



Canada Public Service  
Agency

Agence de la fonction publique  
du Canada



# ANNUAL REVIEW ON OFFICIAL LANGUAGES 2007-08

## Quantitative Review

Prepared by:

National Capital Commission



Canada



## *Quantitative Review Report*

### **1. INSTITUTIONAL GOVERNANCE OF THE OFFICIAL LANGUAGES PROGRAM (PROGRAM)**

#### **1.1 Leadership**

##### **1.1.1 Activities Carried Out in 2007-08**

- *By the Deputy Head*

Ms. Marie Lemay assumed the Chief Executive Officer (CEO) position of the National Capital Commission (NCC) in January 2008. Ms. Lemay has a keen interest in official languages and is very supportive of the ongoing and new initiatives in relation to official languages.

With the advent of public meetings of the NCC Board of Directors, the delivery of services and promotion of official languages took on a new importance. Not only has it been important to provide simultaneous translation at all public events but also to ensure there is a balance of English and French presentations. This emphasizes the NCC's commitment to the integration of Canada's official languages in the delivery of its mandate and every day operations.

The provision of services and programs in both official languages is integrated in the corporate planning process as well as being an objective in the CEO's performance agreement.

The NCC's CEO meets regularly with the OL Champion to discuss the OL program and any issues that require her involvement or support in corporate initiatives.

- *By the institution's Management Committee*

### **Inclusion of Official Languages as an Item on the Management Committee Agenda**

The Champion of official languages, Ms. Diane Dupuis, is the Vice-President of the Human Resources and Information Management (HRIM) branch and is a member of the National Capital Commission's Executive Management Committee (EMC) at which official languages issues are also discussed. A checklist exists for submissions made to EMC in order to identify issues pertaining to the delivery of services in both official languages. Official languages issues are integrated into the daily management activities of each responsibility centre.

### **By the Champion and Co-Champion**

Ms. Diane Dupuis, the current Official Languages Champion has assumed an active role in the promotion of official languages at the NCC. She participates in different meetings where she discusses OL issues.

In 2007-2008, the Champion attended several Official Languages Champions meetings to discuss current issues with the other members of the network. Ms. Diane Dupuis also attended the Commissioner of Official Languages' news conference announcing the results of his Annual Report. In addition, the Champion attended a preliminary meeting with representatives of the Official Languages Secretariat, Canadian Heritage, the University of Ottawa, the City of Ottawa and the *Regroupement des gens d'affaires de la Capitale nationale (RGA)* to discuss possible future initiatives to promote Canada's official languages in the National Capital Region.

In March 2008, the Champion lent her support to an awareness event organized to highlight the tenth edition of *Les Rendez-vous de la Francophonie*. This event, which included a number of interactive activities for employees focused on the French language, was well received.

Under the leadership of the new CEO and while awaiting the outcome of the mandate review of the NCC, the Official Languages Champion continues to exercise strong leadership in promoting linguistic duality and support and development of the Official Languages Minority Communities. Ms. Dupuis meets periodically with the Chief Executive Officer and the Executive Vice-President and Chief Operating Officer, as well as other members of senior management, to discuss official languages issues, such as language training for supervisors, new commitments under the *Act to Amend the Official Languages Act*, and the action plan for the implementation of section 41.

- *By Executives*

As one of its guiding principles as a values-driven employer, the NCC continues to promote the use of Canada's two official languages in the workplace. As a result, employees feel free to express themselves in the official language of their choice and are encouraged to understand and promote the use of Canada's two official languages.

The NCC Executive Management Committee (EMC) members discuss official languages issues including reaffirming senior management's commitment to the program, as part of their semi-annual Human Resources meetings. There is also a conscious effort made at all times to balance the use of both official languages at meetings of EMC, of the Branch Management Committees (BMC) and Division Management Committees (DMC).

Employees are encouraged to make presentations in the official language of their choice at the Board of Directors meetings.

