

First Official Language

This term applies to the official language with which an employee feels a primary personal identification.

Personal Services

Personal services are those that affect employees personally. They are provided on an individual basis and include:

- a) personnel services such as pay, staffing and staff relations;
- b) occupational health and nursing services;
- c) appropriate library and information services.

It will be noted that "library and information services" are considered both as "personal" and "central" services.

Public

- a) any individual or group of individuals;
- b) any association or non-governmental organization;
- c) any corporation;
- d) any provincial institution and/or any of its agents;
- e) any municipal body.

This definition does not include federal Public Service employees while serving as employees.

Service to the Public

"Service to the public" means any communication, oral or written, or any action initiated to inform or to otherwise assist the public.