

# **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

## **2011-2014 Action Plan**

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# PUBLIC WORKS AND GOVERNMENT SERVICES CANADA

## RESULTS-BASED ACTION PLAN

### IMPLEMENTATION OF SECTION 41 OF THE *OFFICIAL LANGUAGES ACT* 2011-2014

#### General information and period covered

Federal institution: Web site:	Public Works and Government Services Canada (PWGSC) Place du Portage, Phase III 11 Laurier Street, Gatineau, Quebec K1A 0S5  <a href="http://www.tpsgc-pwgsc.gc.ca">www.tpsgc-pwgsc.gc.ca</a>
Minister responsible:	Honourable Rona Ambrose
Senior official(s) responsible for implementation of section 41 of OLA (e.g., Assistant Deputy Minister or Official Languages Champion):	Deputy Minister: François Guimont Associate Deputy Minister: Andrew Treusch Official Languages Champions: Donna Achimov, Chief Executive Officer, Translation Bureau, and John McBain, Assistant Deputy Minister, Real Property Assistant Deputy Minister, Human Resources: Diane Lorenzato Director General, Corporate Human Resources Policies, Programs and Systems: Louis Seguin Director, Official Languages: Gilbert Taylor
<b>General</b> mandate of federal institution (4 to 5 lines – This summary of the mandate will be published in the Annual Report on Official Languages tabled in Parliament):	By providing the Government of Canada with the innovative common services it needs for program delivery, PWGSC helps the departments and agencies focus on what they do best – serving Canadians.
National coordinator responsible for implementation of section 41:	Julie Paquette Manager, Official Language Minority Communities Secretariat Telephone: 819-934-0238 Fax: 819-956-8566 E-mail: <a href="mailto:julie.paquette@tpsgc-pwgsc.gc.ca">julie.paquette@tpsgc-pwgsc.gc.ca</a>  Official Languages Directorate Public Works and Government Services Canada 11 Laurier Street, Gatineau, Quebec K1A 0S5

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<p>Regional coordinators:</p>	<p><u>ATLANTIC</u> David McGuire Client Service Director Dominion Public Building 1713 Bedford Row, 1<sup>st</sup> Floor Halifax, NS B3J 3C9 E-mail: <a href="mailto:david.mcguire@pwgsc-tpsgc.gc.ca">david.mcguire@pwgsc-tpsgc.gc.ca</a></p> <p><u>QUEBEC</u> Justine Chan Principal Consultant Place Bonaventure, Southeast Portal 800 de la Gauchetière Street West, Suite 7300 Montréal, QC H5A 1L6 E-mail: <a href="mailto:justine.chan@tpsgc-pwgsc.gc.ca">justine.chan@tpsgc-pwgsc.gc.ca</a></p> <p><u>ONTARIO</u> Louise Kelly Manager, Acquisitions 33 City Centre Drive, Suite 480-C Mississauga, ON L5B 2N5 E-mail: <a href="mailto:ld.kelly@pwgsc-tpsgc.gc.ca">ld.kelly@pwgsc-tpsgc.gc.ca</a></p> <p><u>WESTERN</u> Carol Ryckenboer-Barsalou Human Resources Consultant 167 Lombard Avenue, Suite 100 Winnipeg, MB R3C 2Z1 E-mail: <a href="mailto:carol.ryckenboer-barsalou@pwgsc-tpsgc.gc.ca">carol.ryckenboer-barsalou@pwgsc-tpsgc.gc.ca</a></p> <p><u>PACIFIC</u> Mitsy Poirier Administrative Assistant, Office of Small and Medium Enterprises 800 Burrard Street, Room 641 Vancouver, BC V6Z 2V8 E-mail: <a href="mailto:mitsy.poirier@pwgsc-tpsgc.gc.ca">mitsy.poirier@pwgsc-tpsgc.gc.ca</a></p>
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## Summary of the Main Progress Expected During the Period Covered by the Action Plan

### Awareness

During the 2011-2014 period, Public Works and Government Services Canada (PWGSC) will continue to raise awareness among the Department's employees and managers of section 41 of the *Official Languages Act* (OLA).

