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

9. Language Use in Meetings

At missions and at headquarters, meetings should be carried out in both official languages when members of both linguistic communities are present. The Department encourages the "receptive bilingualism" concept i.e. each person may use his/her official language of choice at these meetings.