Now and Tomorrow **Excellence in Everything We Do** 

# REPORT ON RESULTS

for the Implementation of Section 41 of the Official Languages Act

2010 - 2011



### You can order this publication by contacting:

Publishing Services Human Resources and Skills Development Canada 140 Promenade du Portage Portage IV, 10<sup>th</sup> Floor Gatineau, Quebec K1A 0J9

Fax: 819-953-7260

Online: http://www12.hrsdc.gc.ca

This document is available on demand in multiple formats (large print, Braille, audio cassette, audio CD, e-text diskette, e-text CD, or DAISY), by contacting 1 800 O-Canada (1-800-622-6232). If you use a teletypewriter (TTY), call 1-800-926-9105.

© Her Majesty the Queen in right of Canada, 2011

# Paper

Cat. No.: HS1-10/2011E ISSN: 1927-2790

#### **PDF**

Cat. No.: HS1-10/2011E-PDF

ISSN: 1927-2804

For information regarding reproduction rights, please contact Public Works and Government Services Canada at: 613-996-6886 or droitdauteur.copyright@tpsgc-pwsgc.gc.ca

# 

General Information	3
Summary	7
Detailed Report on Results	11
1 —Awareness —	13
2 —Consultations —	16
3 —Communications —	18
—Coordination and Liaison—	20
5 —Funding and Program Delivery —	24
6 —Accountability—	28
Official Languages Champions and National — and Regional Coordinators Responsible for the Implementation of Section 41 of the Official Languages Act	29
Distribution	33

# 

# **Institutions**

# Human Resources and Skills Development Canada

140 Promenade du Portage Place du Portage, Phase IV Gatineau, Quebec K1A 0J9

www.hrsdc.gc.ca

# Labour Program

165 Hotel-de-Ville Street Place du Portage, Phase II Gatineau, Quebec K1A 0J2

www.labour.gc.ca

## Service Canada

355 North River Road Place Vanier Ottawa, Ontario KIL 8C1

www.servicecanada.gc.ca

# Our Ministers and Parliamentary Secretary

## The Honourable Diane Finley

Minister of Human Resources and Skills Development

## The Honourable Lisa Raitt

Minister of Labour

## The Honourable Alice Wong

Minister of State (Seniors)

#### Ed Komarnicki

Parliamentary Secretary to the Minister of Human Resources and Skills Development and to the Minister of Labour

# **Our Senior Officials**

# Ian Shugart

Deputy Minister of Human Resources and Skills Development

#### Hélène Gosselin

Deputy Minister of Labour

#### Liseanne Forand

Senior Associate Deputy Minister of Human Resources and Skills Development and Chief Operating Officer for Service Canada

#### Karen Jackson

Associate Deputy Minister of Human Resources and Skills Development

# Human Resources and Skills Development Canada Overview

The mission of Human Resources and Skills Development Canada (HRSDC) is to build a stronger and more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life. The Department delivers its mandate through three business lines: programs that support human resources and skills development, the Labour Program, and Service Canada. Together, HRSDC's three business lines deliver a range of programs and services that affect Canadians throughout their lives, including:

- · Old Age Security;
- · Canada Pension Plan;
- Employment Insurance;
- Canada Student Loans and Grants;
- · National Child Benefit; and
- Universal Child Care Benefit.

HRSDC also provides funding to organizations and other levels of government through targeted labour market and social development programs. The focus of these programs is to improve Canada's competitiveness, build a flexible, national labour market, increase opportunities for vulnerable Canadians to participate in the labour market and society, and help Canadians become more resilient, skilled and adaptable by removing barriers to skills development and post-secondary education. Working with communities and community

# Human Resources and Skills Development Canada

organizations, the Department also maintains a network of social partnerships that help address the social development needs of Canadians across the country that require support.

Through the Labour Program, the Department is responsible for labour laws and policies in federally regulated workplaces. Its mandate includes promoting and protecting labour standards and workplace health and safety, facilitating constructive labour relations, developing labour-related policy and program options in response to changes in economic and social conditions, providing customized information about industrial relations and workplace trends, representing Canada in international organizations dealing with labour issues and negotiating labour cooperation agreements and cooperative frameworks with free trade partners and emerging economic partners.

Service Canada helps citizens access HRSDC's programs, as well as other Government of Canada programs and services, at more than 600 points of service across the country. In addition to in-person services, the organization serves the needs of Canadians online at www.servicecanada.gc.ca and by telephone through 1 800 O-Canada and its network of program-based call centres.

# Responsibilities under Section 41 of the Official Languages Act

Human Resources and Skills Development Canada is committed to enhancing the vitality of Canada's Francophone and Anglophone minority communities to support their development, and to promoting English and French in Canadian society, in accordance with Part VII of the *Official Languages Act*.

**Note:** In this document, the word *communities* refers to official language minority communities (OLMCs). The term *official* language minority communities refers to a group of persons that share a common language, English or French, distinct from the linguistic majority of the province or territory in which they live.

# Period Covered by the Annual Report on Results

This Report covers the period from April 1<sup>st</sup>, 2010 to March 31, 2011.

# $\label{eq:sum_problem} S \ \ U \ \ M \ \ M \ \ A \ \ R \ \ Y$

In 2010–2011, Human Resources and Skills Development Canada (HRSDC) began implementing its 2010–2014 Action Plan in support of Part VII and continued the implementation of its initiatives under the Government's *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future* to improve access to services to official language minority communities (OLMCs) and capitalize on economic benefits.

