

Implementation of section 41 of the

OFFICIAL LANGUAGES ACT (Part VII)

2010-2013 RESULTS-BASED ACTION PLAN



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August 2010

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

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Table of contents

General information	1
Summary of the Action Plan's expected progress	3
Detailed Action Plan	5
A. Awareness	5
B. Consultations	7
C. Communications	9
D. Coordination and liaison	10
E. Funding and program delivery	12
F. Accountability	13

OFFICIAL LANGUAGES ACT (Part VII)

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GENERAL INFORMATION

Economic Development Agency of Canada
for the Regions of Quebec
Dominion Square Building
1255 Peel Street, Suite 900
Montréal, Quebec H3B 2T9



MANDATE

To promote 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.

To promote cooperation and complementarity with Quebec and communities in Quebec.

RESPONSIBLE FOR THE IMPLEMENTATION OF PART VII OF THE ACT:

MINISTERS

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*Minister of Natural Resources Canada and Minister responsible for
the Economic Development Agency of Canada for the Regions of Quebec*

Denis Lebel

Minister of State for the Economic Development Agency of Canada for the Regions of Quebec

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SUMMARY OF THE ACTION PLAN'S EXPECTED PROGRESS

Awareness

The Economic Development Agency of Canada for the Regions of Quebec intends to pursue its awareness-raising efforts by building on the knowledge and best practices stemming from the previous plan. In addition to information and discussion sessions, the Agency will work on updating its information materials, which will continue to be disseminated so as to ensure that employees and senior managers have the necessary tools and knowledge to implement section 41 of the *Official Languages Act* (OLA).

Consultations

The Agency recognizes the importance of consulting Quebec's Official Language Minority Communities (OLMCs) in order to understand their needs. It will therefore continue to participate in discussion and consultation meetings led by Industry Canada (IC) and the National Human Resources Development Committee for the English Linguistic Minority Community (NHRDC).

Communications

The Agency will continue to promote its programs and services to English-speaking community organizations and members. It will use media aimed at the English-speaking minority as required and wherever English media are present in that region, particularly when projects developed for that community are implemented.

Coordination and liaison

The Agency intends to work with other federal institutions to learn more about the measures they are taking to implement section 41 of the OLA. The Vice-President, Policy and Planning, will continue to serve on the Committee of Assistant Deputy Ministers on Official Languages (CADMOL). Furthermore, the Agency will continue to attend meetings between regional development agencies and Industry Canada on the implementation of the Economic Development Initiative (EDI) under the *Roadmap for Canada's Linguistic Duality 2008-2013*. It will also continue to take part in the official languages (OL) national coordinators' interdepartmental meetings.

Funding and program delivery

The Agency will work to ensure that OLMCs continue to have access to its programs and services. It will also continue to update its knowledge of OLMCs' needs to ensure that its strategy fits in well with the Government of Canada's strategy for official languages.

Accountability

The Agency plans to implement tools that will help it more readily identify the activities related to section 41 of the OLA.

DETAILED ACTION PLAN

A AWARENESS – IN-HOUSE ACTIVITIES

Training, information, orientation, awareness-raising, communication and other activities carried out in-house and aimed at raising the Agency's employees' and senior management's awareness of linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; taking the viewpoints of OLMCs into account during research, studies and in-house investigations.

Expected result _____

Creation of lasting changes in the Agency's organizational culture. All employees and management are aware of and understand their responsibilities under section 41 of the *Official Languages Act* and OLMCs.

PLANNED ACTIVITIES TO ACHIEVE THE EXPECTED RESULT	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
<p>→ Continue holding information, awareness and discussion sessions on the measures contained in the <i>Action Plan</i> for section 41 of the OLA and their implementation within the Agency with, among others:</p> <ol style="list-style-type: none"> 1. Agency management committees, with the support of the OL Champion as required 2. People assigned responsible for section 41 implementation in the business offices 3. New employees (orientation) 4. Current employees (<i>Linguistic Duality Day</i>) 	<p>→ Information, awareness and discussion sessions related to official languages; best practices community meetings; meetings between the Policy and Planning Sector and the Operations Sector, etc.</p> <p>→ Distribution of explanatory documents to various managers involved, regional champions, etc.</p>	<p>→ Number of meetings and activities organized at various levels (managers, regional champions, etc.)</p> <p>→ Number of employees reached</p> <p>→ Number of new employees reached</p> <p>→ Number of documents made available and distributed</p>

AWARENESS – IN-HOUSE ACTIVITIES (CONTINUED)

