



Implementation of Section 41 of the  
**OFFICIAL LANGUAGES ACT** (Part VII)

2005-2006 Status Report



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(Part VII)

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October 2006

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### SECTION 41 OF THE *OFFICIAL LANGUAGES ACT*

“The Government of Canada is committed to enhancing the vitality of the English and French linguistic minority communities in Canada and supporting and assisting their development; and fostering the full recognition and use of both English and French in Canadian society.”

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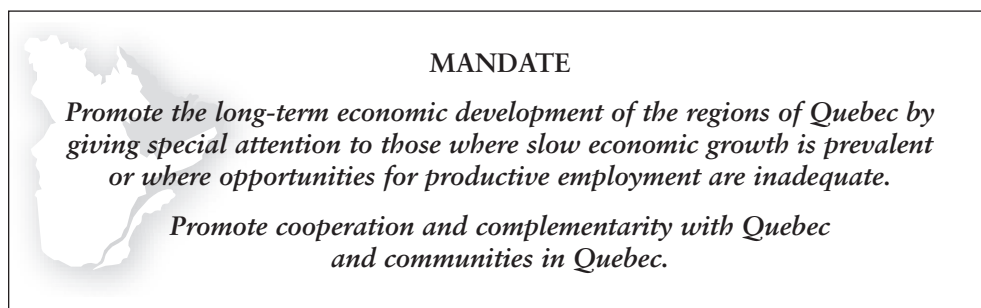
# Results-based status report

## Implementation of Section 41 of the *Official Languages Act* (OLA) 2005-2006

### General information

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## Summary of main results achieved

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In fulfilling its mandate, the Agency is helping the Government of Canada deliver on its commitment to promote equality of opportunity for all Canadians in their pursuit of well-being and to further the economic development of all regions of the country in order to reduce disparity in opportunities. By the same token, the Agency is contributing to the achievement of the objectives of the *Official Languages Act* (OLA) and, specifically, to the commitment to enhance the vitality of official language minority communities (OLMCs) and the linguistic duality of Canada set forth in section 41 of Part VII of the Act.

The Agency's activities are aligned with the Government of Canada's *Results-based Management and Accountability Framework* (RMAF) for official languages. More specifically, they target the following horizontal results:

- strengthening community economic development and language industries
- strengthening the vitality of communities
- strengthening the linguistic duality within the institutions of Canadian society
- improving access to learning and linguistic duality
- ensuring compliance with the *Official Languages Act* and the *Constitution*.

When renewing its strategic directions over the past year, the Agency made sure that official language issues were taken into consideration. In fact, through its strategic directions, the Agency is contributing to the enhancement of the vitality of OLMCs and linguistic duality.

As concerns the *vitality of communities*, the Agency's objectives are to:

- strengthen ties with OLMCs in order to mobilize communities to take joint action to ensure their development (social capital)
- help OLMCs renew their entrepreneurial base by drawing on their own strengths and assets
- develop the capacity of communities to attract and retain organizations, talented individuals, including young people, and tourists.

As concerns the competitiveness of enterprises and regions, the Agency's objectives are to:

- develop the capacity of OLMC enterprises to innovate in terms of products and services and business practices, reduce production costs, adopt leading-edge technology, develop markets and respond to the requirements of the external environment.





### **Raising awareness**

During the year, the Agency pursued its efforts to raise awareness among employees and managers of their responsibilities with respect to the implementation of section 41 of the OLA and as concerns OLMCs. The Agency's commitment to Part VII of the Act is clearly understood, both within the organization and by its main external partners. This commitment was further reinforced through the adoption of a new official languages accountability framework.

### **Consultation**

In recent years, the Agency has initiated and taken part in numerous formal and informal consultations and discussions with Anglophone communities so as to be better aware of their expectations and concerns in order to be able to develop initiatives that reflect the priorities identified, such as developing entrepreneurship and encouraging young people to stay in their regions. In 2005–2006, lasting ties between the Agency and OLMCs were further strengthened:

- various OLMC resources actively participated in the development of specific initiatives, with a view to guiding this development, including pilot projects (the Community Vitality Index and the social investment network) and the Fishing Community Economic Diversification Initiative (FCEDI)
- they also participated in the implementation of structuring pilot projects.

