



Public Service Human Resources
Management Agency of Canada

Agence de gestion des ressources humaines
de la fonction publique du Canada



ANNUAL REVIEW ON OFFICIAL LANGUAGES 2006-07

Full Review—Part A

Prepared by:

National Capital Commission (NCC)





Part A – Self-Assessment Grid on the Implementation of the Official Languages Program

Institution: National Capital Commission (NCC)

Year: 2006-07

Block 1 – Communications with and Services to the Public in Both Official Languages

Indicator 1 – Effectiveness of measures in place to ensure the availability and quality of communications and services in both official languages to members of the public by offices and facilities designated bilingual

Measurement Criterion	Measure
a) All services are offered in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) All oral and written communications are in the official language chosen by the public.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) All material is produced in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
d) Bilingual messages appear first in the language of the majority of the population of the province or territory where the offices or facilities are located, followed by the version in the minority language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
e) The English and French versions of material are simultaneously issued in full.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
f) The English and French versions of material are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
g) Lengthy documents are distributed in the manner that is most efficient for communicating with the target public in the official language of its choice.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 2 – Effectiveness of measures in place to ensure the active offer of communications and services to the public in both official languages in offices and facilities designated bilingual

Measurement Criterion	Measure
a) All signs identifying the institution's offices or facilities are in both official languages at all locations.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) Appropriate measures are taken to clearly indicate to members of the public their right to communicate with and receive services in the official language of their choice.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
c) Unilingual offices or facilities are able to refer the public to offices or facilities that are designated bilingual.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify) NCC has no unilingual offices.
d) The institution informs the public of the location of bilingual offices and service points.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 3 – Effectiveness of measures in place to ensure that official languages obligations for signage that includes words, written notices and standardized public announcements inside or outside the institution's offices or facilities regarding the health, safety and security of members of the public are respected

Measurement Criterion	Measure
a) All the institution's signage regarding the health, safety and security of members of the public is in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) All announcements regarding the health, safety and security of members of the public are in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) Messages appear first in the language of the majority of the population of the province or territory where the offices or facilities are located, followed by the version in the minority language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 4 – Effectiveness of measures in place to ensure the availability and quality of communications and services in both official languages in circumstances related to events of national or international scope open to the public

Measurement Criterion	Measure
a) All services are offered in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) All oral and written communications are in the official language chosen by the public.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) All material is produced in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) All material is issued simultaneously in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
e) The English and French versions of material are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
f) Lengthy documents are distributed in the manner that is most efficient for communicating with the target public in the official language of its choice.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
g) Simultaneous interpretation services are provided when the institution organizes or hosts an event.	<input type="checkbox"/> Nearly Always <input checked="" type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 5 – Effectiveness of measures in place to ensure that third parties acting on behalf of offices or facilities designated bilingual respect the linguistic obligations of those offices or facilities

Measurement Criterion	Measure
a) Contracts or agreements with third parties include clauses setting out the office or facility's linguistic obligations with which the third party must comply.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) Communications and services provided by third parties on behalf of offices or facilities designated bilingual are of equal quality in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) Material produced on behalf of offices or facilities designated bilingual is in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) The English and French versions of documents produced on behalf of offices or facilities designated bilingual are simultaneously issued in full in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
e) The English and French versions of material produced on behalf of offices or facilities designated bilingual are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
f) Appropriate measures are taken to clearly indicate to members of the public their right to communicate with and receive services in the official language of their choice.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
g) Bilingual messages appear first in the language of the majority of the population of the province or territory where the offices or facilities are located, followed by the version in the minority language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
h) Lengthy documents produced on behalf of offices or facilities designated bilingual are distributed in the manner that is most efficient for communicating with the target public in the official language of its choice.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 6 – Effectiveness of measures in place to ensure that offices or facilities designated bilingual use media effectively and efficiently to communicate with members of the public in the official language of their choice

Measurement Criterion	Measure
a) A media analysis is conducted to communicate in the most effective and efficient manner with the target public in the official language of its choice.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify) Press releases are distributed in a bilingual format.
b) The media identified through the analysis are in fact used.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify) See response a).

