



How to Determine if a Federal Institution has Linguistic Obligations

Diagram #1: General Rules

Note: This diagram aims at giving an overview (not exhaustive) of **Official Languages Regulations**. On line: <http://laws-lois.justice.gc.ca/PDF/SOR-92-48.pdf>
It does not constitute a legal opinion.

Should I receive services in both official languages ?

If I'm living in area with a general population of + 100,000...

If I'm living in area with a general population of 100,000 or less...

If the linguistic minority is - 5 000...

If the linguistic minority is + 5 000...

See green diagram (Diagram #2)

Then the federal institution has no linguistic obligations

Does the federal institution have only ONE office in the area?

Proportional Rule
The number of offices should be at least equal to the proportion of the linguistic minority. For example, if the minority represents 10% of the general population, 10% of the offices should offer services in both official languages.

YES

NO

Then... Services have to be provided in both official languages

Am I in Quebec, Ontario or New Brunswick ?

YES

NO

Proportional Rule +1

Proportional Rule

Proportional Rule + 1
The Proportional Rule +1 means that federal institution has to provide services in both official languages at a proportion that is at least equal to the proportion of the minority, plus one additional office beyond the number of offices that reflects the proportion of the minority. For example, 10 % (proportion of the linguistic minority) + 1 additional office.

Note: Burolis lists federal offices but does not list other entities obligated to provide services in both official languages such as Fednor, the Standards Council of Canada, and persons or organizations providing services on behalf of federal institutions. Burolis website : <http://www.tbs-sct.gc.ca/ollo/apollo/burolis/search-recherche/search-recherche-eng.aspx>