### **Communications**

As a result of external communications activities aimed at OLMCs (e.g., presentations, the publication and distribution of plans and reports or initiative announcements), OLMCs have greater access to information about the Agency's activities, programs and policies and are more familiar with its programs and services. Anglophone communities are informed of new initiatives, such as the FCEDI and the Community Economic Diversification Initiative – Coulombe Report (CEDI-CR), as well as about the progress of pilot projects under way, the Action Plan and annual reports. The communities have access to the Agency's programs and services.

## Coordination and liaison

The Agency has adopted coordination and liaison mechanisms aimed at enhancing the development and vitality of OLMCs. These include the development and implementation of horizontal initiatives, access to information and the sharing of best practices. Within the organization, the Agency set up a network of local coordinators. Headed by a national coordinator, this network is made up of some 12 resource persons who are responsible for acting as an interface with Anglophone communities. Externally, the Agency has strengthened its cooperation with other federal players through its participation in various horizontal initiatives, such as the Official Language Minority Communities Support Fund (Human Resources and Social Development Canada) and the Government's *Action Plan for Official Languages*. The Agency also profited from its regular participation in meetings of national coordinators and the Forum for official languages champions by making contacts, taking advantage of the exchanges of best practices and information, and sharing its initiatives, such as the official languages accountability framework.

## Program funding and delivery

The Agency encourages, guides and supports a number of development projects involving Anglophone clients aimed at enhancing the vitality of communities and the competitiveness of Quebec enterprises and regions. As at March 31, 2006, the Agency has over 400 current projects involving its Anglophone clients, accounting for a total of approximately \$65 million in funding and an investment value of over \$232 million. In 2005-2006, the Agency approved 92 new projects, accounting for \$11.5 million in funding and an investment value of over \$50 million. These new projects will help maintain over 1,500 jobs and create more than 340 new jobs. Through the federal government's *Action Plan for Official Languages* and the Memorandum of Understanding with Industry Canada, 24 young people have been given an opportunity to take part in internships in various sectors of the knowledge economy. Of these 24 trainees, 18 were subsequently offered jobs (75% retention rate).

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1 Current projects: contribution agreements concluded between April 1, 2005 and March 31, 2006, as well as projects dating prior to April 1, 2005, that are still active.

## Accountability

The integration of the objectives of Section 41 of the OLA and the OLMC perspective into the Agency's policies, programs and services has become a reality. Section 41 is now an integral part of departmental planning and reporting documents submitted to Parliament. In its new strategic directions for 2006–2011, the Agency places considerable emphasis on communities and target groups such as OLMCs. This integration and the Agency's commitment to the OLA have been further strengthened through the adoption of the official languages accountability framework.

The Agency has implemented certain recommendations made by the Commissioner of Official Languages with regard to Community Futures Development Corporations (CFDCs). These include:

- informing CFDCs of their official language obligations and the measures they are required to take to fulfil these obligations
- developing a strategy aimed at ensuring that CFDCs comply with requirements
- setting up monitoring and control mechanisms
- periodically assessing the quality of the services provided by CFDCs.

Finally, the findings of the annual client satisfaction survey, which included specific questions aimed at English-speaking clients, revealed that a majority of Anglophone clients (over 82%) were satisfied in general with the services offered by the Agency, especially the quality of written information and phone and in-person service.

## Conclusion

The Agency has improved its support for OLMCs in the various activity categories, and intends to continue doing so. Over the coming year, the Agency will update its action plan in light of its new strategic directions in order to better respond to the needs of these communities in Quebec, take *positive steps* to comply with the new official languages legislative framework and keep abreast of the development of new government practices.



