



Office of the Commissioner of Official Languages

2006-2007 Estimates

Part III – Report on Plans and Priorities

**The Honourable Michael Chong
President of the Queen's Privy Council of Canada**

Table of Contents

SECTION I – OVERVIEW	1
Commissioner’s Message	3
Management Representation Statement	5
Summary Information.....	6
Plans.....	8
Parliamentary Committees – Follow-up.....	9
SECTION II – ANALYSIS OF PROGRAM ACTIVITIES BY STRATEGIC	
OUTCOME	11
Analysis by Program Activity	13
Strategic Outcome	13
Priorities.....	15
SECTION III – SUPPLEMENTARY INFORMATION.....	21
Organizational Information.....	23
Table 1: Planned Spending and Full-time Equivalents	24
Table 2: Resources by Program by Activity	25
Table 3: Voted and Statutory Items Listed in Main Estimates	26
Table 4: Services Received Without Charge	27
Table 5: Resources Requirement by Branch.....	28
Contact Information for Headquarters and Regional Offices	29

SECTION I – OVERVIEW

Commissioner's Message

I am pleased to present to Parliament the *Report on Plans and Priorities for 2006-2007* for the Office of the Commissioner of Official Languages (OCOL). This report presents an overview of our strategic priorities and objectives, our approach, our expected results and our spending estimates for the fiscal year 2006-2007.



As Commissioner of Official Languages and officer of Parliament, it is my duty to take all necessary measures to ensure both recognition of the equal status of our two official languages and compliance with the spirit and the letter of the *Official Languages Act*. It is also my duty to work at ensuring compliance with legislative intent regarding administration of the affairs of federal institutions and other organizations subject to the Act, including activities concerned with the advancement of English and French in Canadian society.

I am beginning the last year of my mandate with the firm conviction that the Government of Canada will be fully engaged in taking measures to enhance the vitality of Anglophone and Francophone communities and to support their development as well as promoting the recognition and full use of English and French throughout Canadian society. These measures will ensure that the obligations under the Act are fully met and will give linguistic duality its place as one of the most important fundamental values in Canadian society. The *Act to Amend the Official Languages Act (promotion of English and French)*, effective November 2005, has clarified any ambiguity with respect to the enforceability of Part VII of the Act. These changes to the Act are a historic step in our pursuit of equality for English and French in Canadian society. The development of official language communities and the promotion of linguistic duality have long been the weak link in the *Official Languages Act*. From here on, all federal institutions and other organizations subject to the Act will have to take positive measures in order to meet those objectives.

Midway through the fiscal year, I will be submitting to my successor the work plan, which I intend to follow with my staff. This plan will consist of, among other initiatives, the close monitoring of the Government of Canada's efforts in implementing its *Action Plan for Official Languages*.

I will also be reminding the Government of Canada of the importance of initiating a serious assessment of the results achieved by the official languages policy and to bring up to date its practices to meet the requirements of services to the public and to better respond to the changing needs of our society.

To encourage action by government, I intend to continue my reflection on issues that are at the heart of linguistic duality in Canada, such as: the legal framework for official languages; mechanisms for governance between the Government of Canada and communities; different factors and indicators relating to the vitality and development of official language communities; and the links between linguistic duality and diversity in the Canadian context.

During 2006-2007, OCOL will continue the implementation of its strategic plan to ensure that: federal institutions and other organizations subject to the Act respect the equality of English and French; the vitality of official language minority communities in Canada is enhanced in sectors affecting the communities' development; the equality of English and French is recognized and fostered as a value in an increasingly diverse Canadian society; OCOL is an exemplary workplace and maintains an efficient and effective management.

I cordially invite you to read this report where you will find my commitments and those of my staff, along with our determination to protect and promote our two official languages, English and French, across Canada.

Dyane Adam

Management Representation Statement

I submit for tabling in Parliament, the *2006-2007 Report on Plans and Priorities (RPP)* for the Office of the Commissioner of Official Languages.

This document has been prepared based on the reporting principles contained in the *Guide for the Preparation of Part III of the 2006-2007 Estimates: Reports on Plans and Priorities and Departmental Performance Reports*.

