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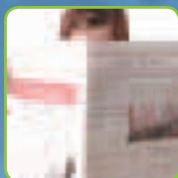
OFFICIAL LANGUAGES

2008–09 ANNUAL REPORT

Volume 2

Achievements of Designated Federal
Institutions – Implementation of Section 41
of the *Official Languages Act*

2





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MINISTER'S MESSAGE

In accordance with the *Official Languages Act*, our Government is committed to increasing the vitality of official-language minority communities and to allowing all Canadians to benefit fully from the advantages that Canada's official languages offer. As Minister of Canadian Heritage and Official Languages, I am responsible for ensuring that all federal institutions respect this commitment and take positive action to help achieve it.

As part of this role, and on behalf of the 30 federal institutions that report to me each year, I am proud to present the progress that our Government has made in promoting the vitality of French and English all across the country. These success stories show the leadership of these institutions, as they are part of discussions and cooperation with communities. Much of this progress is the concrete result of the application of strategic directions in the *Roadmap for Canada's Linguistic Duality 2008–2013* and demonstrates important advances, particularly in the fields of health, justice, immigration, economic development, and arts and culture.

After 40 years under the *Official Languages Act*, federal institutions are working with one another and are listening more closely than ever to communities so that their actions produce real results where it matters most. The following pages offer a good overview of this.

The Honourable James Moore

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INTRODUCTION

Volume 2 of the Annual Report on Official Languages presents the main results achieved by the designated federal institutions as part of the 1994 Accountability Framework for the Implementation of Sections 41 and 42 (Part VII) of the *Official Languages Act* (OLA). This Framework requires some 30 federal institutions to provide Canadian Heritage with an action plan and an annual report on results in regard to the implementation of section 41 of the OLA.

Section 41 of the OLA expresses the federal government's commitment to promote the development of official-language minority communities (OLMCs) and to encourage the use of English and French in Canadian society. Therefore, all federal institutions are subject to section 41 and have a duty to take positive measures. Where a violation of this duty is alleged, a court remedy may be sought. However, only institutions that are subject to the 1994 Accountability Framework for the Implementation of Sections 41 and 42 of the OLA must report to Canadian Heritage.

Under section 42 of the OLA, the Minister of Canadian Heritage must encourage a coordinated approach to the federal commitment within federal institutions. Canadian Heritage works closely with institutions that are subject to the 1994 Framework, while also helping all federal institutions to better understand their duties and to better target their actions.

Therefore, in 2008–09, the Interdepartmental Coordination Directorate maintained its assistance to designated institutions in strengthening the implementation of section 41, but also directly supported some 30 non-designated institutions in their analysis aiming to optimize their contribution to the development of OLMCs or to the promotion of official languages.

NETWORKING AND COORDINATION OF FEDERAL INSTITUTIONS

This is the context in which Canadian Heritage's Interdepartmental Coordination Directorate administers and facilitates the Network of National Coordinators. These coordinators are responsible for the implementation of section 41 of the OLA, and provide OLMCs with a direct point of contact to their institution. The Network meets regularly to exchange best practices and to create, among the various stakeholders, the synergy that is essential to achieving tangible results.

In 2008–09, one of the meetings dealt with issues related to the implementation of section 41 of the OLA in Quebec, thereby raising awareness among federal institutions as to the reality of Quebec's Anglophone communities and strengthening dialogue with these communities.

Interdepartmental coordination is also supported by a network of officers at Canadian Heritage's regional offices who enable cooperation among federal institutions in their province or territory. These regional officers, together with the Interdepartmental Coordination Directorate, form Canadian Heritage's Interdepartmental Coordination Network. Through this Network, the Department is able to completely fulfill its mandate, as described in section 42 of the OLA, at both the national and the regional levels. Network members working in the regions play a key role in organizing regional interdepartmental meetings, such as the one held annually with the Alberta Francophone community, and the regular meetings of the Network of Coordinators responsible for section 41 of the OLA in Nova Scotia. These regional meetings enable the institutions to jointly consult the local or regional communities, without straining the resources of the communities and institutions. In

2008–09, federal institutions were very active various regional networks and listened attentively to OLMC needs and priorities.

Lastly, Canadian Heritage works closely with the Office of the Chief Human Resources Officer (Treasury Board Secretariat) and Justice Canada to ensure that various parts of the OLA are subject to a consistent and structuring governmental approach. More specifically, Canadian Heritage cooperated with the Council of the Network of Official Languages Champions and the Treasury Board Secretariat in organizing the Forum on Official Languages Good Practices. This event was an opportunity to highlight the 20th anniversary of the adoption of Part VII of the OLA. The official languages champions, the national coordinators responsible for the implementation of section 41 of the OLA, and those responsible for Parts IV, V and VI of the OLA witnessed the progress achieved through their joint efforts.

Together with its partners from the Treasury Board Secretariat and Justice Canada, Canadian Heritage develops specific tools, such as a lens for analyzing memoranda to Cabinet or other strategic documents that are then made available to all federal institutions. It also studies many of the memoranda to Cabinet prepared by various federal institutions to ensure that presented initiatives have been analyzed for their impact on the OLMCs and the promotion of official languages in Canadian society.

ONGOING DIALOGUE AND COMMUNICATION WITH OLMCs

Federal institutions use various consultation processes with OLMCs to foster sharing ideas and information. Such consultations help both federal institutions and communities to better understand their respective mandates and priorities, and to identify development opportunities for OLMCs.

Canadian Heritage continued to support federal institutions that coordinate permanent consultation mechanisms (health, economic development and employability, government advertising, broadcasting and telecommunications, etc.) and manage consultative structures for culture (Agreement for the Development of Francophone Arts and Culture in Canada, and working groups).

To encourage the forging of lasting ties and the creation of partnerships, many institutions undertook far-reaching consultations in developing their action plan or in implementing programs and strategic plans.

For example, in 2008–09, the National Arts Centre released its 2008–23 Strategic Plan after holding many consultation sessions attended by artists, arts organizations, arts educators and public funders from across the country. The NAC could therefore take into account concerns raised by artists from official-language minority communities and reaffirm its commitment to promoting linguistic duality as well as the development of OLMCs.

Service Canada consulted OLMCs before opening or moving its service locations, thereby ensuring that it respects its commitment to increase its regional presence.

In addition to holding consultations, the designated institutions remained active in their communications with OLMCs. They could therefore ensure that OLMCs receive updated and relevant information on significant events, reports, policies, and products and services. This is the case with the Public Health Agency of Canada which used the minority media to release public health notices on listeriosis.

More generally, all federal institutions continued to increase their visibility among OLMCs in all regions of the country. For example, the Social Sciences and Humanities Research Council of Canada continued its visits to OLMC universities in order to promote its programs.

COORDINATION, LIAISON AND DEVELOPMENT OF PARTNERSHIPS

To be fully efficient and coordinated, dialogue and communications must be supported by solid coordination and liaison work. Whether within a designated institution or between federal institutions or other levels of government, networking, cooperation and liaison activities are target cooperation among the numerous partners in order to promote the development of OLMCs.

As a result, the development of a larger network enabled the Business Development Bank of Canada to enter into partnerships with many OLMC organizations and sign agreements in six provinces. Similarly, the Canada Council for the Arts continued its pilot project entitled Building Public Engagement in the Arts, in partnership with Canadian Heritage, the Atlantic Canada Opportunities Agency, the New Brunswick Department of Wellness, Culture and Sport, and the New Brunswick Arts Board. These agreements and partnerships demonstrate tangible results from the implementation of section 41 of the OLA.

SUPPORT FOR OLMCs

Federal institutions continue to support OLMC projects, financially or otherwise, and seek to facilitate access to their programs and services.

For example, Status of Women Canada, through the Women's Partnership Fund, granted more than \$2 million over three years for the implementation of projects for women in OLMCs. Also, the National Film Board of Canada held a third edition of its Tremplin competition for emerging filmmakers from Francophone minorities, while its sixth edition of Doc Shop led to the making of 25 students short films by Anglophone Montrealers at the post-secondary level.

In addition, Human Resources and Skills Development Canada concluded contribution agreements involving the Canada Education Savings Program as well as two organizations devoted to OLMC needs, while the Official Language Community Development Bureau at Health Canada managed some fifteen contribution agreements involving close to 30 networks of the Société santé en français and the Community Health and Social Services Network (Quebec's English-speaking communities).

Many non-designated institutions also directly support OLMC groups. For example, in 2008–09, Farm Credit Canada launched the Expression Fund, a fund created to support projects that contribute to the development of OLMCs, and that help residents promote their region's cultural and linguistic diversity.

RESULTS-BASED MANAGEMENT

The Interdepartmental Coordination Directorate maintained its efforts to improve the accountability process to ensure that it better reflects the results achieved by federal institutions. It offers training to all federal institutions and maintains regular dialogue with them in this regard. In conjunction with central agencies, it seeks to find ways to better integrate accountability into the departmental processes overall.

In 2008–09, the Directorate also continued to its consideration of coordination and accountability for all federal institutions.

For more information about action plans and reports on results, you may contact the individual institution directly. A list of contacts at the designated institutions is included inside the cover of this report. This document is also available on the Canadian Heritage website at: www.pch.gc.ca.

ACCOUNTABILITY FRAMEWORK FOR THE IMPLEMENTATION OF SECTIONS 41 AND 42 OF THE *OFFICIAL LANGUAGES ACT*

Some 30 federal institutions are subject to the Accountability Framework for the Implementation of Sections 41 and 42 of the *Official Languages Act* (see list insert). Since this Framework was adopted in 1994, these federal institutions, whose activities are deemed of crucial importance to the development of official-language minority communities, are required to make certain efforts to implement the federal government's commitment as set out in Part VII of the Act. More specifically, they must:

- appoint a national coordinator and regional coordinators as needed for activities related to section 41;
- submit a report on results concerning section 41 to the Minister of Canadian Heritage annually;
- prepare and develop an action plan that covers one or more years. These action plans require consideration and consultation with the communities to understand their priorities and identify suitable programs and initiatives.

OFFICIAL LANGUAGES ACT (EXCERPT FROM PART VII)

Government policy

41. (1) The Government of Canada is committed to (a) enhancing the vitality of the English and French linguistic minority communities in Canada and supporting and assisting their development; and (b) fostering the full recognition and use of both English and French in Canadian society.

Duty of federal institutions

(2) Every federal institution has the duty to ensure that positive measures are taken for the implementation of the commitments under subsection (1). For greater certainty, this implementation shall be carried out while respecting the jurisdiction and powers of the provinces.

Regulations

(3) The Governor in Council may make regulations in respect of federal institutions, other than the Senate, House of Commons, Library of Parliament, office of the Senate Ethics Officer or office of the Conflict of Interest and Ethics Commissioner, prescribing the manner in which any duties of those institutions under this Part are to be carried out.

Coordination

42. The Minister of Canadian Heritage, in consultation with other ministers of the Crown, shall encourage and promote a coordinated approach to the implementation by federal institutions of the commitments set out in section 41.

Application for remedy

77. (1) Any person who has made a complaint to the Commissioner in respect of a right or duty under sections 4 to 7, sections 10 to 13 or Part IV, V or VII, or in respect of section 91, may apply to the Court for a remedy under this Part.

CANADA COUNCIL FOR THE ARTS

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

President and Chief Executive Officer: Robert Sirman

Official Languages Champion: Manon Dugal

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

One of the directions of the Moving Forward Action Plan 2008–11 is to “enhance the Council’s leadership role in promoting equity as a critical priority in fulfilling Canada’s artistic aspirations.” Its definition of “equity” includes artists and arts organizations from official-language minority communities (OLMCs). To meet this objective, the Council set up an internal Equity Measures Implementation Committee responsible for assessing progress made and raising employee awareness of the Action Plan and OLMC special needs.

Consultations

The Council continued to hold discussions with communities regarding strategies and mechanisms of activities funded under the Interdepartmental Partnership with the Official Language Communities (IPOLC), which ended on March 31, 2009. In addition to regular meetings between program officers, artists and arts organizations, the Council held its annual TENDANCES meeting with the Fédération culturelle canadienne-française (FCCF) and met with the English-Language Arts Network (ELAN). The TENDANCES meeting was an opportunity to discuss major sectoral and inter-sectoral issues. The Council participated in working groups organized by Canadian Heritage.

Communications

The Council held information sessions and workshops for Francophone artists and arts organizations in Alberta and New Brunswick to help them prepare funding applications. A workshop was also offered to English-speaking artists from various cultural groups in Montreal. These activities were covered by local media, thereby increasing the visibility of the Council and its activities in support of OLMCs.

MANDATE

The Canada Council for the Arts (CCA) is a Crown corporation that operates independently of the government and reports to Parliament through the Minister of Canadian Heritage. The Council was created by an Act of Parliament in 1957. Under the provisions of the Canada Council for the Arts Act, the mandate of the Council is to “foster and promote the study and enjoyment of, and the production of works in the arts.” In fulfilling its mandate, the Council supports, encourages and stimulates recognition of Canadian works of art and arts organizations and promotes excellence in a wide range of arts disciplines in both official languages throughout the country.

Coordination and liaison

The Council continued its internal coordination of the implementation of section 41 of the OLA as part of its 2008–11 Action Plan by setting up an Equity Measures Implementation Committee (Direction #3). The Council also created a working group responsible for coordinating the horizontal implementation of section 41 throughout the organization.

In New Brunswick, the Council continued its pilot project entitled Développer l’engagement du public envers les arts for the second year, in partnership with Canadian Heritage (Atlantic region); the Atlantic Canada Opportunities Agency; New Brunswick’s Department of Wellness, Culture and Sport; and the New Brunswick Arts Board. French-speaking artists and arts organizations in New Brunswick participate actively in the project.



Funding and program delivery

The Council granted over \$9.3 million, including \$800,000 contributed by IPOLC, to support OLMC artists and arts organizations for the creation, production and distribution of their works in Canada and abroad. The Council also announced its commitment to maintaining IPOLC support throughout the Council's 2008–11 Action Plan. In partnership with Canadian Heritage and the National Arts Centre, the Council renewed the agreement on the Zones Théâtrales event for 2009,

2011 and 2013. This event raises the profile of theatre arts in French-speaking Canadian communities.

Accountability

The Council made changes internally to better coordinate and monitor the implementation of section 41. This responsibility is assumed jointly by the Council Secretariat and Strategic Initiatives and the Arts Disciplines Division.

The Council prepared detailed reports on the number of grants and amounts allocated to OLMC artists and arts organizations, as well as statistics on participation rates of OLMC artists in the Council's peer evaluation committees. The data is submitted to Canadian Heritage and the communities concerned. The Council prepared the Annual Report on Results for 2008–09.

CANADIAN BROADCASTING CORPORATION

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

President and Chief Executive Officer: Hubert T. Lacroix

Official Languages Champion: Katya Laviolette

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In 2008–09, CBC/SRC continued to raise awareness among management and staff regarding linguistic duality as well as priorities and activities in official-language minority communities (OLMCs). The internal bilingual portal for employees became the definitive location for communication and discussion. The Canadian Radio-television and Telecommunications Commission (CRTC)'s review of broadcasting services provided to OLMCs was the subject of a number of articles.