The Enabling Fund for Official Language Minority Communities enhances their vitality by strengthening capacity in the areas of community economic development and human resource development and by encouraging partnerships at all levels. Organizations supported by the Enabling Fund have implemented a large number of community projects including: the Bikes in the Bay Festival in Campbell's Bay, Quebec; the PERCÉ Program, a youth retention strategy offered to young francophones from Prince Edward Island and La Bonne Affaire, an innovative model that supports the economic integration of francophone immigrants in small and medium businesses in Northern, Eastern and Southwestern Ontario. Under the Roadmap initiative to strengthen the capacity of non-governmental organizations for early childhood development, the Commission nationale des parents francophones received funding to develop educational tools and products for use in homes and centre-based settings in Francophone minority communities.

HRSDC also contributed to the promotion of OLMC vitality through other programs like the New Horizons for Seniors Program. Activities carried out through funding to the *Fédération des aînées et aînés francophones du Canada* helped to develop an education package on abuse and mistreatment of elders that was adapted to minority communities. Under the Adult Learning, Literacy and Essential Skills program, \$3.4 million was allocated for 17 projects related to the development and evaluation of literacy and essential skills-related initiatives and tools responding to the needs of OLMCs in the workplace.

Through the Career Focus program, the Bow Valley College in Alberta helped 13 Francophones between ages of 15 and 30 to gain advanced employability skills, knowledge and work experience in their field of study for a smooth transition into the labour market. In Quebec, there was a 3% increase in the number of proposals and funding as partnerships were created with many multicultural English-speaking organizations, such as the West Island and the Notre-Dame-de-Grâce Black Community Associations, who received funding through

the Skills Link program to provide customized training and employability skill-building workshops.

The Foreign Credential Recognition program (FCRP) is currently funding a project entitled the Integration of Internationally Educated health Professionals in Francophone Minority Communities'. The FCRP is contributing \$1.2 million over three years to the *Consortium national de formation en santé* to facilitate the labour market integration of Francophone internationally-educated health professionals in minority communities. As part of this project, the program provided labour market integration to over 100 Francophone health professionals in Ottawa, Winnipeg and Edmunston.

Proactive dialogue with OLMC representatives resulted in research activities being undertaken by the Department on the development of entrepreneurial skills among youth and best approaches for economically integrating immigrants. Furthermore, the Department held many internal awareness activities about incorporating official languages into policy and program development and implementation. Results from the internal questionnaire undertaken in January 2010 measuring employees' knowledge of the Official Languages Act (OLA) were used to develop the new training course on the OLA for all managers and employees which will be offered by Service Canada College in 2011-2012. HRSDC also promoted the 40<sup>th</sup> anniversary of the OLA, Les Rendez-vous de la Francophonie, Official Languages Week in New Brunswick and linguistic duality with a wide variety of activities, including artists coming from OLMCs, organized at National Headquarters and in the regions.

The Department has maintained its efforts in terms of consultations and discussions with OLMC representatives. HRSDC has developed its knowledge of OLMC human resources and social development issues through its participation in various tables, committees and events held across the country. Finally, HRSDC intends to continue and to improve its activities by continuing the implementation of its 2010–2014 Action Plan and its initiatives under the *Roadmap for Canada's Linguistic Duality*, 2008–2013: Acting for the Future.

**Ian Shugart**Deputy Minister

# DETAILED REPORT ON RESULTS

# Awareness (internal activities)

Training, information, orientation, awareness-raising and communication activities, conducted internally to raise awareness of linguistic duality and the priorities of official language minority communities (OLMCs) among the federal institution's employees and senior managers; performance contracts for senior managers and recognition programs; taking the viewpoint of OLMCs into consideration in conducting internal research, studies and investigations.

