



**Official
Languages Centre
of Excellence**

**The proportionality principle and
consultations and
the *Official Languages
(Communications with and Services
to the Public) Regulations*
Reapplication Exercise (OLRRE)**

February 20, 2024

Targeted presentations intended for the Persons
Responsible for Official Languages (PROL)

OLRRE – Updates

OLRRE LAUNCH

- ✓ Officially launched on September 21, 2023

OLRRE MODULE INITIATED IN SOLO

- ✓ TBS verified the application of the Regulations in the module
- ✓ TBS worked with IT to resolve issues

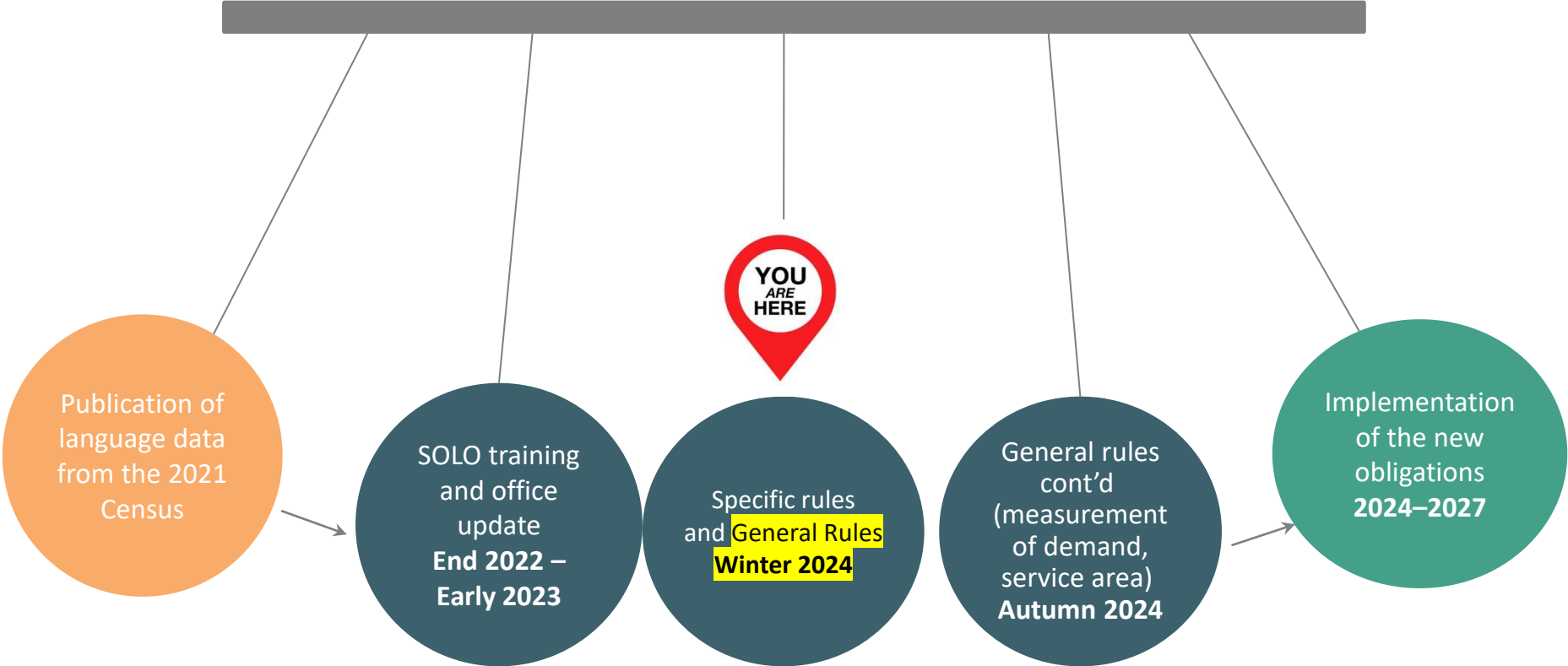
INFORMATION SESSIONS

- ✓ Automatics (February 13)
- ✓ Service areas (February 15)
- ✓ Proportionality principle and consultations (February 20)
- ✓ Measurement of demand (February 21)

