

**Summary table – discussion topics and questions – pre-consultations on the implementation of the
Official Languages Regulations and the review of the *Directive on the Implementation of the
(Communications with and Services to the Public) Regulations***

	Topic	Context	Questions
1.	The enhanced obligation to consult the official language minority population served	When an institution has several offices providing the same services in the same region and it must designate some offices as bilingual, proportionate to the demographic weight of the minority, it must then take the views of the minority into consideration in choosing the precise location of bilingual offices, just as with the mandate of its offices and the distribution of the minority population in the area served. In addition, the new SOLO will require you to report on your consultation process (Who? When? How?) and the information collected will be used for auditing purposes.	<ol style="list-style-type: none"> 1. A reasonable timeframe for these consultations to take place after the reapplication of the proportionality rule would be: (e.g., 3/6/12 months)? 2. How could the Official Languages Centre of Excellence of the Treasury Board Secretariat (TBS) support you in your Part IV consultations? 3. Do you feel well equipped to respond to questions that you will be asked via SOLO (Who? When? How?)?
2.	The addition of a vitality criterion (i.e., the minority language school in the service area of a federal office)	<p>List of schools</p> <p>TBS, in partnership with Statistics Canada (StatCan) and Canadian Heritage (PCH), is working on building and maintaining an accurate and up-to-date directory of all the minority language schools in Canada (available via SOLO and to the public on Canada.ca) by 2022-23, when the schools rule becomes enforceable.</p> <p>The Government of Canada, through PCH, currently maintains such a directory for research purposes only (some 900 entries), which includes anglophone and francophone minority language schools, based on data provided by the Government of Quebec and the <i>Fédération nationale des conseils scolaires francophones</i> (FNCSF). It is this directory that will be updated by 2022-23.</p>	<ol style="list-style-type: none"> 1. In your opinion, apart from contact information for the schools, what kind of information should also appear in the directory for each school? 2. How often should this index be updated? 3. Where and how should this index be made available?

Frequency of implementation of the provision by the federal institutions

Incorporating a qualitative criterion of vitality is a key element of the amended [Regulations](#). Under this criterion, a federal office must provide bilingual services when a minority language school is located in its service area. This provision is in addition to regulations on “significant demand” related to demographics. Based on our projections, around 300 federal offices could be newly designated bilingual under this criterion when it is implemented (2022/23).

Issue (1) – Frequency:

A school is a stable indicator of community vitality. That being said, several changes may arise in the network of 900 minority language schools in the country. Several schools might open or close between the decennial Regulations Re-application Exercises. External stakeholders will no doubt want TBS to take the opening of schools in their community into account as quickly as possible (every 5 years, or even annually rather than every 10 years, during the Regulations Re-application Exercise (OLRRE)).

Issue (2) – Delayed implementation:

Following the closure of a minority school, under this provision, a bilingual office would have to, in some circumstances, measure the actual demand for service to verify its new language designation. In other circumstances, according to the *Directive on the Implementation of the Official Languages (Communications with and Service to the Public) Regulations* (Directive), it would have two years to cease delivering bilingual services, which might take it to the next OLRRE. If the schools’ provision was implemented every five years, it would be possible, for the implementation of this provision between OLRREs, to only take school openings into account.

1. We are exploring the possibility of implementing this regulation every five years. What do you think?
2. We are also exploring the possibility of a delayed implementation, taking account of school openings only every 5 years, while closures would be taken into account every 10 years, during the OLRRE. What do you think of this approach?

3.	<p>Visibility and promotion of “offices self-designated” bilingual</p>	<p>Some institutions choose to communicate with the public and provide services in both official languages in offices designated unilingual under the Regulations.</p> <p>TBS recognizes that some institutions could have other reasons than significant demand or the nature of the office to designate a point of service bilingual. Therefore, TBS is considering the possibility of posting on Burolis the cases where offices that are unilingual under the Regulations have been designated bilingual by the institution.</p> <p>However, these offices are not subject to TBS policy instruments and a complaint about one of these offices could be deemed inadmissible by the Office of the Commissioner of Official Languages (OCOL).</p>	<ol style="list-style-type: none"> 1. If you have self-designated bilingual offices, would it be useful to you to identify them on SOLO and see them posted on Burolis? 2. What are the service standards that would have to be taken into consideration in advance, before “self-designating” an office bilingual (e.g., posting, equal quality, bilingual any time, etc.)? 3. If you have self-designated bilingual offices, how do you deal with complaints you receive internally for these offices, if any?
4.	<p>An actual, accurate and transparent measurement of demand</p>	<p>In the context of measuring language of choice for federal services, clients sometimes indicate a preference for services in both English and French.</p> <p>Since there is no Directive requirement on this topic, some institutions may opt to include these dual responses in the data of the majority, while others could classify these responses in favour of the minority, assuming that a dual response reflects a desire to have access to both languages (in a bilingual office).</p>	<ol style="list-style-type: none"> 1. In order to abide by the spirit of the Act and ensure that dual responses (English/French) are classified in favour of a bilingual office, TBS proposes adding a requirement to the Directive, that where clients have chosen both English and French when demand is measured, the responses be included in the data in favour of the minority language. What do you think? 2. The Directive requires the use of methods that produce conclusive results in the case of offices that have to measure demand for services. Do you face challenges obtaining conclusive results?
5.	<p>Service areas clearly, realistically, and consistently</p>	<p>In some situations, the Regulations require that an office delineates the area that it serves (service area) to establish its language obligations by taking into account its linguistic minority</p>	<ol style="list-style-type: none"> 1. How do you delineate your service areas? 2. What challenges did you face when you established your area—or areas—of service?

	delineated to better serve Canadians	<p>population. The institutions are responsible for establishing the service area of their offices based on their operational realities.</p> <p>At this time, TBS approves the establishment of service areas only when an institution asks to review its service area between two OLRREs. Tighter monitoring is also done for some institutions at the time of the OLRRE.</p> <p>Finally, at this time, the Regulations and the Directive do not include a general definition of the concept of a “service area” or any terms and conditions for its establishment.</p>	<p>Are there any suggestions, tools or information that might be useful for you in this respect?</p> <p>3. To ensure the timely determination of language obligations when the institutions must carry out certain administrative actions to confirm the service area of an office (new or existing), TBS proposes providing a period of six months for a federal office to establish its service area. What do you think?</p>
6.	Modernization and promotion of Burolis , the public directory of the language obligations of federal offices	<p><u>Burolis</u> is the public database that lists and publicizes the language obligations of all federal offices set out in the Regulations, in Canada and abroad.</p> <p>The modernization of Burolis aims to make the tool more intuitive and its search engine more robust. This will allow members of the public to use keywords to easily find the information they need, whether it is the service language of an office, the type of services provided, and even, if need be, their office hours.</p>	<p>1. In your opinion, is Burolis well known to stakeholders and the general public? Any suggestions on how to better market it?</p> <p>2. Have you had public feedback on Burolis (what people like or don't like about the tool, what they use it for)?</p> <p>3. Are there any functions that you would like to see on Burolis?</p> <p>4. Would you see it useful for your institution to include self-designated offices to Burolis? How?</p>