# **Expected result**

Introduction of a lasting change in the federal institution's organizational culture. All employees and managers are aware of and understand their responsibilities regarding Section 41 of the *Official Languages Act* (OLA) and official language minority communities.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Department carried out general awareness-building activities via emails, booths during staff retreats and presentations directed toward senior management and employees.	<ul> <li>52 participants attended the departmental National Workshop for the Implementation of the OLA in November 2010, including a panel discussion on the OLA with the Commissioner of Official Languages, Mr. Graham Fraser.</li> <li>Information sessions and presentations on Section 41 and the OLA.</li> <li>Meetings, discussions and exchanges of information on official languages (OL) between Roadmap partners, program analysts, regional coordinators, etc.</li> <li>Dissemination of Canadian Heritage's Bulletin 41 – 42 and the OLMC profiles to OL coordinators and senior development officers during OL events and retreats.</li> </ul>	<ul> <li>Employees have a better knowledge of the OLA and are more aware of the need to be proactive in considering OL in the development and implementation of departmental policies and programs.</li> <li>Senior management and employees are more aware with respect to their responsibilities under Section 41 of the OLA.</li> <li>OL coordinators and senior development officers have improved understanding of the issues related to the OLA.</li> </ul>
An internal questionnaire was undertaken in January 2010 to measure departmental employees' knowledge of the OLA. The results were compiled to establish baseline data on employees' knowledge.	Overview of employee knowledge of the OLA, including Section 41.	The questionnaire results established baseline data and identified weaknesses in implementing certain parts of the Act. Measures have been taken to respond to operational needs in order to fully implement the OLA.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Department developed an online course on the OLA to be offered to all departmental managers and employees via the Service Canada College's Service Excellence Program to provide them with the opportunity to adopt an integrated approach in the implementation of Section 41.	This online course was tested by OL coordinators and learning specialists.	This course should be available in the summer of 2011. A course for employees is also being developed.
The Official Languages Champions and Co-Champions at National Headquarters and in the Regions regularly informed employees and executive committees of the responsibilities and initiatives that relate to the implementation of Section 41.	<ul> <li>Messages from the OL Champions and Co-Champions to announce events such as Les Rendez-vous de la Francophonie and Linguistic Duality Day.</li> <li>Regular reporting of OL activities in the Ontario and Atlantic Regions by the regional OL champion to senior executives.</li> </ul>	<ul> <li>Increased awareness of employees and senior management about linguistic duality and the responsibilities and initiatives related to Section 41.</li> </ul>
The Department celebrated Canada's linguistic duality though a variety of events and activities.	Well attended events at National     Headquarters and in regions during     Les Rendez-vous de la Francophonie (RVF),     Linguistic Duality Week, the Franco Zone     during National Public Service Week in the     Western-Territories Region and the 2011     Official Languages Week in New Brunswick.	<ul> <li>All activities organized during the RVF or Linguistic Duality Week at National Headquarters and in the Regions highlighted the importance of recognizing Canada's linguistic duality and promoted interaction between Francophones and Anglophones from across the country.</li> </ul>
		<ul> <li>Close to 700 people attended the two events as part of the RVF 2011 at National Headquarters as compared to 360 in 2010.</li> </ul>
		<ul> <li>300 employees participated in two organized events during Linguistic Duality Week.</li> </ul>
		<ul> <li>125 participants, representing</li> <li>29 departments and agencies and</li> <li>23 New Brunswick Acadian organizations participated during the OL Week in New Brunswick.</li> </ul>
The Department raised employee awareness on the importance of OL considerations in policy/program development and implementation.	<ul> <li>Information sessions on the OLA and the Section 41 lens to policy and program analysts.</li> </ul>	<ul> <li>Increased awareness of OL considerations in the development and implementation of the Department's programs.</li> </ul>

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Legal Services Unit gave presentations and attended meetings and teleconferences held on OL issues, including Part VII of the OLA.	Ongoing presentations, including one to the Legal Issues Management Committee.	Increased awareness of employees and senior management about obligations under Part VII of the OLA.
The Regions continued to raise awareness among its senior development officers (SDOs) and local offices of the obligations to be carried out with respect to Part VII of the OLA.	<ul> <li>Increased awareness of SDOs to adapt the service delivery policy at the local level to meet the obligations set forth in Part VII of the OLA.</li> <li>Conference calls with the participation of SDOs and meetings with SDOs and program agents.</li> <li>Sharing of best practices.</li> <li>Development of tools.</li> </ul>	<ul> <li>Some best practices were implemented in the Regions facing similar issues with respect to OLMCs.</li> <li>Increased understanding of the Regions' role in supporting OLMCs.</li> </ul>
The Western-Territories (W-T) Region's Service Canada Centres for Youth formed a Francophone Working Group to promote working with the Francophone community, finding employment and services that meet OLMC needs, identifying improvements to services for young Francophones and practicing and improving members' French skills.	Report with best practices, recommendations and resources for current and future lead youth service officers (LYSOs).	LYSOs are more aware of their OL obligations and are better equipped to handle them.

# Consultations (sharing of ideas and information with OLMCs)

Activities (e.g. committees, discussions, meetings) that enable the federal institution to consult, hold discussions and exchange with OLMCs with a view to identifying their needs and priorities or understanding the possible impact on their development; activities (e.g. round tables, working groups) aimed at exploring opportunities for cooperation within the federal institution's current mandate or through the development of a new program or policy; participation in consultations with OLMCs coordinated by other government bodies; consultation of OLMCs by regional offices to determine their concerns and needs.

# **Expected result**

Establishment of lasting links between the federal institution and official language minority communities, and understanding of respective needs and mandates.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Department met and consulted with OLMCs to exchange information on their needs, priorities and the implementation of departmental OL services, policies, programs and new points of services.	<ul> <li>OLMCs are more knowledgeable of the opportunities offered by departmental programs.</li> <li>Improved collaboration and increased understanding of shared concerns.</li> <li>Knowledge of the OLA improved.</li> </ul>	Better knowledge and understanding throughout the Department of realities and issues faced by OLMCs.
The Department participated in community meetings and dialogues, including consultations led by other departments that bring together national stakeholders in a given sphere or region of the country:	<ul> <li>Improved links with OLMCs and making them aware of the available program funding.</li> <li>Increased knowledge of the Department of the needs of the organizations.</li> </ul>	<ul> <li>Better knowledge by the Department of the OLMCs in all Regions.</li> <li>Increased interaction and networking with community organizations and partners.</li> </ul>
<ul> <li>Participation in and support for committees, round tables and meetings where OLMCs are consulted on their priorities and needs;</li> </ul>	or the needs of the organizations.	
<ul> <li>Participation at Industry Canada dialogue days with OLMC communities; and the Citizenship and Immigration Canada Steering Committee for the Integration of Francophone Immigrants in OLMCs;</li> </ul>		
<ul> <li>National Human Resources Development Committee for the English Linguistic Minority of Quebec; and</li> </ul>		
Governmental Community Tables.		