- The Official Language Minority Communities Secretariat which reports to the Human Resources Branch, has a coordination and an oversight role in the implementation of Section 41 of the OLA at PWGSC. The guidelines supporting official language communities and promoting linguistic duality will have increased visibility during the period in question, because they are included in the new Policy on Official Languages and Linguistic Duality, which will be widely distributed throughout PWGSC as part of the new People Management Policy Suite announced on April 1, 2011.

The new People Management Policy Suite is part of the Government of Canada's initiative to reduce the web of rules and regulations that hinder achieving results for Canadians. PWGSC is seizing this opportunity to introduce a change in organizational culture by promoting the principles and values inherent in the Government of Canada's Official Languages Program supported by the obligations and regulations set out in the OLA.

- In 2011-2014, the Official Languages Governance Committee will be strengthened. The Committee, which is chaired by the two departmental Official Languages Champions, reports to the Deputy Minister on how the Department can attain its official languages objectives (service to the public, language of work, equitable participation, positive measures to enhance the vitality of official language minority communities, language training and promotion of linguistic duality).
- The Official Languages Coordinators' Network Committee has been reinstated and is now meeting every two months. The mandate of the Network is to discuss strategic issues related to official languages; promote the *Official Languages Act*; and, implement the Official Languages Program. The Official Languages Coordinators are also asked to promote linguistic duality within their respective branch and region.

### Consultations

The Official Language Minority Communities (OLMC) Secretariat will continue to represent the Department with the OLMCs. The Secretariat will continue to communicate on a regular basis with the national organization representing OLMCs, especially those with an economic development component, to share information about the Department's programs and services and to respond to the communities' needs and priorities, in addition to meetings of the *Comité national de développement économique et d'employabilité* with the *Réseau de développement économique et d'employabilité* (RDÉE) Canada and the National Human Resources Development Committee for the English Linguistic Minority with the Community Economic Development and Employability Corporation (CEDEC).

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As the technical and coordinating authority on advertising for Government of Canada departments and agencies, PWGSC chairs the Consultative Committee on Advertising and Official Language Minority Media (OLMMC). The OLMMC will continue meeting regularly. The OLMMC was established to support the federal government's commitment to work with OLMC media to bolster awareness of the importance of reaching OLMCs among federal institutions and their advertising agencies. The Department will also continue to monitor spending on advertising in the official languages minority media and produce an annual report.

## **Communications**

PWGSC will continue to offer information sessions entitled "How to do Business with the Federal Government" and "Writing an Effective Proposal" to ensure that OLMC organizations are better informed on contracting processes of the government. The Department will also continue to implement the new Canadian Commercialization Program launched in September 2001, and offer training sessions, information and support tools to OLMCs small and medium enterprises to facilitate the sale of their goods and services to the Government of Canada.

The Department will continue to encourage commercial tenants to offer services in both official languages in the National Capital Region (NCR) and explore the possibility in other locations across Canada. PWGSC will continue to distribute information kits prepared under the *Regroupement des gens d'affaires de la Capitale nationale* and the City of Ottawa's Business Assistance Project to its commercial tenants in the NCR.

## **Coordination and Liaison**

The Secretariat Manager and national coordinator for the implementation of Section 41 will continue participating in the meetings of the Network of national coordinators responsible for the implementation of Section 41 organized by Canadian Heritage.

The Department will also continue to be represented at the meetings of Canadian Heritage's Official Languages Secretariat, especially for the purposes of renewing the *Roadmap for Canada's Linguistic Duality 2008-2013*.

The Department's regional coordinators will continue to participate in meetings of the federal councils' official languages committees in the regions, and in meetings of the Interdepartmental Network of Official Languages Coordinators organized by Canadian Heritage.

