



.....

Bringing performance to the table

ANNUAL REPORT TO GOVERNMENTS
2009-2010



Canadian Intergovernmental Conference Secretariat





CANADIAN
INTERGOVERNMENTAL
CONFERENCE
SECRETARIAT
REPORT TO
GOVERNMENTS
2009-2010

Contact Us

GENERAL INQUIRIES

Telephone: (613) 995-2341

Fax: (613) 996-6091

E-mail: info@scics.gc.ca

www.scics.gc.ca

MAILING ADDRESS

P.O. Box 488, Station 'A'

Ottawa, Ontario

K1N 8V5

LOCATION / DELIVERIES

222 Queen St., 10th Floor

Ottawa, Ontario

K1P 5V9

TABLE OF CONTENTS

<u>Message from the Secretary</u>	<u>5</u>
<u>Who we are</u>	<u>6</u>
<u>Services we offer</u>	<u>7</u>
<u>Vision and Mission</u>	<u>8</u>
<u>Our Values</u>	<u>8</u>
<u>Our Executive Team</u>	<u>9</u>
<u>Our People</u>	<u>10</u>
<u>Conferences</u>	<u>14</u>
<u>New Conference Sectors Served</u>	<u>17</u>
<u>Behind the Scenes</u>	<u>18</u>
<u>Conference Services Evaluation</u>	<u>19</u>
<u>Intergovernmental Document Archive</u>	<u>21</u>
<u>Information Technology</u>	<u>22</u>
<u>Communication</u>	<u>23</u>
<u>Finances</u>	<u>26</u>



.....

*A legacy
of exceptional
conference
support*



Message from the Secretary

This past fiscal year has seen many changes to the Canadian Intergovernmental Conference Secretariat (CICS) as a whole. Organizationally, a new executive management team was put in place bringing added stability and a new approach and vision to the organization. The Secretariat has also needed to adjust and adapt to changes in the federal government's management practices and procedures in

addition to implementing budgetary restraint measures.

In light of the above, it was deemed opportune for the Secretariat to launch in fiscal year 2009-2010 a strategic orientation exercise. This initiative is based on the key objective of the organization being the preferred choice of governments for senior level intergovernmental conference support services across Canada.

I must emphasize that the flawless delivery of high quality administrative services to senior level meetings is only made possible by the total dedication and professionalism of CICS personnel. A special thanks to each and everyone for a job well done and for your support as we face new challenges and directions in the future.

ANDRÉ M. MCARDLE

Secretary, Canadian Intergovernmental Conference Secretariat

Who we are



CICS was created pursuant to an agreement reached at the May 1973 First Ministers' Conference and designated a department of the federal government by an Order-in-Council dated November 29, 1973.

In essence, CICS is an agency of the federal, provincial and territorial governments and, as such, acts as a neutral intergovernmental body.

Our budget is supported by both orders of government and our staff includes federal, provincial and territorial public servants. The Secretary reports to all governments annually and reports to Parliament through the President of the Queen's Privy Council for Canada.

The Secretariat's one program mandate is to provide administrative conference support

services for the planning and conduct of meetings of First Ministers as well as for federal-provincial-territorial and provincial-territorial multilateral meetings of Ministers and Deputy Ministers. CICS services are available anywhere in Canada.

DID YOU KNOW: Over the span of its 36 years, there have been at total of 81 provincial employees seconded from all provinces to the Secretariat. -HISTORICAL TIDBITS FROM OUR ARCHIVES

Services we offer

CICS offers a complete package of services which can be tailored to meet the needs of your conferences. First and foremost, we offer an experienced team who during the planning phase assists and advises you with the organization and administration of your intergovernmental meeting. We are the detail experts who know the right questions to ask and we pledge to help you find the solutions to the many challenges that can arise when planning such high level events. We also provide translation services in both official languages for official conference documents prior to the meeting. On site, our team works with the venue staff to set-up the conference room and other rooms in accordance with the conference requirements and we also set up an on-site

office to serve the needs of all conference delegates. We offer simultaneous interpretation in Canada's two official languages in the main conference room as well as at press conferences. On special occasions as requested by the co-chairs, arrangements can be made to provide interpretation services in Inuktitut. We provide the required audio-visual services and we can assist you with the communiqué drafting process, including on-site translation. Some of our other services include the distribution, safe-keeping and archival of conference documents, the delegates registration process, internet stations for delegates use and security of the meeting rooms. It is always our pleasure to work with you in order to ensure a successful meeting.