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Centre of Expertise on Grants and Contributions (Gs & Cs) developed and disseminated strategies and tools for departmental program staff to support and report on their stakeholder engagement activities including those with OLMCs.	<ul> <li>Training and tools for program delivery staff to incorporate planning and reporting on activities with OLMCs.</li> <li>November 2010 Gs &amp; Cs Stakeholder Reference Group meeting to validate HRSDC's modernization agenda and provide input on next steps. This included representation from OLMCs as well as other stakeholders from across the country.</li> </ul>	Integrated support for and raised awareness of departmental engagement activities with OLMCs.
The Regions invited OLMCs to information sessions and consultations on departmental programs and services.	<ul> <li>21 information sessions between senior development officers and English OLMCs in the Quebec Region.</li> <li>67 local dialogues with local and regional Francophone community organizations for each of the 11 service areas in the Ontario Region.</li> </ul>	These sessions promoted a better understanding of Service Canada's programs and services and enabled the Service Canada Centers to review their service policies in order to take into account the challenges faced by OLMCs in these areas.

# **Communications** (transmission of information to OLMCs)

External communications activities aimed at informing OLMCs of the federal institution's activities, programs and policies, and promoting 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.

# **Expected result**

The culture of official language minority communities reflects an extensive understanding of the federal institution's mandate. They receive up-to-date and relevant information about the federal institution's programs and services.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Department continued to account for OLMCs in media plans for advertising and has adopted the best practice of bilingual communications products (versus separate English and French products) where feasible and cost effective.	Media plans and communications products were developed using an OLMC lens where applicable.	The Public Affairs and Stakeholder Relations Branch has grouped responsibility for translation and quality control of com- munications products under one team in an effort to improve consistency in language quality.
The Department started to work on the site architecture of a Web page on OL that will be accessible to the public.	Site architecture and production of information for the Web page is in progress.	This Web page is expected to be launched in 2012 and will be discussed with national OLMC organizations during the Fall 2011 dialogue sessions.
The Department organized information sessions in various regions to inform OLMCs of Service Canada's programs and services:  1,472 information sessions to various OLMC client segments groups such as youth, seniors, workers, families, newcomers, persons with disabilities, etc. in the Atlantic Region;  105 outreach visits targeting Francophone clients in the Ontario Region;  96 OLMC outreach activities in the W-T Region; and	<ul> <li>These sessions in the Atlantic Region reached 9,080 Francophone clients for increased outreach opportunities through government program partners with Francophone organizations at the community level.</li> <li>Outreach visits in the Ontario Region reached 1,865 Francophone clients.</li> <li>All these visits in the regions increased knowledge of Service Canada's programs and services and potential areas of partnership collaboration with OLMCs.</li> </ul>	<ul> <li>OLMCs have increased knowledge of HRSDC programs and services in order to know how and where to apply for financial support for a project.</li> <li>Increased knowledge of the regions' contacts permitting organizations to know where to submit projects and ask for information.</li> </ul>

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
• 15 information sessions to community-based organizations in the Montreal region on current programs and services such as the New Horizons for Seniors Program to community based organizations, including OLMCs. The use of video-conferencing technology enabled the participation of organizations in remote areas of Quebec.		
The Canada Education Savings Program (CESP) targeted low to middle income Canadians, including OLMCs, by mail-outs, public announcements, information booths and attendance at various trade shows in both official languages.	<ul> <li>Mail-outs and public announcements.</li> <li>Access to CESP information facilitated through the HRSDC and CanLearn Web sites.</li> <li>In collaboration with Service Canada, distribution of CESP publications and contribution to awareness activities concerning education savings incentives across Canada.</li> </ul>	<ul> <li>Client satisfaction will be monitored and assessed next year by:</li> <li>Number of information products to low and middle income families, including those in OLMCs, to inform them about the Canada Learning Bond and the Canada Educations Savings Grant; and</li> <li>Level of change in number of the Canada Learning Bond applications in the six month period after mail-outs, including those from families in OLMCs.</li> </ul>
The Office of Literacy and Essential Skills (OLES) communicated with national, provincial and territorial Francophone organizations to announce the 2010 call for proposals.	Information kits and template available on the OLES Web page supplemented with email and information such as concept proposals.	Literacy organizations submitted more than 20 concepts to the 2010 call for proposals. Eight research projects on family literacy were funded and seven pilot projects on family literacy models were undertaken.
The Regions placed public notices in OLMC publications to better inform them of Service Canada's offerings and the locations of bilingual service sites.	The public notices were placed in a number of OLMC publications as communications tool to increase OLMC awareness of Service Canada's service offerings and the locations of bilingual service sites.	Increased OLMC knowledge and awareness of Service Canada's offerings.

# Coordination and Liaison (does not include funding – internal coordination and liaison with other government institutions)

Coordination activities (research, studies, meetings, etc.) conducted by the federal institution itself, 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 official language minority community development and vitality, and to share best practices.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Department maintained existing partnerships with other federal departments and organizations to promote, coordinate and develop activities related to OLMCs and their development. It participated in interdepartmental committees and intergovernmental mechanisms on OL issues. For example:  • Committee of the Assistant Deputy Ministers on Official Languages;  • Network of Departmental Official	<ul> <li>Better understanding of the issues and best practices that relate to Section 41 of the OLA.</li> <li>Better understanding of the issues and priorities of the OLMCs.</li> <li>Fostered good practices within the communities and promoted knowledgesharing on them.</li> </ul>	<ul> <li>Improved programming and services for OLMCs.</li> <li>Increased collaboration with other departments and other levels of government.</li> </ul>
Languages Champions and Official Languages Champions' annual con- ference in Whitehorse in May 2010;		
<ul> <li>Citizenship and Immigration Canada Steering Committee for the Integration of Francophone Immigrants in OLMCs;</li> </ul>		
<ul> <li>Interdepartmental Official Languages Research Coordinating Committee;</li> </ul>		
<ul> <li>Network of National Section 41 Coordinators;</li> </ul>		
<ul> <li>Government Community Tables; and</li> </ul>		
<ul> <li>Federal Council Official Languages Committees.</li> </ul>		