- It adheres to the specific reporting requirements outlined in the TBS guidance;
- It is based on the organization's approved accountability structure as reflected in its MRRS;
- It presents consistent, comprehensive, balanced and reliable information;
- It provides a basis of accountability for the results achieved with the resources and authorities entrusted to it; and
- It reports finances based on approved planned spending numbers from the Treasury Board Secretariat in the RPP.

Toby Fyfe

Assistant Commissioner
Corporate Services Branch

Summary Information

Reason for Existence – As an officer of Parliament and agent of change, the Commissioner has a mandate to promote the *Official Languages Act* and oversee its full implementation, protect the language rights of Canadians and promote linguistic duality and bilingualism in Canada.

The Commissioner works at ensuring that the three key objectives of the Act are achieved and takes all necessary measures in that regard. More specifically, the objectives of the Act are to ensure:

- The equality of English and French in Parliament, within the Government of Canada, the federal administration and institutions subject to the Act;
- The development and vitality of official language minority communities in Canada; and
- The equal status of English and French in Canadian society.

These three objectives are reflected in the first three of our four strategic priorities.

In pursuing these three objectives and the corresponding priorities, the Commissioner plays the following six roles:

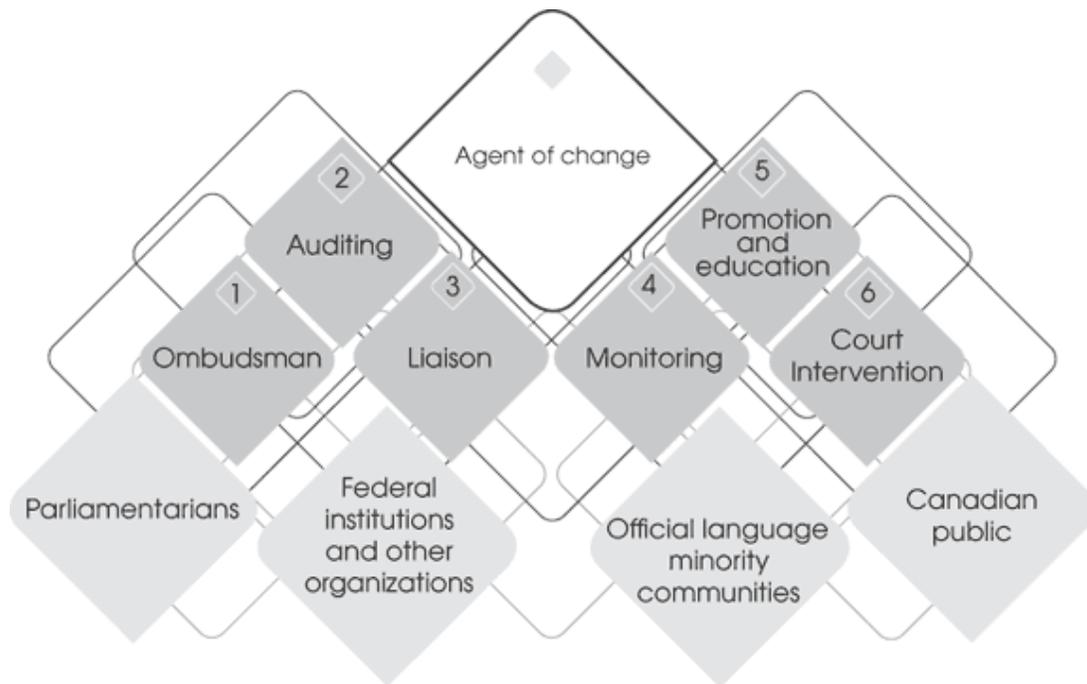
1. **Ombudsman role** – The Commissioner receives and reviews complaints and, if required, investigates and makes necessary recommendations. In this role, she also conducts investigations on her own initiative, as she deems advisable.
2. **Auditing role** – The Commissioner plays a proactive role by conducting audits to measure compliance of federal institutions and other organizations subject to the Act and proposes recommendations relating to the existing management framework within organizations.
3. **Liaison role** – With support from the regional offices and liaison officers, the Commissioner works with federal institutions and other organizations, various levels of government and official language minority communities throughout the country. Through that interchange, she gains a better understanding of the needs and concerns of linguistic communities, makes relevant recommendations and intervenes judiciously in major official language issues.
4. **Monitoring role** – The Commissioner acts preventively by intervening at the stage where laws, regulations and policies are developed so as to ensure that language rights remain a primary concern of leaders.
5. **Promotion and education role** – The Commissioner heightens Canadians' awareness of the benefits of linguistic duality, works together with community organizations, takes appropriate action to have organizations subject to the Act give official languages and linguistic communities the attention they deserve, and contributes toward the development and enhancement of the vitality of official language minority communities. This role consists of conducting research, studies and public awareness activities. She delivers speeches and

participates in conferences and workshops to inform all Canadians of the status and importance of the official languages.

