

OFFICIAL LANGUAGES SELF-ASSESSMENT GUIDE FOR MANAGERS

Regions Designated Bilingual for Language of Work Purposes

Introduction

The purpose of this guide is to enable managers who are located in a region designated bilingual for language of work purposes to evaluate the official languages situation in their area of responsibility. This guide also applies to managers located in a unilingual region who provide supervision, personnel and central services, or training and development services, to employees located in a bilingual region.

The guide poses a series of questions which will allow managers to assess the performance of their organization or unit in terms of its official languages responsibilities. In consideration of the results of this self-assessment, it is the responsibility of the manager to take the necessary action(s) to correct or improve the situation by preparing an action plan with measurable activities and timelines.

The questions are divided into 3 parts:

- I. Language of Work in Designated Bilingual Regions;
- II. Equitable Participation; and
- III. Program Management.

Part I – Language of Work in Designated Bilingual Regions

Managers in a region designated bilingual for language of work purposes must ensure that the work environment is conducive to the use of both official languages, and accommodate the use of the employee's official language of choice in their workplace.

Designated bilingual regions include:

- The National Capital Region
- New Brunswick
- Parts of the Metropolitan Region of Montréal
- Parts of the Eastern Townships, the Gaspé Peninsula and West Quebec
- Parts of Northern and Eastern Ontario including the counties of Algoma, Cochrane, Nipissing, Sudbury, Timiskaming, and Glengarry, Prescott-Russell and Stormont-Dundas.

Reference Documents and Tools

Policy on Official Languages

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160>

- Directive on Official Languages for Communications and Services
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26164>

Official Languages intranet site

http://iservice.prv.eng/official_languages/topics/lang_work_equit_part_staff.shtml

Office of the Chief Human Resources Officer: Chairing bilingual meetings

<http://publiservice.tbs-sct.gc.ca/faq/olomrc-eng.asp>

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Obligation	Yes	No	N/A	If no, indicate the remedial action planned	Deadline
<p>1. Do my employees who work in bilingual or either/or (English or French) positions have the option of working in the official language of their choice?</p> <ul style="list-style-type: none"> ▫ Do immediate supervisors communicate (orally and in writing) in the official language of the employee's choice? ▫ Do managers and supervisors who occupy bilingual positions supervise each employee in the language chosen by that employee regardless of the linguistic identification of the employee's position? ▫ Can employees choose the language in which they will be evaluated (performance appraisal included)? ▫ In my written and oral communications, do I regularly invite and encourage my employees to use either official language? 					
<p>2. Do the regularly and widely used computer applications available in the office enable my employees to use the official language of their choice?</p> <ul style="list-style-type: none"> ▫ Electronic mail? ▫ Software and keyboards? 					
<p>3. Do the regularly and widely used work tools available in the office enable my employees to use the official language of their choice?</p> <ul style="list-style-type: none"> ▫ Reference Tools? ▫ Directives and Policies? ▫ Documentation? 					
<p>4. Are meetings that are attended by members of both linguistic groups conducted in both official languages? (See</p>					

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Chairing Bilingual Meetings http://publiservice.tbs-sct.gc.ca/faq/olomrc-eng.asp □ Are employees aware that they can express themselves in the official language of their choice? Were they clearly informed? □ Are agendas, presentations and minutes available and distributed in both official languages and of equal quality?					
5. Are training and development opportunities offered to employees in both official languages?					
6. Are internal services (*personal and central) available in both official languages and of equal quality?					
7. When my organization communicates with groups of employees, is the information disseminated simultaneously in both official languages and of equal quality?					
8. When my organization sends national communications and documents for consultation or discussion to all regions, are they distributed simultaneously in both official languages and of equal quality?					
9. Are employees aware and able to, whether they occupy a bilingual or a unilingual position, file grievances in their preferred official language?					
10. Are employees aware and able to, whether they occupy a bilingual or a unilingual position, participate in a selection process in their preferred official language?					

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* **Personal services** are services provided to employees as individuals or for personal purposes, e.g., compensation, career and personal counselling, health services. **Central services** are services essential for employees to carry out their responsibilities, e.g., administration, finance, audit and review, communications, materiel management, human resources, informatics, property management, security, and library services.