PLANNED ACTIVITIES TO ACHIEVE THE EXPECTED RESULT	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
→ Adapt and distribute documents describing and explaining section 41 of the OLA	→ Educational materials regarding section 41 are prepared	→ Materials made available and distributed to the Agency's employees
→ Produce and distribute information materials describing and explaining the socio-economic situation of OLMCs in Quebec (based on data from the 2006 census)	→ Information materials	→ Materials made available and distributed to the Agency's employees
→ Use the Agency's internal newsletter, <i>Kaleidoscope</i> , to advise employees of the latest OL developments	→ Published articles (the <i>Action Plan</i> is launched – Fall 2010)	→ Agency employees are aware of the Agency's role as it pertains to the application of section 41 of the OLA
→ Review the Agency's accountability framework as it pertains to the delivery of the OLA's Part VII	→ An updated accountability framework is approved	→ The Departmental Management Committee inform their respective sectors of changes to the framework
→ Use the intranet to inform employees about information materials, such as the <i>Bulletin 41-42</i> , which describes and explains OLMCs' needs	→ Published articles	→ Materials available and distributed
→ Set aside a day for the OL Community of Practice	→ Meeting	→ Number of representatives from each business office at the meeting → Number of English-speaking community partners at the meeting

B CONSULTATIONS – SHARING OF IDEAS AND INFORMATION WITH OLMCs

Activities (e.g. committees, discussions and meetings) through which the Agency consults OLMCs and interacts with them to identify their needs and priorities or to understand the potential impacts on their development; activities (e.g. round tables, working groups) to explore opportunities for cooperation within the Agency's existing mandate or as part of developing a new program or a new policy; participation in consultations with OLMCs coordinated by other government bodies; consultation with 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	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
→ Hold meetings between the Agency's Headquarters and OLMCs, both formally and informally	→ Minutes of meetings	→ Number of meetings → Number of reports of meetings transmitted to regional champions → This information is taken into consideration while developing strategies, programs and policies
→ Hold informal meetings to set up or strengthen lines of communication between the Agency business offices and English-speaking community organizations in order to increase understanding of the Agency's mandate and discuss community needs that could potentially lead to projects	→ Meetings → Relevant documentation	→ Number of informal meetings the results of which are transmitted to the sector responsible for the elaboration of the Agency's strategies, programs and policies

CONSULTATIONS – SHARING OF IDEAS AND INFORMATION WITH OLMCS – (CONTINUED)

PLANNED ACTIVITIES TO ACHIEVE THE EXPECTED RESULT	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
→ Attend discussion and consultation meetings organized by other federal departments (e.g. Industry Canada) with English-speaking communities	→ Meetings – sharing best practices	→ When appropriate, OLMC suggestions are taken into consideration when implementing the government's official languages strategy and when developing the Agency's next action plan.
→ Attend NHRDC meetings	→ Summary of OLMC requests	→ OLMC needs are identified and summarized in one document for future use during the renewal of the Agency's programs

C COMMUNICATIONS – TRANSMISSION OF INFORMATION TO OLMCs

External communications activities to inform OLMCs about the Agency's activities, programs and policies and to promote the bilingual character of Canada; inclusion of OLMCs in all information and distribution lists; use of the Agency's Web site to communicate with OLMCs.

Expected result

OLMC culture reflects a broad understanding of the Agency's mandate. OLMCs receive up-to-date and relevant information about the Agency's programs and services.

PLANNED ACTIVITIES TO ACHIEVE THE EXPECTED RESULT	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
→ Promote, as required, to English-speaking community organizations and members, the programs and services offered by the Agency and intermediary groups in their region	→ Meetings	→ Number of meetings → Satisfaction level of those who attended the meetings
→ Continue to publish information on the Agency's programs and services on the Agency's Web site	→ Information available on the Agency's Web site	→ Level of satisfaction of Anglophone organizations in relation to the content
→ Use, as required and wherever possible, media aimed at the English-speaking minority community, particularly during the implementation of projects developed for that community	→ Media articles aimed at the English-speaking minority community → Invite the media to Agency announcements when appropriate	→ Number of press releases issued → Number of invitations issued to the English-language media
→ Use the "Feature" section of the Agency's Web site to highlight certain English-speaking community projects	→ Published articles	→ Number of articles referring to projects related to OLMCs that are published on the Agency's Web site

D 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 Agency 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 language champions, national and regional coordinators, and others 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	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
<ul style="list-style-type: none">→ Participate in the Committee of Assistant Deputy Ministers on Official Languages and take part in its three support committees:<ol style="list-style-type: none">1. Interdepartmental Management Committee for the Official Languages Program2. Interdepartmental Policy Committee3. Coordinating Committee on Official Languages Research→ Participate in the Interdepartmental Research Committee on Community Economic Development	<ul style="list-style-type: none">→ Meetings	<ul style="list-style-type: none">→ Attendance level at meetings→ Departments exchange documents, sharing best practices and learning from each other
<ul style="list-style-type: none">→ Monitor the status of Anglophones in Quebec	<ul style="list-style-type: none">→ Documents	<ul style="list-style-type: none">→ Number of documents shared with central offices such as the Official Languages Secretariat