- *By the person responsible for official languages*

### **Activities in Support of the Program**

The persons responsible for official languages coordinate the promotion and implementation of the Official Languages Program at the NCC.

An Intranet message has been sent out announcing the new OL coordinators explaining their roles and responsibilities at the NCC. As new information becomes available for this program, it is shared with all NCC staff via the Intranet.

All corporate information and messages are prepared in French and English and published at the same time on the Intranet.

In March 2008, the NCC sponsored *Les Rendez-vous de la Francophonie* event at its headquarters. An awareness Intranet message from our Official Languages Champion announcing the event was posted. The promotional materials were distributed at all our locations. A special activity for NCC employees took place highlighting the Francophone community which included linguistic games and references, an exhibit of related materials, data about UNESCO's Year of Languages and musical interludes with famous French and Québec songs.

The OL coordinators attended the launch of the 10<sup>th</sup> edition of *Les Rendez-vous de la Francophonie* as well as a breakfast with the Mayor of Ottawa to celebrate Francophones and the French language. The latter fostered the creation of a network with colleagues from other public, private and non-profit sector organizations.

The NCC official languages coordinators subscribe to several research and governmental Web sites in order to benefit from the most recent information related to OL (New Brunswick Institute of Minority Communities, United Nations, UNESCO, Canada's Official Languages Newsletter, etc.).

They worked in collaboration with the Canada Public Service Agency and provided comments on the Audit of Active Offer of Communications with and Services to the Public in Both Official Languages in the NCR.

The Official Languages coordinators also attended a meeting of National Coordinators organized by the Canadian Heritage where the role and implication of the Francophone community in the Olympic Games 2010 in Vancouver was discussed. They discussed OL-related issues during the meeting with *Le Regroupement des gens d'affaires* and other partners.

The coordinators make sure that every meeting room in the NCC has bilingual OL posters promoting the use of both official languages during meetings and presentations.

OL coordinators work in a close collaboration with their colleagues delivering orientation sessions in a bilingual format to ensure that all new employees and students have a good understanding of OL issues.

One of the important activities in support of the OL program is lunch time language training which is provided on a continuous basis to employees wishing to learn or to improve their knowledge of official languages. In 2007-2008, the NCC offered several English and French classes to meet the needs of 27 (6%) of employees.

The coordinators of the NCC Official Languages program meet with the Official Languages Champion on a regular basis to plan the activities aimed to increase employees' awareness of official languages and deal with any issues including complaints.

#### 1.1.2 [Other activities](#)

**N/A**

#### 1.1.3 [Activities planned for 2008-2009](#)

In 2008-2009, the NCC will continue working on achieving its official languages objectives and on meeting its obligations under the *Official Languages Act*, in particular, with regard to its requirement to take positive measures towards the OLMC.

For example, an information session will again be delivered in an effort to increase employees' awareness, and an article will be published in Bulletin 41-42. Next year, the NCC will once again hold an event to highlight *Les Rendez-vous de la Francophonie*. Our new employee orientation session will be enhanced to focus on official languages responsibilities for all levels.

In addition, the NCC is planning to update the information related to official languages in all the NCC systems, including PeopleSoft to reflect language test results of the employees. A linguistic corner will be created on the Intranet site where the employees will be able to consult information tools regarding language rules in English and French.

#### 1.1.4 Good Practices\*

The NCC's *Integrated Management Framework of our Human Resources* does make official languages one of its fundamental values. It describes measures to promote the use of both official languages within the organization and in Canadian society. It deals with, among other things, the NCC's responsibilities with respect to official languages, language training, equitable participation and internal communications.

The NCC is proud to receive an overall rating A on the Annual Official Languages Report Card from the Office of the Commissioner of Official Languages.