The President and Chief Executive Officer, Hubert T. Lacroix, set up a forum of 70 English-speaking and French-speaking managers and employees from all over the country and, under his leadership, cooperation between managers of English and French services was enhanced.

MANDATE

As the national public broadcaster, the Canadian Broadcasting Corporation (CBC)/Société Radio-Canada (SRC) provides high-quality radio and television services that are distinctly Canadian and reflect Canadian reality and the diversity of its regions, while serving the special needs of those regions.



Consultations

CBC/SRC intensified its strategy of holding consultations with OLMCs, particularly during activities involving its President and Chief Executive Officer and communities all over the country. Radio-Canada's Regions' Panel, composed of 14 representatives, including 11 from OLMCs, met on two occasions. A greater number of first-level managers were also invited, thus further raising their awareness of OLMCs and cementing their commitment to the issues.

Communications

Promotional activities produced on all platforms—radio, television, Internet—provided information to the public on CBC/SRC programs and activities. The *La Molécule* newsletter, distributed by mail, and the special CRTC hearings newsletter on broadcasting services in minority communities, Radio-Canada au service des communautés francophones minoritaires au pays, provided opportunities to better inform key Canadian Francophonie leaders about the Corporation's services and issues.

As a major partner in the 400th anniversary celebrations of the city of Québec, CBC/SRC maintained its involvement and visibility throughout the summer at Espace 400^e and joined the national Francoforce tour. Such activities set the stage for strengthening ties between English-speaking and French-speaking communities and provided an excellent showcase on the vitality of the country's Francophone culture. Finally, Radio-Canada again faithfully partnered with the Coup de cœur francophone, the Rendez-vous de la Francophonie, as well as almost 300 events in OLMCs.

Coordination and liaison

SRC continues to respect the Multipartite Agreement on Arts and Culture of the Canadian Francophonie. It also plans to continue cooperative efforts with various federal partners. In association with the National Film Board, CBC/SRC continued to support new performers through Post-Input Acadie, AnimAcadie, Tremplin and Doc Shop IV. In partnership with the National Arts Centre, Radio-Canada Ottawa-Gatineau broadcasts *Vendredis de la chanson francophone*, which promotes new Ontarian performers.

In partnership with the Canada Council for the Arts and Air Canada's *enRoute* magazine, CBC/SRC again presented the Prix littéraires Radio-Canada/CBC Literary Awards. This is the only Canadian literary competition that rewards original and unpublished works produced in either official language.

Funding and program delivery

Despite this year's difficult economic situation and with financial injections provided internally (Cross-cultural Fund and the President's Fund), CBC/SRC posted a good record for the delivery of programs intended for OLMCs in 2008–09: strengthening regional roots with improved programming on all platforms, increasing regional presence on national radio and television stations, and sustaining hundreds of partnerships.

In order to ensure that all Canadians have access to programming in their region, CBC/SRC applied to various bodies to obtain authorization for satellite distribution of its regional television signals.

As for funding, CBC/SRC applied to decision-making bodies to receive its fair share of the CRTC's new Local Programming Improvement Fund (LPIF).

Lastly, on March 25, 2009, CBC/SRC submitted a 2009–10 financial recovery plan proposing measures that will be phased in over the year.

Accountability

The Corporation develops an annual action plan clearly describing how it plans to fulfil its official-languages responsibilities and follows up with an annual achievements report. The study conducted by the Office of the Commissioner of Official Languages entitled "The Place of French on the Air and Production in a Minority Context" and the CRTC's hearings on broadcasting services in minority communities were two major public opportunities to show accountability related to OLMCs in 2008–09.

CANADIAN HERITAGE

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

Official Languages champion: Nicole Bourget

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Through a variety of training and information sessions and the Working Group on Official Languages, PCH continued to promote understanding among its staff of the content and importance of section 41 of the *Official Languages Act* (OLA). For example, Atlantic Forum participants were invited to attend a presentation by the Lieutenant-Governor of New Brunswick describing his experiences as an Acadian, the cultural wealth of the Acadian community and its economic and social challenges. Canadian Heritage also supported its internal network of sectoral and regional coordinators who undertook various activities within their own areas.

Canada's French language and culture were highlighted through the annual nation-wide *Rendez-vous de la Francophonie*; a noontime show at headquarters, featuring regional artists, celebrating Canada's Francophonie. The Department also supported research to develop policy focused on the integration of Canada's recent immigrants into official-language minority communities (OLMCs).



MANDATE

The Department of Canadian Heritage (PCH) is responsible for national policies and programs that promote Canadian content and foster cultural participation, active citizenship and participation in Canada's civic life, and strengthen connections among Canadians.

Consultation

Through discussions with OLMC representatives, the Department continued to learn about OLMC issues and challenges in priority areas such as health, immigration, justice, economic development, and arts and culture. It conducted numerous consultations in the cultural field, including theatre, music and publishing, and sought the OLMC perspective on the creation of digital cultural content.

The Official Languages Secretariat initiated consultations, led by former New Brunswick Premier Bernard Lord, to develop a

strategy for the second phase of the Official Languages Action Plan, and made public the consultation report.

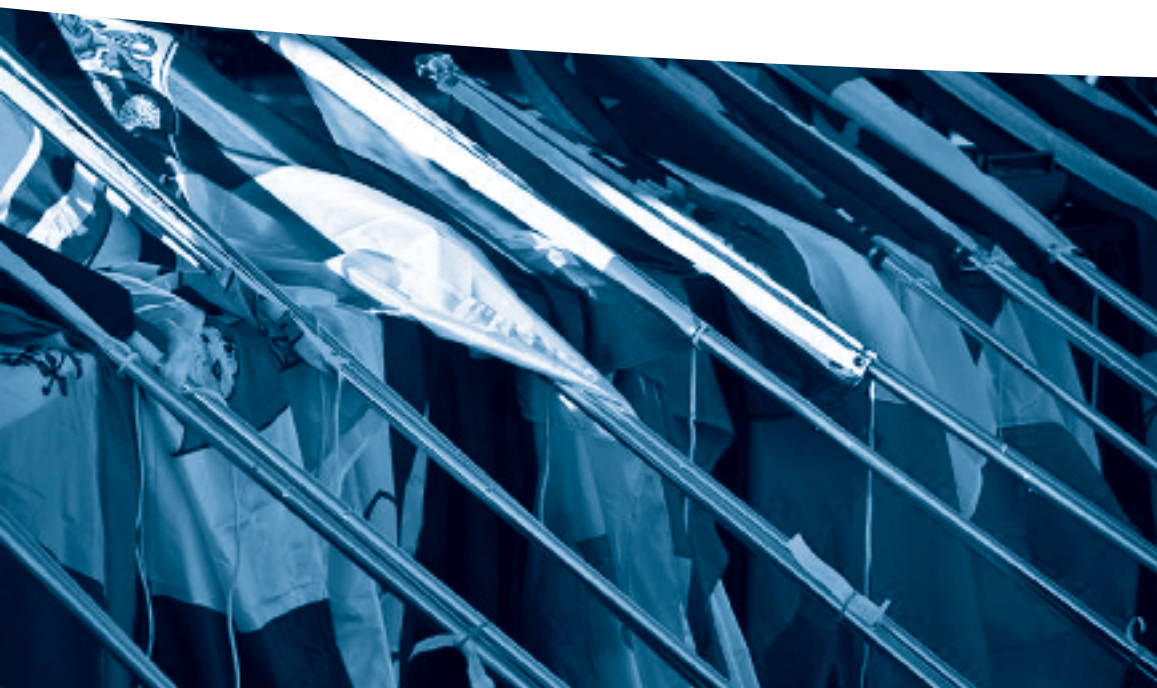
Thus in June 2008, the Department announced the landmark Roadmap for Canada's Linguistic Duality 2008–13: Acting for the Future, following a series of major consultations across the country. A contribution of \$1.1 billion to 14 federal institutions working in areas of greatest priority for OLMCs was announced concurrently.

The Department held other important consultations on the Cultural Development Fund, a commitment made in the Roadmap, as well as on the new Language Rights Support Program, the goal of which is to encourage better understanding of constitutional language rights in Canada. With regard to the 2010 Vancouver Olympic and Paralympic Games, the Fondation canadienne pour le dialogue des cultures and British Columbia's Francophone minority community joined the Department in promoting Place de la francophonie, and the full participation of Canada's Francophone community in the preparation and staging of the Games. These efforts were intended to strengthen dialogue between the 2010 Federal Secretariat and OLMC representatives.

Communications

The Department communicates its policies, programs and services to OLMCs in various ways. A wide range of up-to-date information in such areas as sports, arts and culture, heritage, official languages and the 2010 Vancouver Olympic and Paralympic Games is available on the Canadian Heritage website. The Official Languages Secretariat has a new site providing information on its mandate and activities; the site includes information on both the Government of Canada's Action Plan for Official Languages and the Roadmap, and invites users to contact the Secretariat if they need additional information. The Vancouver 2010 intranet site provides an updated official-languages section for public servants, allowing federal partners to integrate OLMC realities into their own action plans.

Publications also provide information on the Department's obligations relating to sections 41 and 42. *Bulletin 41–42*, published three times a year, reports on the Government's efforts to support OLMCs and promote linguistic duality; the *Annual Report on Official Languages* is a results-based account of the activities of Official Languages Support Programs, and includes summaries of the activities of other designated federal institutions.



Various online services are also available. For example, the Canadian Conservation Institute encourages OLMC members to register online as clients. Regional offices act as the first line of communication and provide first-hand information to their client groups. The Vancouver office, for example, was very active in promoting the Rendez-vous de la francophonie to OLMCs and other federal departments and stakeholders.

Coordination and liaison

Coordination and liaison with other federal institutions and other levels of government is a major activity of the Department. For example, it organized four meetings of the Network of National Coordinators, assembling representatives of some 50 federal institutions to share information and best practices on the implementation of section 41. It also coordinated a national network of Canadian Heritage officers that assists federal colleagues in carrying out their section 41 responsibilities, and continued its coordinating role for interdepartmental working groups in arts and culture. The Department participated actively on numerous interdepartmental committees: federal official languages champions, assistant deputy ministers, official-languages research, economic development, health, immigration, and justice and security. It created Gateway 41, an online work and reference tool that better equips section 41 federal coordinators to do their work.

Canadian Heritage officers participated in official languages sub-committees on regional federal councils. In addition, significant initiatives were launched in three regions. The Prairies and North region created a full-time interdepartmental coordinator position to encourage a better understanding of section 41 obligations and provide a coordinated response to community needs. This is a new approach that could serve as a model for other regions. Nova Scotia created a network of coordinators for the implementation of section 41, allowing it to play a leadership role in liaising with and facilitating contacts among regional federal coordinators. The Western region also created the British Columbia regional network of official languages

coordinators, designed to share information and enhance awareness of OLMCs' needs and challenges in federal institutions.

The Department worked with the Canadian Radio-television and Telecommunications Commission to create an inventory of official-language minority media outlets as a visual expression of the presence and absence of such outlets. The Francophone Secretariat implemented the cultural component of the Roadmap and coordinated sectoral participation relating to the Agreement for the Development of Francophone Arts and Culture in Canada. The 2010 Federal Secretariat collaborated with the Office of the Commissioner of Official Languages on a study pertaining to the role of the Department with the Vancouver Organizing Committee; the study included Canadian Heritage initiatives to encourage participation of Canada's Francophone communities and the promotion of linguistic duality in the 2010 Winter Olympic Games. Sport Canada co-chaired the 2010 Winter Games working group on official languages, dealing with, among others, the recommendations of the Commissioner of Official Languages in his report *Raising Our Game for Vancouver 2010*. The Department also collaborated with the Embassy of France and other federal institutions to organize DiverCiné, a festival of films celebrating international Francophonie.

The Official Languages Secretariat worked with 14 Roadmap partners on updating the horizontal framework for the *Action Plan for Official Languages*. One result of this collaboration was Human Resources and Skills Development Canada's consultations with OLMC representatives to establish indicators and targets for its Enabling Fund. The Secretariat also presided over a sectoral working group with federal institutions on common issues and priorities to strengthen interdepartmental coordination, and meetings of assistant deputy ministers and policy representatives to coordinate the development and implementation of the Roadmap. The Secretariat participated in the Intergovernmental Network for the Canadian Francophonie and supported the Department in its co-chairing duties for the Ministerial Conference on the Canadian Francophonie.

Funding and program delivery

The Department financially supports numerous programs that enhance the vitality of OLMCs and promote Canada's linguistic duality. Examples include:

- Several activities in the context of the 400th anniversary of Quebec City, such as a national conference on learning and teaching Canadian history, youth exchanges, and targeting OLMCs to ensure their involvement in festivities;
- the first-ever statistical and information database in the Quebec region assisting users to incorporate initiatives related to linguistic minorities into their programs;
- an electronic database of current research on OLMCs that is interregional, intersectoral and multidisciplinary;
- various projects on the cultural identity of OLMCs, such as Célébrations 2008 in Manitoba; Bonjour Saskatchewan; and a mosaic of Francophone history, art and culture in Yellowknife;
- the New National Translation Program for Book Publishing;
- the Music Showcase Program for Artists from OLMCs;
- the designation of Coquitlam (British Columbia) as the 2009 Cultural Capital, enabling it to undertake cultural projects such as the centennial of Maillardville;
- special projects undertaken by TV5 Québec Canada, such as digital creation on the Internet or cellphone screens and the production of Canadian broadcasts from Francophone minority communities.

Sport Canada encourages high-performance athletes to request services in their official language of choice and includes language provisions in its contribution agreements and multi-party agreements related to the hosting of domestic and international major Games. These provisions require the Host Societies to actively recruit members of the OLMC and ensure their participation in the organization and staging of the Games.

Special funding for translation and interpretation was provided to Rowing Canada for its coaches' conference in Montreal, allowing more Francophone coaches to be trained in a traditionally English sport.

There was continued support for many other ongoing programs, such as those dealing with minority-language services and education; the preservation, enhancement and sharing of heritage through OLMC museums; the preservation and promotion of Aboriginal languages and cultures; the participation of youth in their communities; two-way exchanges to encourage youth to learn their second official language; enhancement of French content through Canadian Culture Online; dedication of 10% of program funding for French-language television productions to French-language OLMC productions; Francophone theatre in Saskatchewan; and the Réseau des grands espaces, a theatre arts distribution network for Francophone communities in Western Canada and the North.

Accountability

In addition to its own reporting, the Department assisted some 30 designated federal institutions to prepare their action plans and reports. The 2010 Federal Secretariat developed standards for the 2010 Vancouver Organizing Committee regarding their official-languages obligations. Two other reports were completed: a summative evaluation of the action plan for the Official Languages Coordination Program and an audit of the Official Languages Support Programs.