6. **Court intervention role** – The Commissioner aids in advancing Canadians’ language rights by seeking leave to intervene, when appropriate, in adjudicative proceedings relating to the status or use of English or French and to ensure that linguistic rights are respected.

The chart below illustrates the interaction between the Commissioner's six roles as an agent of change with her four main groups of stakeholders: Parliamentarians, federal institutions and other organizations subject to the Act, official language minority communities and the Canadian public.

Commissioner’s roles as an agent of change



OCOL supports the Commissioner in her duties as an officer of Parliament. More specifically, OCOL:

- Works at ensuring that federal institutions and other organizations subject to the Act administer their affairs according to the spirit and the letter of the Act by reviewing their priorities in matters of official languages, measuring their results and working with them to achieve those results;
- Receives and investigates complaints;
- Conducts audits, evaluations, studies, research and analysis to gain a better understanding of changes in the status and use of English and French in Canada;
- Responds to requests for information and other communications from the public;
- Monitors the advancement of English and French within the federal administration and Canadian society;
- Contributes to the development and vitality of official language minority communities.

OCOL uses the financial and human resources at its disposal (as reflected below) to achieve its mandate:

Financial Resources (\$ thousands)

2006–2007	2007–2008	2008–2009
19,129	19,180	19,180

Human Resources (Full-time equivalents [FTEs])

2006–2007	2007–2008	2008–2009
164	164	164

Plans

Operating environment

The overall planning framework for OCOL reflects the Commissioner's independence from the government. As an officer of Parliament, the Commissioner can exercise her ombudsman and auditing roles to urge the compliance of organizations subject to the Act. The Commissioner increasingly acts as an agent of change, attempting to influence other federal organizations, as well as other levels of government, to take actions that respect and advance the requirements of the Act.

The purpose of the Act – equal status for the two official languages and equality of rights and privileges regarding their use within federal institutions, as well as the recognition and vitality of linguistic duality in Canada – can be achieved only through actions undertaken and carried through by federal institutions and other organizations subject to the Act. This is why OCOL is constantly seeking effective, innovative methods to encourage decision makers to achieve these results on behalf of Canadians.

OCOL works closely with these organizations so that they gain a better understanding of the importance of linguistic duality. By encouraging federal institutions and other organizations subject to the Act to serve Canadians in the official language of their choice, OCOL assists in changing the government's organizational culture and improving the quality of service.

Internal and external factors

OCOL's primary resources as an agent of change are its staff (at headquarters and in the regions), its four main groups of stakeholders (parliamentarians, federal institutions and other organizations subject to the Act, official language minority communities and the Canadian public), and the relationships established in its day-to-day activities. Resources are devoted to ensuring that OCOL staff members are appropriately tooled to carry out the organization's mandate while serving the Canadian public.

OCOL relies on the actions of its many stakeholders. In this respect, OCOL's approach must be flexible, without losing its focus, in order to take into account, and act upon, shifts in the political, social and economic environment.

Like other federal institutions, OCOL espouses modern management principles and practices and continues to take measures to become a learning organization. More specifically, OCOL's plans and priorities for 2006–2007 incorporate the main elements of the Treasury Board Secretariat Management Accountability Framework:

- Thinking about citizens first;
- Applying a rigorous policy analysis;
- Considering key risks;
- Having the right work force;
- Ensuring that public resources are managed with probity; and
- Assigning clear accountabilities, with due regard to capability.

Parliamentary Committees – Follow-up

Delivery of health care services

Further to a recommendation by the Standing Committee of Official Languages of the House of Commons, OCOL will finalize, during the second quarter, a horizontal audit of the delivery of health care services to Canadians in both official languages by some federal institutions. The first phase of this audit will cover the following departments: Health Canada, Veterans Affairs Canada, Royal Canadian Mounted Police, Correctional Service Canada, and Indian and Northern Affairs Canada. The Department of National Defence (Canadian Forces) will be audited during the second phase of the audit.