## **Funding and Program Delivery**

The Department is committed to the implementation of Section 41 of the OLA, and based on its mandate and its involvement in the *Roadmap for Canada's Linguistic Duality 2008-2013*, PWGSC will provide the following funding and program delivery in 2011-2014:

- The Hotel Card Program has been renewed for five years, from January 1, 2011 to December 31, 2015. This Program will enable OLMCs to benefit from the federal government's reduced rates for accommodations while travelling on business.
- The Translation Assistance Service, which offers assistance to national organizations representing OLMCs by providing translation services free of charge, will be maintained.
- The Translation Bureau will continue to manage the Language Portal of Canada and the Canadian Language Sector Enhancement Program as part of the *Roadmap for Canada's Linguistic Duality 2008-2013*.

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## Accountability

Official languages are part and parcel of governance at PWGSC through the Official Languages Governance Committee presided by the two champions to official languages at the assistant deputy minister level. Consistent with PWGSC's dual focus—on promoting official languages both within the Department and externally, to the general public—one champion works to enhance bilingual service delivery, and one to promote linguistic duality and the vitality of official language minority communities. Members of the official languages governance committee also act as the network of departmental official languages ambassadors.

The Official Languages Directorate (OLD), which comes under the Human Resources Branch, has the mandate to ensure compliance of the implementation of the *Official Languages Act* and the coordination of language training service. The Official Language Minority Communities (OLMC) Secretariat, within the OLD, has a coordinating and monitoring role for the implementation of Section 41 of the OLA at PWGSC.

The OLD counts on the support of the Network of Official Languages Coordinators composed of a representative from each branch and region, and on a proactive departmental official languages complaints resolution process.

The Translation Bureau plays a leadership role in linguistic duality through the implementation of the Canadian Language Enhancement Program and the Language Portal of Canada (initiatives from the *Roadmap for Canada's Linguistic Duality 2008-2013*.)

PWGSC will implement the Supreme Court's decision in the CALDECH case. This will consist in a review of the Department's programs and services offered to the public to determine whether the principle of linguistic equality is respected. The Department will report back to the Treasury Board Secretariat on its findings.

The Department will continue to work with the regional and departmental OL Coordinators to prepare the annual reports. A monitoring mechanism to monitor the progress of the activities laid out in the 2011-2014 Action Plan for the Implementation of Section 41 of the OLA will be developed. The monitoring mechanism will enable the Department to include qualitative and quantitative data to its annual reports on results.

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## A. AWARENESS (In-house activities)

[Training, information, orientation, awareness, communication and other activities carried out **in-house** in order to educate employees and/or senior managers of the federal institution about linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; consideration of the viewpoints of OLMCs in research, studies and investigations carried out in-house.]

<b><u>Planned activities to achieve the expected result</u></b> <i>What activities will be carried out during the period covered? What will be done?</i>	<b><u>Expected outputs</u></b> <i>What products or services will flow from the activities carried out during the period covered?</i>	<b><u>Indicators to measure progress in achieving the expected result</u></b> <i>What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?</i>	<b>Expected result</b>
1. The new People Management Policy Suite, which includes guidelines for supporting OLMCs and promoting linguistic duality, as part of the new departmental Policy on Official Languages (OL) and Linguistic Duality will be presented to OL Ambassadors and Coordinators.	1. Presentations on the policy and guidelines	1. Comments received from the OL Coordinators and Ambassadors on the new Policy Suite	<b>Creation of lasting changes in federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the <i>Official Languages Act</i> and OLMCs.</b>
2. The OL Champions will participate, as leaders, in awareness activities organized within and outside the Department.	2. Speech and presentations at events	2. Number of attendance by the departmental OL Champions	
3. The OL Governance Committee will continue its activities. The Committee reports to the Deputy Minister and its mandate involves the entire OL Program.  The Committee is chaired by the two departmental OL Champions and is composed of OL Ambassadors, who represent the Department's branches and regional offices.	3. Presentations on Section 41 of the <i>Official Languages Act</i> (OLA)	3. Number of meetings where Section 41 of the OLA is discussed	