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Enabling Fund National Committees had formal meetings and various exchanges to coordinate efforts and best practices on economic development and employability in OLMCs with community and governmental tables.	<ul> <li>Presentations from federal stakeholders such as Agriculture and Agri-Food Canada on Canada's Rural Partnership Program, the OCOL Annual Report and Statistic Canada's Portrait of Anglophones in Quebec were shared with OLMCs.</li> </ul>	Overall evaluation of the National Committee meetings were positive and demonstrated that the meetings reached common objec- tives of sharing information on OLMC needs and priorities as well as Government of Canada program information.
The Department has undertaken and coordinated research activities on youth, immigration, community economic development and a knowledge-based economy. All are issues raised by OLMC stakeholders as key areas of interest.	<ul> <li>Three research projects were undertaken: Successful Programs for Developing Entrepreneurship Skills among Youth; Best approaches for Economically Integrating Immigrants; and Promoting OLMC participation in the knowledge-based economy.</li> <li>Two Working Group meetings were held with representation from OLMC stakeholders and federal officials to oversee the development of two action research projects.</li> </ul>	Research reports have been shared with OLMCs and other departments engaged in the project. The research findings will be used to improve development of future initiatives in areas of OLMCs.
The Department continued to work on issues of common interest (e.g. immigration and labour force integration) in collaboration with other departments and OLMCs.	<ul> <li>Funding by the Foreign Credential Recognition Program (FCRP) of a project entitled the 'Integration of Internationally Educated Health Professionals (IEHPs) in Francophone Minority Communities'. The FCRP is contributing \$1.2 million (2008–2011) to the <i>Consortium national de formation de santé</i> (CNFS) to facilitate the labour market integration of Franco- phone internationally-educated health pro- fessionals into targeted health professionals (e.g. physicians, physiotherapists, nurses and occupational therapists) that are com- mensurate to their qualifications into Francophone minority communities.</li> <li>FCRP participation in interdepartmental working groups on Francophone immigration in minority communities led by Citizenship and Immigration Canada (CIC).</li> </ul>	<ul> <li>As part of the project, the CNFS provided labour market integration supports to over 100 Francophone lEHPs in Francophone minority communities in Ottawa, Winnipeg and Edmunston.</li> <li>The services provided included mentoring, clinical practicum placements, skill enhancement and internship opportunities, as well as information sessions on alternative career paths. As a result, Francophone IEHPs residing in French minority communities in Ottawa, Winnipeg and Edmunston had access to employment supports and ultimately expedited their integration into the Canadian labour market.</li> </ul>

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
	Through the assessment and recommendation process, FCRP has consulted with Health Canada, Citizenship and Immigration Canada, Ontario Ministry of Citizenship and Immigration and HRSDC Enabling Fund for OLMCs about this project.	
The Department encouraged dialogue, exchange of information and best practices among branches and regions responsible for implementing Part IV and Part VII of the OLA.	<ul> <li>Regular exchanges through collaborative communication channels such as conference calls, various meetings and national workshops.</li> </ul>	<ul> <li>Better understanding of each other's respective priorities, responsibilities and needs related to the coordination and implementation of the OLA.</li> </ul>
	Bi-monthly meetings of the Director General Official Languages Working Group.	<ul> <li>Increased development of collaborative relationships between the coordinators' committees and groups responsible for the OLA.</li> </ul>
The Department held meetings of the Coordinators' Network on Part VII of the OLA to discuss planned and completed activities in support of OLMC development and best practices. Ongoing liaison was maintained among members through teleconferences and emails.	<ul> <li>Information collected on best practices in implementation of Section 41 of the OLA.</li> <li>Better understanding of the issues and best practices related to Section 41 of the OLA.</li> </ul>	Dissemination of documentation and best practices presented to the coordinators at various forums allowed them to better understand and apply a Section 41 lens.
As part of the <i>Roadmap for Canada's Linguistic Duality 2008 – 2013: Acting for the Future</i> , the Department has pursued its Pilot Project: Readiness to Learn in Minority Francophone Communities (formerly the Child Care Pilot Project) evaluating the impacts of a preschool program for Francophone children living in minority situation within six communities across Canada.	Acquisition and dissemination of new knowledge on preschool services influencing Francophone children's readiness to learn to federal policy and program analysts and Francophone minority communities.	Increased knowledge and better understanding of the short-term impacts of the research project.
The Department has established an Interdepartmental Research Committee on Community Economic Development (IRCCED) for OLMCs.	<ul> <li>Terms of reference for the Committee, including mission, goal and objectives are in place.</li> <li>Sharing of information on research activities and areas of interest in partnership</li> </ul>	Through the IRCCED, HRSDC assumed a leadership role in the development of a research agenda on the community economic and human resources development of OLMCs.
	with other federal departments.	<ul> <li>IRCCED expected results to date include improved collaboration among federal partners interested in research and sharing of knowledge with stakeholders.</li> </ul>

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	
What activities were carried out during the period? What was done? What products or services were carried out during the period yield?		What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?	
The Office of Literacy and Essential Skills (OLES) and the <i>Fédération de l'alphabétisation en français</i> (FCAF) have managed the development and financial management of research projects of OLMC members in the provinces and territories so that they all follow a consistent model and are realizing comparative results.	<ul> <li>Research framework for FCAF family literacy projects in place.</li> <li>Conference calls with all relevant OLMC members of provinces and territories to discuss their projects.</li> <li>Five new family literacy models developed or adapted and tested with five different target groups.</li> </ul>	• Results of the 8 research projects identified the needs and specific tools related to family literacy for targeted groups such as Francophone women immigrants in dispersed communities, exogamous families, seasonal workers, grandparents, fathers, parents in precarious situations in rural and urban regions and immigrants.	