SECTION II – ANALYSIS OF PROGRAM ACTIVITIES BY STRATEGIC OUTCOME

Analysis by Program Activity

Strategic Outcome

- Compliance with and respect for the *Official Languages Act* by the federal institutions and other organizations subject to the Act.

Achieving the organization's single Strategic Outcome extends beyond the reporting period of this report.

Program Activity Name: Investigations

Financial Resources (\$ thousands)

2006–2007	2007–2008	2008–2009
8,909	8,937	8,937

Human Resources (Full-time equivalents [FTEs])

2006–2007	2007–2008	2008–2009
85	85	85

Investigations brings to the attention of federal institutions and other organizations subject to the Act the need to develop sustainable solutions to issues relating to the implementation of the *Official Languages Act*. By investigating complaints, conducting audits and performance measurements and maintaining a working relationship with these institutions, OCOL reinforces and monitors compliance with the Act.

The Investigations activity includes the following three sub-activities:

1. Complaints, Investigations
Receive complaints, undertake investigations on compliance to the *Official Languages Act* and make recommendations aimed at ensuring its respect by improving its acceptance and its implementation.
2. Audits
In order to determine the extent to which the *Official Languages Act* is implemented in federal institutions and in other organizations that are subject to it, analyze their linguistic performance, carry out periodic monitoring, perform external audits and make recommendations to find solutions to systemic problems.
3. Legal Affairs
Provide legal advice and legal analyses to support investigations. Represent the Commissioner in court proceedings commenced under Part X of the Act when such intervention is appropriate to ensure that institutions fully respect the *Official Languages Act*.

Program Activity Name: Policy and Communications

Financial Resources (\$ thousands)

2006–2007	2007–2008	2008–2009
10,220	10,243	10,243

Human Resources (Full-time equivalents [FTEs])

2006–2007	2007–2008	2008–2009
79	79	79

Policy and Communications undertakes research and analysis to identify opportunities and implement strategies for influencing change among its stakeholders. It supports the work of parliamentary committees. It informs members of the public of the provisions and scope of the Act and on the role of the Commissioner.

Policy and Communications includes the following three sub-activities:

1. Policy, Research

Conduct research and studies and undertake detailed analysis on policies with linguistic aspects. Explore the evolution and impact of socio-economic factors, such as Canadian demographics and current events, in order to provide strategic advice to the Commissioner and to inform the policy-making process. Act as a liaison with central agencies and national organizations, and with regional associations and communities of interest concerned with official language issues.

2. Communications

Provide strategic communications advice to the Commissioner and undertake communications and outreach activities aimed at the public, parliamentarians, other stakeholders, and the media. Receive and manage information requests and provide information to the public on a wide variety of topics related to official languages using print and electronic means, as well as media relations.

3. Parliamentary Relations

Provide ongoing support to the Commissioner, as an officer of Parliament, in her dealings with parliamentarians and parliamentary committees. Examine relevant bills in order to ensure that they reflect linguistic duality, and intervene if the need arises.

Priorities

OCOL will continue its commitment to making Canada an inclusive society where English and French are equally recognized and valued. We will encourage the government to ensure that linguistic duality and cultural diversity – both fundamental Canadian values – are given their proper space in the national policy agenda and receive the recognition they deserve.

In 2006–2007, the Commissioner and OCOL will undertake and carry out the activities described here as they pertain to each of the following four priorities:

1. Federal institutions and other organizations subject to the *Official Languages Act* respect the equality of English and French.
2. The vitality of the official language minority communities in Canada is enhanced in sectors affecting the communities' development.
3. The equality of English and French is recognized and fostered as a value in an increasingly diverse Canadian society.
4. OCOL develops and maintains an exemplary workplace and an effective and efficient management.

First strategic priority: Federal institutions and other organizations subject to the *Official Languages Act* respect the equality of English and French.

Achievement of the following results will be pursued in line with this priority:

- Services of equal quality are available in English and French.
- Measures are taken to establish a workplace that is conducive to effective use of English and French as language of work.