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4. The OL Coordinators Network will be maintained.	4. Regular meetings of the Network	<p>4. Number of meetings where Section 41 of the OLA is discussed</p> <p>Representation of the Department's branches in the Network of OL Coordinators</p> <p>Active participation of OL Coordinators</p> <p>Review of departmental programs, policies and services to identify positive measures regarding Section 41 of the OLA</p>	<p><b>Creation of lasting changes in federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the <i>Official Languages Act</i> and OLMCs.</b></p>
5. The Department will continue to organize special events designed to highlight Canada's linguistic duality, in the NCR and in the regions, such as Linguistic Duality Day, the <i>Rendez-vous de la Francophonie</i> , Public Service Week, and the Official Languages Week in New Brunswick.	5. Awareness activities	<p>5. Concrete promotion actions at PWGSC headquarters and in the regional offices</p> <p>Comments received about the events</p>	
6. The Action Plan and the Reports on Results for the implementation of Section 41 of the OLA will be available on the departmental Internet website.	6. Web documents available outside the Department	6. The Internet site will be updated annually	
7. Strategic objectives and activities on Section 41 of the OLA will be integrated to the Official Languages Strategic Action Plan.	7. Strategic objectives and activities on Section 41 of the OLA	7. Degree of delivery of the OL Strategic Action Plan, which includes activities relating to the implementation of Section 41	
8. The Translation Bureau will continue to provide workshops on the Language Portal of Canada, including <i>TERMIUM Plus</i> , to federal government employees who request them.	8. Presentations	<p>8. Demand expressed for presentation</p> <p>Number of workshops presented and feedback received</p>	
9. The Translation Bureau will continue to produce linguistic recommendations and reminders and disseminate them throughout the public service.	9. Linguistic recommendations and reminders	<p>9. Number of published linguistic recommendations and reminders</p> <p>Number of federal employees who have received linguistic recommendations and reminders through the Translation Bureau's <i>Newsletter</i></p>	



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10. The Department will continue to produce internal communication tools that regularly contain up-to-date and relevant information on Section 41 of the OLA and OLMCs.	10. Messages (e.g. <i>Dialogue</i> newsletter, articles <i>In the Know</i> , information e-mails to all employees, and regional intranet sites on OL)	10. Systematic distribution of communication tools to employees, managers, OL Coordinators and Ambassadors, or the target audience, to strengthen awareness within the Department  Frequency of issue or update, depending on the communication tool	<b>Creation of lasting changes in federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the <i>Official Languages Act</i> and OLMCs.</b>
11. The communication tools produced outside the Department will continue to be distributed within the Department.	11. <i>Bulletin 41-42</i> , official language minority newspapers, directories of provincial services in French	11. Systematic distribution to departmental OL Coordinators and Ambassadors to strengthen awareness within the Department	
12. New employees will be informed of their responsibilities with respect to Section 41 of the OLA and the OLMCs.	12. Presentations	12. New employee orientation session for employees to contain a component on Section 41 of the OLA  Number of sessions given and number of employees who have attended  Comments received	
13. The Department will continue to provide information sessions on the advertising process for the Government of Canada.	13. Information sessions	13. Attendance at sessions and feedback from participants	

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### B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

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

<u>Planned activities to achieve the expected result</u> <i>What activities will be carried out during the period covered? What will be done?</i>	<u>Expected outputs</u> <i>What products or services will flow from the activities carried out during the period covered?</i>	<u>Indicators to measure progress in achieving the expected result</u> <i>What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?</i>	<b>Expected result</b>
1. The Department will continue to participate in meetings with national organizations representing OLMCs, such as the <i>Réseau de développement économique et d'employabilité</i> (RDÉE) Canada, the <i>Fédération des communautés francophones et acadienne du Canada</i> (FCFA), the Community Economic Development and Employability Corporation (CEDEC), and the Quebec Community Groups Network (QCGN).	1. Consultations, forums, symposiums, meetings of various committees, informal meetings	1. Number of meetings and discussions, subjects discussed and results achieved  Number of suggestions from OLMCs taken into consideration in programs and services offered by the Department	<b>Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandates.</b>
2. The Department plans to continue to be a member of the <i>Comité national de développement économique et d'employabilité</i> (CNDÉE) and the National Human Resources Development Committee for the English Linguistic Minority (NHRDCELM).	2. Work of committees	2. Frequency of meetings, subjects discussed, results achieved	

