



How to Determine if a Federal Institution has Linguistic Obligations

Diagram #3: Specific 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.

Service Area Rule

is when service delivery basis does not coincide with Census boundaries

- If the minority is at least 500 and represents at least 5%...
- OR if the minority is at least 5,000 regardless of the percentage...
- Then, services have to be offered in both official languages.

Air Traffic Control

- Services in both official languages in the airspace over Quebec and some adjacent areas.

Restricted Clientele

- Services in both official languages specifically intended for a restricted clientele which is fully identifiable and, at least 5% prefer to have services in that language.
- Example : Food process inspection

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