As linguistic ombudsman, the Commissioner will continue to receive and review complaints regarding the application of the Act, and will investigate and make recommendations where need be. She will seek leave to intervene in court cases, as she deems advisable, to ensure that official language rights are respected across Canada.

She will again urge the Government of Canada officials to attach more importance to bilingualism in the public service, within their respective institutions and other organizations subject to the Act, to recognize the right of Canadians to service of equal quality in both official languages and the right of their employees in bilingual regions to work in the official language of their choice.

OCOL will carry out audits and regular spot checks on the availability of services in both official languages. In addition, it will follow the progress of legislative amendments to the *Air Canada Public Participation Act* to ensure that the traveling public and employees of Air Canada continue to benefit from the same level of language rights as they did prior to the restructuring of

Air Canada. It is important that any bill introduced by the government clearly and specifically state the linguistic obligations of the various entities that were formerly operational divisions of Air Canada.

OCOL will follow up on an earlier audit carried out in 2004 on services to the public at bilingual postal outlets provided by the Canada Post Corporation, entitled: *Audit of Canada Post Corporation Services to the Public at Bilingual Postal Outlets*.

OCOL will initiate an audit with respect to the measures that a federal institution subject to the Act takes to create an appropriate workplace environment to encourage the effective use of the two official languages. The institution will be identified early in fiscal year 2006-2007.

The Performance Report Card, a tool developed by OCOL in 2004-2005, highlights the performance of the Government of Canada departments and other organizations in complying with the Act. The Performance Report Card provides an easy-to-understand means of monitoring progress towards achieving the different objectives of the Act in such areas as the provision of services to the public in both official languages and the support for the vitality of official language minority communities. In addition to the 29 federal institutions currently covered by the Performance Report Card, three institutions will be added: Social Development Canada, Agriculture and Agri-Food Canada, and the Canadian Museum of Civilization Corporation. OCOL will also be reviewing the leadership and coordination roles assumed by five organizations that play key roles in the governance of official languages: the Public Service Commission of Canada, the Public Service Human Resources Management Agency of Canada, Canadian Heritage, the Official Languages Secretariat and Justice Canada.

OCOL, as a follow-up to its study entitled: *Bridging the Digital Divide: Official Languages on the Internet*, will take steps to ensure that government Web sites and the initiatives of Government On-Line respect the spirit and the letter of the Act. For example, it will ensure that Human Resources and Skills Development Canada puts in place its three-year plan (2003-2006) as expected in order to correct problems in French language quality encountered with the automated translation system used to post documents on the Job Bank site.

The Commissioner will continue to intervene as necessary before the Public Service Human Resources Management Agency of Canada, the Canada School of the Public Service, and the Public Service Commission of Canada, to ensure that federal institutions implement new policies relating to official languages in communications with and services to the public in the most effective manner. As necessary, the Commissioner will make recommendations for changes if the policies do not achieve the principles of the Act.

OCOL will undertake research projects in order to better identify the current and future issues related to the official languages program. OCOL will continue to examine the federal regulation for official languages in order to identify issues associated with the application of the *Official Languages Regulations (Communications with and Services to the Public)* and, on the other hand, to identify proposed changes that would support the right of the public to be served in the official language of its choice.

The Commissioner will complete her review of the use of the two official languages in bilingual regions for language of work by means of a study in New Brunswick and will propose to the government a comprehensive intervention strategy to improve the situation, taking also into account previous studies in Quebec and in the National Capital Region. She will urge the government to adopt a policy that would maintain the language rights of employees when an organization subject to the Act that is located in a bilingual region moves to a non-bilingual region, and that would recognize the same right for new employees.

Expected Results

- An increase in the use of both official languages by federal public servants, both in their place of work and in the provision of services to the public.
- Continued support for official bilingualism.
- Preservation of the availability of service in both official languages in the air transportation sector.

Second strategic priority: The vitality of the official language minority communities in Canada is enhanced in sectors affecting the communities' development.

Achievement of the following results will be pursued in line with this priority:

- Federal institutions and other organizations subject to the *Official Languages Act* consider the needs of linguistic minority communities in the development and implementation of their strategic plans, policies and programs and are accountable for measures taken and results achieved.
- The federal government encourages and supports provincial and territorial governments in taking measures to enhance the vitality of linguistic minority communities.