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3. The Department will continue to participate in meetings with regional organizations representing OLMCs.	3. Consultations, forums, symposiums, meetings of various committees and informal meetings	<p>3. New contacts established and maintenance of existing contacts between regional PWGSC representatives and OLMCs</p> <p>Number of meetings and discussions, subjects discussed, results achieved</p> <p>Number of suggestions from OLMCs taken into consideration in programs and services offered by the Department</p>	<p><b>Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandates.</b></p>
4. Consultations with OLMCs through the Consultative Committee on Advertising and Official Language Minority Media will be ongoing.	4. Meetings, work of Committee	<p>4. Number of meetings held</p> <p>Decisions implemented</p>	
5. The Department will consult the OLMC organizations, such as CEDEC and RDÉE Canada to ensure that the services offered by the Office of Small and Medium Enterprises meet OLMCs' needs.	5. Meetings, partnerships	5. Number of strategic partnerships created	

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6. The Department will continue its efforts to encourage participation of English-speaking candidates in the Department's external staffing processes in the Quebec Region.	<p>6. Meetings of the Public Service Renewal Subcommittee sponsored by the CEDEC</p> <p>Participation in job fairs attended by Anglophones</p>	<p>6. Extent to which the integrated staffing strategy is successful with respect to the equitable participation of English-speaking Canadians in the Quebec Region's workforce</p> <p>Number of processes posted</p> <p>Promotion to universities and OLMCs</p> <p>Rate of participation by English-speaking candidates in the Department's external staffing processes in the Quebec Region</p>	<p><b>Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandates.</b></p>
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### C. COMMUNICATIONS (Transmission of information to OLMCs)

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

<u>Planned activities to achieve the expected result</u> <i>What activities will be carried out during the period covered? What will be done?</i>	<u>Expected outputs</u> <i>What products or services will flow from the activities carried out during the period covered?</i>	<u>Indicators to measure progress in achieving the expected result</u> <i>What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?</i>	<b>Expected result</b>
1. The Department will continue to offer training sessions, information and support tools to OLMCs' small and medium enterprises through CEDEC, regional and territorial RDÉE, and Francophone and English-speaking Chambers of commerce.	1. Information sessions, partnerships	1. Partnerships created with organizations representing OLMCs to increase attendance at sessions offered  Number of sessions offered in English and French  Increased attendance at sessions  Satisfaction expressed by representatives of these organizations and their clients	<b>OLMC culture reflects a broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services.</b>
2. The Department will continue to publish information on the Department's programs and services in the directory of French services provided by provincial organizations representing OLMCs.	2. Ads in the directories of French services	2. Number of ads by PWGSC in the directories of French services provided by local organizations representing OLMCs	

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<p>3. The Department will continue to encourage commercial tenants to offer services in both official languages in the National Capital Region.</p> <p>In addition, the two clauses added to the agreements with commercial tenants, one on services and the other on signage, will be maintained.</p>	<p>3. Information kits designed to be used in the context of the <i>Regroupement des gens d'affaires de la Capitale nationale</i> and the City of Ottawa's Business Assistance Project</p> <p>Language clauses</p>	<p>3. Number of executed new leases</p> <p>Number of executed lease renewals</p> <p>Number of kits distributed to holders of commercial leases with PWGSC in the National Capital Region</p>	<p><b>OLMC culture reflects a broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services.</b></p>
<p>4. The Action Plan and the Reports on results for the implementation of Section 41 of the OLA will be available on the departmental Internet website.</p>	<p>4. Web documents available outside the Department</p>	<p>4. Annual update of the Internet site</p>	
<p>5. The Department will continue to monitor federal government spending on advertising in official language minority media.</p>	<p>5. Annual advertising report for federal institution advertising activities</p>	<p>5. Percentage of spending on advertising in official language minority media</p>	
<p>6. The Department will continue to offer sessions on the government's linguistic obligations with respect to advertising in official language minority media to government employees who buy advertising.</p>	<p>6. Information sessions</p>	<p>6. Number of information sessions offered</p> <p>Participation rates at sessions</p>	

