

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 those 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.

9. Language Use in Meetings

At Headquarters and at Regional Passport Offices in Montreal, Fredericton and Ottawa

Meetings of the Department should be carried out in both official languages when members of both linguistic communities are present. You have the right to use your official language of choice at