As a result of the work undertaken by the Official Languages Secretariat to update the management and accountability framework for the *2003–2008 Action Plan for Official Languages*, several of the partners conducted their own consultations. Performance indicators were developed for each of the results outlined in the Roadmap and a logical framework was crafted for each of the 31 initiatives. Work has also been completed on an evaluation strategy for a horizontal summative evaluation of the Roadmap, to be carried out in 2011–12 and 2012–13.

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

Chairman: Konrad Von Finckenstein

Secretary General: Robert Morin

Official Languages Champion: Renée Fairweather

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In preparation for a public hearing on English-language and French-language broadcasting services in official-language minority communities (OLMCs), the National Coordinator and her team gave 15 presentations to the Hearing Panel and the Commission. The process resulted in the publication of a report that contributed to increasing awareness and the commitment of the Chairman, advisers and senior management with regard to OLMCs. In addition, the Official Languages Committee, supported by the Champion and senior management, set up an official languages kiosk for new employees to raise their awareness of the challenges faced by OLMCs. An internal policy was developed to integrate the objectives of section 41 of the *Official Languages Act* (OLA) into CRTC's organizational culture.

Consultations

OLMCs were given the opportunity to express their needs and priorities to the CRTC during two meetings of the CRTC-OLMC discussion group. Many of them also responded to a call for comments, made representations and participated in the CRTC's public processes that have an impact on the communities. The excellent quality of representations prepared by OLMCs demonstrates the level of consensus and synergy developed through the discussion group.

Communications

The CRTC website has a page dedicated to OLMCs, with content on the CRTC's role with regard to this clientele, discussion group meetings as well as CRTC activities and

MANDATE

The Canadian Radio-television and Telecommunications Commission (CRTC) regulates and supervises all aspects of the Canadian broadcasting system. The CRTC derives its regulatory authority over broadcasting from the Broadcasting Act (S.C. 1991, c. 11, as amended). Its telecommunications regulatory powers are derived from the Telecommunications Act (S.C. 1993, c. 38, as amended) and the Bell Canada Act (S.C. 1987, c. 19, as amended).



processes related to communities. In addition, a group of contact persons has been set up to provide information to small broadcasters, including those from OLMCs. Finally, a calendar of public processes concerning OLMCs was prepared and distributed. Thus better informed, OLMC representatives will have an opportunity to effectively participate in the CRTC's public processes.

Coordination and liaison

In 2008–09 the CRTC benefited from greater cooperation with its key partners by actively participating in meetings of the Network of National Coordinators Responsible for the Implementation of Section 41 of the OLA and its access to relevant tools, such as Portal 41. The CRTC also appeared before the Senate Standing Committee on Official Languages and the Standing Committee on Canadian Heritage to report on the impact of the television industry on local communities.

Funding and program delivery

As an administrative tribunal, the CRTC does not manage programs or services, nor does it fund activities. However, several CRTC activities contribute to achieving the objectives set out in section 41 of the OLA. In 2008–09, the CRTC studied new media broadcasting in Canada and published a regulatory policy on broadcasting distribution undertakings and optional services, including provisions on rules governing access provided to minority-language services in local small-market programming. Lastly, public hearings enabled the CRTC to both identify policies having an impact on OLMCs and set up the Community Radio Fund of Canada.

Accountability

In accordance with its duties as a federal institution pursuant to section 41 of the OLA, the CRTC prepares and submits a detailed annual report on activities carried out during the year.

NATIONAL ARTS CENTRE

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

President and Chief Executive Officer: Peter A. Herrndorf

Official Languages Champion: Anne Tanguay

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The NAC adopted an Accountability Framework for Official Languages that sets out the roles and responsibilities of management at various levels as well as employees' rights and responsibilities under the *Official Languages Act* (OLA). A summary of the Accountability Framework was distributed to all employees to further raise awareness regarding their obligation to factor in official-language considerations in all their activities.

MANDATE

The National Arts Centre (NAC) develops and promotes performing arts by creating partnerships with artists and communities in the National Capital Region and elsewhere in Canada and seeking out excellence in performing arts, fostering new talent, and making the NAC a world-class centre of artistic excellence.

Consultations

The NAC published its 2008–13 Strategic Plan following a far-reaching public consultation process, including 38 consultation sessions that brought together artists, arts organizations, arts educators and public funding parties from all over the country. The document explicitly reaffirms the NAC's commitment to support performing arts throughout Canada by promoting linguistic duality and the development of artists and official-language minority communities (OLMCs).

In order to meet its commitment to fully contribute to linguistic diversity both in the National Capital Region (NCR) and throughout the country, the NAC continued to hold consultations with key organizations that support the vitality of OLMCs. The Centre also conducted surveys of its audiences and clientele and monitors the delivery of services in both official languages more systematically.

Communications

The NAC devoted much effort to publicizing the BC Scene festival, held in the spring of 2009. The event received impressive media coverage in both official languages in the NCR as well as in British Columbia, giving French-minority artists an opportunity to increase their visibility. In all of its communications activities, particularly during the NAC's Orchestra Week, the organization endeavoured to draw the right balance between both official languages and to reach out to OLMCs.

Funding and program delivery

BC Scene was without a doubt one of the focal events of the 2008–09 season. For 13 days, some 600 artists from the province were given an opportunity to shine at 90 events in Ottawa and Gatineau. This biennial festival provides an excellent national focus on artists and cultural organizations from a given area of the country and is an exceptional way of displaying Canada's cultural and linguistic diversity. BC Scene was not only an example of NAC's strong commitment to keeping a high profile throughout the country, but also a meaningful example of the organization's contribution to Canada's linguistic duality.

Coordination and liaison

From a linguistic point of view, the signing of a memorandum of understanding for the 2009, 2011 and 2013 editions of Festival Zones théâtrales is one of the highlights of 2008–09. The memorandum demonstrates NAC's willingness to continue supporting French-speaking artists from all parts of Canada and to form partnerships—in this case, with Canadian Heritage and Canada Council for the Arts—to ensure that promising initiatives are successfully carried out.

Accountability

The adoption of the Accountability Framework for Official Languages is a tangible and effective measure of the application of the OLA at all NAC reporting levels. The section of the 2007–08 Annual Report dedicated to official languages is also a valuable mechanism for measuring accountability.

NATIONAL CAPITAL COMMISSION

MINISTERS AND SENIOR OFFICIALS RESPONSIBLE

Minister of Transport, Infrastructure and Communities: John Baird

Minister of Foreign Affairs and Minister of State (National Capital Commission): Lawrence Cannon

Chief Executive Officer: Marie Lemay

Official Languages Champion: Diane Dupuis

Official Languages Co-Champion: Peter Bulatovic

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The NCC continued to organize many activities to increase employee awareness of linguistic duality and the priorities of official-language minority communities (OLMCs). The Commission posted intranet messages in both official languages, including the performance report card produced by the Office of the Commissioner of Official Languages. The NCC also organized language games and musical interludes during the Rendez-vous de la Francophonie. Finally, language training was offered to interested staff throughout the year, and orientation sessions for new employees were an opportunity to discuss their linguistic obligations.

Consultations

The NCC obtained feedback from OLMCs during consultations in order to develop its 2009–12 Action Plan. In so doing, lasting ties can be forged and partnerships created with OLMC institutions. The Commission presented the NCC's 2007–08 Report on Results to all OLMC provincial associations to elicit their suggestions on activities of mutual interest.

Communications

The NCC's media relations team distributed news releases in both official languages to the media in the provinces and territories. The NCC gave an interview on CBC/Radio-Canada to provide information on its programs and partnerships to residents of the NCR. NCC education programs were promoted in all schools in the NCR, including those in OLMCs. Lastly, linguistic duality



MANDATE

The National Capital Commission (NCC) prepares plans for the development, conservation and improvement of the National Capital Region (NCR). The NCC works to achieve these goals so that the nature and character of the seat of the Government of Canada reflects its national significance. The NCC organizes, sponsors or promotes public activities and events in the NCR that enrich the cultural and social fabric of Canada.

in event programming remained a priority for such live broadcasts as the Canada Day program.

Coordination and liaison

The NCC participated in a variety of programs, fora and meetings with representatives from the public and private sectors with a view to promoting linguistic duality and OLMC development. The NCC's Official Languages Champion also participated in the working group of the Council of the Network of Official Languages Champions to improve public servant involvement in linguistic duality. Finally, as part of the Vancouver 2010 Olympic and Paralympic Games, the NCC continued to cooperate with Canadian Heritage to ensure that OLMCs would be featured along the route taken by the Olympic Torch in the NCR.

Funding and program delivery

The NCC promoted national pride and unity through a variety of initiatives. An Acadian program was integrated in the 2009 edition of Winterlude to highlight New Brunswick's 225th anniversary. The NCC was also an official partner of the national Francoforce event held at Major's Hill Park in Ottawa in July 2008. In all of the events it organizes, the NCC endeavours to include OLMC artists and ensure they have an equal opportunity to perform.

Accountability

The Integrated Management Framework of the NCC Human Resources addresses issues related to official languages, language training, equal participation and internal communications, and supports official languages as one of the NCC's fundamental values. A number of research projects were conducted during the year, including three that had an official-languages component. Lastly, the results of a focus group revealed that most spectators approve of the new bilingual format of the Sound and Light Show on Parliament Hill.



NATIONAL FILM BOARD OF CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

Government Film Commissioner: Tom Perlmutter

Official Languages Champion: Claude Joli-Cœur

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In 2008–09, the Official Languages Champion and the National Coordinator continued to build awareness among NFB senior managers and staff regarding Part VII of the *Official Languages Act* (OLA). The champion and coordinator also emphasized the NFB's commitment to reaching out to official-language minority communities (OLMCs) and promoting their development.



MANDATE

The National Film Board (NFB) of Canada reflects Canadian values and perspectives through the production of innovative Canadian audiovisual works accessible in relevant media of the day.

Consultations

The NFB continued to strengthen relations with OLMCs by actively participating in key industry meetings and events, including the 4th Forum du Front des réalisateurs indépendants du Canada (FRIC). The NFB became a member of a council created by the Greater Montreal Community Development Initiative to establish better communications between the main sectors of the English-speaking community of Greater Montreal.

Communications

Increasing the visibility of films created by OLMC filmmakers is one of the NFB's core efforts. The Rendez-vous de l'ONF en Acadie had a solid promotional campaign in the Acadian community to encourage e-cinema attendance. Montreal's CinéRobothèque and Toronto's Mediatheque promoted their resources in OLMCs. The NFB is currently developing strategies to offer more educational resources on its website to make them widely and easily accessible to OLMCs throughout Canada.

Coordination and liaison

Along with other government institutions, the NFB participated in several conferences targetting OLMCs: Canadian Heritage's Working Group on Media Arts, the Joint Conference of Official Languages Champions and the Table ronde sur la situation de la culture; moreover, NFB participates actively in meetings of the National Coordinators Network (section 41 of the OLA), organized by Canadian Heritage. The NFB also partnered with Citizenship and Immigration Canada to organize a national video competition: Racism. Stop it! As part of the activities to promote the contest, the NFB set up three workshops in OLMCs to encourage their participation.

Funding and program delivery

NFB films produced by OLMC filmmakers were well received by the public and critics alike, especially *Entre les lignes* (by Franco-Ontarian filmmaker Claude Guilmann) and *Nollywood Babylon* (by Montreal Anglophone filmmakers Ben Addelman and Samir Mallal). The third edition of Tremplin, a contest for new filmmakers from Canada's Francophone minority communities, drew 87 proposals, of which six were selected for production, while the 6th edition of Doc Shop generated 25 short features produced by students enrolled in cinema and communications programs in English-language post-secondary educational institutions in Montreal.

In January, the NFB took one more step toward increasing the accessibility of its films by taking advantage of digital technology: its new online Screening Room offers over 1,000 films, trailers and excerpts of its world-renowned collection, free of charge for personal viewing. In so doing, the NFB provides OLMCs with easy and free access to its collection of films in both official languages.

Accountability

The NFB produced an Annual Report on Results as well as a Results-based Action Plan describing planned activities, expected results and indicators used to evaluate the impact of its programs and services on official-language minorities. The publication of its new 2008–13 Strategic Plan led to the development of a business plan in which a detailed performance framework links specific results to Strategic Plan objectives.

PARKS CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of the Environment: Jim Prentice

Chief Executive Officer: Alan Latourelle

Official Languages Champion: Michel Latreille

MAIN RESULTS ACHIEVED BY INTERVENTION CATEGORY

Awareness

Field Units and Service Centres reported a variety of activities, such as the participation of PC employees across the country in *Rendez-vous de la Francophonie*, demonstrating PC's awareness of its role and obligations in promoting Canada's linguistic duality and contributing to the development and enhancement of OLMCs. To ensure that participants are informed and able to promote Canada's linguistic duality within their Field Units across Canada, over 100 executives and senior managers received a tool kit containing official-language reference documentation and a Part VII fact sheet at the 2008 Senior Managers' Forum.

Consultations

PC continues to consult OLMCs on management plans and other issues of importance to them. The Agency used the OLMCs' media and targeted mailing lists to reach out to their communities. When attending the Terroir Identity and Seduction Symposium in Saskatoon, representatives of PC's Northern Prairies Field Unit met with speakers and event organizers to see how PC could support future *Terroir* projects in the province. PC was very involved in the preparation of the 2010 Olympic and Paralympic Winter Games. Under the Raising Our Game campaign, PC representatives met with Olympic organizers and the Office of the Commissioner of Official Languages (OCOL) to discuss how the Agency could promote the French language and culture during the Games.

Communications

PC continues to publish announcements and advertising in the OLMCs' press and tourism material and is considered a sound

MANDATE

Parks Canada (PC) protects and presents nationally significant examples of Canada's natural and cultural heritage and fosters public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations.

business partner for tourism, an important component of economic development for the OLMCs. Feature interviews with a bilingual interpreter from the Mainland Nova Scotia Field Unit were heard on CIFA, a Nova Scotia French-language radio station, and a representative from the Nunavut Field Unit recently began appearing as a guest speaker on the Francophone community radio station CFRT-FM.

Coordination and liaison

Many Field Units maintain an active presence on federal councils and their official languages (OL) subcommittees. The Field Units support and encourage council efforts by attending monthly meetings, providing input on OL matters, and exchanging best practices on communications with the public and on the promotion of English and French within federal institutions. Parks Canada created the 2010 Winter Games Outreach and Engagement Committee. As a member of this committee, the National OL Coordinator provides OL advice and assistance, as there are over 30 national parks and sites confirmed on the Torch

Relay route. In partnership with other federal institutions, Parks Canada promotes Canada's linguistic duality and contributes to the development and enhancement of OLMCs by participating in meetings such as one organized by Canadian Heritage to discuss PC involvement at the Congrès Mondial Acadien 2009.

Funding and program delivery

PC works closely with various partners to benefit OLMCs and to ensure that their heritage is reflected in national parks and historic sites. A recent success involved partnership with Francoforce, which used Esplanade Park (Fortifications of Québec National Historic Site of Canada) as the official footing for its Francodôme, a portable, three-storey geodesic dome that

serves as a unique performance space. As well, many Field Units worked closely with various OLMCs' tourism and business associations on marketing strategies and other activities, making PC a key player in the development of local tourism industries and in the economic development of OLMCs. For example, the Manitoba Field Unit worked with the 1885 Coalition to commemorate and recognize the contribution of the Francophone and Métis communities in Manitoba, Saskatchewan and Alberta.