ACCESS TO SOLO GRANTED TO PROL

- ✓ SOLO will be reopened to users the week of February 26, 2024
- ✓ Start of the Directive deadlines

Steps of the OLRRE



General Rules – Proportionality Principle

If an institution has several offices offering the same services in a region, it must generally offer bilingual services in a number of offices equal to or greater than the proportion of the minority in that region.

- 3 offices offer the same non-key services in Montreal (% of the minority in Montreal = 30.3%).
- $3 \times 30.3\% = 0.909$. The number is always rounded up. Therefore, **1** of the **3** offices must be bilingual.

Consultations

- A task will be assigned to you in SOLO advising you to consult the minority language communities served by these offices to identify which ones will be designated bilingual.
- Once the number of offices in this same service group that must be bilingual is known, the institution must take into account the **mandate of the offices**, the **distribution of the minority** and the **advice received after consultation with the minority** to identify which office or offices will be designated bilingual in this same service group.
- The 6-month deadline to consult the community and identify in SOLO which offices are designated bilingual will start from the date of the proportionality calculation, from the date SOLO reopens.



For more information, consult the [Guide Regarding the Obligation to Consult or Inform the English or French Linguistic Minority Population](#), which can be found in the Regulations' Toolbox on our GCWiki page.

SOLO – Navigating the General Rules

1. **System for Official Languages Obligations**

Account settings Sign out

Home Annual review Registrations Tasks Reports **OLRRE** OL Statistical Data

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

- [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](#)
- [SOLO Training](#)

2.  **Government of Canada** **Gouvernement du Canada** Français

System for Official Languages Obligations

Account settings Sign out

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[Home](#)

Official Languages Regulations Reapplication Exercise

The Official Languages Regulations Reapplication Exercise (OLRRE) occurs after the release of the most recent decennial census data.

[Review OLRRE changes](#)
See how the new census data impacts your institution's offices;

[Generate reports](#)
Create reports to show the number of offices impacted by the OLRRE and the status of OLRRE activities

3. **Review results**

Institutions **OLRRE tasks status** **PROL Tasks**

Royal Canadiar -- All -- -- All --

Agriculture and Agri-Food Canada
Atlantic Canada Opportunities Agency
Canada Infrastructure Bank
Canadian Food Inspection Agency
Royal Canadian Mounted Police

Designation 0 Change to the provision and designation 0 TBD 0

[View](#)

SOLO – Calculating Proportionality

4.

Filter items Showing 11 to 20 of 37 entries (filtered from 751 total entries) | Show 10 entries

Status	Inst	Office number	Office name	Address	Office type	Provision	Designation	Change details	Tasks	View
OLRRE review	RCM	11787	Local Office 11787 (RCM-NONKEYSRVC-LCLPUB-CALGARY-196)	75 North Road, Beiseker	A local office or facility	from: 5-1-b to: 5-2	from: English to: To be determined	TBD	OLRRE Consult community	View
OLRRE review	RCM	10596	Local Office 10596 (RCM-NONKEYSRVC-LCLPUB-SAINTJOHN-194)	21 Chestnut Drive, Grand Bay	A local office or facility	from: 5-1-b to: 5-2	from: Bilingual to: To be determined	TBD	OLRRE Consult community	View
OLRRE review	RCM	86135	Local Office 86135 (RCM-NONKEYSRVC-LCLPUB-EDMONTON-197)	13 Columbia Avenue West, Devon	A local office or facility	from: 5-1-b to: 5-2	from: English to: To be determined	TBD	OLRRE Consult community	View

5.

OLRRE review

Institution code: ICA
Group name: ICA-NONKEYSRVC-LCLPUB-TORONTO-182
Status: Review

How to complete the OLRRE .