Part II – Equitable Participation

Under the *Official Languages Act*, the federal government is committed to ensuring that English-speaking and French-speaking Canadians, without regard to their ethnic origin or first language learned, have equal opportunities to obtain employment and advancement in federal institutions, and that the composition of the workforce of federal institutions reflect the presence of both official languages communities in Canada, taking into consideration their mandate, the public they serve, and their location. Federal institutions and their managers, therefore, have a duty to support this commitment by ensuring that employment opportunities are open to all English-speaking and French-speaking Canadians.

Reference Document

Equitable Participation – Part VI of the *Official Languages Act*
<http://laws-lois.justice.gc.ca/eng/acts/O-3.01/page-10.html>

Obligation	Yes	No	N/A	If no, indicate the remedial action planned	Deadline
1. Does my workforce reflect the presence of both official language communities in the region in which it is located?					
2. When I staff a position, do I try to attract candidates from both linguistic groups?					

NOTE: Some staffing approaches are UNACCEPTABLE. Please respond to the following:

Obligation	Yes	No	N/A	If no, indicate remedial action planned
Do I: <ul style="list-style-type: none"> ▫ set recruitment quotas? ▫ set aside jobs for members of the two linguistic groups? ▫ identify the language requirements of positions based on the linguistic group I want to attract? 				

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Obligation	Yes	No	N/A	If no, indicate remedial action planned
If you answered yes to any of the above questions, the staffing approach you take is inappropriate and unacceptable. You are not providing equal opportunities for employment and advancement to members of both linguistic groups.				

Part III – Program Management

Managers are responsible for:

- objectively determining the official language requirements of positions in their office.
- managing processes which support the official languages program, namely:
 - i) the bilingualism bonus;
 - ii) language training; and
 - iii) translation.

Reference Documents and Tools

Policy on Official Languages

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160>

- Directive on Official Languages for People Management
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26168>
- Bilingualism Bonus Directive
http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/4-6_E.asp

Linguistic Needs Designator Tool

<http://publiservice.tbs-sct.gc.ca/ollo/AppOll0/LP-PL/index.aspx?Lang=EN>

Public Service Official Languages Exclusion Approval Order

<http://laws-lois.justice.gc.ca/eng/regulations/SI-2005-118/index.html>

Second Language Evaluation (SLE) – Personnel Psychology Centre

<http://www.psc-cfp.gc.ca/ppc-cpp/sle-els/index-eng.htm>

Free second-language e-learning products

<http://www.csps-efpc.gc.ca/cat/mod-eng.asp?Mod=5>

http://intracom.hq-ac.prv/sc-college/eng/official_languages.shtml

Obligation	Yes	No	N/A	If no, indicate the remedial action planned	Deadline
1. Do the language requirements and linguistic profiles of the positions in my organization correspond to the work required and are they based on actual					

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needs?					
<p>2. Before staffing positions, do I review and set the language requirements and linguistic profiles objectively?</p> <ul style="list-style-type: none"> ▫ Have I taken into account that imperative staffing is the norm for bilingual positions? ▫ Have I taken the necessary steps to have a non-imperative language requirement approved? (See use of non-imperative staffing http://publiservice.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12525) 					
<p>3. Do I have employees in bilingual positions staffed non-imperatively who do not meet the language profile of their position?</p> <ul style="list-style-type: none"> a) Have I implemented administrative measures to ensure the bilingual duties are met? b) Do they have a language training plan? c) Once the training is completed, have I asked them to retake the Second Language Evaluation (SLE) test? d) If at the end of the two-year period, they have not attained the required level of language proficiency, have I deployed or appointed them in a position for which they meet the essential qualifications including linguistic and staffed the position with a bilingual employee? In case of re-identification of position language requirements, a, b and c are applicable. In case of reclassification of 					

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position, you may consult your official languages advisor or your human resources advisor.					
4. Do I ensure that employees who are entitled to the bilingualism bonus receive it?					
5. Do my employees have the opportunity to maintain their language skills after they return from language training?					
6. Do I encourage my employees to take language training for personal and career development?					
7. Do I use learning project codes in order to capture language training costs and number of employees taking language training as accurately as possible in accordance with the <i>Policy on Official Languages</i> ? <ul style="list-style-type: none"> ▫ Are both training forms (GC 211 and HRB2791B) completed by employees taking language training? 					
8. Do I have all documents translated which should be available in both official languages? <ul style="list-style-type: none"> ▫ Do I have a process to ensure the quality of each version is equal? 					
9. Do I have a recruitment/learning strategy to address my official languages obligations?					

For advice, please do not hesitate to contact your human resources advisor.