With the adoption of the *Act to Amend the Official Languages Act (promotion of English and French)*, which modifies Part VII of the *Official Languages Act*, it is now clear that federal institutions and other organizations subject to this Act have the duty to take positive measures to meet the government's commitment regarding the development and vitality of official language communities, as well as the promotion of linguistic duality. In order to ensure the full implementation of federal institutions' obligations under Part VII of the Act, the government will have to give them clear directions and set up a means of evaluating their success. OCOL will closely follow the government's actions in this area.

During the next year, federal institutions will become aware of their new obligations, and Canadian Heritage will play a central role in this respect. For its part OCOL, through its role of education and promotion, will be undertaking an awareness and information campaign directed toward community associations and federal institutions and other organizations subject to the Act.

In addition, with respect to the government's *Action Plan for Official Languages*, the Commissioner will urge the government to move more quickly in areas where progress under the Action Plan has been too slow, and will encourage the government to clarify the responsibilities of ministers and key departments, to ensure a more coordinated implementation of the Action Plan.

The Commissioner will release the results of a study on the factors and indicators of the vitality of official language communities. OCOL, for its part, will contribute to the knowledge base that helps to guide action by governments, while supporting the communities in assuming greater responsibility for their own advancement. She will also examine the mechanisms for governance concerning the relationship between the Government of Canada and official language communities in order to ensure that the needs of these communities are taken into consideration during the development and implementation of policies and programs by federal institutions and other organizations subject to the Act.

The Commissioner will encourage the federal Minister of Health to ensure that new federal-provincial-territorial health agreements incorporate provisions related to the provision of health services in the minority official language.

OCOL will collaborate with federal institutions and other organizations subject to the Act, the various levels of government, and the official language minority communities across the country to promote the development of these communities in such important areas as immigration, education, justice and health.

With the ongoing support of its regional offices, OCOL will continue to encourage communities, as well as federal, provincial and territorial government departments and agencies, in networking and the sharing of best practices in an effort to work together towards the sustainability and vitality of official language minority communities.

As well, in the regions OCOL will pursue its proactive collaboration with the councils of senior federal officials. It will support the development of their leadership and will encourage activities to enable member organizations of the federal councils to meet their obligations under the Act.

Expected Results

- Greater recognition and understanding by institutions of their obligations related to official language minority communities and their needs.
- Positive steps are taken by federal institutions to sustain and enhance the vitality of official language minority communities.

Third strategic priority: The equality of English and French is recognized and fostered as a value in an increasingly diverse Canadian society.

Achievement of the following results will be pursued in line with this priority:

- Federal institutions and other organizations subject to the Act integrate linguistic duality into the development and implementation of their policies and programs.
- There is sustained public support for linguistic duality as a value in Canadian society.

The Canadian Radio-television and Telecommunications Commission (CRTC) is identified as one of the federal institutions required to submit an annual action plan demonstrating how it will actively contribute to the development and vitality of official language minority communities, as well as promoting English and French in Canadian society. The Commissioner will ensure that

the CRTC really takes into account the needs of the two official language communities in Canada through an audit of the relevant policies and practices in place.

In order to promote a greater recognition of linguistic duality, the Commissioner will urge the government to adopt a vision of the official languages program that takes into account the evolution of Canadian society and the international context. She will encourage the government to adopt an implementation strategy for this new vision so that Canadians may benefit from any advantages likely flowing from it.

The Commissioner will be interested in the impact that cultural institutions have on the development of the two linguistic communities and their reconciliation through a better mutual understanding.

Expected Results

- Enhanced commitment of federal institutions and other organizations subject to the Act to incorporate linguistic duality into policies and programs.
- A growing understanding of the meaning and importance of linguistic duality on the part of Canadians.
- Over time, there is sustained support for linguistic duality among opinion leaders in Canada.

Fourth strategic priority: OCOL develops and maintains an exemplary workplace and an effective and efficient management.

Achievement of the following results will be pursued in line with this priority:

- A knowledge-based environment, where sound and clear leadership prevails, is being encouraged.
- Risk management is embedded into OCOL practices as part of modern management.

We exist to serve Parliament, and ultimately Canadians, and our ability to manage responsibly and efficiently in carrying out OCOL's mandate with a focus on achieving results is always at the heart of our daily activities.