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### 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 federal institution itself along with other federal institutions or other orders of government; participation in activities organized by other federal institutions, other orders of government, etc.; participation of official languages champions, national and regional coordinators, and others in various government forums.]

<u>Planned activities to achieve the expected result</u> <i>What activities will be carried out during the period covered? What will be done?</i>	<u>Expected outputs</u> <i>What products or services will flow from the activities carried out during the period covered?</i>	<u>Indicators to measure progress in achieving the expected result</u> <i>What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?</i>	<b>Expected result</b>
1. The Secretariat Manager and national coordinator for the implementation of Section 41 will continue participating in: <ul style="list-style-type: none"> <li>• The meetings of the Network of national coordinators responsible for the implementation of Section 41 organized by Canadian Heritage;</li> <li>• The meetings of the National Human Resources Development Committee for the English Linguistic Minority (NHRDCELM);</li> <li>• The meetings of the Business Assistance Project coordinated by the <i>Regroupement des gens d'affaires de la Capitale nationale</i>;</li> <li>• The meetings of the Interdepartmental Policy Committee of Canadian Heritage's OL Secretariat, especially for the purposes of renewing the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i>.</li> </ul>	1. Meetings	1. Maintenance of good working relationships between PWGSC and various other federal departments and agencies on these committees and working groups	<b>Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.</b>
2. The Department's OL Champions will continue participating in the Network of OL Champions and the Committee of Assistant Deputy Ministers on Official Languages.	2. Meetings	2. Number of meetings the OL Champions attend  Sharing of information collected by the OL Champions	

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3. The Official Languages Directorate will develop and maintain relationships with the Commissioner of Official Languages' head office and regional offices.	3. Meetings	3. Information sharing, discussions of issues, number of initiatives resulting from these meetings	<b>Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.</b>
4. PWGSC's regional representatives will continue participating in <ul style="list-style-type: none"> <li>• Meetings of the federal councils' OL committees in the regions</li> <li>• Meetings of the Interdepartmental Network of Official Languages Coordinators organized by Canadian Heritage.</li> </ul>	4. Meetings	4. Information sharing, discussions of issues, number of initiatives resulting from these meetings  Number of departmental representatives attending the meetings  Number of meetings	
5. The Translation Bureau will continue collaborating with various federal institutions and with provincial and territorial governments to support the official language minority communities.	5. Agreements	5. Agreements reached and activities conducted in support of the official language minority communities	
6. PWGSC will continue the development of an OL media planning tool (based on cost guides) offering information on OLMC media to help federal institutions in media planning campaigns compliant with OLA requirements.	6. Media planning tools	6. Implementation and on-going modification of OL media planning tool	
7. The Department will continue to offer courses on government advertising to communicators with a binder containing a section on the OLA and its role in Government of Canada advertising, and will also ensure ongoing distribution of a document on best practices in advertising to official language minority communities.	7. Course	7. Number of sessions held and employee participation rate	



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8. The Translation Bureau will continue to support promotion of access to justice in both official languages in conjunction with the Department of Justice Canada and jurilinguistic centres in certain Canadian provinces.	8. Standardized terms	8. Number of meetings the Translation Bureau will attend  Number of standardized terms	<b>Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.</b>
9. The Translation Bureau will be working with Canadian Heritage to renew the government's official languages strategy ( <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> ).	9. Meetings	9. Number of meetings with Canadian Heritage officials	