## I Raising awareness - internal activities

**Objective:** internal activities aimed at raising awareness among Agency employees and managers about their responsibilities with respect to the implementation of section 41 of the OLA and Official Language Minority Communities (OLMCs).

**Results:** introduction of a lasting change within the Agency's organizational culture; all employees and managers are aware of and understand their responsibilities regarding section 41 of the OLA and OLMCs.

**Activities:** training, information, orientation, awareness-raising and communication activities, etc. conducted internally to raise awareness of linguistic duality and the priorities of 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 when conducting research, studies and investigations.

### Main expected results for the period covered by the action plan

#### I.1 First expected result

Senior management is well informed about, and aware of the organization's commitment to section 41.

Key activities completed <sup>1</sup>	Progress (results) achieved <sup>2</sup>
<ul style="list-style-type: none"> <li>■ production of a series of fact sheets; awareness-raising and discussion sessions with senior management</li> <li>■ consultations with all directors for the drafting of the new OLA accountability framework</li> <li>■ training session organized by the Privy Council Office and Justice Canada for the Agency's Policy and Planning Sector dealing with the Horizontal Management and Accountability Framework for Official Languages, as well as legal issues arising from the Act.</li> </ul>	<p>Senior managers have a clear understanding of the Agency's commitment to section 41 and contribute directly and on an ongoing basis to its implementation and the monitoring thereof.</p> <p>Agency directors understand and acknowledge their responsibilities with respect to the implementation of section 41. The approval of the new accountability framework confirms this understanding.</p>

*Notes:*

1 Key activities completed during the year covered by the *Status report*.

2 Progress (results) achieved during the year covered by the *Status report*.

## 1.2 Second expected result

The Agency's business offices and the partners concerned are aware and informed of achievements and developments relating to section 41 within the Agency and the government.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ internal distribution of <i>Bulletin 41-42</i></li><li>■ awareness-raising activities targeting the CFDC Network</li><li>■ distribution of the <i>Status Report</i> to all responsibility centres and partners.</li></ul>	<p>A number of documents were distributed to help raise awareness about section 41 and provide information on best practices.</p> <p>Business offices, Agency directorates, the CFDC Network and CFDCs recognize the importance of the enhancement of OLMCs under the OLA and the links that can be established within the mandates of these community economic development organizations.</p>

## 1.3 Third expected result

A community of practices, networking and discussions is maintained and supported.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ frequent discussions with section 41 resource persons at business offices and cooperation with representatives of various directorates</li><li>■ Community Economic Development and Employability Committee (CEDEC) activity reports are sent to the business offices on a regular basis</li><li>■ distribution of the publication entitled <i>Table Talk</i>, produced by the Community Table.</li></ul>	<p>The priorities and concerns of OLMCs, about which the Agency is informed on a regular basis, are taken into consideration in the Agency's actions.</p>

## 2 Consultation

**Objective:** sharing of ideas and information between the Agency and OLMCs to better understand each other's mandates and priorities and to identify areas for OLMCs development.

**Result:** establishment of lasting links between the Agency and OLMCs and understanding of respective needs and mandates.

**Activities:** activities (e.g., committees, discussions and 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 by business offices in consultations with OLMCs to learn about their concerns and needs.

### Main expected results for the period covered by the action plan

#### 2.1 First expected result

Discussion mechanisms are established or maintained and senior management and Agency staff are informed of the economic development issues, needs and expectations of Anglophone communities.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"> <li>■ participation in meetings organized by the Privy Council Office for consultation and discussion with the Anglophone community</li> <li>■ active participation organizing and conducting sectoral consultations with the Anglophone community in cooperation with Industry Canada</li> <li>■ participation in a number of meetings of advisory committees (development and implementation of the Community Vitality Index and the social investment network) involving the Anglophone community and set up at the Agency's request.</li> </ul>	<p>The Agency took part in many formal and informal consultations and discussions with Anglophone communities. These involved the participation of senior management and the various branches and business offices.</p> <p>The effectiveness of sectoral consultations with Industry Canada is greatly improved because of the prior involvement of the communities in the organization of this activity.</p> <p>Various community resources were given an opportunity to express their points of view and actively participate in the initial steps involved in the development of specific initiatives, for the purpose of guiding this development.</p>