Proportionality calculation result

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](#)

This group has tasks that are not completed.

Same service group office details

Based on the total number of bilingual offices required, identify which office or offices in this same service group are bilingual and which are unilingual. To update offices' language designation, select the Update button.

Group name (required)
ICA-NONKEYSRVC-LCLPUB-TORONTO-182

Total number of bilingual offices required: 1
Required Proportionality Bilingual offices: 1
Required Protected Bilingual offices: 0

Office number	CMA/IC SD	Prov.	Address	Key service/Other type of service	Provision	Designation
93982	Markham	Ontario	Markham - 145 Renfrew Drive	Non-key service	5-2	<input type="text"/>
94154	Bradford West Gwillimbury	Ontario	Bradford West Gwillimbury - 160 Artisan Industrial Parkway	Non-key service	5-2	<input type="text"/>

SOLO - Community Consultations

6.

Same service group office details

Based on the total number of bilingual offices required, identify which office or offices in this same service group are bilingual and which are unilingual. To update offices' language designation, select the Update button.

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

* Group name (required)

ICA-NONKEYSRVC-LCLPUB-TORONTO-182

Total number of bilingual offices required: 1
Required Proportionality Bilingual offices: 1
Required Protected Bilingual offices: 0

Office number	CMA/CSD	Prov.	Address	Key service/Other type of service	Provision	Designation
93962	Markham	Ontario	Markham - 145 Renfrew Drive	Non-key service	5-2	Bilingual
94154	Bradford West Gwillimbury	Ontario	Bradford West Gwillimbury - 160 Artesian Industrial Parkway	Non-key service	5-2	Bilingual English

7.

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 you did not consult the community or why this obligation to consult 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 bilingual? (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](#)

[Return to tasks](#)

[Signal an issue](#)

SOLO - Community Consultations (cont'd)

8.

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

Yes
 No

By which means did you consult the communities?

Abcdef

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

Abcdef

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

Abcdef

9.



✓ OLRRE task
Office has been acknowledged by a PROL. The office is now with TBS for review.

Proportionality calculation result

Proportionality principle

i 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](#)

Same service group office details

Based on the total number of bilingual offices required, identify which office or offices in this same service group are bilingual and which are unilingual. To update offices' language designation, select the Update button.

Office number	CMA/CSD	Prov.	Address	Key service/Other type of service	Provision	Designation
93962	Markham	Ontario	Markham - 145 Renfrew Drive	Non-key service	5-1-b	Bilingual
94154	Bradford West Gwillimbury	Ontario	Bradford West Gwillimbury - 160 Artesian Industrial Parkway	Non-key service	5-1-b	English



SOLO - Signal an Issue

10.

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

Yes
 No

By which means did you consult the communities?

Abcdef

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

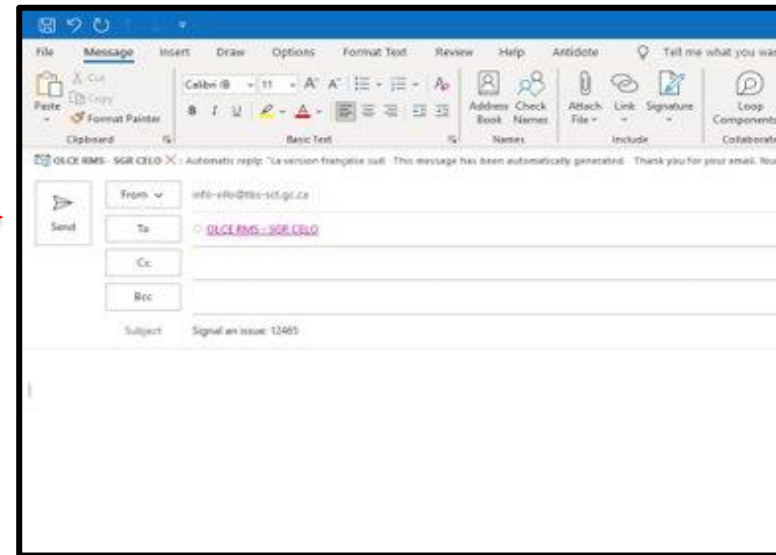
Abcdef

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

Abcdef

[Acknowledge](#) [Return to tasks](#) [Signal an issue](#)

11.