*“What we
bring to your
meetings:
Expertise,
consistency,
neutrality,
performance,
problem-
solving,
options,
economies
of scale...”*



Vision and Mission

Our vision is to consolidate our position in order that CICS remains the preferred choice of governments for senior level intergovernmental conference

support services across Canada.

Our Mission is to re-energize partnerships and offer an

evolved service delivery model that provides impeccable services to governments supported by strong and innovative management practices.



Our Values

Excellence: We are fully committed to impeccable, high quality client-focused services delivered with utmost professionalism.

Flexibility/Adaptability: In carrying out our mandate, we travel extensively and work long hours. We thrive under

pressure, dealing with the unexpected and finding solutions to meet the needs of our clients.

Teamwork: Pursuing a common goal, we treat people with fairness and respect and we all support each other in a common purpose.

Integrity: In all sectors of the organization, we demonstrate neutrality and confidentiality while respecting roles and responsibilities.

DID YOU KNOW: As of March 31, 2010 CICS had served a total of 3,095 conferences.

-HISTORICAL TIDBITS FROM OUR ARCHIVES

Our Executive Team

.....

The CICS executive team is experienced, focussed and dedicated to providing quality service and to meeting any challenges that lay ahead. It ensures that the organization remains effective and efficient and consistently achieves value for money.



ANDRÉ M. MCARDLE

*Secretary, Canadian Intergovernmental
Conference Secretariat*



DANIEL PLOURDE

Assistant Secretary



LOUISE SEAWARD-GAGNON

Director, Conference Services



ANIK LAPOINTE

Director, Corporate Services



BERNARD LATULIPPE

Director, Information Services

Our People



Our strength is in the dedication and professionalism of our employees. The Secretariat is fortunate to have a devoted, knowledgeable and experienced workforce that constantly strives to achieve service excellence.

The intergovernmental nature and neutrality of the Secretariat is reflected in the composition of its personnel which encompasses federal, provincial and

territorial employees. The objective of CICS is to have half the staff of the Conference Services unit consist of provincial/territorial public servants who are seconded to the agency by their respective governments for a period of three to four years. The Information Services and Corporate Services units are staffed by federal government employees as is the Executive office. To address the demands

for conference services in peak periods, the Secretariat continues to cross-train employees from these units.

Over the years, the mix of federal and provincial/territorial public servants has served the Secretariat well. It has brought various perspectives, the development of fresh approaches and constantly renewed enthusiasm to the

DID YOU KNOW: While the federal Order-in-Council creating CICS was passed in November 1973; First Ministers had agreed to the creation of CICS at a First Ministers' Conference in May 1973.

-HISTORICAL TIDBITS FROM OUR ARCHIVES



organization. The blend also ensures continuity in the delivery of service and offers a critical level of experience mixed with historical and corporate insight.

New policies designed to improve the workplace and the workforce were developed and implemented in 2009-2010 and more are to follow as the Agency continues to review its human resources strategies.

CICS started the fiscal year with six provincial employees. In the summer of 2010 a Conference Assistant returned to his home government of New Brunswick after completing his term with the Secretariat. Earlier this year, another Conference Assistant from New Brunswick left CICS to pursue a career with the Federal government. Currently, there are four provincial secondees: two Conference

Coordinators from New Brunswick, one Conference Coordinator from Quebec and an Assistant Conference Coordinator from Nova Scotia.

CICS looks forward to conducting a new recruitment process in the provinces and territories in 2010-2011.







.....