*Continued on page 12*



## 2.1 First expected result (continued )

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"> <li>■ regular participation in meetings of the National Human Resources Development Committee for the English Linguistic Minority; co-chair of the Standing working group on job creation and economic diversification; member of the executive committee</li> <li>■ meeting with the members of the Community Table in Châteauguay for consultation on various topics, including the next phase of the economic component of the Government's Action Plan</li> <li>■ regular discussions with the CEDECs; presentations of their priorities and activities</li> <li>■ meeting of the internal official languages committee set up this year and composed of Agency managers</li> <li>■ distribution of best practices as regards OLMCs.</li> </ul>	<p>Direct ties with OLMCs are strengthened in order to ensure that the Agency is more attuned to the expectations and concerns of communities and that initiatives developed reflect the priorities identified.</p> <p>Agency managers consistently take the needs and expectations of Anglophone communities into consideration.</p> <p>The mandate of the internal official languages committee is defined with a view to encouraging cooperation and fostering the consideration and achievement of the Agency's commitments with respect to section 41.</p>

## 2.2 Second expected result

Opportunities are examined for developing projects and initiatives based on the needs of OLMCs.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"> <li>■ consultation with representatives of the Community Table concerning priorities to be considered in the development of projects and initiatives targeting OLMCs</li> <li>■ meetings with numerous organizations, such as Alliance numériQC, for the development of growth-generating projects</li> <li>■ active participation of local communities in the activities and implementation of projects targeting OLMCs</li> <li>■ public consultations with Basse-Côte-Nord communities to plan the action strategy for the FCEDI.</li> </ul>	<p>The Agency worked closely with OLMCs and their members to develop and monitor initiatives within the framework of the implementation of the economic component of the <i>Action Plan for Official Languages</i>. The targeted objectives were to give OLMCs the opportunity to exercise considerable influence with a view to ensuring that projects were tailor-made, that partnerships were sought and that needs were taken into consideration throughout the implementation process.</p> <p>Certain proposals from OLMCs were accepted under the FCEDI initiative.</p>

## 2.3 Third expected result

Projects or initiatives are developed in accordance with expectations expressed.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"> <li>■ participation in advisory committees for the monitoring of pilot projects (Community Vitality Index and social economy learning activities).</li> </ul>	<p>The Agency continued to implement growth-generating pilot projects. One of the objectives of these projects is to develop and make accessible three support tools for social economy enterprises in Anglophone communities: an analysis guide for social economy enterprises, a management dashboard and a Community Vitality Index.</p>

## 2.4 Fourth expected result

Communication links between the Agency's business offices and organizations in Anglophone communities are maintained or strengthened.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ links between the business offices and OLMC organizations to encourage communication</li><li>■ participation in the National Human Resources Development Committee for the English Linguistic Minority (NHRDC) with a view to strengthening ties</li><li>■ departmental messages diffused during activities organized by OLMCs, such as the 9th annual YES (Youth Employment Services) Entrepreneurship Conference.</li></ul>	Links between a number of business offices and community organizations were strengthened over the past year.

## 3 Communications

**Objective:** provision of information (externally) to promote the bilingual character of Canada; provision of information given to OLMCs regarding the Agency's activities, programs and policies that could be of interest to them.

**Results:** the culture of OLMCs reflects an up-to-date understanding of the Agency's mandate; OLMCs receive up-to-date and relevant information about the Agency's programs and services.

**Activities:** external communications activities aimed at informing OLMCs of the federal institution's activities, programs and policies and promoting linguistic duality; inclusion of OLMCs on all information and distribution lists; use of the Web site to communicate with OLMCs.