Accountability

PC reports annually to the Department of Canadian Heritage and the Treasury Board Secretariat, and receives an annual performance report card from the OCOL. In the 2008–09 report, PC received an "A" for its performance in advancing and supporting the implementation of Part VII of the OLA.

TELEFILM CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

Executive Director: S. Wayne Clarkson

Official Languages Champion: Stella Riggi

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Throughout the year, Telefilm Canada continued to implement its 2006–09 Action Plan for Official Languages and developed its 2009–11 Plan, which proposes proactive measures to achieve the objectives of the *Official Languages Act* (OLA) within Telefilm Canada's mandate. Telefilm Canada used various communications tools, including the Intranet, to build awareness among employees and managers regarding the development of official-language minority communities (OLMCs), as well as the responsibilities inherent to OLA implementation. This question was also discussed during orientation sessions with new employees.

MANDATE

Telefilm Canada fosters and promotes the development of the audiovisual industry in Canada and acts in accordance with agreements concluded with the Department of Canadian Heritage for the provision of services or programs relating to the audiovisual industry. Telefilm Canada provides support to this industry in producing works and cultural products that reflect Canadian society, including its linguistic duality and cultural diversity, for Canadian audiences. Through its various programs, Telefilm Canada serves three sectors of the Canadian industry: film, television and interactive media.

Consultations

As part of the Interdepartmental Partnership with Official Language Communities, which wrapped up on March 31, 2009, Telefilm Canada held consultations with artistic content developers in OLMCs to provide better information about its services and to get feedback on initiatives offered through its Official Languages Activities Program. Telefilm Canada's participation in OLMC activities, such as the Working Group on Media Arts, also provided an opportunity to better understand community needs and projects.

Communications

In order to increase the pool of OLMC creative artists, Telefilm Canada used an e-banner for online registration and expanded Anglophone and Francophone media lists. Telefilm also took advantage of *Bulletin 41–42* to promote OLA-related initiatives. Lastly, all Telefilm Canada documentation and its website are available in both official languages.

Coordination and liaison

Telefilm Canada co-chaired the Working Group on Media Arts organized by Canadian Heritage and participated in meetings of the Network of National Coordinators and the regional conference held in Calgary. Telefilm showed its commitment to the issue by signing the multipartite agreement on culture with the Fédération culturelle canadienne-française and Canadian Heritage with the objective of creating synergy with other stakeholders, including government corporations and federal agencies.

Funding and program delivery

In addition to programs for OLMC artistic content developers, all Telefilm Canada programs are open to producers and projects in either official language. In 2008–09, two initiatives were launched as part of the Official Languages Activities Program: the first supports OLMC artistic productions, and the other provides multi-platform training. In delivering its Official Languages Activities Program, Telefilm Canada seeks to strengthen skills and knowledge in the industry, maximize potential to reach its audiences, and increase the number of applications from OLMC content developers for the organization's main programs.

Accountability

Telefilm Canada supports the development and ensures the promotion of the audiovisual industry to both official-language markets in Canada. The organization uses performance indicators that are specific to the funding granted to OLMC content developers. Tracking resources allocated to projects that support OLMC content developers enables Telefilm to closely monitor its level of investment in OLMCs and adjust its initiatives as necessary. In 2008–09, Telefilm Canada continued to gauge the satisfaction of participants in its Official Languages Activities Program in order to develop new initiatives.

AGRICULTURE AND AGRI-FOOD CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Agriculture and Agri-Food and the Canadian Wheat Board: Gerry Ritz

Official Languages Champions: Rita Moritz and Pierre Corriveau

Senior Official Responsible: Steve Tierney

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The AAFC continued to raise awareness in accordance with its obligations under Part VII of the *Official Languages Act* (OLA) by making presentations to the Official Languages Governance Team, the Corporate Services and Systems Board, and the Executive Committee chaired by the Deputy Minister.

Consultations

In developing its Agricultural Policy Framework, Growing Forward, the AAFC held consultations with official-language minority communities (OLMCs) and took the opportunity at these meetings, as well as in meetings with the National Committee of Economic Development and Employability and with the National Human Resources Development Committee for the English Linguistic Minority, to provide minority communities with information on the Department's programs and services. In 2008–09, the AAFC and the Rural Secretariat continued to hold consultations with and provided advice to Quebec's English-speaking minority community and to French-speaking minority communities in New Brunswick and Ontario. In addition, the AAFC distributed information on Government of Canada programs and services to Community Economic Development and Employability Committees.

Communications

During meetings with the two national committees, the AAFC encouraged participating OLMCs to submit project proposals for funding under the Department's Advancing Canadian Agriculture and Agri-Food Program.

MANDATE

Agriculture and Agri-Food Canada (AAFC) provides information, conducts research, updates technology, and creates policies and programs to ensure security of the food system, health of the environment, and innovation for growth.

Throughout 2008–09, the AAFC continued to maintain and develop its database on communities, a free online resource providing consistent and reliable socio-economic and demographic data on all Canadian communities.

Coordination and liaison

The AAFC maintained its involvement in a coordinated federal government approach to reach policy objectives related to Part VII of the OLA. The Department was a core member of the federal table of the Community Economic Development and Employability Committee and the National



Human Resources Development Committee for the English Linguistic Minority. The AAFC took advantage of these fora to share its views on issues related to OLMCs.

Funding and program delivery

The Department helped fund four French-speaking groups in New Brunswick and two Franco-Ontarian projects as part of the Rural Partnership Program and the Rural

Secretariat's Models for Rural Development. In addition, two projects designed for English-speaking minority communities in Quebec were approved in 2008–09.

Accountability

In 2008–09, the Department submitted a report on results on the implementation of section 41 of the OLA to Canadian Heritage.

ATLANTIC CANADA OPPORTUNITIES AGENCY

MINISTERS AND SENIOR OFFICIAL RESPONSIBLE

Minister of National Defence and Minister for the Atlantic Gateway: Peter G. MacKay

Minister of State (Atlantic Canada Opportunities Agency): Keith Ashfield

Official Languages Champion: Alex Smith

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

ACOA raised employee awareness of the *Official Languages Act* (OLA) through its Intranet, Mercredis en français, and training as well as through regular information sessions provided by the Agency's Integrated Official Languages Committee. In addition, a presentation was made to senior management regarding progress achieved on official languages through activities organized as part of ACOA and the Economic Development Initiative (EDI) programs, as proposed in the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future. Lastly, articles promoting official languages were published on the Agency's Intranet, Rendez vous.

Consultations

ACOA employees are dedicated to the economic development of Atlantic Canada communities. They facilitate cooperation between ACOA and various organizations working in official-language minority communities (OLMCs) as well as discussion on priorities and solutions in line with ACOA's mandate. ACOA staff established many partnerships in the community and works closely with each of those organizations. In addition, the working committee of the Atlantic Réseau de développement



économique et d'employabilité (RDÉE)/ACOA continued to strengthen the partnership for OLMC development. Finally, ACOA conducted a series of OLMC consultations as part of the EDI.

Communications

ACOA posted its Official Languages Action Plan and Achievement Reports on its website with a view to promoting its activities relating to the implementation of section 41 of the OLA. The Agency also published information on its programs in French-language newspapers and produced related audiovisual materials.

Coordination and liaison

ACOA continued to take part in meetings of the Network of National Coordinators responsible for the implementation of section 41 of the OLA and the National Committee of Economic Development and Employability. In addition to its involvement in official-languages issues on a national level, ACOA organized regular meetings of its Official Languages Committee, and its regional coordinators took part in the Official Languages Sub-Committee of the federal council in their region. Lastly, ACOA staff took part in various fora and conferences where OLMC priorities were discussed.

Funding and program delivery

As part of its programming, ACOA supports OLMC projects that are directly related to its mandate. In 2008–09 the Agency supported over 70 projects, totalling \$9,661,334 million in contributions.

Accountability

ACOA continued to meet its obligation to report to Canadian Heritage by submitting annual reports on results and action plans. Information was exchanged between the Official Languages Champion, the National Coordinator and regional coordinators. ACOA concentrated its efforts on integrating official languages into its planning and evaluation processes as well as on developing modules on processing client files.

BUSINESS DEVELOPMENT BANK OF CANADA

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Industry: Tony Clement

President and Chief Executive Officer: Jean-René Halde

Official Languages Champion: Mary Karamanos

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

BDC continued to keep employees informed of its activities relating to Part VII of the *Official Languages Act* (OLA) by posting its annual report on its website and distributing *Bulletin 41–42* in its branches and head office. New employees also received fact sheets on BDC's obligations under each part of the OLA. BDC's newsletter regularly publishes articles that increase employee understanding of the OLA. In addition, a number of local projects and business development activities took place during the year, thus further raising the awareness of BDC representatives regarding the priorities of official-language minority communities (OLMCs) and the challenges they face.



Consultations

BDC continued to hold focused consultations with Ontario's French-speaking community and participated in Industry Canada meetings with representatives from those communities.

Communications

As part of its advertising strategy and to ensure that OLMCs receive updated information, BDC took out ads in many periodicals across the country.

Coordination and liaison

The National Coordinator participated in all meetings relating to official languages. BDC therefore learned more about best practices in other federal institutions and strengthened its ties at the national level. BDC continued to establish partnerships with organizations serving OLMCs, and agreements were signed in Prince Edward Island, Nova Scotia, New Brunswick, Ontario, Manitoba and Alberta in this regard.

Funding and program delivery

BDC continued to strengthen community vitality by offering small and medium-sized businesses flexible financing options, affordable consultation services, and venture capital. BDC provides business solutions to help companies at each step of their growth. BDC has also provided financial support to many community projects, including projects organized by the Conseil économique du

Nouveau-Brunswick, the Regroupement des gens d'affaires de la Capitale nationale in Ottawa, the Camp Jeunes Entrepreneurs in Saskatchewan, and the Salon des entrepreneurs bilingues, an annual event held in Vancouver.

Accountability

BDC has integrated the application of Part VII of the OLA into its daily operations, mandate and organizational priorities. It continues its OLMC activities nationwide and submitted its action plan and achievements report to Canadian Heritage. BDC's Human Resources department is responsible for coordinating the implementation of Part VII of the OLA, while the operational staff in over 90 branches enforce it under the direction of 24 vice-presidents. The strategy used to fulfill its obligations reflects BDC's organizational structure and accountability mechanisms.

ECONOMIC DEVELOPMENT AGENCY OF CANADA FOR THE REGIONS OF QUEBEC

MINISTERS AND SENIOR OFFICIALS RESPONSIBLE

Minister of Public Works and Government Services Canada: Christian Paradis

Minister of State (the Economic Development Agency of Canada for the Regions of Quebec): Denis Lebel

Official Languages Champion: Rita Tremblay

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The Agency continued to promote employee awareness regarding the *Official Languages Act* (OLA). Agency resource persons provided help to understand the OLA and related obligations and facilitated the continual update of projects under section 41 of the OLA. Distribution of the 2008–10 Results-based Action Plan to business offices and senior management provided employees with information on the strategy adopted with regard to section 41 of the OLA. The Agency also organized briefing sessions for senior management on the implementation of the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future, as well as

MANDATE

The Economic Development Agency of Canada for the Regions of Quebec promotes the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or opportunities for productive employment are inadequate. In carrying out its responsibilities, the Agency applies measures to promote cooperation and complementarity with Quebec and communities in Quebec.

on the needs and priorities determined by English-speaking communities in Quebec.

Consultations

The Agency continued to hold consultations and discussions with representatives of English-speaking communities in Quebec, including the Community Table and the Quebec Communities Group Network. In 2008–09 it distributed its 2008–10 Results-based Action Plan to official-language minority communities (OLMCs) supporting the implementation of section 41 of the OLA. The Agency also held regular meetings with Community Economic Development and Employability committees to discuss specific initiatives and general issues raised by the committees raised. These consultations enabled the Agency to forge strong ties with OLMCs, understand their needs and promote better access to information on programs offered by the federal government.

Communications

Outside communications activities such as Business Contact, which encourages the creation of new business ties between English-speaking and French-speaking communities, provided information to OLMCs and increased their understanding of the Agency's mandate and programs.

Coordination and liaison

In cooperation with various federal partners, the Agency developed the Economic Development Initiative (EDI) to help carry out projects for the development of

English-speaking communities. By actively participating in many meetings, the Agency played a role in influencing and distributing information to several federal partners, therefore fostering better understanding of issues and best practices related to section 41 of the OLA. Internally, the Agency maintained its network of regional-local coordinators responsible for interactions with OLMCs to ensure ongoing discussion and sharing of best practices.

Funding and program delivery

As of March 31, 2009, the Agency had 11 projects underway to support community development, i.e. \$1.7 million in financial assistance on an investment of \$7.4 million. The Agency also committed to ensuring that, in any agreement concluded with a non-profit organization that is not an agency of the Government of Quebec and requiring funding by the Agency for public service activities or communications, the client must agree to offer services and communications in both English and French, where relevant.

Accountability

In addition to producing an annual achievement report, the Agency implemented its 2008–10 Results-based Action Plan, incorporated section 41 of the OLA into its practices, and monitored progress in the implementation of its programs.



CANADIAN TOURISM COMMISSION

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Industry: Tony Clement

Official Languages Champion: Chantal Péan

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In March 2009, the CTC sent a memorandum to employees reminding them of their official-languages obligations. The Commission also designated March 20, 2009, as “Official Languages Day” at the CTC and organized a breakfast as part of celebrations marking the International Day of la Francophonie. Section 41 of the *Official Languages Act* (OLA) is included on the Senior Management Committee’s agenda.

Consultations

The February 25, 2009, memorandum of agreement signed with the Réseau national de développement économique francophone du Canada (RDÉE) was the result of sustained discussions seeking to support the promotion of French-language products as well as tourist destinations in French-speaking minority communities in Canada. The CTC and RDÉE will work together to develop strategies that facilitate the participation of tourism stakeholders from official-language minority communities (OLMCs) in CTC programs.

Communications

The Commission launched CTC News, a service that provides subscribers with information on CTC activities and media-related issues. The CTC is making every effort to increase the number of OLMC subscribers.

In addition to media-related efforts to stimulate economic activities related to tourism in OLMCs, the CTC’s media centre promotes stories, images and videos on OLMC culture and experiences. Reporters from all over the world may view this content at www.Canada.travel/media.

MANDATE

The mandate of the Canadian Tourism Commission (CTC) is to sustain a vibrant and profitable tourism industry in Canada; to market Canada as a desirable tourist destination; to support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and to provide information about Canadian tourism to the private sector and to the federal, provincial and territorial governments.

Coordination and liaison

The CTC continued to cooperate with various federal and provincial partners as well as with OLMC representatives on a variety of projects. For example, the CTC concluded a partnership with Canada Border Services Agency on the Welcome to Canada program to promote CTC’s tourism brand Canada. Keep Exploring at a number of airports and border crossings. The program will be implemented throughout Canada at various points of entry to the country.

