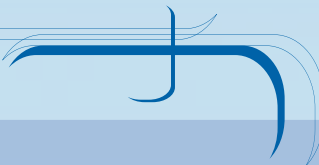



The Office québécois de la langue française

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www.oqlf.gouv.qc.ca



Created by the Charter of the French language, the Office québécois de la langue française (OQLF) is the agency responsible for seeing to the application of the Charter, with a view to ensuring that French, the official language of Québec, is the language of work, commerce, business and life in society in Québec. The OQLF fulfills this mission through its efforts and services, while contributing to the promotion and enrichment of the French language and sharing its language-planning expertise.



Milestones

1961: Creation of the Office de la langue française

1969: Act to promote the French language in Québec (“Bill 63”)

1974: Official Language Act (“Bill 22”)

1977: Charter of the French language (“Bill 101”), which creates four language agencies and has been amended several times since its adoption

2002: Merger of the Office de la langue française and the Commission de protection de la langue française, creating the **Office québécois de la langue française**. The two other agencies created by the Charter of the French language are the **Commission de toponymie** and the **Conseil supérieur de la langue française**.

The **Commission de toponymie** is the agency responsible for the management of place names [www.toponymie.gouv.qc.ca].

The **Conseil supérieur de la langue française** advises the Minister responsible for the application of the Charter of the French language on any matter relating to the French language in Québec [www.cslf.gouv.qc.ca].

The **Secrétariat à la politique linguistique** is responsible for coordination, consultation and promotion with respect to Québec’s language policy [www.spl.gouv.qc.ca].

The OQLF website provides details about the historic milestones of Québec’s language policy [www.oqlf.gouv.qc.ca/charte/reperes/reperes.html].

Charter of the French language

The Charter of the French language makes French the official language of Québec. It deals with the status of the French language, linguistic officialization, toponymy and francization, creates language agencies, one of which is the Office québécois de la langue française, and includes penal and transitional provisions. The Charter came into force on August 26, 1977.

Mission

The Office québécois de la langue française (OQLF) is the government agency responsible for defining and conducting Québec policy on linguistic officialization, terminology and the francization of the civil administration and enterprises.

Its mandate is to see to it that French is the normal and everyday language of work, communication, commerce and business in the civil administration and in enterprises.

The OQLF is also responsible for ensuring compliance with the Charter of the French language, either acting on its own initiative or following the filing of a complaint with respect to a presumed contravention of the Charter.

The OQLF also monitors the language situation in Québec.

Services and tools

Under the Charter of the French language, the OQLF must “help define and develop the francization programmes provided for” in the Charter and “may assist and inform the civil administration, semipublic agencies, enterprises, associations and natural persons as regards the correction and enrichment of spoken and written French in Québec.”

The OQLF thus offers the public a wide array of services, including the following:

General information service, website and libraries

- The **general information telephone service** is aimed at anyone who wishes to receive information about the Charter of the French language and its regulations (e.g., information about product labelling, public signs, business names, how to lodge a complaint concerning non-compliance with the Charter, OQLF publications and services). Information folders and brochures are also available.
- All of this, along with news, capsules, language tips and information about language rights and obligations, is also available on the OQLF **website**.
- **Libraries**
The OQLF has two specialized libraries, one in Montréal and the other in Québec. Their collections consist of lexicographic and terminological indexes, monographs and periodicals. The libraries are open to the public and offer loan and reference services.

Francization services

I *Francization consulting assistance*

Available across Québec, this service is aimed at businesses with 50 or more employees and government agencies.

Upon request, OQLF professional employees provide information about the provisions of the Charter of the French language applicable to enterprises and Québec government departments and agencies. They also help analyse businesses' language situations, identify problems in different workplaces and provide advice about how to deploy pertinent francization measures.

I *Technical assistance in the area of information technology (IT) francization*

This technical assistance service is designed for businesses in Québec with 50 or more employees and Québec government agencies.

The OQLF personnel responsible for technical assistance in the field of IT francization help diagnose the language situations of businesses and government agencies and offer francization solutions. They provide their clients with access to a database on IT products in French called “PIF” and a technolinguistic evaluation tool known as “Bétel”.

I *Processing of complaints concerning non-compliance with the Charter*

Citizens who note situations that they feel are in non-compliance with the Charter of the French language and its regulations may inform the OQLF about these irregularities by filing a written complaint. The OQLF examines these complaints and, if it feels that they are justified, may decide to follow them up by opening one or more files and carrying out investigations.