## Main expected results for the period covered by the action plan

### 3.1 First expected result

Anglophone clients are informed of the Agency's programs, services and initiatives and ties with OLMCs are established or strengthened.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"> <li>■ <i>ad hoc</i> presentations to members of the Anglophone community, according to the advancement of the work, about the progress of pilot projects and the phases of the <i>Action Plan for Official Languages</i>.</li> <li>■ presentations to the NHRDC on the Agency's programs and services and intermediary groups in their regions</li> <li>■ distribution of the <i>Status Report</i> to the Quebec Community Groups Network (QCGN) and the Community Table</li> <li>■ posting of the <i>Status Report</i> on the Internet</li> <li>■ announcement of the FCEDI and CEDI-CR initiatives to OLMCs via community media outlets</li> <li>■ editing and distribution of all reports, brochures, leaflets and communiqués in both official languages.</li> </ul>	<p>The Anglophone community is now better informed about the Agency's programs and services and the internal network of resource persons with whom they communicate and work more and more frequently.</p> <p>A number of local communities are involved in the initial steps of the implementation of the economic component of the <i>Action Plan for Official Languages</i> and take advantage of opportunities to contribute.</p> <p>OLMCs are informed of developments in pilot projects under way, and have access to relevant information and tools.</p>

### 3.2 Second expected result

Anglophone clients have access to information on the Agency's programs and services, the *Action Plan for Official Languages* and official languages achievements on the Web site.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ posting of the Action Plan and annual reports relating to various sections of the OLA on the Agency's Web site</li><li>■ information, aimed at OLMCs, was supplied to Industry Canada, which coordinates the Communaction.ca site.</li></ul>	<p>Anglophone communities have greater and improved access to on-line information on a number of sites.</p> <p>The Communaction.ca site provides information for OLMCs from departments and agencies working in the area of economic development.</p>

## 4 Coordination and liaison

**Objective:** networking, cooperation and liaison (research, joint meetings, etc.) either within the Agency, between the Agency and other federal government organizations or other levels of government.

**Results:** cooperation with multiple partners to enhance OLMC development and vitality, and share best practices.

**Activities:** coordination activities (e.g., 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 departments, other levels of government, etc.; participation of official languages champions, national and regional coordinators, etc., in various government forums.

### Main expected results for the period covered by the action plan

#### 4.1 First expected result

Horizontal initiatives are maintained and developed.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"> <li>■ a number of Agency resources took part in various committees set up within the framework of the horizontal initiative funded through the Official Language Minority Communities Support Fund of Human Resources and Social Development Canada (formerly Human Resources and Skills Development Canada). The Agency contributed to the review of certain files, such as the NHRDC strategic framework</li> <li>■ cooperation with various federal organizations such as Fisheries and Oceans Canada (DFO), Agriculture and Agri-Food Canada (AAFC), HRSDC, Industry Canada (IC) and Canadian Heritage (PCH) to broaden and complete the service offer for OLMCs</li> <li>■ cooperation with PCH on a social development project in the Basse-Côte-Nord region, and with other organizations for three market research projects.</li> </ul>	<p>Improved cooperation among the various federal players.</p> <p>Two of the three studies on the Basse-Côte-Nord region suggest that proponents should be encouraged to become wild berry producers.</p>

## 4.2 Second expected result

Access to specific information on approaches of other federal Government partners and the sharing of best practices are simplified.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ participation in meetings of national and regional section 41 coordinators organized by Heritage Canada</li><li>■ participation by the national coordinator in the Forum for official languages champions.</li></ul>	<p>The Agency took advantage of its regular participation in meetings to obtain, transmit and exchange information and discuss section 41 issues with federal partners.</p> <p>Links are established with the network of champions for the purpose of permitting the Agency to benefit from their best practices and information.</p> <p>These meetings and discussions also enabled the Agency to identify possible activities and projects to which it could contribute.</p>