The NCC's achievements have been also highlighted in the Annual Best Practices, Implementation of Section 41 of the Official Languages Act (January 2008) prepared by the Canadian Heritage. The NCC continuously expands the network of community leaders and resource persons who are regularly invited to attend public consultations, in order to ensure equitable participation by Official Languages Minority Communities spokespersons. The NCC serves as an example for including OLMC artists in cultural programming organized as a part of national celebrations to promote our Canadian linguistic duality.

## 1.2 Management of Official Languages Information

### 1.2.1 Progress Since Last Year and Activities Carried Out in 2007-08 in Response to the Follow-Up and Comments Included in the CPSA's Response to Your 2006-07 Review

- *PCIS or OLIS II*

The language of preference data continues to be information captured in our Human Resources Information System (PeopleSoft) when new employees are taken on strength and forms a basis for analysis when discussing and addressing issues of language of work. The Official Languages Information System (OLIS II) tables, duly completed, are attached to this report.

- *Burolis*

NCC points of service are regularly updated and advertised in Burolis according to the Official Languages (Communications with and Services to the Public) Regulations.

100 % of incumbents of bilingual positions serving the public meet the language requirements of their position (Source: OLISII, December 31, 2007).

#### 1.2.2 Other Activities Carried Out in 2007-08

- *PCIS or OLIS II*

N/A.

- *Burolis*

The Burolis was updated to reflect additional points of service which exist at 40 Elgin Street (head office). Upon exiting the elevators on various floors of the building, members of the public have access to bilingual personnel working in service centres. The mailroom also continues to be a point of service.

#### 1.2.3. Training mechanisms in place

The employees who are responsible for updating the data on official languages in the information systems receive necessary training on an ongoing basis.

#### 1.2.4 Activities Planned for 2008-09

The NCC will be regularly updating all the information and make sure it will be available simultaneously in both official languages and will be of equal quality.

#### 1.2.5 Good Practices

The official languages coordinators continuously confirm with the managers of the various points of service that the data in Burolis is accurate and up-to-date.

## 2. IMPLEMENTATION OF THE OFFICIAL LANGUAGES PROGRAM

### 2.1. Communications with and Services to the Public in Both Official Languages

#### 2.1.1 *Diagnosis*

##### *Availability, simultaneity, comparability and quality of the bilingual communications and services provided*

In creating a meeting place for all Canadians, the NCC continues to present the National Capital Region to visitors as a place to experience Canadian heritage, culture and achievements through varied services, events and programs, in support of the Canadian identity. Our public programs and services are not simply offered in both official languages but are designed to reflect the cultural diversity and bilingual richness of our region and of our country.

The NCC continues to be a leader in providing service to the public in both official languages. The Capital InfoCentre, the Capital Contact Centre and the Gatineau Park Visitor Centre continue to be models of exceptional visitor service in both official languages.

##### *Active offer*

According to The Preliminary Audit Report prepared by the Canada Public Service Agency, visits to the NCC offices and service points between April and June 2007, demonstrated that the NCC provided full verbal and visual active offer in both official languages. As stated in the Report, the NCC employees greeted the public in both official languages, the signage and written messages in both official languages were of equal quality. The symbols indicating the availability of services in English and French were present and visible. The documentation published and available to the public was presented in both official languages.

According to the observations of service on the telephone made by OCOL in summer 2007, active offer by staff or by an automated system was made in 100% of cases and service in the language of the linguistic minority was made in 100% of cases.

*Signage, written notices and standardized public announcements regarding the health, safety or security of members of the public*

The following continue to be undertaken by the NCC:

- Bilingual media releases (written message and announcement by means of press conferences, for example the opening and closing of the Rideau Canal Skateway (ice conditions), the temporary closing of pathways and roads; etc.);
- Bilingual news releases and messages posted on the NCC Web site;
- Bilingual information given by the Contact Centre;
- Bilingual information given by the points of service (CIC, Gatineau Park, etc.);
- Bilingual information given by the conservation officers and any person acting on behalf of the NCC.