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## E. FUNDING AND PROGRAM DELIVERY

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

<u>Planned activities to achieve the expected result</u> <i>What activities will be carried out during the period covered? What will be done?</i>	<u>Expected outputs</u> <i>What products or services will flow from the activities carried out during the period covered?</i>	<u>Indicators to measure progress in achieving the expected result</u> <i>What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?</i>	<b>Expected result</b>
1. The Translation Bureau will continue to manage the Canadian Language Sector Enhancement Program as part of the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> .	1. Canadian Language Sector Enhancement Program	1. Number of projects that will support the development of the language sector in Canada	<b>OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. geographic dispersion and development opportunities) are taken into account.</b>
2. The Translation Bureau will continue to develop and manage the Language Portal of Canada, which is an initiative that was assigned to the Translation Bureau as part of the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> both to inform OLMCs and to note their activities and accomplishments.	2. Language Portal of Canada	2. Number of add-ons to the Language Portal (linguistic tools and resources)	
3. The Department will maintain the Hotel Card Program, which allows organizations representing OLMCs to benefit from reduced rates at participating hotels in Canada.	3. Hotel Card Program	3. Number of hotel cards distributed  Satisfaction expressed by organizations	

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4. The Translation Bureau will continue its cooperation with universities that are members of the Canadian Association of Schools of Translation for the co-op and partnership practicum program for translation students.	4. Placements	4. Number of students who complete a practicum  Number of schools from which students have participated in a translation practicum at the Translation Bureau	OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. geographic dispersion and development opportunities) are taken into account.
5. The Translation Bureau will continue the "Interpreters Wanted!" project under the memorandum of understanding between the Translation Bureau and the University of Ottawa's School of Translation and Interpretation (STI).  In 2008, the MOU with the STI was renegotiated and renewed for five years. This program specifically targets the master's degree program in conference interpretation and includes opportunities for assignments to teach at the STI.	5. Memorandum of understanding	5. Number of participants accepting an assignment as a teacher	
6. The Department will continue to provide the translation support service offered to national organizations that represent OLMCs, that is the <i>Fédération des communautés francophones et acadienne du Canada</i> (FCFA); the <i>Réseau de développement économique et d'employabilité</i> (RDÉE) Canada; the Community Economic Development and Employability Corporation (CEDEC); and the Quebec Community Groups Network (QCGN).	6. Documents translated	6. Utilization of service  Satisfaction expressed by the organizations	
7. The Department will support OLMC projects whose objectives relate to Part VII of the OLA. For example, the 2014 <i>Jeux de la francophonie canadienne</i> in Gatineau.	7. OLMC Projects	7. Number of projects supported	

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### F. ACCOUNTABILITY

[Activities through which the federal institution integrates its work on the implementation of section 41 of the OLA into departmental planning and accountability mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan and status report on implementation of section 41 of the OLA); 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.]

<u>Planned activities to achieve the expected result</u> <i>What activities will be carried out during the period covered? What will be done?</i>	<u>Expected outputs</u> <i>What products or services will flow from the activities carried out during the period covered?</i>	<u>Indicators to measure progress in achieving the expected result</u> <i>What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?</i>	<b>Expected result</b>
1. Periodic evaluations and follow-ups on implementation of PWGSC policy and program components that affect the Department's obligations with respect to OLMCs will be conducted.	1. Monitoring mechanism to measure progress of the 2011-2014 Action Plan for the implementation of Section 41	1. Implementation of a monitoring mechanism to enable the Department to report qualitative and quantitative data to its annual reports on results	<b>Full integration of the OLMC perspective and section 41 of the OLA into the federal institution's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective.</b>
2. The Department will develop a three-year action plan and subsequent annual status reports for Section 41 implementation.	2. Action plan and annual reports on results	2. Extent of delivery of the 2011-2014 Action Plan	