## 4.3 Third expected result

Information on the Agency's initiatives with federal partners is shared.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ presentation by the national coordinator of relevant information at the champions' forum and at meetings of national coordinators, including the presentation of the Agency's accountability framework.</li></ul>	<p>Following these meetings, other federal organizations requested additional information and were able to draw inspiration from the best practices presented.</p>

#### 4.4 Fourth expected result

The Interdepartmental Partnership with the Official Language Communities (IPOLC) with PCH is renewed.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ a meeting took place with PCH representatives regarding the renewal of the IPOLC agreement, which ends on March 31, 2007</li><li>■ the results of the IPOLC are currently being assessed.</li></ul>	

#### 4.5 Fifth expected result

The economic component of the Government's *Action Plan for Official Languages* promoting synergy and complementarity with Agency partners is consistently implemented.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ discussions and cooperation with Industry Canada and other regional economic development agencies with regard to the development and approval of projects.</li></ul>	Discussions with industry partners have allowed the Agency to keep track of the implementation of projects received and approved and to be aware of opportunities for cooperation among federal institutions.



## 5 Program funding and delivery

**Objective:** implementation of programs and services (e.g., resources, in-kind contributions, funding, etc.) and funding for OLMCs by the Agency alone or in collaboration with other government institutions; integration of OLMC needs.

**Results:** OLMCs are part of the Agency's regular clientele and have adequate access to its programs and services; OLMC needs (e.g., geographic dispersion, development opportunities) are taken into account.

**Activities:** program implementation and service delivery by the federal institution; funding of OLMC projects, alone or in cooperation with other federal institutions; integration of the needs of OLMCs into program and service delivery.

### Main expected results for the period covered by the action plan

#### 5.1 First expected result

Economic development initiatives are developed for, or by Anglophone clients based on a representative proportion of the population.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>as at March 31, 2006, the Agency had 429 current projects. These projects, which account for a total of \$64.8 million in funding and have an investment value of \$233 million, target enterprise competitiveness (60%) and community vitality (40%)</li></ul>	As provided for in the Agency's strategy, projects were funded with a view to encouraging English-speaking clients to become more involved in community economic development and contribute to the strengthening of community capacity, the development of economic diversification initiatives, the development of entrepreneurship and the competitiveness of enterprises.

*Continued on page 21*

## 5.1 First expected result (continued)

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ in 2005-2006, the Agency approved 92 new projects (9.5%) submitted by Anglophone clients, 14 of which involved fishing communities in the Basse-Côte-Nord region. These projects, the total funding of which amounted to over \$11.5 million (5%), targeted innovation, export market development, productivity, e-business, natural resource development and entrepreneurship.</li></ul>	Agency funding in 2005-2006 was lower than in the previous year (\$18.3 million) and lower than the relative weight of Anglophones in the overall population of Quebec (8.3%). This drop can be explained by the one-time approval of a \$9.1 million project in 2004-2005 (Language Technologies Research Centre). The total investment value of approved projects was over \$50.6 million. These projects will help maintain over 1,500 jobs and create more than 340 new jobs.

## 5.2 Second expected result

The economic component of the Government's *Action Plan for Official Languages* is implemented.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ monitoring of entrepreneurship development projects and new economy internships</li><li>■ use of external resources specializing in sectors identified as priorities by Anglophone communities to coordinate the development and implementation of pilot projects and the creation of partnerships</li><li>■ meeting with partners to pursue growth-generating distance-learning projects.</li></ul>	<p>Projects in progress have allowed OLMCs to identify opportunities for their economic diversification as well as for the enhancement of their economic vitality. A good example is the Basse-Côte-Nord project for the identification of opportunities and the production of an action plan. The second phase of this project is currently being prepared. The goal of the project is the diversification of the region's economic base.</p> <p>As in the previous year, the Agency's internship project allowed 24 young people to participate in internships in various sectors of the new economy. Of these 24 trainees, 18 were subsequently offered jobs (75% retention rate).</p>

## 5.3 Third expected result

Projects are developed within the framework of the IPOLC.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ while waiting for the findings of the IPOLC evaluation, the Agency has not made use of this program, relying on its own programs and services instead.</li></ul>	

#### 5.4 Fourth expected result

OLMC's concerns and expectations are taken into consideration by the Agency when developing and delivering its programs and services.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ launch of a study to examine the socio-economic profile of the Anglophone community in Quebec and in the various regions of the province.</li></ul>	Through this study, the Agency hopes to gain an understanding of its business clientele and Anglophone communities that will help it develop targeted initiatives and provide its 14 business offices and its partners with information about the socio-economic situation of Anglophone communities by region.