Bilingual signs and notices are present and visible on all NCC properties and at work/programming sites.

*Bilingual communications and services in the context of events of national or international scope*

The availability and quality of communications and services in both official languages related to the events of national or international scope open to the public, for example Winterlude and Canada Day, are such that all services are offered in both official languages.

*Respect of linguistic obligations by third parties*

Contracts with third parties acting on behalf of the NCC contain a standard clause on bilingual services and on active offer. With regard to its commercial properties, Minto Properties Limited is responsible for enforcing the official languages clause in NCC leases. In addition, the NCC conducts annual inspections of its commercial tenants for monitoring purposes.

*Use of media*

It is always the NCC's objective to inform the public via media in both official languages, on a local, regional and national basis as well as targeted OLMC media.

### *Availability, simultaneity, comparability and quality of bilingual Web sites*

Both the NCC's external Web site as well as its Intranet site are available simultaneously in both official languages. The English and French versions of the content are of equal quality and simultaneously posted in full.

### *Availability, simultaneity, comparability and quality of bilingual electronic communications*

With regard to inquiries received from members of the public, the NCC provides a response in the official language of the correspondent, whether the correspondence is by telephone, by e-mail or by letter.

### *Complaints deemed to be founded*

In 2007-2008, two complaints received from the Commissioner of Official Languages were deemed to be founded.

In the first case, the complainant indicated that the Canada-Wide Science Fair scheduled for 2008 in Winnipeg was in English only. The Web site stated that some funding was received from the National Capital Commission. At the time of the contribution, the NCC was under the impression that the Web site would be a working site accessed only by the Organizing Committee members. When the complaint was lodged, the NCC requested that the Organizing Committee remove the NCC logo from its Web site until such time as it could be provided in a bilingual format. It was also suggested that access to the Web site be restricted to the committee members by way of a password. The logo was removed as requested. Since February 2008, the Web site is accessible to the public in both official languages. We are conscious of the importance of bilingualism and we make every effort to ensure the application of our standards.

In the second complaint, a mistake on a French sign at Lemay Lake had been reported. The mistake was corrected.

## 2.1.2 Performance Measurement Mechanisms

The NCC conducts periodic surveys to measure the public's satisfaction with service delivery in the official language of visitors' choice at the events it organizes. In winter 2008, the NCC conducted a research project to assess visitors' satisfaction with the bilingual services on the Rideau Canal Skateway. One of the questions tested whether users of the food concessions were satisfied with the bilingual service offered. Of the 800 people surveyed, 35% had not used the concessions or had no opinion. Sixty four (64) per cent were very and generally satisfied with the bilingual service offered at the food concessions during the Skateway season.

## 2.1.3 Progress Since Last Year and Results\* of Activities Carried Out in 2007-08 (including those in Response to the Follow-Up and Comments Included in the CPISA's Response to Your 2006-07 Review)

In 2007-2008, in order to encourage the promotion of bilingual services in the National Capital Region, the NCC distributed the information kit developed in the project *Aide aux entreprises* to all its commercial tenants. The kits offered the following services: translation at affordable cost, language training sessions for beginners and intermediate levels, French second language training with the focus on customer service, as well as assistance in recruiting bilingual staff.

The NCC also requested the property manager to visit the establishment of each tenant in order to ensure that the public receive services in both English and French. At the time of the visit, the property manager sought information from the tenant to see if there were difficulties in offering services in both official languages.

The NCC has regular meetings with Public Works Government Services Canada, Canadian Heritage, the City of Ottawa, *Le Regroupement des gens d'affaires* and other private sector organizations to discuss next steps to increase awareness of official languages issues in the National Capital Region. As a result of these meetings, it was decided that the project *Aide aux entreprises* will continue to offer the same services. To further promote bilingual services, publicity signage will be posted on approximately 50 buses and a press conference will be held in May 2008.

