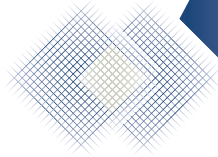




## REPORT CARDS 2007–2008



For the fourth consecutive year, the Office of the Commissioner of Official Languages is issuing report cards for a number of federal institutions. The report cards, of which 38 federal institutions are the subject this year, present the strengths and weaknesses of their performance in implementing various aspects of the *Official Languages Act*.

For more detailed information on the methodology that was used or the ratings given to each of the institutions that were evaluated, please consult the Office of the Commissioner's Web site at [www.officiallanguages.gc.ca](http://www.officiallanguages.gc.ca).

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**Overall, the 2007–2008 report cards show mixed results.** While institutions received strong ratings with respect to the management of their official languages programs and the advancement of English and French, more leadership must be shown when it comes to serving the public in the official language of choice and creating a work environment that is conducive to the use of both official languages.

Overall ratings for the 38 federal institutions evaluated for the report card exercise in 2007–2008 are the following:

- 3 institutions received an “exemplary” rating (the National Capital Commission, the Canadian Tourism Commission and Statistics Canada);
- 23 institutions received a “good” rating;
- 10 institutions received a “fair” rating; and
- 2 institutions received a “poor” rating (the Halifax International Airport Authority and the Canadian Forces). The Commissioner wishes to point out that official languages audits are currently underway at both of these institutions.

### Management of the Official Languages program

- For the most part, **federal institutions are doing well regarding having strategic documents and a management infrastructure in place to help them carry out their official languages obligations.** In fact, ratings for this factor seem to be improving year after year. Sound program management should yield positive results for Canadians. Where results were not satisfactory, as is the case for a number of institutions, the effectiveness of these documents and measures must be reviewed.

### Service to the public

- With respect to service to the public, only 11 institutions received a “good” or “exemplary” rating. While institutions are doing well in having the bilingual capacity to meet their official languages obligations to Canadians, the results of the observations show that **more work must be done to increase the use of active offer in person and provide adequate quality of service in person in the minority official language.**

- The Commissioner wishes to highlight the exemplary results obtained by the National Capital Commission and the National Arts Centre, but calls upon others, such as the Public Health Agency of Canada, Indian and Northern Affairs Canada, Agriculture and Agri-Food Canada, Fisheries and Oceans Canada, the Halifax International Airport Authority, Environment Canada, the Royal Canadian Mounted Police and Air Canada, to show more leadership and take measures to fully comply with this key provision of the Act.
- Overall national results for the observations on service to the public for 2007–2008 are as follows:

Visual active offer	92%
Active offer in person	23%
Adequate service in person	75%
Active offer over the telephone	82%
Adequate service over the telephone	88%

## Language of work

- **In terms of language of work, most federal institutions still have work to do to create a truly bilingual work environment for their employees in designated regions.** This year, no institutions received an “exemplary” rating, and two received a “poor” rating: the Canadian Forces and NAV CANADA.
- **According to the language of work survey conducted on behalf of the Office of the Commissioner, Francophones working in designated regions are particularly unsatisfied with their ability to use their language of choice in meetings (only 59% were satisfied) and when preparing written material (only 60% were satisfied).** For Anglophones working in Quebec, the main issue is access to training in their preferred official language (73% satisfaction rate).
- Overall national results for the five questions in the language of work survey for 2007–2008 are as follows:

Satisfaction level of Francophones (NCR, New Brunswick, Ontario)	
The material and tools provided for my work, including software and other automated tools, are available in the official language of my choice.	81%
When I prepare written materials, including electronic mail, I feel free to use the official language of my choice.	60%
When I communicate with my immediate supervisor, I feel free to use the official language of my choice.	79%
During meetings with my work unit, I feel free to use the official language of my choice.	59%
The training offered by my organization is available in the official language of my choice.	73%

Satisfaction level of Anglophones (Quebec)	
The material and tools provided for my work, including software and other automated tools, are available in the official language of my choice.	88%
When I prepare written materials, including electronic mail, I feel free to use the official language of my choice.	82%
When I communicate with my immediate supervisor, I feel free to use the official language of my choice.	87%
During meetings with my work unit, I feel free to use the official language of my choice.	77%
The training offered by my organization is available in the official language of my choice.	73%

### Advancement of English and French

- With respect to the advancement of English and French (Part VII), institutions received strong ratings for the most part. **The Commissioner is particularly pleased to see that those institutions that do not have to report on their progress to Canadian Heritage (non-designated institutions) are mobilizing** to better carry out their obligations under the amended Act. Thirty institutions received either “good” or “exemplary” ratings.
- Nonetheless, **federal institutions must do more to incorporate the promotion of linguistic duality into their departmental action plans, policies and programs.** They will also have to demonstrate that the plans and measures in place are leading to real results for official language minority communities and Canadian society as a whole.

Please visit [www.officiallanguages.gc.ca](http://www.officiallanguages.gc.ca) for full results and details on methodology.

## RESULTS OF THE OBSERVATIONS ON SERVICE TO THE PUBLIC BY PROVINCE OR TERRITORY

Province/ Territory	In-Person			Over the Telephone	
	Visual Active Offer	Active Offer	Adequate Service	Active Offer	Adequate Service
Nunavut	89%	11%	78%	43%	50%
Northwest Territories	38%	0%	31%	62%	65%
Yukon	70%	5%	22%	82%	75%
British Columbia	82%	6%	76%	68%	69%
Alberta	83%	28%	58%	76%	81%
Saskatchewan	92%	17%	64%	63%	75%
Manitoba	92%	22%	64%	70%	81%
Ontario	92%	18%	64%	88%	89%
National Capital Region	95%	35%	88%	87%	93%
Quebec	98%	27%	94%	82%	97%
New Brunswick	95%	29%	93%	87%	96%
Nova Scotia	87%	20%	57%	86%	85%
Prince Edward Island	80%	35%	71%	96%	94%
Newfoundland and Labrador	93%	27%	47%	65%	70%
<b>National Average</b>	<b>92%</b>	<b>23%</b>	<b>75%</b>	<b>82%</b>	<b>88%</b>