*Essential support
for senior level
conferences*

Conferences



In the 2009-2010 fiscal year, CICS served 75 intergovernmental meetings, a slight increase from the previous year. The breakdown is as follows:

75

INTERGOVERNMENTAL MEETINGS

2	2	31	40
Vice-Regal* (3%)	Premiers (3%)	Ministers (41%)	Deputy Ministers (53%)

*Governor General, Lieutenant Governors and Territorial Commissioners

CONFERENCE BY LOCATION FOR 2009-2010

These meetings were held in diverse locations all across the country.



*10 of which were held in the National Capital Region

**3 of which were held in the National Capital Region

The meetings served by CICS span a wide variety of government sectors.

SECTOR	FPT Ministers	FPT Deputy Ministers	FPT Vice-Regal	Premiers	PT Ministers	PT Deputy Ministers	Total
Agriculture	2				1		3
Citizenship and Immigration		1					1
Education		1			2	2	5
Emergency Preparedness		1				2	3
Environment	1						1
Fisheries and Aquaculture	4	1					5
Health	1	1			1	1	4
Heritage (includes Governor General, Lieutenant Governors and Commissioners, and Canadian Francophonie)	1		2		1		4
Housing	1	1			2	2	6
Human Resources and Social Services (includes Seniors, Labour, Labour Market Ministers and Labour Legislation)	2	5				1	8
Industry and Tourism	1						1
Intergovernmental Affairs				2			2
Intergovernmental Budget		1					1
Internal Trade	1						1
Justice (includes Chief Coroners and Chief Medical Examiners)	1	2			1	3	7
Local Government					1		1
Native/Aboriginal Affairs					1		1
Natural Resources (includes Forest, Wildlife, Endangered Species, and Energy and Mines)	2	3					5
Public Works & Government Administration (includes Public Service Commissioners, and Information and Privacy Commissioners and Ombudspersons Summit)		4					4
Sports and Recreation	1	3			1		5
Status of Women	1	1					2
Transport	1	4					5
TOTAL	20	29	2	2	11	11	75

FPT: Federal-Provincial-Territorial PT: Provincial-Territorial Vice-Regal: Governor General, Lieutenant Governors and Territorial Commissioners

New Conference Sectors Served



© Office of the Secretary to the Governor General of Canada 2008. Photo credit: Sgt. Serge Goun, Rideau Hall. Reproduced with the permission of the Office of the Secretary to the Governor General.

Conference of Governor General, Lieutenant Governors and Territorial Commissioners, Iqaluit, Nunavut, May 30-31, 2009

VICE-REGAL SECTOR

CICS was most happy and honored to receive a request for its services for the annual meeting which takes place between the Governor General of Canada and the provincial Lieutenant Governors and territorial Commissioners. During the 2009-2010 fiscal year, two such meetings took place; the first in Nunavut in May 2009 and the second in British Columbia in March 2010. This was a new and unique intergovernmental experience for us and we are delighted to have established the link and look forward to serving this illustrious group at their next meeting in Newfoundland and Labrador in 2011.



Photo: Carter Fitzgerald Photography

Federal-Provincial-Territorial Information and Privacy Commissioners and Ombudspersons Summit
St. John's, Newfoundland and Labrador, September 9-10, 2009

INFORMATION AND PRIVACY COMMISSIONERS AND OMBUDSPERSONS

CICS was also quite pleased to learn of the existence of this FPT table and is happy to have now added the Information and Privacy Commissioners to our list of regular clients. Their 2009 annual meeting in Newfoundland and Labrador was a wonderful first experience for us and we look forward to working with them on an annual basis.

Behind the Scenes



OVERCOMING OBSTACLES, THAT'S OUR BUSINESS...

CICS has over 35 years of experience in delivering a consistent, top quality service despite last-minute changes and requests, technology malfunctioning, travel delays, unexpected protestors, election calls, power outages (do we need to say more??) In fact, we pride ourselves on our creativity in dealing with the unexpected. This

strength, however, was put to the ultimate test in September 2009 when the CICS team arrived in Vancouver to serve a Ministerial Conference, only to learn that all of its equipment crates (we travel to each meeting with 8 large crates containing everything from printers to flags) had been the object of a theft within the shipping company. We were plain out of luck... the crates were not going to get there! (The crates were

recovered and returned to us about two months later!) The team quickly kicked into high gear with creative thinking and within a couple of hours had used all their connections and had managed to rent, borrow and buy the basics needed so that the meeting would go ahead with the logistical nightmare only shared by those in the need to know. Hats off to our personnel who pulled that one off!