Funding and program delivery

Although the CTC is not a funding organization, it seeks to facilitate the work of OLMC tourism companies by providing the best possible information and business development tools. The CTC cooperated with Société Radio-Canada in recording the “La petite séduction” broadcast in Saskatchewan and Manitoba in 2008, which raised the profile of the featured French-speaking communities throughout the country. The CTC

provided \$12,000 in funding to the project. In partnership with RDÉE, the CTC invested \$50,000 to create videos about the experiences certain OLMCs offer to tourists. Such cooperative initiatives will help OLMCs take advantage of opportunities generated by the 2010 Winter Olympic and Paralympic Games.

Accountability

The CTC's Action Plan is the main tool used to show accountability in the implementation of section 41 of the OLA. Progress on the Action Plan is closely monitored by the CTC's Official Languages Committee. The CTC's Three-Year Strategic Plan, Business Plan and Annual Report all contain components relating to its responsibilities under section 41 of the OLA.

INDUSTRY CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Industry: Tony Clement

Deputy Minister: Richard Dicteri

Official Languages Champion: Nick Heseltine

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In 2008–09, the departmental Official Languages Champion focused on several issues related to section 41 of the *Official Languages Act* (OLA). An awareness-raising strategy was developed and carried out in all departmental offices, and technical support was provided to the Human Resources Branch to review the Department's role and obligations regarding active offer.

Through awareness building, senior management and program managers were encouraged to adopt a voluntary approach to systematically applying the Official Languages Filter to all new programs as they are developed. The Filter is a unique tool for analyzing a program's impact on official languages. As a result, all new Industry Canada programs associated with Canada's Economic Action Plan take into account the needs of official-language minority communities (OLMCs).

Consultations

Regular consultations with OLMCs and regional development agencies enabled IC to produce a five-year Results-based Action Plan and a work plan to implement



MANDATE

Industry Canada (IC) helps foster a growing, competitive and knowledge-based Canadian economy, thus improving the standard of living and quality of life in Canada. The Department promotes the growth of a dynamic and innovative economy.

the Economic Development Initiative of the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.

Communications

A series of communications products was produced to support the Department's official-languages activities. Through the CommunAction website, presentations, as well as the publication and distribution of plans and reports, OLMCs have access to information regarding the Department's activities, programs and policies.

Coordination and liaison

IC took part in preparations for the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future to Treasury Board submission. The Department also contributed to the creation of the Economic Development Initiative.

Lastly, the Department continued to participate in a variety of interdepartmental fora and committees on OLMC issues, namely the Coordinating Committee on Official Languages Research, the Committee of Assistant Deputy Ministers on Official Languages, the Citizenship and Immigration Economic Working Group, the Network of National Coordinators Responsible for the Implementation of Section 41 of the *Official Languages Act* and the Network of Departmental Official Languages Champions.

Funding and program delivery

In 2008–09, IC continued to support the economic created of OLMCs. The Department created an implementation plan for the Economic Development Initiative. This initiative is geared toward the acquisition of new business skills within OLMCs through innovation, entrepreneurship, partnerships and diversification of economic activities.

Accountability

IC continued to ensure that its policies and programs take OLMCs into account. Ongoing support from the Department's Official Languages Discussion Network and use of the Official Languages Filter enabled the Department to adopt necessary corrective measures in a timely fashion.

PUBLIC WORKS AND GOVERNMENT SERVICES CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Public Works and Government Services Canada: Christian Paradis
Official Languages Champions: Francine Kennedy and John McBain

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The second edition of Linguistic Duality Week increased staff awareness of the value-added that English and French bring to Canadian society. In addition, Department policy on official languages, which was revised in 2007 to incorporate guidelines on Treasury Board submissions, support for official-language minority communities (OLMCs) and promotion of linguistic duality, was implemented in June 2008. PWGSC also carried out research on best practices in federal advertising related to OLMCs in order to provide better advice to federal communicators on reaching out to communities through the media.

MANDATE

By providing the Government of Canada with the innovative common services it needs to carry out its programs, Public Works and Government Services Canada (PWGSC) helps government departments and agencies focus on what they do best—serve Canadians.

Consultations

The work of the Consultative Committee on Advertising and Official Language Minority Media provided opportunities for dialogue on issues related to minority media and identified avenues for development. The Department and representatives from minority media continued to develop a planning tool to help federal institutions create media plans that effectively reach OLMCs, while ensuring that they meet the requirements of the *Official Languages Act* (OLA).

In accordance with the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future, the Translation Bureau consulted national organizations representing OLMCs during the design of the Canadian Language Sector Enhancement Program to determine its impact on the language industry in minority communities.

Communications

PWGSC continued to organize workshops on How to do Business with the Government of Canada and Writing an Effective Proposal to help make it easier for OLMC small and medium enterprises to work with the government. In this regard, the Office of Small and Medium Enterprises began talks with the Réseau de développement économique et d'employabilité and the Community Table in Quebec to formalize the practice of offering joint workshops for OLMC businesspeople throughout Canada.

Using Canadian Heritage's client list, the Department contacted over 420 non-profit organizations in OLMCs to provide information on the priority client sales policy. The policy puts non-profit organizations on a priority list to purchase the federal government's excess goods at fair market prices on condition the purchase is intended for the exclusive use of the organization.

Coordination and liaison

PWGSC continues to be involved in several official-language networks. For example, the Translation Bureau provided its cooperation to various partners, particularly provincial and territorial governments, in designing the format and performance measurement strategy of the Canadian Language Sector Enhancement Program.

Funding and program delivery

In addition to its hotel discount card and computer system distribution programs, PWGSC still offers TERMIUM® subscriptions free of charge to OLMC organizations. In 2008–09, the budget for this program tripled, and the organization granted five times the number of new subscriptions. In a pilot project, the Department also offered support to national organizations representing OLMCs for the translation of key documents.

Accountability

Since May 2008, the National Coordinator responsible for the implementation of section 41 of the OLA has been systematically reviewing all Treasury Board submissions prepared on behalf of the Department to evaluate their impact on official languages. The Translation Bureau also participated in the development of the Roadmap's Horizontal Results-based Management and Accountability Framework.

WESTERN ECONOMIC DIVERSIFICATION CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of State (Western Economic Diversification): Lynne Yelich

Deputy Minister: Oryssia J. Lennie

Official Languages Champion: Janet King

MAIN RESULTS ACHIEVED BY CATEGORY

Awareness

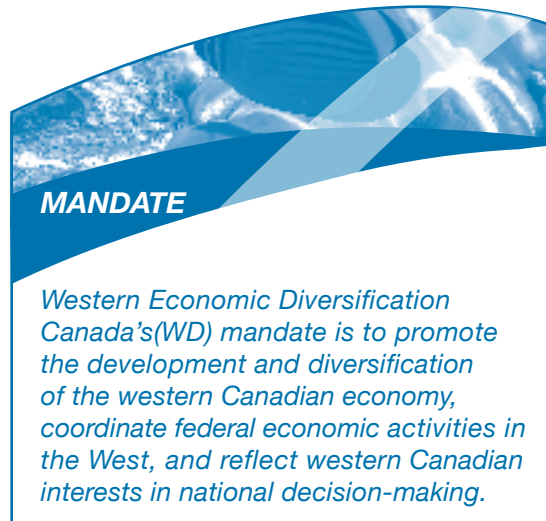
WD successfully increased awareness, within the Department, of linguistic duality and the priorities of western official-language minority communities (OLMCs). This goal was achieved through the formal integration of the official languages (OL) file into WD's strategic planning framework, and the promotion of OLMC considerations in program implementation. The commitment of WD management to official languages and western OLMCs was confirmed when the Executive Committee approved:

- the terms of reference for the department's OL team;
- the development of a three-year OL strategy that is integrated into both the Department's strategic framework and that of the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future;
- a funded OL training policy.

Awareness efforts also included provision of OL information in messages and new staff orientations, promotion of official languages celebrations, and access to the opportunity to become the National OL Coordinator.

Consultations

WD led or participated in consultations with the western OLMCs. WD's new Assistant Deputy Minister Official Languages Champion undertook initial consultations with the Francophone Economic Development Organizations (FEDOs) representatives, while OL team members from WD maintained ongoing consultations with the FEDOs to confirm OLMC priorities. These activities



supported WD's contribution to the federal Roadmap. WD continued to engage fully in consultations led by other governmental departments, networks of regional coordinators, and the regional federal councils.

Communications

An OL communications strategy was developed to guide WD's communications with OLMCs for the coming two years. In 2008, WD commissioned an impact study of the FEDOs for the five-year period from April 2003 to March 2008. The study concluded that the FEDOs play an important and direct role in supporting economic planning and implementation of community projects in western OLMCs. A summary of the assessment was posted on WD's website.

Coordination and liaison

WD supported coordination and liaison with other government institutions to share best practices in the delivery of OLMC-related activities. The OL team implemented a matrix approach for issues management that enabled regional coordinators to participate in national coordination, liaison and research

HUMAN RESOURCES DEVELOPMENT SECTOR

events and to expand their understanding of OLMC issues at the national level. The OL Champion made participation in the Council of the Network of OL Champions a priority, and remained involved in other decision-making bodies.

Funding and program delivery

WD continued to deliver approved core funding (\$2.18 million annually) for the FEDOs to provide business and community economic development services to western OLMCs. WD received funding under the Economic Development Initiative component of the federal Roadmap that will be used for OLMC economic development projects. In

2008–2009, WD funded three projects that resulted in a total investment of \$943,800 in OLMCs. One of these projects was funded under the Roadmap and two others under departmental programs.

Accountability

WD formalized the accountability framework for OL activities by integrating these activities into WD's performance measurement framework. OL efforts are reported in the Department's overall plans and reports. Governance of OL activities was strengthened by the newly approved terms of reference for the OL team and stable funding for the National OL Coordinator position.

CANADA POST CORPORATION

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of State (Transport): Rob Merrifield

Official Languages Champion: Bonnie Boretsky

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In 2008–09, Canada Post affirmed its commitment to linguistic duality by implementing awareness-building activities internally. All employees and managers in bilingual positions—other than those at points of sale—received e-training on official languages, in particular on the implementation of Part VII of the *Official Languages Act* (OLA).

Consultations

To better meet the needs of official-language minority communities (OLMCs), Canada Post reviewed the annual reports and development plans of all of its provincial and territorial associates, provided them with its Action Plan, and met with community representatives. Those consultations confirmed that literacy, a sector Canada Post supports considerably, is still a priority for most OLMCs.

Following the 2009 World Acadian Congress held in August, Canada Post established a partnership with Congress to develop an electronic bibliography of Acadian authors.



MANDATE

The Canada Post Corporation is a government corporation that serves all Canadian residents, businesses and organizations by providing secure delivery of messages, information and parcels throughout Canada with high-quality service and value that guarantee loyalty.

Communications

OLMCs and the rest of the population have access to bilingual information about Canada Post products and services on its website. The Corporation's Annual Report, Action Plan for Part VII of the OLA and information on literacy initiatives in which Canada Post participates are also posted on the website. Lastly, with the release of a stamp celebrating the 12th Summit of la Francophonie and a

second set of stamps in the Canadians in Hollywood series, the Corporation affirmed its commitment to promote the country's bilingual character.

Coordination and liaison

Canada Post has a National Network of Regional Coordinators who actively participate in intersectoral meetings, including federal councils, to discuss measures for the effective implementation of Part VII of the OLA. A partnership between the official-languages team at the national level and the Atlantic Regional Coordinator resulted in the development of a new process to inform OLMC representatives of the Corporation's external job postings. This process will also be implemented in other regions of the country.

Funding and program delivery

Canada Post supports OLMCs mainly through literacy initiatives such as the Canada Post Community Literacy Awards, the CanWest CanSpell contest and the

Dictée Paul Gérin-Lajoie. The Corporation also contributes to the funding of many projects to strengthen linguistic duality in Canadian communities, including the advertising campaign of the Fédération canadienne pour l'alphabétisation en français, the Correspondances d'Eastman, the Festival franco-ontarien and the Canadian Foundation for Cross-Cultural Dialogue. The Corporation also supports the University of Ottawa's Telfer School of Management, where students are exposed to life experiences in both official languages.

Accountability

In 2008, Canada Post reviewed all of its policies to assess their impact on OLMCs and propose necessary changes.

For the fifth consecutive year, the Commissioner of Official Languages gave Canada Post an exemplary rating in the category of Development of Official-Language Minority Communities and Promotion of Linguistic Duality—Part VII of the OLA.

CANADA SCHOOL OF PUBLIC SERVICE

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

President of the Treasury Board: Vic Toews

President and Chief Executive Officer: Ruth Dantzer

Official Languages Champion: Donna Achimov

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

To ensure that public servants have a better understanding of their responsibilities and the issues related to the implementation of section 41 of the *Official Languages Act* (OLA), the CSPS continued to improve its introductory course on official languages by modifying the content that refers to Parts IV and VII of the OLA. In addition, the Direxion Program gave future public service leaders a better understanding of Canada's linguistic duality, particularly with a visit to French-speaking communities outside Quebec, during which issues related to the Canadian Francophonie in minority communities were discussed.

MANDATE

The Canada School of Public Service (CSPS) is the common learning provider for the Public Service of Canada. It provides a unified approach to learning and professional development and ensures that all public servants, no matter where they are in Canada, have the knowledge and skills required to achieve results for Canadians.

Consultations

The CSPA continued to hold consultations with official-language minority communities (OLMCs). For the fourth year, it organized the French Language Maintenance Forum held in French-speaking communities in Saskatoon and Saint-Boniface. This event brought close to 90 federal and provincial public servants together where OLMC activities were presented, networks were created with French-speaking communities and lasting ties were developed with OLMCs.

Communications

Although the mandate of the CSPA is to provide learning services to the entire Public Service of Canada, it also seeks opportunities to share ideas with OLMCs as part of delivering training to federal public servants. Through presentations, conferences and promotional activities, the CSPA has increased the visibility of its products and services in all parts of Canada.

Coordination and liaison

The CSPA continues to participate in activities organized by various interministerial networks such as the national coordinators responsible for the implementation of section 41 of the OLA and regional federal council sub-committees on official languages. Such

interministerial networking gives departments the opportunity to share best practices and discuss the implementation of section 41 of the OLA. In addition, for the second consecutive year, the CSPA has shown leadership as the organization responsible for the regional interministerial Official Languages Forum in the Pacific region. This forum generated discussion with French-speaking communities on federal government policies.

Funding and program delivery

To ensure that the priorities and needs of OLMCs are reflected in its products and services, the CSPA maintained cooperation agreements with the private sector in minority communities. In this regard, it continued to offer language training programs.

Accountability

The CSPA reviewed the language training services it offers online. With the help of its program evaluation team, the CSPA reviewed the relevance, success, impact, design, delivery and cost-benefit of its second-language courses and products as well as its *Campusdirect* tools. The conclusions and recommendations of that evaluation report were used to develop an action plan to improve products and services.