Indicator 7 – Effectiveness of measures in place to ensure that Web sites of offices or facilities designated bilingual are available simultaneously in both official languages

Measurement Criterion	Measure
a) The institutional signature appears in both official languages on the welcome page.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) The domain name of welcome pages includes elements or acronyms in English and in French that appear in the prescribed order, or is a term with the same meaning and spelling in both official languages.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify) There are two domain names for the NCC website, one in English and one in French.
c) Greetings or other introductory text appear on the welcome pages in both official languages in the prescribed order, that is, first in the language of the majority of the population of the province or territory where the offices or facilities are located, followed by the version in the minority language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) The welcome page and each page of the site include navigation links marked "English" and "Français."	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
e) The values of metadata elements and attributes for any given Web page are expressed in the two official languages on the page.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
f) The English and French versions of the content are simultaneously posted in full.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
g) The English and French versions of the content are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
h) When the institution uses other languages on a Web site in addition to the two official languages, the content and the navigation links are at a minimum in both official languages.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify) No other languages are used.

Indicator 8 – Effectiveness of measures in place to ensure the availability and quality of electronic communications transmitted to members of the public in both official languages from offices or facilities designated bilingual

Measurement Criterion	Measure
a) The subject, content and signature block of electronic communications appear in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) The English and French versions of the subject, content and signature block of electronic communications appear in the prescribed order, that is, first in the language of the majority of the population of the province or territory where the offices or facilities are located, followed by the version in the minority language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) The English and French versions of the subject, content and signature block of electronic communications are simultaneously available in full.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) The English and French versions of the subject, content and signature block of electronic communications are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
e) When the institution uses other languages in addition to the two official languages to issue an electronic message, the information is in both official languages and appears in the prescribed order, and the equality of status of English and French is respected.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify) No other languages are used.

Indicator 9 – Absence of complaints concerning communications with (including Web sites and electronic communications) and services to the public deemed to be founded by the Office of the Commissioner of Official Languages

Measurement Criterion	Measure
a) Number of complaints deemed to be founded.	<input type="text" value="1"/> Founded complaints



Part A – Self-Assessment Grid on the Implementation of the Official Languages Program

Institution: National Capital Commission (NCC)

Year: 2006-07

Block 2 – Language of Work

General

Indicator 1 – Effectiveness of measures in place concerning language of work

Measurement Criterion	Measure
a) Employees working for an institution within the core public administration have the right to file grievances in their preferred official language anywhere in Canada. It is up to other institutions subject to the OLA to adopt this policy, taking their own situation into account.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) Employees who are responsible for providing bilingual services have regularly and widely used work instruments in both official languages in order to provide these services.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) Controlled-access sites intended for employees and members of the public are in both official languages, unless each of the following three conditions are met: <ul style="list-style-type: none"> the controlled-access sites belong to unilingual offices or facilities; the sites are accessible only to employees located in one or more unilingual regions for language-of-work purposes where the language of work is the same; the language of the majority of the population of the province or territory served by the office or facility and the language of work of the unilingual region are the same. 	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 2 – Absence of complaints concerning language of work (including electronic communications and Web sites) deemed to be founded by the Office of the Commissioner of Official Languages

Measurement Criterion	Measure
a) Number of complaints deemed to be founded.	0 _____ Founded complaints

In regions designated bilingual

Indicator 1 – Effectiveness of measures in place to encourage the use of both official languages in the work place as a means of creating and maintaining a work environment conducive to the effective use of both official languages

Measurement Criterion	Measure
a) Senior management provides leadership in creating and maintaining a work environment conducive to the effective use of both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) Senior management communicates effectively in both official languages with employees.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) Incumbents of bilingual or either/or positions are supervised in their preferred official language, regardless of whether the supervisors are located in bilingual or unilingual regions.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) Employees obtain personal and central services in their preferred official language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
e) Employees obtain training and professional development in their preferred official language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
f) Meetings are conducted in both official languages and employees may use their preferred official language during meetings.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
g) Documentation and regularly and widely used work instruments and electronic systems are available in the preferred official language of employees.	<input type="checkbox"/> Nearly Always <input checked="" type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 2 – Effectiveness of measures in place to ensure that Web sites intended for employees are available simultaneously in both official languages

Measurement Criterion	Measure
a) Documentation and regularly and widely used work instruments are available in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) Information provided by management is in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) The institutional signature appears in both official languages on the welcome page.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) The domain name of welcome pages includes elements or acronyms in English and in French that appear in the prescribed order, or, is a term with the same meaning and spelling in both official languages.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify) See response, page 7 b)
e) Greetings or other introductory text appear on the welcome pages in both official languages in the prescribed order.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

f) The welcome page and each page of the site include navigation links marked "English" and "Français."	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
g) The values of metadata elements and attributes for any given Web page are expressed in both official languages on the page.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
h) The English and French versions of documentation, work instruments and information provided by management are simultaneously posted in full.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
i) The English and French versions of documentation, work instruments and information provided by management are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 3 – Effectiveness of measures in place to ensure that controlled-access sites respect established obligations