DID YOU KNOW: In the last 10 years the CICS Information Centre has responded to an average of 137 requests per year, for various types of research, conference documents, publications and information from a wide variety of groups and individuals including Canadian federal, provincial and territorial government officials, other governments, members of the media, universities and the general public. -HISTORICAL TIDBITS FROM OUR ARCHIVES

Conference Services Evaluation

To support our efforts to consistently provide high quality service to every meeting we serve, CICS began surveying conference delegates and planners in the Fall of 2008 in order to solicit your evaluation of our services. Surveys are distributed at conferences across all sectors at least once each year and planners are interviewed by telephone based on a rotational sampling each year. The results for the past 2 years reveal a very high degree of satisfaction with the services of CICS and your comments have been invaluable to us as

we set new direction. We also sincerely thank those who have taken the time to write letters of appreciation.

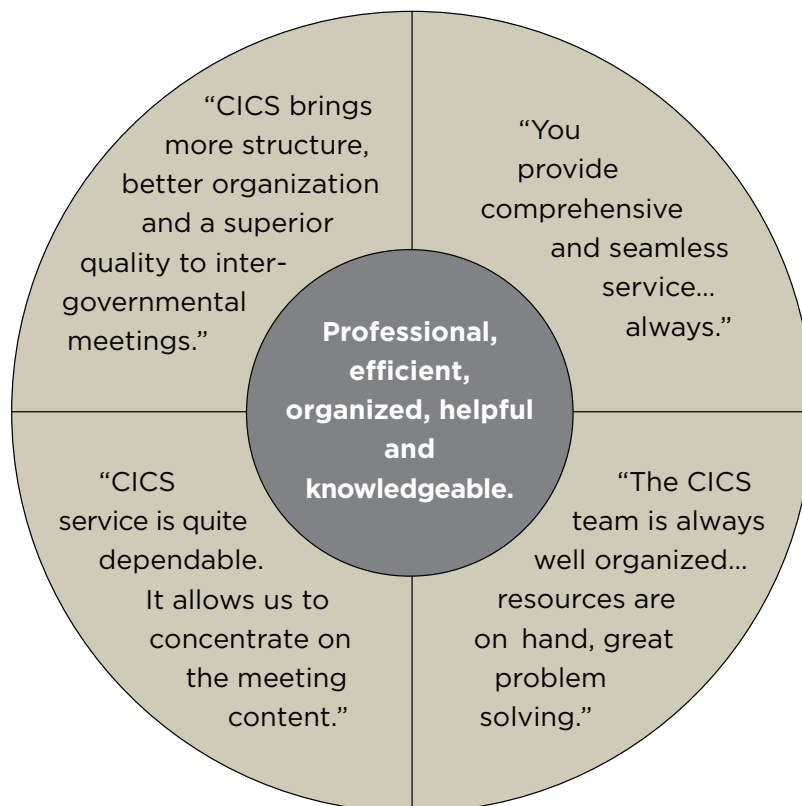
WHAT YOU'VE TOLD US...

Here are the results: 99% of delegates responding were overall either satisfied or very satisfied with our on-site services. 96% of the conference planners surveyed were also either satisfied or very satisfied with our support during the planning process. We were also delighted to hear that you feel we absolutely have the ability to smoothly deal with issues as

they arise on site. Other comments you shared are helping us to formulate priorities around communication and marketing strategies as well as a review of evolving client needs.

While CICS will continue to solicit your feedback on a regular basis, we welcome all comments at any time. Please feel free to contact the Director of Conference Services at 613-995-4328 to discuss any matter relating to service. We would love to hear from you.

