

**ANNUAL REVIEW  
ON  
OFFICIAL LANGUAGES**

**APRIL 2002 – MARCH 2003**

**THE NATIONAL BATTLEFIELDS  
COMMISSION**

**May 30, 2003**

## TABLE OF CONTENTS

<b>A. LEADERSHIP .....</b>	<b>3</b>
<b>B. TREASURY BOARD POLICY CONCERNING THE LANGUAGE REQUIREMENTS FOR MEMBERS OF THE EXECUTIVE GROUP .....</b>	<b>3</b>
<b>C. UPDATE OF THE OFFICIAL LANGUAGES DATA FOR THE COMMISSION .....</b>	<b>3</b>
<b>D. SATISFACTION OF THE PUBLIC AND EMPLOYEES .....</b>	<b>4</b>
<b>E. MAINTENANCE AND IMPROVEMENT : SERVICE TO THE PUBLIC AND LANGUAGE OF WORK.....</b>	<b>4</b>
<b>F. FOLLOW-UP AND MONITORING .....</b>	<b>5</b>
<b>G. OFFICIAL LANGUAGES CHALLENGES .....</b>	<b>5</b>
<b>H. ACTION PLAN ON OFFICIAL LANGUAGES .....</b>	<b>5</b>
<b>I. APPENDICES : Statistical Tables.....</b>	<b>6</b>

## **A. LEADERSHIP**

No special initiatives were launched during 2002-2003. However, The National Battlefields Commission periodically reminds its staff members of the necessity and importance of providing exemplary service to Canadians in both official languages. In its activities, the Commission ensures compliance with its obligations regarding official languages.

## **B. TREASURY BOARD POLICY CONCERNING THE LANGUAGE REQUIREMENTS FOR MEMBERS OF THE EXECUTIVE GROUP**

The Commission is a Public Service separate employer and its employees therefore do not receive a bilingualism bonus. Management position levels at the Commission are not necessarily the same as those in other departments. Nevertheless, Commission managers are able to work in both official languages at an adequate level of bilingualism to meet their obligations, although they have never taken an evaluation exam.

## **C. UPDATE OF THE OFFICIAL LANGUAGES DATA FOR THE COMMISSION**

### **1. Linguistic capacity**

You will find enclosed the appropriate table (S1) related to the service to the public of the Commission.

No specific measure has been proposed or planned to improve the linguistic capacity of the Commission's staff for its services to the public. However, the Commission makes every effort so that the public will be served in the official language of their choice. In order to ensure that these activities are properly run, new tour guides and reception staff were hired for 2002-2003, and adequate knowledge of both official languages is an imperative condition for these positions. The Commission also ensures that all information available for the public is advertised, posted or distributed in both official language.

## **2. Equitable participation**

You will find enclosed the appropriate tables (P1 – P2) concerning the proportions of French-speaking and English-speaking Canadians at the Commission as at March 31, 2003.

No special measure was considered necessary, as the National Battlefields Commission fully applies the *Official Languages Act*. The present situation complies fully with the objectives set out by the Government.

The Commission always makes positions accessible to both linguistic communities. Both French-speaking and English-speaking applicants or employees have equal opportunities for employment and advancement with the Commission, subject to full compliance with the merit principle.

Since the Commission's operations are conducted solely in Quebec City, the majority of applicants are French-speaking. However, the Commission also has staff whose mother tongue is English. The Commission is thus sensitive to issues of language equity and intends to maintain this approach.

## **D. SATISFACTION OF THE PUBLIC AND EMPLOYEES**

During 2002-2003, the Commission conducted a survey aimed at measuring public satisfaction regarding the availability and quality of the services offered in both official languages. The results obtained show that more than 90% of our clients are very satisfied and 7% are satisfied with the services offered in either of the official languages.

There was no other activity during 2002-2003 specifically aimed at measuring employee satisfaction.

## **E. MAINTENANCE AND IMPROVEMENT :**

### **SERVICE TO THE PUBLIC AND LANGUAGE OF WORK**

The public can communicate with the National Battlefields Commission in either official language at any time. Whether face-to-face, on the telephone or the Internet or by mail, service to the public is delivered in both official languages. During 2002-2003, no complaint was received in this regard.

The Commission's headquarters and offices are located close to one another in Quebec City. The Commission operates almost exclusively in Quebec City, and its employees are almost all native speakers of French. Their language of work is therefore French. Written and oral communications, meetings, supervision, training and appraisals are usually in the mother tongue of Commission employees, that is, French.

## **F. FOLLOW-UP AND MONITORING**

No specific measures have been taken; the Treasury Board Secretariat's letter indicates that the Commission is fully respecting its Official Languages obligations.

## **G. OFFICIAL LANGUAGES CHALLENGES**

There is no data available to confirm any increase in English-speaking clients during 2002-2003. However, statistics show that a growing number of visitors are participating in the activities organized by the Commission. Consequently, the number of English-speaking clients is increasing.

The Commission hopes to continue its efforts to increase the number of participants in the various activities offered, including visitors from all over the world and, in this way, promote the National Battlefields Park.

## **H. ACTION PLAN ON OFFICIAL LANGUAGES**

The Commission considers that the quality of services offered to Canadians is a priority. It has not planned to make any changes in the application of the Official Languages Program, but any comments will be taken into consideration and, if necessary, it will take any steps required to comply with the Official Languages Program.

André Juneau,

Président