Under this priority, OCOL will continue to take measures to strengthen its management performance through its Results-based Management Accountability Framework. The work undertaken last fiscal year will continue in 2006-2007 in order to define and apply some performance indicators and methods for evaluating and auditing OCOL's activities.

OCOL, through its staffing management accountability framework, will follow up on its implementation of the *Public Service Modernization Act*. One of the ways to accomplish this will be active monitoring of staffing and classification initiatives.

OCOL will be a diversified and respectful work environment where employees can meet their full potential and pursue excellence.

OCOL will ensure sound management of information and technology by undertaking the second phase of its three-year Information Management and Information Technology (IM/IT) strategy.

Expected Results

- Rigorous management practices.
- A professional work environment in which staff is satisfied and motivated.
- Competent and able staff working to achieve OCOL's mandate.

SECTION III – SUPPLEMENTARY INFORMATION

Organizational Information

In carrying out her mission of ensuring full recognition and widespread use of English and French within Canadian society and federal institutions and other organizations subject to the Act, the Commissioner of Official Languages is supported by OCOL's staff, which is divided between the National Capital Region and regional offices across Canada.



Parliament

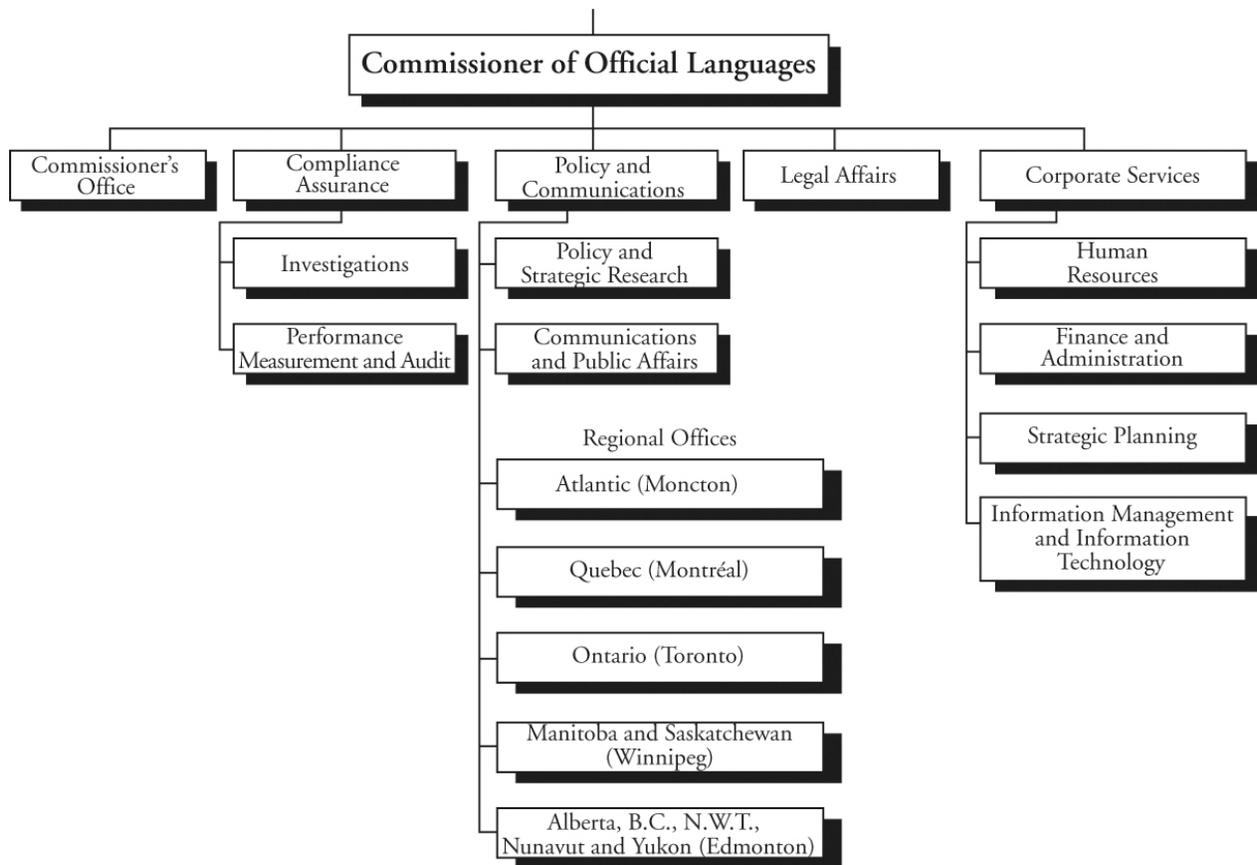


Table 1: Planned Spending and Full-time Equivalents

(\$ thousands)	Forecast Spending 2005–2006	Planned Spending 2006–2007	Planned Spending 2007–2008	Planned Spending 2008–2009
Investigations	8,420	8,909	8,937	8,937
Policy and Communications	9,945	10,220	10,243	10,243
Budgetary Main Estimates (gross)	18,365	19,129	19,180	19,180
Less: Respendable Revenue	-	-	-	-
Total Main Estimates	18,365	19,129	19,180	19,180
<i>Adjustments:</i>				
Planned Procurement Savings:				
Investigations	(8)	-	-	-
Policy and Communications	(12)	-	-	-
Collective Agreements	270	-	-	-
<i>Total Adjustments</i>	250	-	-	-
Total Planned Spending	18,615	19,129	19,180	19,180
Total Planned Spending	18,615	19,129	19,180	19,180
Less: Non-respendable Revenue	-	-	-	-
Plus: Cost of Services Received Without Charge	2,705	2,757	2,821	2,885
Net Cost of Program	21,320	21,886	22,001	22,065
Full-time equivalents	164	164	164	164