Once the information kit is updated, it will be distributed in the core area before tourist season and outside the downtown area in September 2008.

#### 2.1.4 Activities Planned for 2008-09

The NCC will continue fulfilling its role as a leader in providing exceptional service to the public in both official languages.

In addition to our well-known events, the NCC prepares new events during which the public will be addressed in English and in French. For example, the group *Fêtes de la Nouvelle-France* is a part of this year's Canada Day morning parade within the 400th Anniversary of Quebec City, bringing a French element to the programming.

As a part of the *Site Animation Program 2008*, there will be students (artists) from the Conservatoire de Gatineau who will perform via musical instruments and may choose to comment in the official language of their choice about their repertoire.

For the May 2009 edition of the program *Adventures in Citizenship*, the NCC will continue to offer bilingual programming to the 220 young participants taking part in this national program that is coordinated by the Rotary Clubs.

In September 2006, the NCC launched a new educational product called *The Gathering Place: An Exploration of Canada's Capital*. This bilingual resource will continue to be distributed widely to teachers across the country, including teachers from OLMCs communities. Designed and distributed by the organization *Le Chaînon scolaire/Classroom Connections* on behalf of the NCC, this resource presents the role of the Capital throughout our nation's history and as a part of our national identity, including Canada's linguistic duality.

All our sites and events will continue to operate in both official languages. The NCC Strategic Communications and Marketing group will continue to fulfill its bilingual objectives: all media documents will be produced in both official languages; media events will be delivered using a balance of both official languages; our local and national communications initiatives will continue to target English and French media; promotional tools will be produced in both official languages; NCC spokespeople are bilingual.

The Communications and Marketing team keeps the Official Language Minority Communities (OLMC) media informed of projects and events organized in the National Capital Region in order to showcase performers from these communities, thereby fostering their development, while at the same time, promoting Canada's linguistic duality.

### 2.1.5 Good Practices

We are very proud and satisfied with the results of the Audit of Active Offer of Communications with and Services to the Public in Both Official Languages in the NCR conducted by the Canada Public Service Agency in which it is stated that both visual and verbal active offers were fully compliant at all NCC offices. Postings and signage in both official languages are of equal quality.

We continue to provide excellent service to the public. As an example, the Capital Contact Centre employees deal with approximately 80,000 contacts per year via the telephone, e-mail, regular mail and/or by fax. We ensure quality of customer service by hiring candidates that not only meet, but in many cases exceed, the linguistic requirements of the positions. When required, we provide them with the intense bilingual training sessions on the official language obligations, and monitor their performance on a regular basis.

All the employees are informed of their obligations with regard to service to the public through the new employee orientation program. More focused sessions are offered, depending on the employees' responsibilities. The training manuals are available in both official languages. The NCC also ensures that volunteers, such as information officers, students, trail patrollers in Gatineau Park, and the volunteer coordinator, are able to provide services in both official languages.

All employees of the points of service are bilingual. Managers of these points of service receive periodic reminders and forward the instructions to their employees. The general information on official languages obligations is available to all employees via the Intranet.

## 2.2 Language of Work

### 2.2.1 Diagnosis

#### General

- *Filing of grievances in employees' preferred official language*

Procedures for filing a grievance including the applicable forms and instructions are available to employees in both official languages on the Intranet. Grievance hearings are conducted in the official language of choice of the employee.

- *Accessibility of work instruments in both official languages*

Employees have access to work instruments in both official languages. The NCC intends to repeat its Language of Work survey in the fall 2008. One element of this survey will be the measurement of employee satisfaction with regard to the availability of work instruments in both official languages.

- *Compliance with the three conditions for unilingual controlled-access sites intended for both employees and the public*

N/A.

- *Complaints deemed to be founded*

No complaints received.

