

In bilingual regions and at national headquarters offices wherever located, incumbents of unilingual positions will be able to receive "personal" services in the official language of their choice, regardless of the language requirements of their position. In unilingual regions of the country, public servants will normally expect that such services will be available in the official language of the majority of the population of the province in which the work unit is located. However, departments and agencies are encouraged to continue to provide "personal" services and material for general distribution in both official languages in unilingual regions, particularly when they are doing so at the present time.

2. Employee Entitlements and Obligations with Respect to Language Usage in Bilingual Positions

(a) General

For some of the duties of a bilingual position (e.g. the provision of service to the public, "personal" services, or supervision), the linguistic obligations of an incumbent which arise from the policy guidelines outlined in Section I should be clear. However, there could remain a number of functions in bilingual positions for which the use of language is either less clear cut, or not specified.

In these cases, it is the nature of the job duties, including the relationship of the given bilingual position to other positions within the unit and to the activities which need to be carried out, which should indicate which official language is required.