

POLICY I.1:            SERVICE TO THE PUBLIC

*Departments and agencies must maintain a capacity to serve the public in both official languages as required by the Official Languages Act.*

INTERPRETATION

The Official Languages Act stipulates the locations where bilingual capacity must be established. These are:

1. in the National Capital Region;
2. at the place of the head or central office of a department or agency in Canada, if outside the National Capital Region;
3. in each principal office in a federal bilingual district, where established;
4. in any office, location, or facility in Canada, or elsewhere, which provides services to the travelling public, except where there is no significant demand or where the demand is so irregular as not to warrant implementation of a bilingual capacity in that office, location, or facility. Departments are responsible for ensuring that any services contracted on, or after September 7, 1960, also meet these provisions.