HEALTH CANADA

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Health: Leona Aglukkaq

Official Languages Champion: Laurette Burch

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Health Canada continued its awareness activities through the Official Language Community Development Bureau (OLCDB), the unit responsible for coordinating the implementation of section 41 of the *Official Languages Act* (OLA). In fact, the Official Languages Champion released a video message to reiterate the role and contribution of the OLCDB and Health Canada as it concerns linguistic duality. Senior management also took part in information

MANDATE

Health Canada helps Canadians maintain and improve their health. The Department plays a significant role in developing policy and delivering programs and services. Its partners include provincial and territorial governments, First Nations and Inuit communities, and other stakeholders.

sessions and received documentation on the implementation of the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.

Consultations

The launch of the new Official Languages Health Contribution Program that stemmed from the Roadmap led to a series of consultations with recipients. In addition, under the direction of the Ministerial Conference of the Canadian Francophonie, Health Canada consulted with representatives of provincial and territorial governments regarding the new program's directions.

In cooperation with the Société Santé en français (SSF) and the Consortium national de la formation en santé, the Canadian Institutes of Health Research (CIHR) held the first CIHR summer workshop on OLMC health issues. In March 2009, Health Canada participated in a research conference on English-speaking communities, held in Montreal.

Communications

Health Canada has very effective tools to communicate regularly with OLMCs. In particular, a major video conference with 70 community representatives from all provinces and territories was held to provide information on progress in implementing the new Roadmap in the health sector.

Coordination and liaison

Regional coordinators ensure that strong ties are maintained between community representatives and departmental program officers. They participated in regional committees as well as in federal council working groups on official languages throughout the country. Health Canada's ongoing participation in various regional and national committees, including the Committee of Assistant Deputy Ministers on Official Languages, Canadian

Heritage's Coordinating Committee on Official Languages Research, and the Interdepartmental Policy Committee, reaffirmed its determination to promote the vitality and development of OLMCs. Networking meetings were held to share ideas and exemplary practices on the implementation of section 41 of the OLA.

Funding and program delivery

Health Canada contributed significant funds to improve OLMC access to health services. In 2008–09, additional funding of \$4 million was provided to the Consortium national de formation en santé (CNFS), bringing the total to \$20 million, while the SSF received \$500,000 in additional funding, for a total of \$2.5 million. The funding allowed the OLCDB to manage 14 contribution agreements, notably for the operation of 17 SSF networks working in Francophone minority communities and 10 community organizations of the Community Health and Social Services Network for Quebec's English-speaking communities; it also facilitated the training of Consortium national de formation en santé (CNFS) and McGill University health professionals.

Health Canada continued to fund a program to help French-speaking immigrants trained abroad in the health sector to qualify to practise in Canada. OLMCs were also able to benefit from programs funded by the Department to fight tobacco and drug use.

Accountability

The Department works closely with the Canadian Heritage Official Languages Secretariat on the implementation of the Roadmap. The summative evaluation of the Contribution Program to Improve Access to Health Services for OLMCs has confirmed that the program is still relevant, since equality of both official languages in the health sector has not yet been achieved.

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Human Resources and Skills Development: Diane Finley

Official Languages Champion:
Élisabeth Châtillon (Service Canada)

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

HRSDC continued to show leadership in broadening knowledge about the implementation of section 41 of the *Official Languages Act* (OLA). This year, Service Canada managers and employees were presented with development plans for French-speaking communities in Alberta, the Northwest Territories and Nunavut.

The Service Canada College incorporated official languages into several training modules, particularly employee responsibility for the implementation of section 41 of the OLA; 1,382 employees took part.

Awareness of linguistic duality was observed in various departmental activities, including the Rendez-vous de la Francophonie, for which the Department organized a vast promotional campaign. In addition, workshops on French-Canadian, Métis and Congolese cultures were opportunities for employees in Alberta to recognize the diversity of Francophone communities.

Consultations

Working groups, advisory committees and visits by the Official Languages Champion all contributed to helping HRSDC better understand the needs and priorities of official-language minority communities (OLMCs). Consultations focused on Disability Savings Regulations and family literacy, while other meetings were held with Francophone organization managers from Campbell River and Nanaimo. In addition, to fulfill a commitment to expand its regional presence, Service Canada consulted with OLMCs prior to opening or moving its points of service.

MANDATE

Human Resources and Skills Development Canada (HRSDC) improves the standard of living and quality of life of all Canadians by promoting a highly skilled and mobile workforce and an efficient and inclusive labour market. The Department provides learning and training opportunities, healthy and productive working conditions and labour-management relations, as well as policies, programs and services that support the social well-being of individuals and families and their participation in society and the economy. Service Canada works in cooperation with federal departments, other levels of government, and community service providers to bring services and benefits together in a single service-delivery network.

Communications

HRSDC has made every effort to create lasting ties with OLMCs and to inform them about specific programs. For example, employees from the British Columbia regional office took part in an information fair organized by the Pacific Federal Council Official Languages Committee to promote departmental programs and services that support OLMC development. In addition, access to information on the Canada Education Savings Program was facilitated through the Department's website and CanLearn.

Coordination and liaison

The Department took part in various seminars and committees, including the Coordinating Committee on Official Languages Research, the Network of Official Languages Champions, and the Network of National Coordinators Responsible for the Implementation of Section 41 of the OLA.

Through the Enabling Fund, HRSDC maintained secretariat services for the National Committee of Economic Development and Employability in Minority Francophone Communities and the National Human Resources Development Committee for the English Linguistic Minority. In addition, Service Canada's regional coordinators participated in regional federal council interdepartmental working groups on official languages. For example, the Newfoundland and Labrador team developed a regional action plan on official languages to determine links established between initiatives undertaken under Parts IV and VII of the OLA.

Funding and program delivery

The Department ensured that OLMCs had access to programs and services in a number of sectors, notably those geared toward early childhood, youth, seniors, training and core competencies, literacy and homelessness.



A contribution agreement was signed between the Canada Education Savings Program and two organizations dedicated to meeting OLMC needs. Toronto's Passerelle received \$725,726 for a three-year project and the Economic & Social Council of Ottawa-Carleton received \$524,083 for a two-year project.

Accountability

Activities for the implementation of section 41 of the OLA were integrated into various departmental planning products, including the Report on Plans and Priorities as well as the Departmental Performance Report.

PUBLIC HEALTH AGENCY OF CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Health: Leona Aglukkaq

Official Languages Champion: Danielle Grondin

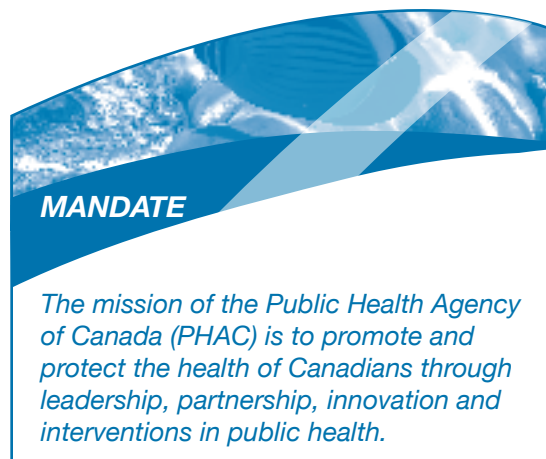
Official Languages Co-Champion: Chantal J. Morin

Senior Official Responsible: Caroline Légaré

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

PHAC organized the first National Official Languages Regional Coordinators' Conference. It was an excellent opportunity to both enhance group cohesion regarding development issues related to official-language minority communities (OLMCs) and promote linguistic duality. Moreover, all Atlantic region divisions now have access to



MANDATE

The mission of the Public Health Agency of Canada (PHAC) is to promote and protect the health of Canadians through leadership, partnership, innovation and interventions in public health.

a database of Acadian and French-speaking community resources in the region. This new education tool is a result of the Five-Year Action Plan to Increase the Vitality of Atlantic Canada's Acadian and Francophone Communities.

Consultations

To clearly understand public health issues in communities, PHAC representatives participated in annual meetings as well as various communications and cooperative activities developed by community organizations. In Manitoba and Saskatchewan, Agency representatives participated in the launch of the *Rapport portant sur les consultations auprès des personnes handicapées francophones*, organized by Conseil communauté en santé. In the Atlantic region, PHAC is now conducting an analysis of public health policies and gathering documentation on Acadian and French-speaking communities.

Communications

The Agency regularly reports on its activities in the regions. The publication of the first PHAC Atlantic region report related to the Five-Year Action Plan resulted in discussions with major French-speaking and Acadian community organizations. Moreover, in British Columbia and the Yukon, the Agency presented the results of the project entitled *Description de l'état de santé des francophones de Fort McMurray*.

To ensure that OLMCs were well informed, PHAC posted public health notices on listeriosis in minority community media. It also promoted linguistic duality by releasing media lines in both official languages at the Summit of la Francophonie in the city of Québec.

Coordination and liaison

The coordinators' network works closely with representatives of federal institutions and community organizations, especially those taking part in federal councils. Such meetings encourage discussion on regional and national issues relating to OLMCs. The Atlantic regional coordinator cooperated with the Réseau des expertises of the Société Santé en français and the Consortium national de la formation en santé to develop a coordinated approach on public health. PHAC is working closely with the Société Santé en français to establish a college diploma program in public health in the region.

Funding and program delivery

In 2008–09, PHAC funded 12 projects in OLMCs in a wide range of areas, such as AIDS prevention, promoting healthy lifestyles, senior mobility and early childhood development. For example, the Fédération des aînés fransaskois set up a training program for volunteers in several communities in order to promote healthy lifestyles, while the Réseau des communautés viables worked on improving transportation for Manitoba's seniors. In addition, PHAC proposed new initiatives in Alberta and the Northwest Territories, including a health project in rural Francophone schools.

Accountability

The Atlantic region submitted its first activity report, and several regions have implemented their action plans under Part VII of the *Official Languages Act*. PHAC participated in national conferences focusing on OLMC issues and shared the information with regional offices for the benefit of the communities.

SOCIAL SCIENCES AND HUMANITIES RESEARCH COUNCIL OF CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Industry: Tony Clement

President: Chad Gaffield

Official Languages Champion: Carmen Charrette

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The National Coordinator responsible for the implementation of section 41 of the *Official Languages Act* (OLA), in cooperation with an external consultant, undertook an informal evaluation of SSHRC's application of section 41 of the OLA, including employee awareness. The results of that evaluation were submitted to senior management and the President, who appeared before the House of Commons Standing Committee on Official Languages to explain the role that SSHRC plays in the application of section 41 of the OLA. SSHRC also created an internal working group to develop the 2009–12 Action Plan.

Consultations

SSHRC holds regular special and official consultations and participates in various fora with the parties concerned in order to ensure that its programs and processes adequately meet the needs of university researchers in official-language minority communities (OLMCs).

Communications

SSHRC maintains a well-established practice of informing its audiences about Council programs through its website, electronic newsletters and mailings. With regard to research on bilingualism and official-language minorities, the Council provided information, particularly on its programs, to researchers, OLMC universities and such associations as the Association des universités de la francophonie canadienne and the Association francophone pour le savoir. SSHRC also seeks out researchers by periodically visiting universities. In 2008–09, 40 universities were visited, including Laurentian, McGill, Saint Paul, Moncton and Concordia.

MANDATE

The Social Sciences and Humanities Research Council of Canada (SSHRC) promotes and assists research and scholarships in the social sciences and humanities. It also provides advice on related matters that the Minister may refer to the Council for consideration.

Coordination and liaison

In order to better serve OLMC researchers, SSHRC cooperated with a number of government organizations to broaden knowledge about initiatives that focus on bilingualism research and the development of those communities. Such organizations include Canadian Heritage, the Interdepartmental Coordinating Committee on Official Languages Research, the Office of the Commissioner of Official Languages and the Network of National Coordinators Responsible for the Implementation of Section 41 of the OLA.

Funding and program delivery

SSHRC granted approximately \$4 million for research and activities related to bilingualism and OLMCs. The funding was applied to research training programs (postgraduate studies), the Standard Research Grants program, the International Opportunities Fund, the Community-University Research Alliances, and Aid to Research Workshops and Conferences in Canada.

A number of research chairs established through the Canada Research Chairs Program are dedicated to research on issues

relating to bilingualism and OLMCs. The Council administers this program on behalf of federal research funding agencies.

Accountability

The National Coordinator responsible for the implementation of section 41 of the OLA within the institution informed and advised

managers and program officers on matters relating to the OLA, prepared the 2008–09 Annual Report on Results as part of the 2009–12 Action Plan and participated in the Network of National Coordinators.

STATUS OF WOMEN CANADA

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Canadian Heritage and Official Languages: James Moore

Coordinator: Clare Beckton

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

SWC launched a variety of activities to raise employee awareness of linguistic duality and the implementation of the *Official Languages Act* (OLA). In the Atlantic region, the organization developed a communications plan that takes the linguistic duality of the four provinces into account. Progress on the implementation of this plan is a regular topic of discussion among team members. The Official Languages Champion and the National Coordinator responsible for the implementation of section 41 of the OLA submitted an Official Languages Achievements Report to the Executive Committee and discussed new ways to increase employee awareness of their responsibilities under section 41 of the OLA.

Consultations

Official-language minority communities (OLMCs) are a target audience in the development of all SWC programs. Representatives from regional offices met with current and potential clients to promote their programs, while women had an opportunity to present their priorities. Such meetings led to project funding.

Moreover, SWC facilitated the participation of OLMC Aboriginal women in the National Aboriginal Women's Summit held in Yellowknife in July 2008. SWC participates in the Summit's National Planning Committee to ensure that the concerns of OLMC Aboriginal women are addressed in future summits.

MANDATE

Status of Women Canada (SWC) coordinates policies relating to the status of women and administers associated programs. This federal agency promotes the full participation of women in the economic, social and democratic life of Canada. SWC works to advance equality of the sexes and to remove barriers to women's participation in society, particularly by focusing on increasing women's economic security and eliminating violence against women.

Communications

SWC uses a variety of communications tools to provide information to OLMCs, notably its website, toll-free numbers, electronic distribution lists and telephone conference calls. SWC also holds information sessions in rural areas to explain conditions of program funding. The sessions help groups to better define their projects and obtain funding.

Coordination and liaison

Through its five regional offices, SWC has maintained close ties to community groups and federal partners throughout Canada.

SWC participated in meetings with the Quebec Federal Council, the Table de concertation sur l'immigration francophone au Nouveau Brunswick, and the Comité d'orientation et d'action francophone de Terre Neuve et Labrador. In the Atlantic region, SWC representatives participated in an interministerial and community consultation for the implementation of a five-year plan on comprehensive OLMC development. In the Western region, SWC met with federal department representatives to develop a joint action plan on the priorities of OLMC women. SWC and Canadian Heritage met on two occasions to explore avenues for action and cooperation with regard to the 2009 Women's Summit taking place as part of the 2009 Acadian World Congress.