Measurement Criterion	Measure
a) Controlled-access sites intended <u>only</u> for employees located in <u>regions designated as bilingual</u> for language-of-work purposes are in both official languages, unless the employees have all individually identified in an objective manner a preference for the same official language.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Indicator 4 – Effectiveness of measures in place to ensure the simultaneous availability and quality of electronic communications transmitted in both official languages to employees

Measurement Criterion	Measure
a) Documentation and regularly and widely used work instruments intended for employees are in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) The English and French versions of documentation and regularly and widely used work instruments intended for employees are simultaneously available in full.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
c) The English and French versions of documentation and regularly and widely used work instruments intended for employees are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) Information provided by management is in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
e) The English and French versions of information provided by management are simultaneously available in full.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
f) The English and French versions of information provided by management are of equal quality.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
g) The English and French versions of information provided by management appear in the prescribed order, that is, first in the language of the majority of the population of the province or territory where the offices or facilities are located, followed by the version in the minority language.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify)

In unilingual regions (Note: this section does not apply to the NCC).

Indicator 1 – Effectiveness of measures in place concerning language of work

Measurement Criterion	Measure
a) The language of work is the one that predominates in the province or territory where the work unit is located.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify)
b) When the institution gives its offices in unilingual regions access to bilingual work instruments or services, the treatment of the two official languages is comparable between regions in which one or the other language predominates.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify)

Indicator 2 – Effectiveness of measures in place concerning Web sites intended for employees

Measurement Criterion	Measure
a) The Web site is available in the official language that predominates in the province or territory where the employees are located when the content of the site is intended exclusively for employees located in a unilingual region.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify)
b) The institutional signature appears in both official languages on the welcome page.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify)

Measurement Criterion	Measure
c) The welcome page includes a bilingual message indicating that the Web site provides information in one official language only in accordance with the <i>Official Languages Act</i> and that there is a hyperlink to another site of the institution that provides general information in both official languages.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify)

Indicator 3 – Effectiveness of measures in place concerning controlled-access sites

Measurement Criterion	Measure
a) Controlled-access sites intended only for employees located in unilingual regions for language-of-work purposes are in only one official language if, and only if, the language of work is the same for everyone.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input checked="" type="checkbox"/> N/A (specify)





Part A – Self-Assessment Grid on the Implementation of the Official Languages Program

Institution: National Capital Commission (NCC)

Year: 2006-07

Block 3 – Human Resources Management

General data

All institutions.

Measurement Criterion	Measure	
a) Percentage of employees meeting the language requirements of their positions (Number of employees who meet their linguistic requirements OUT OF all positions identified as bilingual)	<u>92</u>	%
b) AVERAGE time elapsed between the appointment and the start of language training when candidates are appointed to positions for which they do not meet the language requirements.	<u>n/a</u> Month(s)	<u>n/a</u> Day(s)
Bilingual imperative appointments only.		
c) Language training taken during the year to meet the language requirements of a position:		
• Number of employees who have taken language training and who have achieved the required level of second-language proficiency during the year.	<u>5</u>	Employees
• Number of employees who have taken language training but who have not yet achieved the required level of second-language proficiency.	<u>6</u>	Employees
Total	<u>11</u>	Employees
d) Number of employees who have taken language training during the year for career development.	<u>37</u>	Employees
e) Number of hours of language training during the year:		
• Number of hours of language training taken further to staffing actions.	<u>1,466</u>	Hours
• Number of hours of language training taken for career development.	<u>672</u>	Hours
Total	<u>2,138</u>	Hours