12.

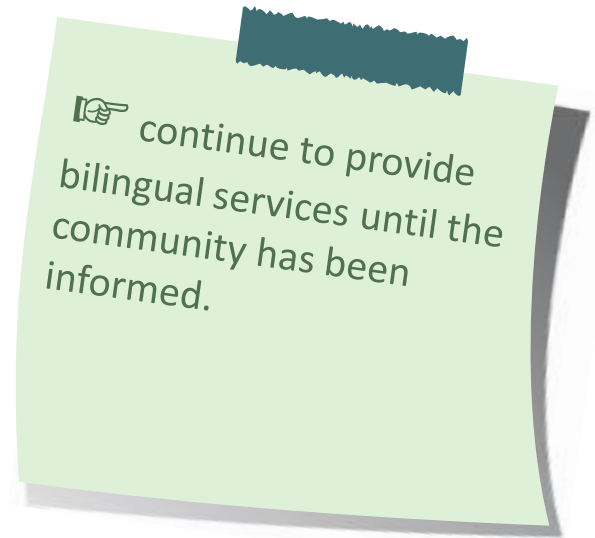
Signal an issue
PROJ has flagged an issue with this office via email. The office is now with TBS for review.

Service Canada Centre - Amos (2694)				Service Canada Centre - Amos (2694) (Review)			
Office number: 12465				Office number: 12465			
Designation: French				Designation: French			
Provision: 5-1-h-i				Provision: 5-1-h-i			
Address: 502 4th Street East, Amos, Quebec				Address: 502 4th Street East, Amos, Quebec			
Demographic type: 7				Demographic type: 7			
Office type: A local office or facility				Office type: A local office or facility			
Service level: Key service				Service level: Key service			
This office serves : The general public				This office serves : The general public			
Service area: Yes				Service area: Yes			
▶ Service area totals				▶ Service area totals			
School: No				School: No			
OLRRE task: Acknowledge				OLRRE task: Acknowledge			
Demographic summary				Demographic summary			
CMA/CSO	Minority pop.	Minority pop. %	Population	CMA/CSO	Minority population	Minority pop. %	Population
Amos	120	1.0%	12375	Amos	420	3.4%	12390
▶ 5(1)(h)(i)				▶ 5(1)(h)(i)			

