

**PARTIAL ANNUAL
REVIEW ON
OFFICIAL LANGUAGES**

APRIL 2004 TO MARCH 2005

**THE NATIONAL BATTLEFIELDS
COMMISSION**

April 15, 2005

APPENDIX A

SUBJECT : TELEPHONE AUDIT ON THE AVAILABILITY OF SERVICE TO THE PUBLIC IN BOTH OFFICIAL LANGUAGES

DESCRIBE ANY ACTIVITIES UNDERTAKEN TO IMPROVE THE AVAILABILITY OF THE SERVICE AND THE ACTIVE OFFER OF THE SERVICE WHERE DEFICIENCIES HAVE BEEN IDENTIFIED.

No deficiencies have been identified regarding the availability of the service and the active offer of the service in the Commission's offices. The Commission considers that the availability, the quality and the services offered to Canadians is a priority. No new activities have been carried out with a view to improve the availability of the service and the active offer of the service since operations meet Official Languages Program requirements.

The public can communicate with the National Battlefields Commission in either official language at any time. For instance, the bilingual telephone message and personalized greeting allow callers and visitors to continue in the language of their choice. All Canadian and other Internet users around the world can consult the bilingual Web site. All signage in the Park and in the Commission's offices intended for the public is also available in both official languages. The Commission's announcements about its activities, advertising and public notices appear in both Francophone and Anglophone media in its region.

A survey of visitors to the Canada Odyssey exhibition in 2004 about the availability and quality of services offered in both official languages shows that more than 90% of our clients are very satisfied and 8% are satisfied with the services offered in either of the official languages.

APPENDIX B

SUBJECT : GOOD PRACTICES

DESCRIBE INITIATIVES IN THE AREA OF **SERVICE TO THE PUBLIC AND LANGUAGE OF WORK** WHICH HAVE BEEN SUCCESSFUL.

The Commission has not developed any new initiatives. Existing measures in the area of service to the public and language of work function well and comply with the Official Languages Program.

Service to the Public

Public reception services and signage comply with the Official Languages Program. All services to the public are offered in both official languages. Some services are also offered in Japanese and Spanish and some employees assigned to public reception speak Italian or Spanish as well as English and French.

Language of Work

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.

André Juneau,
The Chairman