Measurement Criterion	Measure	
f) Ratio of positions or functions identified as bilingual:		
• Positions or functions identified as bilingual for service to the public OUT OF all positions or functions for service to the public.	38	/ 38
• Positions or functions identified as bilingual for personal and central services OUT OF all positions or functions for personal and central services.	154	/ 198
• Supervisory positions or functions identified as bilingual OUT OF all supervisory positions or functions.	172	/ 182
g) Ratio of positions or functions identified as bilingual for which the employees do not meet the language requirements OUT OF all positions or functions identified as bilingual.	32	/ 388
h) Ratio of positions or functions identified as bilingual for which superior language proficiency is required:		
• Positions or functions identified as bilingual for service to the public for which superior language proficiency is required OUT OF all positions or functions identified as bilingual for service to the public.	38	/ 38
• Positions or functions identified as bilingual for personal and central services for which superior language proficiency is required OUT OF all positions or functions identified as bilingual for personal and central services.	59	/ 154
• Supervisory positions or functions identified as bilingual for which superior language proficiency is required OUT OF all supervisory positions or functions designated as bilingual.	82	/ 172
i) Effectiveness of the administrative measures taken to ensure that the bilingual functions of positions are being carried out if the incumbent is not yet bilingual.		
• All bilingual functions of positions providing service to the public are carried out in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)	
• All bilingual functions of positions providing personal and central services are carried out in both official languages.	<input type="checkbox"/> Nearly Always <input checked="" type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)	
• All bilingual functions of supervisory positions are carried out in both official languages.	<input checked="" type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)	
j) Absence of complaints concerning section 91 of the <i>Official Languages Act</i> deemed to be founded by the Office of the Commissioner of Official Languages.	0	Founded complaints

Specific data (Note: this section does not apply to the NCC, as per Appendix 2 of the Guide).

Institutions subject to the Directive on the Linguistic Identification of Positions or Functions (see Appendix 2 of the Guide to determine whether your institution is subject to this directive).

Measurement Criterion	Measure
a) The language requirements and the language profile reflect the duties of employees or their work units as well as the obligations with respect to service to the public and language of work.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
b) For all staffing actions* undertaken during the year involving only indeterminate appointments and deployments , the number of positions or functions identified as: <ul style="list-style-type: none"> • Bilingual _____ positions • English essential _____ positions • French essential _____ positions • Either/or _____ positions 	
c) The rationale for the language requirements of the positions or functions are on file.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)
d) Data on the language requirements and language profile of positions identified as bilingual are up to date in the computer systems.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

Institutions subject to the Directive on the Staffing of Bilingual Positions (see Appendix 2 of the Guide to determine whether your institution is subject to this directive).

Measurement Criterion	Measure	
	Imperative Staffing	Non-Imperative Staffing
a) Number of positions staffed during the year on an imperative and on a non-imperative basis:		
• Appointments		
o Executives _____ Positions		_____ Positions
o Other positions _____ Positions		_____ Positions
Total	_____ Positions	_____ Positions
• Deployments		
o Executives _____ Positions		_____ Positions
o Other positions _____ Positions		_____ Positions

Measurement Criterion	Measure	
	Total	Positions
b) The rationale for the use of non-imperative staffing is on file.	_____ _____ _____ _____ _____ _____	_____ _____ _____ _____ _____ _____
c) Number of bilingual EX-3 positions in bilingual regions and EX-3 positions in unilingual regions responsible for supervising incumbents of bilingual or either/or positions staffed by appointment or deployment during the year. <ul style="list-style-type: none"> • Imperatively • Non-imperatively 	_____ _____	_____ _____

Institutions subject to the Directive on Language Training and Learning Retention (see Appendix 2 of the Guide to determine whether your institution is subject to this directive).

Measurement Criterion	Measure
a) Number of employees who have taken language training during the year upon appointment or deployment.	_____ Employees
b) Number of employees who have taken language training during the year for learning retention.	_____ Employees
c) Number of employees who have not achieved the required level of second-language proficiency during the year after having taken language training and who have been deployed to positions for which they meet the language requirements.	_____ Employees
d) Cost of French language training* provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding for non-imperative staffing (including appointments and deployments).	\$ _____
• Number of employees targeted by these costs.	_____ Employees
e) Cost of English language training* provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding for non-imperative staffing (including appointments and deployments).	\$ _____
• Number of employees targeted by these costs.	_____ Employees
f) Other costs for French language training* for personal development, career development, a raise in language profile or the re-identification of positions, including training provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding or by the institution itself.	\$ _____
• Number of employees targeted by these costs.	_____ Employees

Measurement Criterion	Measure
g) Other costs for English language training* for personal development, career development, a raise in language profile or the re-identification of positions, including training provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding or by the institution itself.	\$ _____
• Number of employees targeted by these costs.	_____ Employees
h) Effectiveness of learning retention measures.	
• The institution provides working conditions conducive to the use and development of the second-language skills of employees returning from language training and, to that end, gives the employees all reasonable assistance, particularly by ensuring that they have access to the tools necessary for learning retention.	<input type="checkbox"/> Nearly Always <input type="checkbox"/> Very Often <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Almost Never <input type="checkbox"/> N/A (specify)