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<p>3. The 2011-2014 Strategic Action Plan for the Official Languages Program at PWGSC incorporates strategic objectives that have an impact on Section 41:</p> <ul style="list-style-type: none"> <li>• Strengthen Commitment and Leadership of Senior Management;</li> <li>• Increase Awareness of and Information about Components of the Official Languages Program and Development of Minority Official Languages Communities.</li> </ul>	<p>3. Strategic Action Plan</p> <p>Strategic objectives</p> <p>Activities relating to section 41 of the OLA, for example, Linguistic Duality Day, as designated by the Clerk of the Privy Council in September 2009, the review of the linguistic equality of services offered to the public (CALDECH) and the implementation of the staffing strategy in order to encourage the participation of Anglophone candidates in the Department's external staffing processes in the Quebec Region</p>	<p>3. Extent of delivery of the Strategic Action Plan, which includes activities relating to the implementation of section 41</p>	<p><b>Full integration of the OLMC perspective and section 41 of the OLA into the federal institution's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective.</b></p>
<p>4. The OL Governance Committee will continue its activities.</p>	<p>4. Meetings</p>	<p>4. Number of meetings at which Section 41 of the OLA was on the agenda</p>	
<p>5. The Official Languages Directorate will maintain its involvement in the preparation of Memoranda to Cabinet, Treasury Board submissions and other similar departmental documents with a Section 41 lens.</p>	<p>5. Official languages impact analysis documents</p>	<p>5. Number of documents reviewed</p>	
<p>6. The Translation Bureau will be accountable for initiatives assigned to PWGSC under Canadian Heritage's <i>Roadmap for Canada's Linguistic Duality 2008-2013</i>.</p>	<p>6. Performance measure for <i>Roadmap to Canada's Linguistic Duality 2008-2013</i></p>	<p>6. Performance measurement strategy for Canadian Heritage's <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> updated for initiatives assigned to PWGSC</p>	

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<p>7. PWGSC will implement the Supreme Court's decision in the CALDECH case. This will consist in a review of the Department's programs and services offered to the public to determine whether the principle of linguistic equality is respected.</p> <p>The OLMC Secretariat will hold information sessions for the OL Coordinators within the branches and regions to guide them in this exercise.</p> <p>A review of linguistic equality in government services will then need to be conducted for every change or addition made to PWGSC's programs and services.</p>	<p>7. Review of departmental programs and services offered to the public</p> <p>Information sessions for OL Coordinators</p>	<p>7. Review of the Department's programs and services conducted and the evaluation grid completed for each program/service offered to the public</p> <p>Number of information sessions offered and number of participants</p> <p>Mechanism put in place to review any changes or additions made to PWGSC's programs and services</p>	<p><b>Full integration of the OLMC perspective and section 41 of the OLA into the federal institution's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective.</b></p>
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## Distribution List

- Alliance des radios communautaires du Canada
- Association de la presse francophone du Canada
- Commissioner of Official Languages
- Community Economic Development and Employability Corporation
- Fédération des communautés francophones et acadienne du Canada
- Interdepartmental Coordination Directorate, Canadian Heritage
- Official Languages Secretariat, Canadian Heritage
- Quebec Anglophone Association of Community Radio
- Quebec Community Groups Network
- Quebec Community Newspaper Association
- Réseau de développement économique et d'employabilité (RDÉE) Canada
- Standing Committee on Official Languages of the House of Commons
- Standing Senate Committee on Official Languages

## PWGSC Web Site

<http://www.tpsgc-pwgsc.gc.ca/comm/publications-eng.html>

### ***Print copies of this document are also available from:***

Julie Paquette  
Manager, Official Language Minority Communities Secretariat  
Official Languages Directorate  
Public Works and Government Services Canada  
Place du Portage, Phase III, Level 2B2  
Gatineau, QC K1A 0S5

Telephone: 819-934-0238 / Fax: 819-956-8566

E-mail: [Julie.paquette@tpsgc-pwgsc.gc.ca](mailto:Julie.paquette@tpsgc-pwgsc.gc.ca)