# **5** — Funding and Program Delivery

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

# **Expected result**

Official language minority communities are part of the departmental regular clientele and they have adequate access to Government of Canada programs and services. OLMC needs (e.g. geographic dispersion, development opportunities) are taken into account.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
The Department reviewed new and renewed initiatives for consistency with implementation of Part VII of the OLA.	<ul> <li>Standardized OL clauses included in program terms and conditions and grants and contributions agreements.</li> <li>Systematic review of Treasury Board submissions by OLA Section 41 team.</li> <li>Legal opinions and advice on a regular basis on OL, including Part VII of the OLA, from the Legal Services Unit.</li> </ul>	<ul> <li>Upon the renewal of program terms and conditions, a generic OL clause is included.</li> <li>For example, the New Horizons for Seniors Program and the Foreign Credential Recog- nition Program both contain an OL clause which specifically outlines how the program will continue to respect its obligations under the OLA.</li> </ul>
HRSDC supported economic development and human resource development in OLMCs by providing \$12M in funding through contribution agreements to Enabling Fund program recipients.	<ul> <li>Contribution agreements with the Enabling Fund's 14 recipient organizations.</li> <li>Partnership agreements.</li> <li>Community projects. For example: <ul> <li>Bikes in the Bay Festival, Campbell's Bay, Quebec;</li> <li>PERCÉ Program, a Youth Retention Strategy offered to young francophones from Prince Edward Island;</li> <li>La Bonne Affaire, model that supports the economic integration of francophone immigrants in small and medium businesses in Northern, Eastern and Southwestern Ontario; and</li> <li>The Coopérative de couture Mokonzie, a sewing cooperative created by francophone immigrant women in the Toronto area.</li> </ul> </li> </ul>	<ul> <li>Across Canada, these recipient organizations employ approximately one hundred and thirty-five staff and support the work of hundreds of volunteers. Enabling Fund recipients concluded partnership agreements with different partners (Governments, Private sector, NGOs, etc.) supporting community economic and human resource development.</li> <li>In 2010, a formative evaluation was released for the Enabling Fund, which encompasses the three year reference period from April 2005 to March 2008. This evaluation indicated that the program delivers results for communities, achieves program objectives and its recipient organizations operate successfully as agents of development.</li> <li>Enabling Fund evaluation results are available on: http://www.hrsdc.gc.ca/eng/publications_resources/evaluation/2010/sp_952_05_10e/page04.shtml</li> </ul>

