

#### 4. Informing employees

Employees are routinely informed as new guidelines are developed either by circular document or by administrative notice. Thus, for example, during the course of the last few months, the new administrative procedures concerning the bilingualism bonus as well as offers of language training courses have been the subject of widely distributed information documents. We can conclude that the information machinery is adequate (see Goals 10.1 to 10.7, pp. 30, 31).

#### 5. Personal and central services

An audit has established that French is the language used to offer these services in the regional offices located in Quebec. At Headquarters, bilingual resources of sufficient quantity guarantee the availability of services in both official languages. The analysis of the profile of the required linguistic proficiency of the positions offering these services reveals that 5% are at level C, 61% at level B and 34% at level A. The Department is aware of the need to raise the requirements in this area (see revised plan, p. 45).

#### 6. Supervision

An audit established the presence of administrative measures that would provide for supervision in both official languages where the supervisor was a unilingual incumbent of a bilingual position (see Goal 7.1, p. 26).

#### 7. Conclusion

From the various activities carried out in the past year it is apparent that French is used extensively in the Department and that the degree of employee satisfaction is quite high. Efforts made in the last few years to set up mechanisms for promoting the use of French have certainly borne fruit. There are still some shortcomings, however. Communication in French with supervisors is an example, despite the measures taken to make up for the unilingualism of some supervisors in bilingual positions. During the coming months, the Department will grant priority to approaching managers in this regard to encourage them to examine the obstacles to the use of French in their work unit and to find, with their staff, appropriate solutions.