

Telegrams, directives, notices, circulars, instructions or other documents of a general or administrative nature having a wide distribution are to be transmitted simultaneously in both official languages.

Communications to offices of other departments located in Quebec must be in the language or languages of work of the receiving office. Where both languages are used, they shall be provided simultaneously.

All other communications shall be in the language of work of the receiving office.

7. Work Instruments

Work instruments are written or computerized items such as circulars, notes, memoranda, computer print-outs, manuals and texts that are necessary for you to effectively discharge your duties. Work instruments must be available in both official languages where they are necessary to provide effective service to the public or where they have a direct relationship to the health or safety of individuals. Work instruments that have some long-term use and/or relatively wide distribution must be available in both official languages.

8. Grievances

Regardless of the location and language requirements of your position, you have the right to present grievances and to have them dealt with in the official language of your choice.