email

[Edit institution](#)

In the case of a request to have the institution deleted, this could be the case where the institution has, among other reasons, been decentralized or entered in the system by error. As indicated in the warning message (below), removing the institution will also delete all its offices.

Delete Institution

! Are you sure you want to delete this institution?
Administrative Tribunals Support Service of Canada
Service canadien d'appui aux tribunaux administratifs
Note that all services registered to this institution will be deleted as well

Please provide reason for deletion:

- Institution is not subject to the OLA
- Created in error
- Institution has closed
- Other (please specify)

Yes **Cancel**

Most requested

These links will bring you to sections frequently used in SOLO such as registered offices in SOLO, tasks, and the institution's OL review questionnaire.

Dashboard

The System for Official Languages Obligations (SOLO) helps federal institutions and certain organisations subject to the Official Languages Act apply the Regulations to determine the language designation of their offices and ensure that any member of the public can, where applicable, communicate with and obtain services from their offices in the official language of his/her choice in Canada or abroad.

Offices and information

[Register an office](#)

Register an office to determine its language designation.

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Create, view and print reports for registered offices.

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View, edit, or delete registered offices.

Most requested

Functionality is soon to be released

- [Review registered offices](#)
- [View your institution's outstanding tasks](#)
- [View your institution's official languages review questionnaire](#)
- [Search](#) 

More information

- [Official Languages Act](#)
- [Regulations](#)
- [Contact the OLCÉ](#)
- [Burolis](#)

Institutions

[Manage registered institutions](#)

View, edit or delete institutions.

The “Search” link (green arrow) on the other hand is not available anywhere else on the dashboard. This powerful search engine will enable to search for offices by several criteria.

Instructions

Language Designations

Language designation Provisions

Geographic parameters

Regions Localities

Census metropolitan areas Census subdivisions

Offices

Institutions Types

Number Keywords

Status Active 1

Reset Search Excel

After you have initiated your search, your results can be exported in Excel format (green box).

More Information

Official Languages Act

This hyperlink will send you to the *OLA* on Justice Canada's website.



The screenshot shows the Justice Laws Website interface. At the top, there is a navigation bar with the following categories: Family Law, Criminal Justice, Funding, Canada's System of Justice, and Laws. A search box is located on the right side of the navigation bar. Below the navigation bar, the breadcrumb trail reads: Home → Laws Website Home → Consolidated Acts → R.S.C., 1985, c. 31 (4th Supp.) - Table of Contents. The main content area displays the title "Official Languages Act (R.S.C., 1985, c. 31 (4th Supp.))" and provides links for the full document in HTML, XML (148 KB), and PDF (346 KB) formats. It also includes a note about the act's current status and a link to previous versions. A sidebar on the left contains a "Constitutional Documents" section.

Regulations

Select this link to view the revised (2019) *Official Languages (Communications with and Services to the Public) Regulations*.



The screenshot shows the Justice Laws Website interface. At the top, there is a navigation bar with the following categories: Family Law, Criminal Justice, Funding, Canada's System of Justice, and Laws. A search box is located on the right side of the navigation bar. Below the navigation bar, the breadcrumb trail reads: Home → Laws Website Home → Consolidated Regulations → SOR/92-48 - Table of Contents. The main content area displays the title "Official Languages (Communications with and Services to the Public) Regulations (SOR/92-48)" and provides links for the full document in HTML, XML (81 KB), and PDF (284 KB) formats. It also includes a note about the regulations' current status and a link to previous versions. A sidebar on the left contains a "Constitutional Documents" section with a link to "Consolidation of Constitution".


Contact OLCE

When selecting this link, SOLO generates this message: Please contact the Official Languages Centre of Excellence at OLCEInformationCELO@tbs-sct.gc.ca.

Burolis

Click on this button to be directed to Burolis, the public facing website for SOLO. This site allows the public to view information concerning all federal offices subject to the OLA.

[Français](#)


 Government of Canada / Gouvernement du Canada

MENU ▾

[Home](#)

Burolis

Burolis informs the public which federal offices provide services in French, in English or in both languages under the [Official Languages \(Communications with and Services to the Public\) Regulations](#). It also lists offices which provide bilingual services under a provision of the [Official Languages Act](#). [Read more](#) about the Burolis directory.



Search Burolis

[Narrow your search by using advanced search.](#)

Find Offered in English Offered in French [advanced search](#)

Search for offices, services, or programs