

IMPLEMENTATION OF SECTION 41 OF THE
OFFICIAL LANGUAGES ACT (Part VII)
2008-2010 RESULTS-BASED ACTION PLAN

August 2008

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Economic Development Agency of Canada
for the Regions of Quebec
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OFFICIAL LANGUAGES ACT (Part VII)

2008-2010 RESULTS-BASED ACTION PLAN

GENERAL INFORMATION

**Economic Development Agency of Canada
for the Regions of Quebec**

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1255 Peel Street, Suite 900
Montréal, Quebec H3B 2T9

MANDATE

Promote the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or where opportunities for productive employment are inadequate.

Promote cooperation and complementarity with Quebec and communities in Quebec.

RESPONSIBLE FOR THE IMPLEMENTATION OF PART VII OF THE ACT

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SUMMARY OF EXPECTED PROGRESS IN ACHIEVING RESULTS

Raising awareness

The Economic Development Agency of Canada for the Regions of Quebec intends to pursue its awareness efforts by building on the achievements and good practices stemming from the previous plan. In addition to information and discussion sessions, it will update its information products which will continue to be disseminated so as to ensure that Agency employees and senior management have the tools and knowledge required to implement section 41 of the *Official Languages Act* (OLA).

Consultation

The Agency recognizes the importance of consulting Quebec's Official Language Minority Communities (OLMCs). To that end, it will continue to participate in consultation meetings run by Industry Canada (IC), and in the National Human Resources Development Committee for the English Linguistic Minority (NHRDC).

Communications

The Agency will continue to present its programs and services to organizations and members of the English-speaking community. To that end, the use of media targeting the English linguistic minority is envisaged.

Coordination and liaison

The Agency will work with other federal institutions so as to be better informed as to the measures they are taking to implement section 41 of the OLA. The Vice-President, Policy and Planning will participate in the Committee of Assistant Deputy Ministers on Official Languages. In addition, the Agency will continue to participate in interdepartmental meetings of national coordinators for official languages.

Funding and program delivery

The Agency will ensure that OLMCs continue to have adequate access to its programs and services. Moreover, it will update its knowledge with respect to OLMC needs in order to ensure its strategy is consistent with the Government of Canada's new strategy for official languages.

Accountability

To improve the follow-up conducted on the activities under its action plan, the Agency plans to establish tools to facilitate the identification of activities in line with section 41 of the OLA.

DETAILED ACTION PLAN

1 Raising awareness – *in-house activities*

Training, information, orientation, awareness, communication and other activities carried out in-house in order to educate employees and senior managers of the federal institution about linguistic duality and the priorities of OLMCs; taking the viewpoint of OLMCs into account during in-house research, studies and investigations.

EXPECTED RESULT

Creation of lasting changes in the Agency organizational culture; all employees and management are aware of and understand their responsibilities regarding section 41 of the *Official Languages Act* and OLMCs.

Planned activities to achieve the expected result	Planned outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> ➤ continuation of information, awareness and discussion sessions on measures contained in the action plan for section 41 of the OLA and their implementation at the Agency with, among others: <ul style="list-style-type: none"> – Agency management committees – resource persons responsible for section 41 of the OLA in the business offices – business office staff 	<ul style="list-style-type: none"> ➤ information, awareness and discussion sessions ➤ explanatory documents 	<ul style="list-style-type: none"> ➤ percentage of employees and managers made aware of the action plan
<ul style="list-style-type: none"> ➤ adaptation and dissemination of documents describing and explaining section 41 of the OLA 	<ul style="list-style-type: none"> ➤ documents to raise awareness 	<ul style="list-style-type: none"> ➤ percentage of employees having received materials concerning section 41
<ul style="list-style-type: none"> ➤ production and dissemination of information products describing and explaining the socioeconomic situation of OLMCs in Quebec (based on 2006 Census data) 	<ul style="list-style-type: none"> ➤ information products 	
<ul style="list-style-type: none"> ➤ use of the Agency's in-house newsletter, <i>Kaleidoscope</i>, to inform employees of the latest developments concerning official languages. 	<ul style="list-style-type: none"> ➤ published articles 	

2 Consultation – *sharing of ideas and information with OLMCs*

Activities (e.g. committees, discussions, meetings) through which the federal institution consults the OLMCs and dialogues with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables, working groups) to explore possibilities for cooperation within the existing mandate of the federal institution or as part of developing a new program or policy; participation in consultations with OLMCs coordinated by other government bodies; consultation of OLMCs by business offices to determine their concerns and needs.

EXPECTED RESULT

Creation of lasting relationships between the Agency and OLMCs and understanding of respective needs and mandate.

Planned activities to achieve the expected result	Planned outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> ➤ meetings held, as required, to establish or strengthen lines of communication between Agency offices (head office and business offices) and Anglophone community organizations 	<ul style="list-style-type: none"> ➤ meetings ➤ appropriate reference documentation 	<ul style="list-style-type: none"> ➤ participants' level of satisfaction at meetings ➤ number of meetings ➤ number of documents
<ul style="list-style-type: none"> ➤ participation in discussion and consultation meetings organized by other federal departments (for example IC) with Anglophone communities ➤ participation in meetings of the NHRDC. 	<ul style="list-style-type: none"> ➤ meetings – sharing of best practices ➤ record of OLMC demands 	<ul style="list-style-type: none"> ➤ OLMC suggestions taken into consideration in developing the Agency's next action plan and implementing the government strategy for official languages

3 Communications – *transmission of information to OLMCs*

External communication activities to inform OLMCs about the activities, programs and policies of the federal institution and promote the bilingual character of Canada; use of the federal institution's Internet site to communicate with OLMCs.