#### Regions Designated as Bilingual for Language-of-Work Purposes

- *Creation of a work environment that is conducive to the use of both official languages*

The NCC creates and maintains a work environment conducive to the effective use of both official languages to enable its employees to use and work in either language. Employees use their preferred official language:

- when they are supervised;
- in obtaining personal and central services;
- in obtaining training and professional development;
- in working with regularly and widely used work instruments and electronic systems.
- during performance appraisal evaluation meetings.

Last year, a request was made by an employee who wanted to be able to view her position data in HR Self-service system (PeopleSoft) in the official language of her choice. The required modifications and customizations to the database were made. The employees are now able to consult HR Self-service information in PeopleSoft in either official language.

Senior management communicates effectively in both official languages. Documentation and widely used work instruments are available in both English and French. Information provided by management is in both official languages.

- *Availability, simultaneity, comparability and quality of Web sites intended for employees*

The information posted to the Intranet is available to employees in English and French simultaneously, with a comparable quality of text in both official languages.

- *Availability, simultaneity, comparability and quality of electronic communications issued to employees*

The Intranet continues to be the regular means of communicating information to employees. However, when the need arises to issue electronic communications directly to employees via an e-mail message, it is done so in both official languages at the same time.

### Unilingual Regions

- *Language of work*

N/A.

- *Web sites intended for employees*

N/A.

- *Controlled-access sites*

N/A.

## 2.2.2 Performance Measurement Mechanisms

A survey conducted by the Statistics Canada on behalf of the Office of the Commissioner of Official Languages to assess the level of satisfaction of minority language employees in designated bilingual workplaces conducted in the fall 2007 showed that 85% of NCC Francophone employees who responded to the questionnaires were satisfied with the language of work policy and felt comfortable using French during meetings or on the Intranet. Ninety-two (92) per cent of them felt free to communicate with their immediate supervisor in the official language of their choice.

The NCC is very proud to receive a high rating from the Office of the Commissioner of Official Languages on Language of Work.

## 2.2.3 Progress Since Last Year and Results\* of Activities Carried Out in 2007-08 (including those in Response to the Follow-Up and Comments Included in the CPISA's Response to Your 2006-07 Review)

For a fifth consecutive year, on-site language training sessions (oral interaction) are available at lunch time for all employees regardless of their proficiency in their second language and appear to be very popular and well received by the participants. This initiative speaks well to the objective in the *Integrated Management Framework of our Human Resources* that employees are encouraged to understand Canada's two official languages.

## 2.2.4 Activities Planned for 2008-09

In the fall 2008, the NCC intends to repeat its innovative Web-based, user-friendly Language of Work survey for Francophone employees. It will measure employee satisfaction regarding availability of the work tools in the language of preference.

## 2.2.5 Good Practices\*

The NCC will continue to promote a bilingual work environment and to encourage employees to use both official languages during meetings. The lunch time language training program will continue in the new fiscal year. We are planning to increase the number of groups to better meet the needs of our employees.

## 2.3 Human Resources Management

### 2.3.1 Diagnosis

- *Linguistic capacity of the institution*

The linguistic capacity of the NCC is very robust; 84% of the positions within the organization are designated bilingual and, amongst the incumbents of these positions, 92 % meet the linguistic requirements of their positions.

- *Description of the methods in place to objectively establish the language requirements of bilingual positions*

In addition to the expertise provided to managers by Human Resources Advisors in objectively establishing the language requirements of bilingual positions, a *Language Evaluation Tool for Managers* is available on the Intranet.

This tool assists managers in the identification of language requirements of the positions in an objective manner. They are able to apply the tool to their areas of operation and establish the linguistic identification of the positions or functions accordingly.

- *Description of the processes in place to ensure that bilingual positions are normally staffed by candidates who are already bilingual*

In order to fulfill the NCC's obligations regarding service to the public and language of work, bilingual staffing continues to be done on an imperative basis, so that candidates meet the linguistic requirements of bilingual positions at the time of appointment.