Table 2: Resources by Program by Activity

2006–2007 (\$ thousands)						
Program Activity	Budgetary			Total Main Estimates	Adjustments (planned spending not in Main Estimates)	Total Planned Spending
	Operating	Revenue	Net			
Investigations	8,909	-	8,909	8,909	-	8,909
Policy and Communications	10,220	-	10,220	10,220	-	10,220
Total	19,129	-	19,129	19,129	-	19,129

Table 3: Voted and Statutory Items Listed in Main Estimates

2006–2007 (\$ thousands)			
Vote or Statutory Item	Vote or Statutory Wording	Current Main Estimates	Previous Main Estimates
20	Program expenditures	17,008	16,279
(S)	Contributions to employee benefit plans	2,121	2,086
Total		19,129	18,365

Table 4: Services Received Without Charge

2006–2007	
(\$ thousands)	
Accommodation provided by Public Works and Government Services Canada (PWGSC)	1,758
Contributions covering employer's share of employees' insurance premiums and expenditures paid by Treasury Board Secretariat (excluding revolving funds)	893
Workers' Compensation coverage provided by Social Development Canada	-
Salary and associated expenditures of legal services provided by Justice Canada	-
Payroll services provided by PWGSC	6
Audit services provided by the Office of the Auditor General of Canada	100
Total 2006–2007 Services received without charge	2,757

Table 5: Resources Requirement by Branch

2006–2007				
(\$ thousands)				
	Investigations	Policy and Communications	Total Planned Spending	FTE's
Investigations	5,585	-	5,585	58
Policy and Communications	-	6,969	6,969	54
Legal Affairs	1,064	-	1,064	9
Corporate Services	2,260	3,251	5,511	43
Total	8,909	10,220	19,129	164

Contact Information for Headquarters and Regional Offices

For further information, visit OCOL's Web site at www.ocol-clo.gc.ca, or contact one of the following offices:

HEADQUARTERS

Canada Building
344 Slater Street
3rd Floor
Ottawa, Ontario
K1A 0T8

Tel.: (613) 996-6368 or 1 877 996-6368

Fax: (613) 993-5082

E-mail: message@ocol-clo.gc.ca

REGIONAL OFFICES

Atlantic Region

Tel.: (506) 851-7047 or 1 800 561-7109

Fax: (506) 851-7046

Quebec Region

Tel.: (514) 283-4996 or 1 800 363-0628

Fax: (514) 283-6677

Ontario Region

Tel.: (416) 973-1903 or 1 800 387-0635

Fax: (416) 973-1906

Manitoba and Saskatchewan Region

Tel.: (204) 983-2111 or 1 800 665-8731

Fax: (204) 983-7801

Alberta, British Columbia, Northwest Territories, Yukon and Nunavut Region

Tel.: (780) 495-3111 or 1 800 661-3642

Fax: (780) 495-4094