Some of the quotes used to describe our services by the conference planners and delegates:



.....
*Comprehensive
support...
Dependable
services*

Intergovernmental Document Archive



The CICS intergovernmental document archive is a unique collection of documents, which spans virtually every sector of intergovernmental conference activity dating back to 1973. It is made up of documents tabled by delegations at federal-provincial-territorial and provincial-territorial conferences. It also includes material created by the Secretariat on behalf of the Chair or Co-chairs (list of documents, list of delegates, etc.). Together these documents create a comprehensive record of each conference served by the Secretariat.

Additionally, other reference materials relating to these meetings can include audio-visual records of open sessions of various First Ministers' and Premiers' conferences served by the Secretariat, as well as a selection of digital images and photographic records from some of these meetings.

Over one thousand new documents originating from federal-provincial-territorial meetings held in fiscal year 2009-2010 were added to CICS archive, as well as close to 500 new documents from provincial-territorial meetings.

Note that all of the documents emanating from the Vice-Regal meetings are kept at Rideau Hall.

It is also important to note that the Secretariat is only the custodian of the material and that the documents remain the legal property of the originating government or governments. The archive is managed for the primary use of the federal, provincial and territorial government conference delegates. Other requests for access to documents which are not in the public domain are referred back to the originating jurisdiction.

Federal-Provincial-Territorial documents: **31,105**

Federal-Territorial documents: **54**

Provincial-Territorial documents: **13,223**

Total number of archived intergovernmental documents: **44,382**

1,486 new documents added to the Archive in 2009-2010

Information Technology

To maintain a high level quality service to our partners, the Information Technology (IT) unit of CICS plays a crucial role in providing cutting edge technology, on time and flawlessly, not only at the conference venues but also in supporting the preparatory work performed at the main office. IT plays a critical role in ensuring that high quality services, such as telecommunications, hardware availability and data security, are provided to our clients at conferences and to CICS personnel.



As one of the goals of CICS is to remain on the leading edge of technological developments much effort is made to work with our service providers and our personnel to identify new technologies and innovations that can best serve our partners. Developments are continually being assessed for possible implementation on the road and at the office. We also provide an environment that ensures accurate and secure data management. Our network system meets the highest security standard and every effort is made to ensure that delegate's data is handled accordingly.

This year we will be developing an Online Registration website for Conferences Services. The Online Registration website will provide for a much richer registration experience for the delegates and the media and

will enable the Secretariat to replace its manual processes and enhance its reporting capabilities. This new service will first be used for the New England Governors and Eastern Canadian Premiers conference in July of 2010 and will then be gradually extended to other conferences that require such services. To complement the new Online Registration system, the Photo ID system is being updated with new upgraded software and state-of-the-art cameras to improve the identification badges used by conference attendees.

Laptops and printers used by the delegates have also been upgraded to enhance the end user experience.

DID YOU KNOW:

The first conference at the Premiers' level to be held in a territory was the June 3-5, 1996 Western Premiers' Conference which was held in Dawson City, Yukon. -HISTORICAL TIDBITS FROM OUR ARCHIVES

Communication

Finally, CICS is currently redesigning its web presence to bring it to the modern standards. The goal of this project is to provide the users with more efficient means to access CICS information and to provide them with the ability to search the rich data accumulated over the years. We expect that the new portal will be made available in the fall 2010.



DID YOU KNOW: Since its creation, the Secretariat has known three Secretaries: Mr. Henry Davis, founder and first Secretary who headed the agency for ten years, from its inception in 1973 to 1983; followed by Mr. Stuart MacKinnon, who was in the position from 1983 to 2004; and currently Mr. André McArdle who was appointed in 2005. 1983 also saw two acting Secretaries, Mr. Ed Watson and Mr. André Millar. -HISTORICAL TIDBITS FROM OUR ARCHIVES



A photograph of a conference table covered with a white tablecloth. On the table, there are two sets of black headphones, a black gooseneck microphone, a clear glass pitcher, and several glasses. The background is slightly blurred, showing a room with a red wall and some artwork.

.....