EXPECTED RESULT

OLMC culture reflects an understanding of the Agency's mandate and they receive relevant, up-to-date information about its programs and services.

Planned activities to achieve the expected result	Planned outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> ➤ presentation, as required, of Agency's programs and services and that of regional intermediary groups to Anglophone community organizations and members (meetings, advertisements, promotional tools) ➤ use, as required, of media targeting Anglophone minority community, particularly when new projects are implemented ➤ creation of a presentation page on the Agency Internet site dedicated to official languages. 	<ul style="list-style-type: none"> ➤ meetings ➤ announcements ➤ articles in media targeting Anglophone minority clientele ➤ invitation, where appropriate, of media to Agency announcements ➤ presentation page 	<ul style="list-style-type: none"> ➤ percentage of individuals from OLMCs satisfied with access to information concerning Agency's programs and services

4 Coordination and liaison

(Does not include funding – Internal coordination and liaison with other government institutions.)

Coordination activities (research, studies, meetings, etc.) carried out by the federal institution itself along with other federal institutions or other levels of government; participation in activities organized by other federal institutions, other levels of government, etc.; participation of official languages champions, national and regional coordinators, etc., in various government forums.

EXPECTED RESULT

Cooperation with multiple partners to enhance OLMC development and vitality, and to share best practices.

Planned activities to achieve the expected result	Planned outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> ➤ participation in the Committee of Assistant Deputy Ministers on Official Languages 	<ul style="list-style-type: none"> ➤ meetings 	<ul style="list-style-type: none"> ➤ number and relevance of preparatory documents for meetings ➤ sharing of information with employees and senior management
<ul style="list-style-type: none"> ➤ meetings with regional advisors from business offices responsible for official languages to share information associated with implementation of section 41 of the OLA 	<ul style="list-style-type: none"> ➤ meetings ➤ relevant reference documentation 	<ul style="list-style-type: none"> ➤ quantity and quality of information shared
<ul style="list-style-type: none"> ➤ ongoing review of existing studies concerning the situation of Anglophones in Quebec 	<ul style="list-style-type: none"> ➤ studies reviewed 	<ul style="list-style-type: none"> ➤ studies or analyses reviewed

Planned activities to achieve the expected result	Planned outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> ➤ participation in interdepartmental meetings of national coordinators for official languages ➤ participation by national coordinators for Parts IV, V and VI and Part VII in certain meetings of coordinators and their counterpart ➤ participation in meetings of the network of official languages champions ➤ participation by Legal Services in interdepartmental meetings of the Regional Development Agencies where information concerning official languages is shared ➤ re-establishment of the Agency committee on official languages, to ensure organizational consistency. 	<ul style="list-style-type: none"> ➤ meetings 	<ul style="list-style-type: none"> ➤ number and quality of learning activities at these meetings ➤ sharing of information with employees and senior management

5 Funding and program delivery

Implementation of the federal institution's programs and delivery of its services; funding of OLMC projects by the Agency alone or in cooperation with other federal institutions; inclusion of the needs of OLMCs in the delivery of the federal institution's programs and services.

EXPECTED RESULT

OLMCs are part of the Agency's regular clientele and they have adequate access to its programs and services. OLMC needs concerning development opportunities are taken into account.

Planned activities to achieve the expected result	Planned outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> ➤ support for OLMC projects within the framework of Agency programs 	<ul style="list-style-type: none"> ➤ projects supported 	<ul style="list-style-type: none"> ➤ number of projects supported
<ul style="list-style-type: none"> ➤ production and dissemination of an operational consistency directive for projects concerning section 41 of the OLA. 	<ul style="list-style-type: none"> ➤ operational consistency directive 	<ul style="list-style-type: none"> ➤ the directive is presented to business offices and is accessible via Intranet

6 Accountability

Activities through which the federal institution integrates its work on the implementation of section 41 of the OLA with departmental planning and accountability mechanisms (e.g. Report on Plans and Priorities, Departmental Performance Report, departmental business plan, status report on implementation of section 41 of the OLA, etc.); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by senior managers of the federal institution to ensure implementation of section 41 of the OLA.

EXPECTED RESULT

Full integration of section 41 of the OLA and the OLMC perspective into Agency policies, programs and services. The reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective.

Planned activities to achieve the expected result	Planned outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> ➤ drafting of the annual report on implementation of section 41 of the OLA 	<ul style="list-style-type: none"> ➤ report ➤ tabling of the report with the Departmental Management Committee 	<ul style="list-style-type: none"> ➤ number of activities carried out during the year ➤ type of activities carried out
<ul style="list-style-type: none"> ➤ establishment of tools facilitating identification of activities in line with section 41 of the OLA 	<ul style="list-style-type: none"> ➤ tools to facilitate identification of activities in line with section 41 of the OLA 	<ul style="list-style-type: none"> ➤ mechanisms to trace performance measurement more effectively
<ul style="list-style-type: none"> ➤ Anglophone client satisfaction survey. 	<ul style="list-style-type: none"> ➤ questions asked in relation to section 41 of the OLA 	<ul style="list-style-type: none"> ➤ answers to those questions