#### 5.5 Fifth expected result

Greater use is made of the translation budget granted to partner organizations.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ monitoring of the application of the contractual agreement between the Agency and CFDCs and Business Development Centres (BDCs) that serve Anglophone clients.</li></ul>	Partner organizations are doing more translation.

## 6 Accountability

**Objective:** development of action plans and annual status reports, internal evaluations, policy reviews, etc. by the Agency's regional offices, branches and sectors.

**Results:** section 41 of the OLA and the OLMC perspective are fully integrated into Agency's policies and programs and services, as well as into departmental planning and reporting processes; the reporting structure, internal evaluations and policy reviews determine how to better integrate the OLMC perspective.

**Activities:** 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 the implementation of section 41 of the OLA, etc.); evaluations and internal audits of programs and services; regular review of programs, services and policies by senior officers of the federal institution to ensure the implementation of section 41.

### Main expected results for the period covered by the action plan

#### 6.1 First expected result

The objectives of section 41 are integrated into the Agency's strategic planning.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"><li>inclusion in the report on plans and priorities of targeted section 41 objectives.</li></ul>	Section 41 is now included in departmental planning and reporting documents submitted to Parliament. This has become an institution-wide practice.

#### 6.2 Second expected result

High level of satisfaction among Anglophone clients with regard to the Agency's programs and services.

Key activity completed	Progress (results) achieved
<ul style="list-style-type: none"><li>annual survey and report on the accessibility and quality of services in English provided by the Agency for the Anglophone community (response rate: 85%).</li></ul>	The annual survey of Anglophone clients reveals that they are generally satisfied with the services offered by the Agency (82.8%), and specifically the quality of written information, phone and in-person service.

### 6.3 Third expected result

The Agency contributes to the work of the Commissioner of Official Languages and takes recommendations into consideration.

Key activities completed	Progress (results) achieved
<ul style="list-style-type: none"><li>■ contribution to the work of the Commissioner of Official Languages regarding audits of certain CFDCs</li><li>■ the Agency conducted an audit in February and March 2006 in response to recommendations made by the Commissioner of Official Languages. The purpose of the audit was to determine whether CFDCs and BDCs provide adequate services in both official languages.</li></ul>	<p>Several recommendations in the report need to be included in the new agreement, which is still under negotiation.</p> <p>Some planned actions have been carried out. The final draft of the Consulting and Audit Canada (CAC) report was submitted to the Agency for comment in May 2006.</p> <p>The audit findings will appear in the next status report.</p>

## List of acronyms

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AAFC	Agriculture and Agri-Food Canada
BDCs	Business Development Centres
CAC	Consulting and Audit Canada
CEDEC	Community Economic Development and Employability Committee
CEDI-CR	Community Economic Diversification Initiative – Coulombe Report
CFDCs	Community Futures Development Corporations
DFO	Fisheries and Oceans Canada
FCEDI	Fishing Community Economic Diversification Initiative
HRSDC	Human Resources and Social Development Canada
IC	Industry Canada
IPOLC	Interdepartmental Partnership with the Official Language Communities
NHRDC	National Human Resources Development Committee
OLA	<i>Official Languages Act</i>
OLMCs	Official Language Minority Communities
PCH	Canadian Heritage
QCGN	Quebec Community Groups Network
RMAF	<i>Results-based Management and Accountability Framework</i>
YES	Youth Employment Services