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?
Under the Roadmap for Canada's Linguistic Duality 2008 – 2013: Acting for the Future, the Department supported the strengthening of NGO capacity for early childhood development in OLMCs. The Commission nationale des parents francophones (CNPF) received \$680,000 under the initiative entitled "Strengthening NGO Capacity for Early Childhood Development in Official Language Minority Communities".	<ul> <li>Educational tools and products developed for use in homes and centre-based settings in OLMCs, including:         <ul> <li>3 video clips;</li> <li>Guidebook demonstrating various concepts of early childhood and family centers;</li> <li>4 videoclips on careers in early childhood development (ECD) in Francophone OLMCs; and</li> <li>New resources for professionals in the area of physical activity, nutrition and French development to help improve programs for children and families.</li> </ul> </li> <li>New approach to data collection developed to help measure the extent to which the target number of French children from 0-6, type of service in ECD and number of interveners in OLMCs have been reached.</li> </ul>	<ul> <li>Childhood development in francophone         OLMCs is better understood and now         has better tools and knowledge available         for both families and professionals.</li> <li>Improved data collection and monitoring         tools available to partners.</li> <li>This information will help partners identify         the appropriate approach to serving         Francophones in OLMCs.</li> </ul>
The Office of Literacy and Essential Skills has funded seven projects totalling approximately \$800,000 under the Family Literacy Initiative which falls under the <i>Roadmap for Canada's Linguistic Duality 2008 – 2013: Acting for the Future.</i> Under the Adult Literacy and Essential Skills Program, \$3.4 million was allocated for 17 projects related to literacy and essential skills in OLMCs.	<ul> <li>Development of tools and models for family literacy in different target groups.</li> <li>Activities of the <i>Réseau d'experts en alphabétisation familiale</i> (e.g. improving organizational abilities of literacy groups, exchanging knowledge and skills, researching conditions leading to success and the impact of family literacy, and developing literacy skills for practitioners through the basics of family literacy training).</li> </ul>	<ul> <li>The funding contributed to the development and evaluation of literacy and essential skills-related initiatives and tools, including specific tools responding to the need for literacy and essential skills in the workplace in OLMCs.</li> <li>For example, the <i>Trades Math Workbook</i> helps improve numeracy skills and increase success in apprenticeship program. It includes a variety of exercises to help practice numeracy skills and learn how these skills are used in the trades. http://www.hrsdc.gc.ca/eng/workplaceskills/LES/pdfs/trades/trades_math_workbook.pdf</li> </ul>
The New Horizons for Seniors Program continued to be actively promoted to seniors in OLMCs with 175 projects funded in OLMCs, providing these communities with \$3.2 million in funding.	Seniors continued to play an important role in OLMC activities and projects.	Level of participation and involvement of seniors is enhanced within OLMCs.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?	
Activities were carried out through funding to the Fédération des aînées et aînés francophones du Canada (FAAFC).	<ul> <li>Specifically assessed the needs of the Francophone minority communities on abuse and mistreatment of elders.</li> <li>Consulted with the federations and associations of francophone seniors to ensure compliance with the particularities of each of the provinces and territories in the development of various tools.</li> <li>Developed an education package that can be adapted to each of the Francophone minority communities.</li> <li>Workshops developed and adapted to the needs of different provinces and territories.</li> </ul>	General increase in awareness and knowledge of abuse of older people in minority Francophone communities.	
Activities carried out through funding to <i>Association des juristes d'expression française de l'Alberta</i> (AJEFA), including two regional seminars to educate and inform people about the problems and consequences related to elder abuse within the Francophone minority communities.	<ul> <li>Francophone network of organizations dedicated to preventing abuse of the elderly.</li> <li>Distribution of multimedia to Seniors Federation Franco-Albertans centers (12 in total), libraries affiliated with the Legal Resource Centre (300 total) and centers of parental support to Alberta's Francophone community (15 in total).</li> </ul>	<ul> <li>Increased awareness of elder abuse among community elders and Alberta Francophone stakeholders.</li> <li>Better visibility of the Francophone minority community and services available in French for the elderly.</li> </ul>	
The Atlantic Region funded 1,006 projects totalling \$13,325,755 that directly and indirectly supported OLMCs.	<ul> <li>Organizations had effective access to programs and services funded by the Department.</li> </ul>	OLMCs remained active and vibrant as evidenced by the number of projects undertaken.	
The regional office of the Quebec Region established partnerships that took into account the needs of OLMCs in the funding and delivery of its programs with direct funding of 5.4 million dollars, for a total of 647 projects, to the English- speaking community of Quebec through New Horizons for Seniors, Skills Link, Canada Summer Jobs, Youth Awareness and Opportunities Fund for persons with disabilities.	Organizations such as the Committee for Anglophone Social Action, and La Société historique de la Côte Nord based in remote areas of Quebec such as Gaspé and Sept-Iles also received funding from the Skills Link and Canada Summer Jobs programs for the creation of jobs and employment experience of Englishspeaking youth of OLMCs.	Since last year, there was a 3% increase in the number of proposals and funding as partnerships were created with many multicultural English-speaking organizations. Examples include the West Island and the NDG Black Community Associations, who received funding through the Skills Link program in order to provide customized training and employability skill-building workshops as well as on the job coaching to empower and enable the integration of youth at risk within the job market.	

Activities carried out to achieve the expected result			
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?	
In the Ontario Region, the New Horizons for Seniors Program was actively promoted to seniors in OLMCs in order to encourage increased take-up of the program by seniors in their community. 546 projects were approved for funding.	Seniors continued to play an important role in OLMC activities and projects.	<ul> <li>Program officials from the Region established and maintained positive relationships with OLMCs and provided access to program opportunities in support of community initiatives.</li> </ul>	
The W-T Region continued funding Francophone projects under labour market and social development programs to support Francophone communities.	The French-speaking minority communities played an important role in OLMC activities and projects.	<ul> <li>In Manitoba and Saskatchewan, 2% of the program funding was targeted to Franco- phone communities based on the percentage of the population in each province.</li> </ul>	

# 6 — Accountability

Activities through which the federal institution integrates its 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, status report on implementation of Section 41 of the OLA, etc.); evaluations and internal audits 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**

Section 41 of the *Official Languages Act* and the perspective of official language minority communities are fully integrated into the federal institution's policies, programs and services. The reporting structure, internal evaluations and policy reviews determine how to better integrate the OLMC perspective.

Activities carried out to achieve the expected result	<del>o</del>		
What activities were carried out during the period? What was done?	What products or services were carried out during the period yield?	What information was used to show progress towards the achievement of the above mentioned result? How was the change demonstrated and measured?	
The Department reported key achievements related to the implementation of Section 41 in various departmental annual reports.	<ul> <li>HRSDC Report on Results for the Implementation of Section 41 of the OLA.</li> <li>Canadian Heritage's Report on Plans and Priorities and Departmental Performance Report.</li> </ul>	<ul> <li>Awareness and better knowledge of actions taken by HRSDC in terms of its obligations under the OLA.</li> </ul>	
The Department coordinated and followed up on complaints received under Part VII.	Responses to address reports of two complaints.	The number of complaints was insignificant.	
The Regions developed a regional workplan with the collaboration of all business lines to support the national action plan for the implementation of Section 41.	Coordinated approach to OLMCs was developed and aligned with national action plan.	<ul> <li>Examples of progress:</li> <li>The Quebec Region integrated over 90% of the priorities identified in action plans within its operational strategy; and</li> <li>The Ontario Region fully implemented its annual workplan which was monitored, updated and reported to senior management quarterly and semi-annually.</li> </ul>	
In all the Regions, the Labour Market and Social Development (LMSD) programs business line included OL commitments in the integrated business and human resources plan and in the programs funding plan.	<ul> <li>Report showing the number of OLMC projects and the level of funding for various projects for each of the LMSD programs in support of OLMCs.</li> </ul>	<ul> <li>Program planning activities included planning and reporting on engagement of OLMCs and the funding of OLMC projects.</li> </ul>	