I *Assessment of the knowledge of French of candidates for professional orders*

The OQLF administers French tests for candidates for Québec professional orders. The examinations are administered in Montréal and are free-of-charge.

Terminology and language

Le grand dictionnaire terminologique (GDT)



Le grand dictionnaire terminologique is a unique reference tool. Updated on a monthly basis, it provides French terms and their definitions and equivalents in English in over 200 specialized fields. Access to this contemporary tool is free-of-charge via the OQLF website. The GDT is aimed at both language specialists and the general public.

Banque de dépannage linguistique (BDL)



The Banque de dépannage linguistique is a tool that provides clear answers to the most frequent questions about French grammar, spelling, punctuation, vocabulary and abbreviations. The BDL is accessible free-of-charge via the OQLF website.

Language consultations and customized terminology

This consultation service is offered to businesses, language specialists, government agencies and the general public. Terminologists provide tailor-made answers to questions about language and terminology.

A free terminology and language service called *Immedi@t* is also available for journalists.

Terminology and language reference books

OQLF dictionaries, glossaries and word lists are intended mainly but not exclusively for language specialists, businesses and government agencies. The OQLF also researches and publishes language and sociolinguistic studies and language guides,

one of which is *Le français au bureau*. This reference work is aimed at the general public, particularly people who draft administrative and commercial texts. It is accompanied by a book of exercises called *Le français au bureau en exercices*. Both of these publications are available in bookstores.



Influence

The Office québécois de la langue française fosters direct **bilateral and multilateral international cooperation**. It participates in annual meetings and regular dialogue with official language agencies in a number of countries and states, including France, French-speaking Belgium, French-speaking Switzerland, the rest of Canada and Latin America.

It collaborates actively in international networks involved in language and terminology, namely RIFAL (international francophone language-planning network), REALITER (pan-Latin language terminology network) and RITerm (Latin-American terminology network), as well as the terminology work of the International Organization for Standardization (ISO).

By participating regularly in international meetings and welcoming representatives of foreign countries on missions to Québec, the OQLF builds partnerships and expands dialogue within the francophone world and with other states and organizations interested in **language planning** and in sharing terminological and sociolinguistic expertise.

Through events like **Francofête**, which it has coordinated and led for over a decade, the OQLF promotes the French language among members of the general public and rewards businesses, organizations and individuals for worthy initiatives in favour of French. In collaboration with numerous public and private partners and associations, it organizes a programme of activities, including Francovilles, a friendly initiative that pairs municipalities in Québec with towns and cities in France.



Practical information

An **interactive voice box** provides **general information** and describes OQLF services and how to access them. A member of the OQLF personnel may also be reached during normal business hours.

Telephone: 1 888 873-6202 (only in Québec) and 514 873-6565

Fax: 514 873-3488

E-mail: info@oqlf.gouv.qc.ca

Website: www.oqlf.gouv.qc.ca

The **customized telephone consultation service** costs \$5 per call (maximum consultation of ten minutes). It is accessible workdays from 10 a.m. to noon, at 1 900 565-8899.

The OQLF **libraries** are located on the OQLF premises in Montréal and Québec. The Montréal library is open Monday to Friday from 1:00 to 4:30 p.m. To access the library in Québec, you need to make an appointment by calling 418 643-4575.

Normal business hours are Monday to Friday, from 8:30 a.m. to noon and 1:00 to 4:30 p.m.

A **list of OQLF publications** is posted on the OQLF website. These publications may be purchased in bookstores affiliated with Publications du Québec.

The OQLF has **eight offices** in Québec. Their addresses are posted on the OQLF website and listed in the telephone directory blue pages. The OQLF's two main offices are located at the following addresses:

125, rue Sherbrooke Ouest
Montréal (Québec) H2X 1X4

750, boulevard Charest Est
Québec (Québec) G1K 9K4

For more information, see the OQLF website or consult the hard-copy or PDF version of the OQLF **folders**, which provide details about the use of French in enterprises, the language of commerce and business, compliance with language rights, French in the civil administration, professional orders and information technology, and OQLF services.

For the PDF version of the OQLF folders, see the website www.oqlf.gouv.qc.ca, Ressources section, Bibliothèque virtuelle subsection, then Dépliants.