PLANNED ACTIVITIES TO ACHIEVE THE EXPECTED RESULT	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
<ul style="list-style-type: none"> → Attendance at OL national coordinators' interdepartmental meetings → Attendance by Part IV, V, VI and VII national coordinators at meetings for coordinators and their peers → Attendance at Council of the Network of Official Languages Champions meetings → Attendance at meetings between regional development agencies and Industry Canada for the implementation of the EDI under the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> → Attendance by Legal Services at regional development agencies' interdepartmental meetings during which information on official languages is shared 	<ul style="list-style-type: none"> → Meetings among various departments responsible for delivering the EDI → Meetings of national coordinators responsible for parts IV, V, VI and VII 	<ul style="list-style-type: none"> → Attendance level at meetings → Increased exchanges amongst the various networks of coordinators and champions leading to a better understanding of the challenges related to the Agency's departmental requirements
<ul style="list-style-type: none"> → Participate in the Official Languages Committee of the Quebec Federal Council (QFC) 	<ul style="list-style-type: none"> → The Agency's Official Languages Champion participates in the OLC meetings of the QFC 	<ul style="list-style-type: none"> → Sectors responsible for section 41 of the OLA are kept informed of the outcome of the QFC meetings and share this information with the best practices community

E FUNDING AND PROGRAM DELIVERY

The Agency's program implementation and service delivery; funding of OLMC projects by the Agency alone or in cooperation with other federal institutions; inclusion of OLMCs' needs in the delivery of the Agency's programs and services.

Expected result

OLMCs are part of the Agency's regular clientele and have adequate access to its programs and services. Their needs in terms of development opportunities are taken into consideration.

PLANNED ACTIVITIES TO ACHIEVE THE EXPECTED RESULT	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
→ Funding OLMC projects as part of the Agency's programs	→ The Agency's business offices use the information provided to them in order to contribute to the objective of supporting OLMCs by funding projects that are beneficial to them	→ Number of projects that have contributed to OLMC's development and vitality → Increased rate of financial assistance to OLMC by the Agency
→ Developing tools for advisors in the business offices	→ Tools are shared with advisors in the business offices in order to improve and increase the services offered	→ Number of tools shared allowing advisors to better serve the OLMCs client base
→ Feedback for both the business offices and the OLMC via the business offices regarding programs being offered	→ Periodic consultations to assess program delivery are held	→ The Agency's programs, policies, initiatives and guidelines take into account the Agency's obligations as they pertain to section 41 of the OLA and are representative of the feedback results obtained from OLMCs

F ACCOUNTABILITY

Activities through which the Agency integrates its work on the implementation of section 41 of the OLA with the institution's planning and accountability mechanisms (e.g.: report on plans and priorities, departmental performance report, departmental business plan, report on results from the 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 the institution's senior management to ensure implementation of section 41 of the OLA.

Expected result

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

PLANNED ACTIVITIES TO ACHIEVE THE EXPECTED RESULT	EXPECTED OUTPUTS	INDICATORS TO MEASURE THE EXPECTED RESULT
<ul style="list-style-type: none"> → Produce the annual report on results for the implementation of Section 41, Part VII of the OLA → Submit the annual report to the Agency's Departmental Management Committee for approval 	<ul style="list-style-type: none"> → Annual report on the Agency's performance is submitted → Annual report approved by the Departmental Management Committee 	<ul style="list-style-type: none"> → Report submitted in a timely manner to Canadian Heritage → Canadian Heritage gives a positive mark to the Agency's annual report
<ul style="list-style-type: none"> → Contribute to Canadian Heritage's Departmental Performance Report (DPR) on the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> 	<ul style="list-style-type: none"> → A portion of the Agency's annual report contributes to the expected results for the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> 	<ul style="list-style-type: none"> → Report submitted in a timely manner to Canadian Heritage → Canadian Heritage gives a positive mark to the Agency's annual report
<ul style="list-style-type: none"> → The Agency contributes to the development of a common performance measurement for the EDI 	<ul style="list-style-type: none"> → Common performance measurement indicators are developed and used by all departments involved in the delivery of the EDI 	<ul style="list-style-type: none"> → The Agency uses reliable indicators used by all departments involved in order to report on projects funded through the EDI
<ul style="list-style-type: none"> → The Agency contributes to the joint evaluation of the EDI 	<ul style="list-style-type: none"> → Evaluation results are submitted to Industry Canada 	<ul style="list-style-type: none"> → The joint evaluation of the EDI take into account the Agency's results