Funding and program delivery

Thanks to the Women's Partnership Fund, a three-year \$2-million assistance program was established for the implementation of projects intended for OLMC women. For

example, the Quebec Community Groups Network received funding to increase the participation of young women living in rural areas in social and economic initiatives; the Société Inform'Elles Society in British Columbia received assistance to identify problems faced by French-speaking immigrant women in their new environment; Support to Single Parents Inc. received assistance to provide low-income women with a sustainable livelihood through cooperative initiatives.

Accountability

SWC included Part VII of the OLA in its Report on Plans and Priorities as well as in its Departmental Performance Report. In its endeavour to promote equality of the sexes, SWC offers training on gender-based analysis (GBA) to federal institutions to ensure that specific characteristics of each gender are taken into account when policies and programs are developed. SWC addresses the special needs of OLMC women during such training.

CANADIAN INTERNATIONAL DEVELOPMENT AGENCY

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of International Cooperation: Beverley Oda
President of Canadian International Development Agency: Margaret Biggs
Official Languages Champions: Diane Jacovella as of November 2008
Gilles Rivard prior to November 2008

MAIN RESULTS ACHIEVED BY INTERVENTION CATEGORY

Awareness

To enhance awareness of its responsibilities regarding official-language minority communities (OLMCs) and the promotion of Canada's linguistic duality, CIDA distributed messages and conducted information sessions for its employees. The Agency created an action plan and a work team to promote official languages and knowledge of the OLMCs' needs and priorities. Managers and employees are becoming more aware of

MANDATE

The Canadian International Development Agency (CIDA)'s purpose is to reduce poverty and to contribute to a more secure, equitable and prosperous world. CIDA works with development partners, fragile states and countries in crisis, selected countries and regions, Canadian institutions, and Canadians. CIDA's partners also include multilateral and international organizations. In Canada, CIDA carries out its mandate in partnership with various levels of government, institutions such as non-governmental organizations and private businesses, universities and colleges, labour unions, professional associations, youth, and churches.

the importance of promoting the growth of Canada's Francophone minorities when making funding decisions relating to Canadian and international organizations.

Consultations

CIDA has shared information with four OLMC organizations selected for their international commitment and interest: the Fédération de la jeunesse canadienne française, the Fédération des communautés francophones et acadienne du Canada, the Association des universités de la francophonie canadienne, and the Alliance des radios communautaires du Canada. A good relationship has resulted, along with a mutual understanding of needs and mandates, which steers the adoption of guidelines and development of policies, publications and tools.

CIDA liaised with OLMC organizations to facilitate their full participation in the International Cooperation Days (an international forum for CIDA's partners), as well as in events during the 19th International Development Week, which attracts participants from all over Canada.

Communications

CIDA publishes monthly newsletters and distributes thousands of bilingual publications regarding international development programs and issues; these are distributed annually by the regional offices through job fairs, meetings, and events that may be of interest to OLMCs. CIDA contributed to the Winter 2009 edition of *Bulletin 41-42* with an article about its support to the 4th World Youth Congress in Quebec City, in which members of 12 OLMCs participated.

Coordination and liaison

CIDA participated in meetings with the Department of Foreign Affairs and International Trade, Citizenship and Immigration Canada, and Canadian Heritage to reinforce interdepartmental cooperation. A newly created working group led by CIC was identified as the most effective forum for identifying opportunities for cooperation.

Furthermore, the level of cooperation between CIDA regional offices and the Regional Federal Councils has increased, especially in the Pacific region, where

the regional office is an active member of the Official Languages Committee of the Pacific Federal Council.

Funding and program delivery

CIDA continued to support OLMC projects, students and institutions. For example, the Canadian Francophonie Scholarship Program distributed scholarships to over 22 universities and 10 colleges, including nine Francophone post-secondary institutions outside Quebec; 12 new scholarship holders were admitted to universities and colleges affiliated with OLMCs; and four of the 14 members of the 2008-09 selection committee – the Université de Moncton, New Brunswick Community College (Bathurst Campus), Université Sainte-Anne and Glendon College (York University) – represented institutions affiliated with OLMCs.

CIDA's Youth Program supported the 4th World Youth Congress in Quebec City, whereas the Francophonie program contributed to federal government initiatives in connection with Quebec City's 400th anniversary celebrations and the Sommet de la Francophonie. Representatives of Francophone communities across Canada took part in these events and were able to strengthen or establish new international relations.

CIDA's Development Information Program funded some 20 bilingual communication products of national scope. For example, educational resources and information sessions entitled "Jeunes d'action pour un monde de solutions" by Plan Nagua were presented in French to some 2,000 students in New Brunswick. Also in that province, the Atlantic regional office collaborated on the 25th anniversary of international development at the Bathurst campus of the New Brunswick Community College.

Accountability

CIDA produced an annual report on results and a three-year action plan that better incorporates OLMC views and section 41 concerns into strategic planning. A new official languages consultative committee was planned to further assist CIDA in implementing the OLA.

CITIZENSHIP AND IMMIGRATION CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Citizenship, Immigration and Multiculturalism Canada: Jason Kenney

Official Languages Champion: Claudette Deschênes

Official Languages Co-Champion: Diane Mikaelsson

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Appointed in 2008, the new Official Languages Champion continues to ensure that official languages are promoted within the Department. Awareness is raised on a regular basis among Citizenship and Immigration (CIC) staff regarding the federal government's commitment to official-language minority communities (OLMCs) and the promotion of both official languages through events, discussions and publications. A presentation on the progress achieved on Parts IV, V, VI and VII of the *Official Languages Act* (OLA) was given to the CIC's Management Accountability Committee.

Consultations

CIC fostered ongoing discussions with representatives of Francophone minority communities with a view to increasing the percentage of French-speaking immigrants who settle there. The Implementation Committee and its Economic Issues Working Group held meetings in 2008–09 to continue implementing the Strategic Plan to Foster Immigration to Francophone Minority Communities, and committees and regional networks continued to develop regional priorities and action plans to push the Strategic Plan forward. In Quebec, CIC held consultations with representatives of English-speaking communities to explore avenues of cooperation and initiatives that promote community development.

Communications

CIC maintained its ties with OLMCs and continued to communicate information and news about them by creating and publishing information documents such as FOCUS, an Ontario bilingual newsletter, and articles in various internal newsletters and in *Bulletin 41–42*. In addition, CIC produced

MANDATE

Created in 1994, Citizenship and Immigration Canada (CIC) brings together the government's immigration and citizenship services to promote the ideals shared by all Canadians and help build a stronger Canada. CIC's mandate is based on the Citizenship Act of 1977 and on the Immigration and Refugee Protection Act, enacted in 2002 as a result of major legislative reform. Under the Constitution Act, 1867, immigration is an area of shared jurisdiction with the provinces and territories. In October 2008 the Department was given the responsibility of applying the Canadian Multiculturalism Act.

modules with speaking points for citizenship judges to ensure they mention linguistic duality during citizenship ceremonies.

Coordination and liaison

In close cooperation with several other federal departments, including Human Resources and Skills Development Canada, Department of Foreign Affairs and International Trade, Statistics Canada, and Canadian Heritage, CIC worked on OLMC development and promoted both official languages. The inclusion of clauses relating to official languages was on the agenda for negotiations of the first agreement with the Northwest Territories. Such clauses should be integrated in all government agreements involving immigration.

Funding and program delivery

As in past years, major promotion and recruitment activities related to the Destination Canada program took place with a view to supporting recruitment by Canadian employers. In 2008, activities took place in Paris, Toulouse, Brussels and Tunis.

Using programs already in place to respond to the needs of immigrants, CIC renewed its contribution commitments with various service providers and concluded others so that these organizations may provide direct support to Francophone minority communities. In particular, CIC provided advanced French-language training through the Language Instruction for Newcomers

to Canada program and participated in the official opening of the Connection Centre for Francophone Immigrants in Vancouver, which is supported by CIC and the Government of British Columbia. In addition, the call for tenders to establish the CIC's program was publicized through OLMC networks.

Accountability

CIC established guidelines for settling complaints relating to official languages and is working on improving the integration of official-language issues in the development and implementation of policies and programs. Moreover, CIC reports to Parliament contain information on the implementation of section 41 of the OLA where relevant.

DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

MINISTERS AND SENIOR OFFICIALS RESPONSIBLE

Minister of Foreign Affairs: Lawrence Cannon

Minister of International Trade: Stockwell Day

Deputy Minister of Foreign Affairs: Leonard J. Edwards

Deputy Minister of International Trade: Louis Lévesque

Official Languages Champion: Roxanne Dubé

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

DFAIT adopted an internal communications strategy that focuses on section 41 of the *Official Languages Act* (OLA). The new program for Assistant Deputy Minister Regional Engagement Champions identified official-language minority communities (OLMCs) as one of the Department's target clienteles. In addition, the Official Languages Champion sent a message to all employees, drawing their attention to the implementation of section 41 of the OLA and, in cooperation with the National Coordinator, managed an information booth during the International Day of la Francophonie.

MANDATE

The Department of Foreign Affairs and International Trade (DFAIT) conducts all diplomatic and consular relations on behalf of Canada, conducts all official communications between the Government of Canada and the governments of other countries and international organizations, conducts and manages international negotiations as they relate to Canada, coordinates Canada's economic relations, fosters the expansion of Canada's international trade, coordinates the direction given by the Government of Canada to the heads of Canada's diplomatic and consular missions and the management of these missions, administers the foreign service of Canada, and fosters the development of international law and its application in Canada's external relations.

Consultations

In addition to making contact with individual OLMCs, DFAIT established a partnership with the Réseau de développement économique et d'employabilité to promote Canada's linguistic duality internationally during the 2010 Winter Olympic and Paralympic Games. The Department actively participated in consultations organized by the Network of National Coordinators Responsible for the Implementation of Section 41 of the OLA, interdepartmental cultural working groups, and the Citizenship and Immigration Canada Francophone Minority Communities Steering Committee.

Communications

The Domestic Outreach Division promoted its Speakers Program to OLMCs. The program included 12 information sessions during which DFAIT representatives addressed communities to explain the Department's mandate, programs and services. Activities organized by foreign missions as part of the International Day of la Francophonie and initiatives promoting the 400th anniversary of the founding of the city of Québec were part of DFAIT's contribution to raising Canadian Francophonie abroad.

Coordination and liaison

DFAIT works on issues related to Part VII in partnership with various federal institutions, including Canadian Heritage, Citizenship and Immigration Canada, the Canadian International Development Agency, and the International Development Research Centre. The partnership resulted in the identification

of a working group created recently by Citizenship and Immigration Canada as the best forum to coordinate the efforts of each institution. The Francophonie Affairs Division also ensured that representatives of the Société nationale de l'Acadie participated in Canada's official delegation to the 2008 Summit of la Francophonie in the city of Québec.

Funding and program delivery

The Department contributed to the organization of the 2009 World Acadian Congress by seconding an employee from May 1 to August 28, 2009, for protocol and logistics support. In addition, the Department is developing a partnership with the Réseau de développement économique et d'employabilité, notably for the 2010 Olympic and Paralympic Games. The Department's regional offices, which are essentially dedicated to trade, contribute financially to a number of community projects, such as a project by Manitoba's Conseil de développement économique des municipalités bilingues, to attract foreign investment to its 17 member municipalities.

Accountability

The National Coordinator takes every opportunity to promote the integration of Part VII into policy, program and service evaluations. In addition, senior managers are required to include a commitment to section 41 of the OLA in their performance management agreements and to develop related plans to meet those obligations as part of the Department's activity planning process.



INTERNATIONAL DEVELOPMENT RESEARCH CENTRE

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Foreign Affairs: Lawrence Cannon

Vice-President, Resources and Chief Financial Officer: Denys Vermette

Official Languages Champion: Angela Prokopiak

MAIN RESULTS ACHIEVED BY INTERVENTION CATEGORY

Awareness

Officers responsible for IDRC's Awards Program are aware of issues relating to official-language minority communities (OLMCs) and use membership in OLMCs as one of the selection criteria to award grants. The dissemination of the annual report on results is used to highlight the Centre's successes and identify areas of improvement. The Official Languages Champion held information sessions on the *Official Languages Act* (OLA), including section 41, to ensure that staff are more aware of the needs of OLMCs.

Most importantly, IDRC developed and implemented a new Official Languages Policy and Guidelines, improving all managers' knowledge and understanding of their obligations under the OLA. IDRC also promoted the activities of the *Rendez-vous de la Francophonie*, which contributed to an increased awareness of Francophone culture among staff.

Consultations

During the past year, official-languages responsibilities were specifically assigned to a position within the Human Resources (HR) Division. This HR Advisor acts as the National Coordinator and continues to develop contacts within the OLMCs through attendance at meetings and in consultations with the Senior Analyst at Canadian Heritage.

Communications

The IDRC Training and Awards program has continued to encourage applications from OLMC members through mailouts, presentations and attendance at fairs. Compared to last year, the number of inquiries from potential OLMC applicants has increased.

MANDATE

The International Development Research Centre (IDRC) is committed to building a sustainable and equitable world. Through the research it supports, IDRC helps its partners in the developing world identify long-term, practical solutions to their pressing development problems. Projects are designed to use local materials and to strengthen resident human resources and institutions. The Centre also maintains information networks and forges linkages that allow Canadians and their developing world partners to benefit equally from a global sharing of knowledge.

The Centre has also reached out to OLMC universities with Ph.D. and Master's programs relating to IDRC's program areas. The Centre was able to maintain its partnerships with the University of Winnipeg, University of Moncton, McGill University, Concordia University, the University of Ottawa and Carleton University, while continuing to seek further opportunities with other universities.

Coordination and Liaison

The National Coordinator and the Champion continue to maintain relationships with other federal organizations and departments. The Centre also consults with other federal organizations, including Crown corporations, to share and exchange information on current practices in relation to the management of official-languages responsibilities and to manage research projects, some of which may be of benefit to OLMC members and universities.

Funding and Program Delivery

IDRC continued its association with partners from the federal public service, such as the Canadian International Development Agency (CIDA), and funded research projects with them.

IDRC provided four grants for events held by three OLMC universities: York University (Glendon College), Concordia University and the University of Ottawa. These four events facilitated professional exchange, multidirectional knowledge transfer, and partnership building for a newly created academic network, and allowed for the academic and professional development of OLMC members. One of these events was a forum that contributed toward advancing research by members of OLMCs on issues common to Haiti, a member country of La Francophonie, Brazil and Canada.

The Centre granted six awards to Anglophone recipients from universities in the province of Quebec, while four awards were granted to Francophone recipients outside of Quebec – three more than the previous year.

IDRC financed a total of 36 grants, ranging from \$4,950 to \$1,599,600, for projects of one month's to four years' duration, in five different OLMC universities. These grants assist members of OLMCs in their research and contribute to their academic and professional development.

Accountability

The Centre continues to report annually on its accomplishments and seek feedback from Canadian Heritage. As in the past, this year's report will be presented to the Human Resources Committee of the Board of Governors as part of the Centre's commitments regarding official languages in general and OLMCs in particular.