OFFICIAL LANGUAGES CHAMPIONS AND NATIONAL AND REGIONAL COORDINATORS RESPONSIBLE FOR THE IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT

# Official Languages Champions

#### Michael Alexander

Official Languages Champion

A/Executive Head, Service Management

Atlantic Region

126 Cromarty Drive

Darmouth, Nova Scotia

B3B 0E9

Tel: 902-426-2988

Email: michael.alexander@servicecanada.gc.ca

#### Dominique La Salle

Official Languages Co-Champion

Director General

Seniors and Pensions Policy Secretariat

355 North River Road, Tower B, 14th Floor

Ottawa, Ontario

K1A 0L1

Tel: 613-957-1626

Email: dominique.lasalle@hrsdc-rhdcc.gc.ca

#### Christine McDowell

Champion for the Region of Atlantic

Executive Director, Citizen Services

126 Cromarty Drive

Dartmouth, Nova Scotia

J4B 0G6

Tel: 902-426-2568

Email: christine.mcdowell@servicecanada.gc.ca

#### Rui Costa

Champion for the Region of Quebec

Director, Boucherville Processing Center

Service Canada Center Boucherville - Processing Unit

540 D'Avaugour Street

Boucherville, Quebec

J4B 0G6

Tel: 450-449-0769 (ext. 2219)

Email: rui.costa@servicecanada.gc.ca

### Mary Crescenzi

Ontario Regional Champion of Official Languages

Senior Executive Director, Citizen Services Branch

Service Canada

Joseph Shepard Building

4900 Yonge Street

Toronto, Ontario

M2N 6A4

Tel: 416-954-7714

Email: mary.crescenzi@servicecanada.gc.ca

## **National Coordinator**

#### **Tracy Perry**

Director, Corporate Accountability and Management Initiatives

Corporate Planning and Accountability Directorate

Strategic Policy and Research Branch

140 Promenade du Portage, Phase IV, 3<sup>rd</sup> Floor

Gatineau, Quebec

K1A 0J9

Tel: 819-994-1512

Email: tracy.perry@hrsdc-rhdcc.gc.ca

# Service Canada - Regional Coordinators

## **Western Canada and Territories Region**

#### Kathie Everett

Official Languages and Public Rights Coordinator

Canada Place

9700 Jasper Avenue, 14th Floor, Room 1440

Edmonton, Alberta

T5J 4C1

Tel: 780-495-6598

Email: kathie.everett@servicecanada.gc.ca

#### Ginette LeBel

Business Expertise Consultant

Federal Building

101 – 22<sup>nd</sup> Street East

Saskatoon, Saskatchewan

S7K 0E2

Tel: 306-975-5060

Email: ginette.lebel@servicecanada.gc.ca

# **Human Resources and Skills Development Canada**

# **Ontario Region**

#### Suzanne Dupont

Director, Northwestern Ontario

Northwestern Ontario Director's Office

975 Alloy Drive

Thunder Bay, Ontario

P7B 6N5

Tel: 807-346-2130

Email: suzanne.dupont@servicecanada.gc.ca

# **Quebec Region**

#### Rosalia Panarello

Business Expertise Consultant

Guy-Favreau Complex

200 René-Lévesque Blvd West, West Tower, 2<sup>nd</sup> floor

Montreal, Quebec

H2Z 1X4

Tel: 514-982-2384 (ext. 2314)

Email: rosalia.panarello@servicecanada.gc.ca

# **Atlantic Region**

#### Carrie Ann Gallant

Business Expertise Consultant

371 Main Street

O'Leary, Prince Edward Island

C0B 1V0

Tel: 902-859-1920

Email: carrieann.gallant@servicecanada.gc.ca

#### Sheila Goudreau

Business Expertise Consultant

95 Prospect Street

P.O. Box 2600

Fredericton, New Brunswick

E3B 5V6

Tel: 506-452-3198

Email: sheila.a.goudreau@servicecanada.gc.ca

#### Carson Littlejohn

Director, Processing and Payment Services

Prince Charles Building

120 Torbay Road

St. John's, Newfoundland and Labrador

A1B 3P3

Tel: 709-772-3928

Email: carson.littlejohn@servicecanada.gc.ca

## Doug Wentzell

Director, Nova Scotia

126 Cromarty Drive

Dartmouth, Nova Scotia

B3B 0E9

Tel: 902-426-6923

Email: doug.wentzell@servicecanada.gc.ca

# $\label{eq:definition} D \ \ \ \ \, S \ \ \ \ \, T \ \ R \ \ I \ \ B \ \ U \ \ T \ \ I \ \ O \ \ N$

This 2010–2011 Report on Results will be made available to all HRSDC staff through the Department's intranet sites. A copy of this Report will also be distributed to all national and provincial organizations with an economic or social mandate affecting official language minority communities in Canada, and to all federal government stakeholders responsible for implementing Section 41 of the *Official Languages Act*, among others:

 National associations representing official language minority communities and their members: Quebec Community Groups Network, Fédération des communautés francophones et acadienne du Canada, Réseau de développement économique et d'employabilité, the Community Economic Development and Employability Corporation;

- Department of Canadian Heritage;
- Office of the Commissioner of Official Languages;
- Members of the House of Commons Standing Committee on Official Languages; and
- Members of the Senate Standing Committee on Official Languages.

The 2010–2011 Report on Results is also available, in downloadable format, on the departmental Web site at www.hrsdc.gc.ca