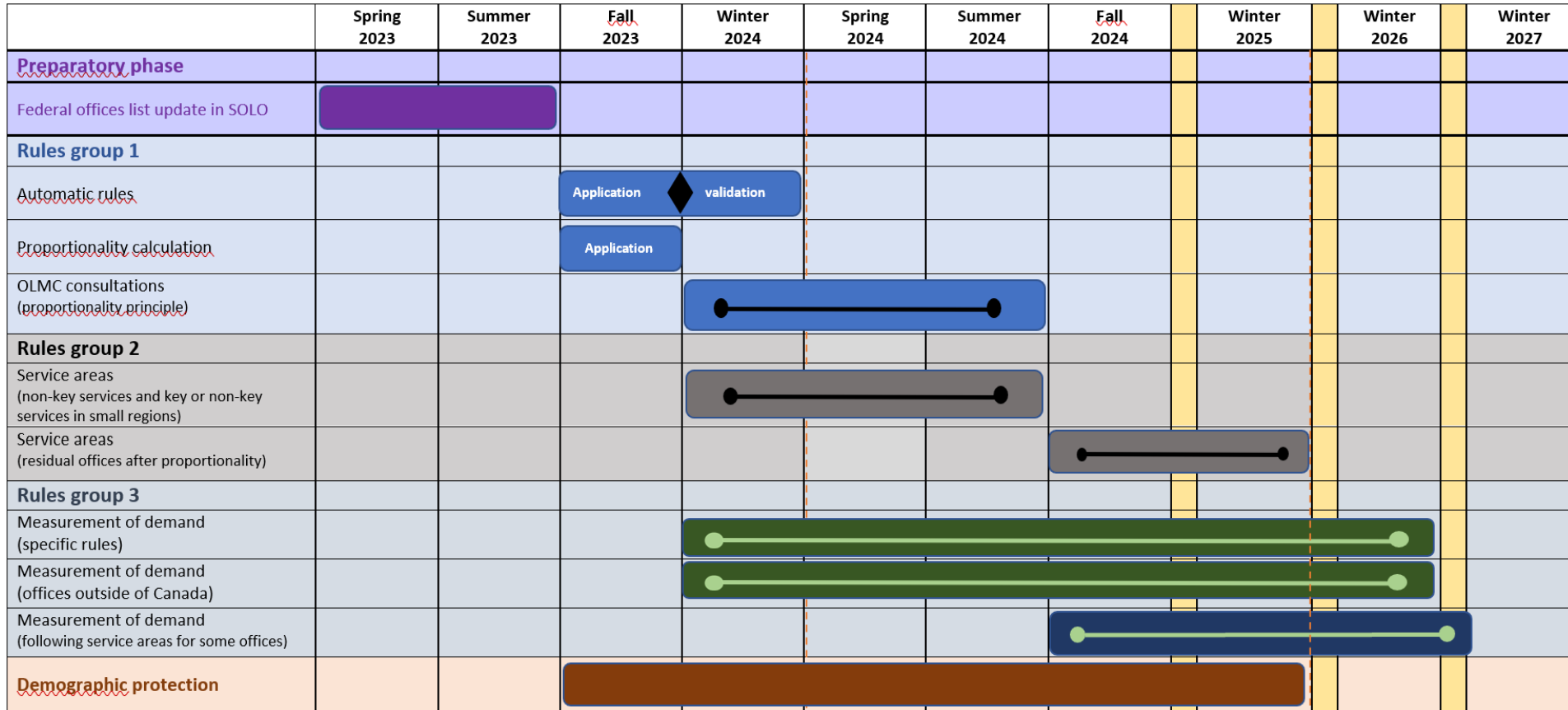
[Acknowledge](#) [Return to tasks](#) [Signal an issue](#)

Once the Language Designation Has Been Confirmed

- When the language designations of offices have been confirmed, the *Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations* provide for:
 - up to one year to comply and implement new bilingual obligations;
 - In certain circumstances, residual offices will remain or become designated unilingual, as no other rules apply. For those offices that become unilingual, you will have up to one year to inform the minority population served by the office of the date on which bilingual services will no longer be available and where they will be able to obtain services in their preferred official language.
 - In other cases, residual offices will have to go one step further and determine their service areas to confirm their linguistic designation. In this case, a new task will be assigned to these offices in SOLO when you enter your selection of designated bilingual offices on a proportional basis.



PROVISIONAL CRITICAL PATH
OFFICIAL LANGUAGES REGULATIONS REAPPLICATION EXERCISE (OLRRE)



Burolis Publication

Burolis Publication

Burolis Publication

Legend:



Validation by PROL



6-month deadline, as per the Directive, to complete this task



2-year deadline, as per the Directive, to complete this task

Note: This critical path is tentative. The time period at which the activities of each group will begin is subject to change.



Questions?

info-ollo@tbs-sct.gc.ca

RKey References

- [Official Languages \(Communications with and Services to the Public\) Regulations \(justice.gc.ca\)](https://www.justice.gc.ca)
- [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations- Canada.ca](https://www.canada.ca)
- [Regulations Toolbox on GCwiki - Community of Official Languages/Tools/OLRegs - wiki \(gccollab.ca\)](https://www.gcwiki.ca)