*Strategic
support you can
count on*

Finances

The Canadian Intergovernmental Conference Secretariat (CICS) is financed by both the Government of Canada through parliamentary appropriations and by the provinces through contributions. The 2009-2010 provincial contributions that were requested last fall were based on CICS's budget minus the federal share¹ and adjusted by the 2008-2009 lapse of budgetary funding (budget minus actual expenditures).

TABLE 1. CICS's Budget (\$ thousands)

	2009-10 Budget	Adjustment based on 2008-09 Actual Expenditures and Contributions Received	Adjusted Budget to Calculate 2009-10 Provincial Contribution
2009-10 CICS Main Estimates Budget	6,524.9	(1,338.3)	5,186.6
Less: Federal Share ¹	3,964.8	(1,206.4)	2,758.4
Total Provincial Share	2,560.1	(131.9)	2,428.2

The total provincial share of CICS's budget is then divided among provinces based on the latest decennial population census on a pro-rated basis. Table 2 indicates the distribution of the provincial share of CICS 2009-2010 budget and the contributions received.

¹ The federal share includes fifty percent of the total budget plus the employee benefit plans for federal employees, the translation costs, the tenant services, the capital costs and any revenue shortfalls resulting from the non-payment or partial payment by the provinces of their respective share.

TABLE 2. Distribution of Provincial Contributions towards CICS' 2009-2010 Budget (\$ thousands)

	% based on 2001 Population Census	Distribution of Provincial Share of CICS 2009-10 Budget	Distribution of Provincial Share of the Adjustment	Requested Contribution	Actual Contribution Received
Newfoundland and Labrador	1.7	43.5	(9.2)	34.3	34.3
Nova Scotia	3.0	76.8	(16.1)	60.7	60.7
New Brunswick	2.4	61.4	(12.9)	48.5	48.5
Prince Edward Island	0.5	12.8	(2.7)	10.1	10.1
Quebec	24.2	619.5	0.0	619.5	131.3
Ontario	38.2	978.0	0.0	978.0	355.6
Manitoba	3.7	94.7	(19.9)	74.8	74.8
Saskatchewan	3.3	84.5	(17.8)	66.7	23.0
Alberta	9.9	253.5	(53.3)	200.2	200.2
British Columbia	13.1	335.4	0.0	335.4	95.0
Total	100.0	2,560.1	(131.9)	2,428.2	1,033.5

A summary of CICS's financial results is presented in table 3. The total funding is composed of the Main Estimates budget and adjustments. The Main Estimates are the voted appropriations at the beginning of the fiscal year, which began on April 1, 2009. The adjustments represent the additional funding received to cover salary increases from the revised collective agreements. Total funding remained approximately at the same level as in 2008-2009.

Total spending for 2009-2010 amounted to \$ 5.1 million compared to \$ 5.4 million (5% decrease) spent in 2008-2009. This brought a surplus of \$1.7 million for 2009-2010. The surplus is also attributable to the fact that CICS receives funding to serve in the range of 120 conferences a year, however only 75 conferences were served in 2009-2010. The salaries and wages expenditures remained stable. The other operating costs variation is related to the location of the conferences since most expenses are incurred for professional services (interpretation and translation) and transportation.

In Budget 2009, the Government of Canada announced that spending on travel, hospitality and conferences would be capped at 2008-2009 levels for 2009-2010 and 2010-2011. To meet this obligation, CICS has reviewed its travel processes and spending to ensure best value for money.

TABLE 3. 2009-2010 CICS's Financial Results (\$ thousands)

CICS BUDGET	2009-10	2008-09
Main Estimates	6,524.8	6,514.0
Adjustments & Transfers	365.2	498.5
Total Funding	6,890.0	7,012.5
CICS EXPENDITURES		
Salaries & Wages	2,260.1	2,219.3
Employee Benefit Plans	404.0	398.3
Sub-total - Personnel Costs	2,664.1	2,617.6
Other Operating Costs	2,346.5	2,619.4
Capital Costs	131.3	175.1
Sub-total - Other Operating & Capital Costs	2,477.8	2,794.5
TOTAL EXPENDITURES	5,141.9	5,412.1
Lapsed (overexpended)	1,748.1	1,600.4