- *Description of the administrative measures taken to ensure the fulfilment of the bilingual functions of positions held by employees who do not meet the requirements of their positions*

In some cases where an employee is sent on language training, appropriate administrative measures are used to ensure that the bilingual services this employee would normally provide are offered. For example, an employee who is undertaking language training may be replaced temporarily by a bilingual incumbent.

- *Accessibility of language training to help employees meet the language requirements of their positions*

The majority of our employees and supervisors who are required to be bilingual meet the linguistic requirements of their positions. Overall, 92% of employees in bilingual positions meet their linguistic requirements.

- *Accessibility of language training for career advancement*

As per its Official Languages Policy, the NCC supports language training and learning retention for its employees to meet the language requirements of their positions (for several cases of non-imperative staffing cases from previous years) and for agreed-upon career development objectives.

- *Description of learning retention activities*

Employees returning from language training are encouraged to practice their newly-acquired ability in their second language in the workplace with the support of their colleagues and managers, for example, in meetings. In addition, on-site language training sessions are available for all employees regardless of their proficiency in their second language during lunch time. In 2007-2008, we offered language training in both English and French to 27 (6%) NCC employees. The language learning objectives are set for employees in their performance appraisals.

- *Equitable participation of the two official language communities within the institution*

Employees are encouraged to express themselves in the official language of their choice and to understand Canada's two official languages. At the NCC, the representation of Francophones is approximately 57% and that of Anglophones is 43%. This exceeds the representation of Francophones and Anglophones in the Public Service situated in the National Capital Region.

The higher representation of Francophones in the NCC may be explained by the fact that a significant number of our positions (84%) are designated bilingual and staffed imperatively and of that number 21% require a superior level of proficiency (levels 'CCC'). It is also worth noting that 12 % of Francophones at the NCC have identified English as their preferred language, for example, for work-related documents.

- *Complaints deemed to be founded*

N/A.

### 2.3.2 Performance Measurement Mechanisms

N/A.

### 2.3.3 Progress Since Last Year and Results\* of Activities Carried Out in 2007-08 (including those in Response to the Follow-Up and Comments Included in the CPSA's Response to Your 2006-07 Review)

N/A.

### 2.3.4 Activities Planned for 2008-09

The NCC is now updating the information available on the Intranet by adding the new component for language evaluation developed by the Canada Public Service Agency regarding the positions requiring technical or specialized language proficiency (code P).

### 2.3.5 Good Practices

On-site lunch time language training sessions (oral interaction) will continue to be offered in 2008-2009. The NCC increased the number of classes to better meet the needs of participants. Twenty-eight (28) employees are enrolled in the training.

### 2.3.6 Statistical Data on Human Resources Management

Number of bilingual EX-2 and EX-3 positions in bilingual regions responsible for supervising incumbents of bilingual or either/or positions staffed by appointment or deployment during the year.

• Imperatively	3	EX-2
	1	EX-3
• Non-imperatively	N/A	EX-2
		EX-3

## 2.4 Costs of Language Training

### 2.4.1 Activities Carried Out in 2007-08

In 2007-2008, the NCC spent approximately \$ 42, 463 on language training:

- Language training in order to meet linguistic requirements: \$ 27, 591
- Language training for career and personal development: \$ 14,872

This does not include salary costs of the participants nor the costs of replacing employees while on language training.

### 2.4.2 Activities Planned for 2008-09

The NCC intends to continue offering the lunch time language training program for career and personal development purposes in 2008-2009.

### 2.4.3 Statistical data on the costs of language training

a) Cost of <b>French</b> 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).	\$ 27, 591
• Number of employees targeted by these costs	<u>5</u> Employees
b) Cost of <b>English</b> 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).	\$ 0
• Number of employees targeted by these costs	<u>0</u> Employees
c) Other costs of <b>French</b> 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.	\$ 12, 240
• Number of employees targeted by these costs	<u>28</u> Employees

- d) Other costs of **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.
 