JUSTICE CANADA

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

Minister of Justice and Attorney General of Canada: Robert Douglas Nicholson

Associate Deputy Minister and Official Languages Champion of Justice: Yves Côté

Official Languages Co-champion: John Mark Keyes

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Justice Canada continued to foster a departmental culture that takes the needs of official-language minority communities (OLMCs) into account and builds awareness among staff and managers regarding the implementation of section 41 of the *Official Languages Act* (OLA). *JustInfo*, an internal departmental newsletter, as well as meetings and presentations to the Department's Board of Directors, were tools used by the Official Languages Champion and Co-Champion to raise awareness among senior managers regarding the Department's commitments under section 41 of the OLA.

MANDATE

The Department of Justice ensures that Canada's justice system is as fair, accessible and efficient as possible. The Department serves Canadians indirectly by acting as the government's law firm rather than directly handling citizens' personal or individual matters. The Department's responsibilities reflect the dual role of the Minister of Justice, who is also the Attorney General of Canada.

Through its federal-provincial territorial committees, the Department continued to build awareness in provinces and territories regarding the development of OLMCs in the area of justice.

Consultations

Lasting ties were forged between the Department's program managers and minority-language community groups, such as the Fédération des associations des juristes d'expression française and provincial associations. Improving those ties will promote mutual understanding of needs and mandates.

On the recommendation of the Intergovernmental and External Relations Division, an invitation was sent to OLMCs to participate in the consultation on the *Youth Criminal Justice Act*.

Communications

To ensure that OLMCs have access to relevant and up-to-date information, the Department enhanced the visibility of some events. For example, a kiosk at the Visez Droit fair, which was organized by the Montreal Bar, gave the English-speaking community in Quebec the opportunity to better understand Justice Canada programs and services.

In line with the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future, the Department's Official Languages Law Group acted as the government's legal adviser in sharing information with various official-language networks.

Coordination and liaison

Along with various partners, Justice Canada continued to contribute to the development and vitality of OLMCs and share exemplary practices. In particular, the Department coordinates meetings with the Network of National Coordinators Responsible for the Implementation of Section 41 of the OLA in the areas of justice and security.

Funding and program delivery

OLMCs are among the Department's regular clientele and are given suitable access to its programs and services. The needs of communities (e.g., geographic dispersion and potential for development) are taken into account. Thus, several OLMC community organizations with an interest in justice issues now have better knowledge of the Department's programs.

Accountability

Internal evaluations, an accountability structure and policy reviews all enable Justice Canada to continue incorporating section 41 of the OLA and OLMC issues into its policies, programs and services. The Department has, among other things, ordered a cross-Canada analysis of official-language training needs as they relate to justice. The results of the analysis will support the efforts of the Initiative in Support of Access to Justice in Both Official Languages, thus ensuring that OLMCs have better access to the justice system. The analysis is part of a \$20 million investment over five years that the federal government announced within the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.

STATISTICS CANADA

MINISTER AND SENIOR OFFICIALS RESPONSIBLE

Minister of Industry: Tony Clement
 Chief Statistician: Munir Sheikh
 Official Languages Champion: Janice Vézina

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Senior management at StatCan used a variety of communications activities to increase employee awareness of the needs of official-language minority communities (OLMCs) and motivate them to contribute to the achievement of its Action Plan objectives. The Co-Chair of the Official Languages Committee sent employees a message to build awareness, while the National Coordinator responsible for the implementation of section 41 of the *Official Languages Act* (OLA) organized information sessions for senior managers to inform them of StatCan's main accomplishments, obligations and objectives regarding the implementation of section 41 of the OLA.

Consultations

In an effort to better meet OLMC needs regarding data and the popularization of research results and analyses, StatCan continued to consolidate and improve its current program on consultation and liaison with community representatives. It therefore held consultations with many organizations,

MANDATE

Statistics Canada (StatCan) collects, compiles, analyzes and publishes statistical information regarding the economic, social and general conditions of the country and its citizens. Other federal legislation also requires StatCan to produce data for a wide variety of purposes.

including the Fédération des communautés francophones et acadienne, the Fédération des francophones de la Colombie-Britannique and the Quebec Community Groups Network, to better understand their needs in analytic products.

Communications

Following consultations with its major users, StatCan updated and published the DVD-ROM "Portrait of Official-language Communities in Canada," which contains 2006 Census data of interest to OLMCs. This update led to improvements that made the DVD more user-friendly and an increase in its analytical potential. The brochure *Information on Languages at Statistics Canada* was also updated and widely distributed, while the results of the Survey on the Vitality of Official Language Minorities (SVOLM) and the 2006 Census were presented during meetings with OLMC representatives.

Coordination and liaison

In close cooperation with other federal departments and agencies, StatCan plays an active role in collecting and distributing OLMC-related statistics. The census and key surveys of interest to communities, such as SVOLM, provide useful information for evaluating and developing official-languages



programs and policies throughout the country, including the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.

The analysis and distribution of SVOLM data also led StatCan to hold many meetings with association, university and government representatives, as well as with the Coordinating Committee on Official Languages Research. Lastly, StatCan is working with the group headed by the Canadian Institute for Research on Linguistic Minorities to analyze SVOLM data in conjunction with findings from the National Symposium on Official Languages Research Issues held in January 2008.

Accountability

StatCan actively contributed to informing OLMCs on the situation of official languages in Canada. In particular, the Department published its 2007–08 Achievements Report and Action Plan. The StatCan Committee on Statistical Information Concerning Official Language Minorities, as well as its Official Languages Committee, continued to improve the mechanisms by which it internally assesses the link between the objectives contained in the Action Plan and its regular activities.

TREASURY BOARD SECRETARIAT

MINISTER AND SENIOR OFFICIAL RESPONSIBLE

President of the Treasury Board: Vic Toews

Secretary: Michelle d'Auray

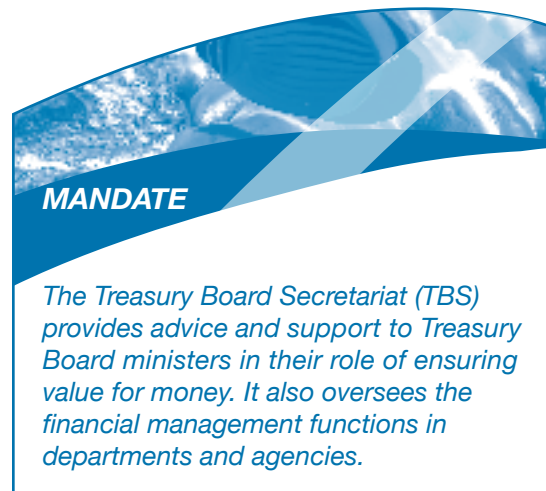
MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Legal Services continued to provide advice with respect to the scope of the obligations of TBS under Part VII of the *Official Languages Act*. The Policy Suite Renewal Initiative, aimed at clarifying the responsibilities and accountability of Ministers and Deputy Heads in key areas of public service, continued throughout the year. Policy analysts continued to ensure that official-language impacts are considered during policy development as part of the ongoing effort to renew all of the Treasury Board policies.

Consultation

In executing its coordination role in support of the Network of Official Languages Champions, the Departmental Advisory Committee on Official Languages (DACOL), and the Crown Corporations Advisory Committee on Official Languages (CCACOL), TBS organized consultations with representatives of official-language minority communities (OLMCs) to foster ongoing



dialogue between federal institutions and communities. In 2008, some 75 official languages champions met with representatives of the city of Québec's English-speaking community; DACOL met with representatives of Sudbury's Francophone community; and CCACOL met with the spokespersons for the Francophone community of Calgary. These consultations allowed federal government representatives to better understand the priorities and challenges faced by these communities, to better inform their decision-making and to identify avenues for action.

Coordination and liaison

In April 2008 and again in January 2009, TBS, in collaboration with Canadian Heritage, held information sessions for newly appointed official languages champions on the key role that champions play within federal institutions in supporting the implementation of the Government of Canada Official Languages Program. Among other roles, official languages champions help ensure that the federal commitment to promote official languages and to support the development of OLMCs are taken into account in the context of institutional decision making. Some 40 champions took advantage of these opportunities.

TBS also worked with the Council of the Network of Official Languages Champions and Canadian Heritage to organize the annual official languages champions' conference in the city of Québec in June 2008, as well as the annual Official Languages Good Practices Forum in December 2008.

Organized around the theme of "Beyond Obligations, Values to Share," the forum allowed institutions including Farm Credit Canada and the Royal Canadian Mounted Police to share good practices in implementing section 41 of the OLA with others.

TBS also supported the work of the national coordinators responsible for the implementation of section 41 of the OLA by giving a presentation and generating a discussion on risk-management strategies.

Accountability

Further to last year's commitment, the Expenditure Management Sector and various Program Sectors completed the Strategic Review process. A series of measures have been incorporated into TBS's action plan for the coming years. For instance, TBS will develop and provide an official-languages analysis tool and training sessions to its program and policy analysts to strengthen the commitment to ensuring that fundamental official-languages issues are taken into account during all stages of Treasury Board submission and policy development processes.

ACCOUNTABILITY FRAMEWORK (EXTRACT RELATIVE TO PART VII OF THE *OFFICIAL LANGUAGES ACT*)

All federal institutions are subject to the accountability and coordination framework adopted in the Government of Canada's Action Plan for Official Languages

Obligations of all federal institutions under Part VII of the *Official Languages Act*

The Accountability Framework describes the steps each federal institution must undertake in its strategic planning and in the implementation of its mandate towards official languages:

- **Make employees aware** of the needs of minority communities and of government commitments, as outlined in Part VII of the *Official Languages Act* (OLA);
- Determine whether its policies and programs have **impacts** on the promotion of linguistic duality and official-language minority community (OLMC) development, from the initial stages of their inception through to the implementation process, including the devolution of services;
- **Consult** affected publics, if necessary, in particular the representatives of the OLMCs in developing and implementing programs and policies;
- Be able to describe its approach and **show that it has considered the needs** of the OLMC;
- Once impacts have been identified, **plan** the activities according to the coming year and in the long term, present the expected results, taking into account budget considerations, and provide for results assessment mechanisms.

All federal institutions must analyze the impact of proposals contained in memoranda to Cabinet on the linguistic rights of the general public and of federal employees, as well as on the promotion of French and English. They must also, for all presentations to Treasury Board, analyze all impacts relating to the development of the OLMCs. They are required to consider the impact of the various modes of service delivery on official languages and consult the OLMCs when changes in service delivery might affect the development of these communities. Finally, the purchase of media space or time must include organs that serve the Anglophone or Francophone minority in a community.

Obligations of the institutions designated by the Accountability Framework – implementation of Sections 41 and 42 of the *Official Languages Act*

Thirty-two federal institutions designated under the Accountability Framework are obligated to develop an action plan for the implementation of Section 41 (part VII) of the OLA. These plans are prepared in consultation with the OLMC in order to enable the federal institutions to take into account the priorities of the communities in the planning of activities while respecting the limitations of their mandate. Each year, the designated institutions are required to submit to the Department of Canadian Heritage their action plans as well as a report on the results of their activities. These reports on the implementation of Section 41 of the OLA are included in the *Annual Report on Official Languages* tabled in Parliament each year.

NATIONAL COORDINATORS RESPONSIBLE FOR THE IMPLEMENTATION OF SECTION 41 OF THE OLA

Responsible for the Network of National Coordinators	Marjolaine Guillemette	819-994-3509 marjolaine.guillemette@pch.gc.ca
Designated Institutions	Name	Coordinates
Agriculture and Agri-Food Canada	Linda Garand	613-759-6342 linda.garand@agr.gc.ca
Atlantic Canada Opportunities Agency	Ghislaine Savoie	506-851-7953 ghislaine.savoie@acoa-apec.gc.ca
Business Development Bank of Canada	Sarah Cavanagh	514-496-4210 sarah.cavanagh@bdc.ca
Canada Council for the Arts	Alexis Andrew	613-566-4414 # 4223 alexis.andrew@conseildesarts.ca
Canada Economic Development for Quebec Regions	Carol-Lyne Cloutier	514-496-0945 carol-lyne.cloutier@dec-ced.gc.ca
Canada Post Corporation	Robert Gauthier	613-734-8596 roberta.gauthier@postescanada.ca
Canada School of Public Service	Marie-Claude Petit	613-943-4304 marie-claude.petit@cspcs-efpc.gc.ca
Canadian Broadcasting Corporation	Diane Laflamme	514-597-4749 diane.laflamme@radio-canada.ca
Canadian Heritage	Pierrette Jutras	819-953-0966 pierrette.jutras@pch.gc.ca
Canadian International Development Agency	Corry van Gaal	819-953-2817 corry.vangaal@acdi-cida.gc.ca
Canadian Radio-television and Telecommunications Commission	Renée Gauthier	819-994-5174 renee.gauthier@crtc.gc.ca
Canadian Tourism Commission	Jennifer Begg	604-638-8327 begg.jennifer@ctc-cct.ca
Citizenship and Immigration Canada	Christiane Desautels	613-957-5932 christiane.desautels@cic.gc.ca
Foreign Affairs and International Trade Canada	Ghislain Dubeau	613-947-7922 ghislain.dubeau@international.gc.ca
Health Canada	Roger Farley	613-954-7467 roger_farley@hc-sc.gc.ca
Human Resources and Skills Development Canada	David Chaikoff	819-953-8094 david.chaikoff@hrsd-c-rhdsc.gc.ca
Industry Canada	Roda Muse	613-954-2783 Roda.Muse@ic.gc.ca
International Development Research Centre	Stephan Boucher	613-696-2405 sboucher@idrc.ca
Justice Canada	Lise C. Sarault	613-952-1096 lise.sarault@justice.gc.ca
National Arts Centre	Anne Tanguay	613-947-7000 # 546 atanguay@nac-cna.ca
National Capital Commission	Stéphanie Rochon	613-239-5724 srochon@ncc-ccn.ca
National Film Board of Canada	Elena Villegas	514-283-3769 e.villegas@nfb.ca
Parks Canada	Lynn Decarie	819-953-5050 lynn.decarie@pc.gc.ca
Public Health Agency of Canada	Marc Desroches	613-960-0460 marc_desroches@phac-aspc.gc.ca
Public Works and Government Services Canada	Julie Paquette	819-934-0238 julie.paquette@tpsgc.gc.ca
Social Sciences and Humanities Research Council of Canada	Erin Skrapek	613-944-5326 erin.skrapek@sshrc.ca
Statistics Canada	Jane Badets	613-951-2561 jane.badets@statcan.ca
Status of Women Canada	Yannick Raymond	613-992-7784 yannick.raymond@swc-cfc.gc.ca
Telefilm Canada	Maggie Kawalerczak	416-973-1819 #2538 kawalem@telefilm.gc.ca
Treasury Board of Canada Secretariat	Robert Lévis	613-996-9567 Robert.Lévis@tbs-sct.gc.ca
Western Economic Diversification Canada	Jean Laberge	604-666-1886 jean.laberge@wd.gc.ca