\$ 2, 632	
	7 Employees
- Number of employees targeted by these costs

### 3. MONITORING OF THE OFFICIAL LANGUAGES PROGRAM

#### 3.1 Public Satisfaction

##### 3.1.1 Nature of Activities

Projects that the Research Unit undertakes are in response to requirements identified by the individual branches. Most of these requirements are linked directly to existing programmes. The NCC conducts periodic surveys to measure the public's level of satisfaction with service delivery in the official language of public's choice, for example, at the events it organizes.

##### 3.1.2 Results Obtained

See 2.1.2 on page 11.

##### 3.1.3 Corrective Action

N/A.

#### 3.2 Employee Satisfaction

##### 3.2.1 Nature of Activities

The NCC intended to conduct a language of work survey of its employees in 2007-2008. However, during this same period the Statistics Canada conducted a language of work survey of the separate employers, including the NCC, for the Office of the Commissioner of Official Languages. For this reason, the NCC has decided to conduct its own complete survey in 2008-2009.

### 3.2.2 Results Obtained

The Statistics Canada survey conducted on behalf of the Office of the Commissioner of Official Languages showed that 83.6 % of Francophone employees of the NCC were satisfied with the language of work system. The NCC is very proud of the high rating received from the OCOL on language of work and on active offer. The NCC will continue to provide excellent service to the public in both official languages in a bilingual work environment.

### 3.2.3 Corrective Action

N/A.

## 3.3 Internal Audits

### 3.3.1 Nature of Activities

One of the purposes of the information management audit is to ensure that the mechanisms are in place to regularly monitor the Official Languages program. The Audit of the Controls Surrounding inventories was presented to the audit committee in January 2008.

### 3.3.2 Results Obtained

It was expected that the staff would be able to use the computer systems in both official languages and that training and user guides would be offered to employees in their language of choice.

It was observed that for three computer systems users are trained and can enter the system in the language of their choice. However, the user manual for IntelEvent, a restricted event inventory system, was available in English only.

A recommendation has been made that the NCC translates the IntelEvent user manual in order to make it available in both official languages. The IntelEvent will be available in both official languages at the end of July 2008.

The Corporate Information Inventory System (CIIS) is offered in both official languages. Files in CIIS are created in the language in which the user submits them, and users are asked to provide the title in both official languages. An internal process is in place to make it mandatory for Service Centre Coordinators to enter file titles in both English and French.

### **3.4 Audit of Services to the Public in Both Official Languages in Offices with New Obligations (Atlantic)–preliminary report**

#### **3.4.1 Activities Carried Out Following this Audit including the Action Plan (if already developed)**

N/A.

### **3.5 Audit of Communications with and Services to the Public in Both Official Languages in Offices Designated Bilingual in the Atlantic Region–preliminary report**

#### **3.5.1 Activities Carried Out Following this Audit including the Action Plan (if already developed)**

N/A.

### **3.6 Audit of Telephone Services (if applicable)**

#### **3.6.1 Activities Carried Out Following this Audit**

The NCC is proud that 100 % of its active offer by telephone or via automatic system was compliant with the OLA requirements (according to the Audit of Active Offer conducted by OCOL in summer 2007). The services in the minority language were available in 100 % cases.

### **3.7 Audit of Active Offer in the NCR (if applicable)**

#### **3.7.1 Activities Carried Out Following this Audit**

We are very proud and satisfied with the results of the Audit of Active Offer of Communications with and Services to the Public in Both Official Languages in the NCR conducted by the Canada Public Service Agency in which it is stated that both visual and verbal active offers were fully compliant at all NCC offices. Postings and signage in both official languages are of equal quality.

### **3.8 Other Audit made by the CPSA concerning your institution only (if applicable)**

#### **3.8.1 Activities Carried Out Following this Audit including the Action Plan (if already developed)**

N/A.

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