



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

2006-2007 Status Report



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(Part VII)

2006-2007 Status Report

July 2007

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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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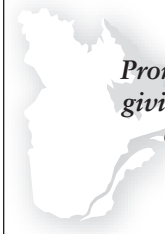
2006-2007 Results-based Status Report

Implementation of Section 41 of the *Official Languages Act*

General information

Address: Economic Development Agency of Canada
for the Regions of Quebec
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Montréal, Quebec H4Z 1E8

MANDATE



Promote the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or where opportunities for productive employment are inadequate.

Promote cooperation and complementarity with Quebec and communities in Quebec.

Responsible for the implementation of Part VII of the Act:

Minister

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President

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Summary of results achieved

Under its Act, the mission of the Economic Development Agency of Canada for the Regions of Quebec is to promote the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or where opportunities for productive employment are inadequate. The Act also requires the Agency to promote cooperation and complementarity with Quebec and communities in Quebec.

More specifically, the Agency focuses on the attainment of three strategic outcomes, to ensure that, in the long term, Quebec's regions and communities will have increased their development capabilities, dynamism and prosperity in a significant, lasting manner for the benefit of their residents. These strategic outcomes are:

- **Vitality of communities:** dynamic and revitalized Quebec communities enjoy a better socio-economic outlook by maintaining and developing their economic activity base.
- **Competitiveness of SMEs and regions:** competitive Quebec SMEs and regions owing to the presence of conditions conducive to sustainable growth.
- **Policy, representation and cooperation:** Agency policies, programs and initiatives reflect national priorities and the realities of Quebec's regions.

In fulfilling its mandate, the Agency contributes to the efforts of the Government of Canada aimed at promoting equality of opportunity for all Canadians in their pursuit of well-being and at furthering the economic development of all regions of the country in order to reduce disparity in opportunities. In its new strategic directions and its approach to vitality of communities, the Agency has included official language minority communities (OLMCs) among its target groups. Its objective is to foster their integration into existing structures for the economic development of the regions of Quebec. 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 OLMCs and the linguistic duality of Canada as set forth in section 41 of Part VII of the Act.

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

- strengthening community economic development and language industries
- strengthening the vitality of communities
- strengthening 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*.

Main results achieved by activity category

Raising awareness

During the year, Agency employees and managers were made aware of their responsibilities with respect to the implementation of section 41 of the OLA and as concerns OLMCs, through a variety of activities, in particular the training tour (82% of business office employees received training) and awareness building among senior management and managers (100% of business office directors made aware) with regard to the implementation of positive measures (*Bill S-3*) and accountability.

Consultation

Over the past year, 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 and focus on the development of initiatives that reflect the priorities identified, such as developing entrepreneurship and encouraging the retention of young people in their regions. For example, the Minister of the Agency, the Honourable Jean-Pierre Blackburn, met during the summer of 2006 with members of the Community Table representing the CLOSMs of Quebec in order to listen to their concerns. Also, on May 2, 2006, the Agency worked with Industry Canada (IC) to organize and host the sectoral consultation with Anglophone communities, and the forum organized by IC, which was attended by representatives of the various Anglophone communities.

Communications

As a result of external communications activities aimed at OLMCs (e.g. presentations, publication and distribution of plans and reports and announcement of initiatives), they have greater access to information about the Agency's activities, programs and policies and they are more familiar with its programs and services. In fact, according to the Agency's annual client survey, Anglophone clients are very satisfied with the quality of written information (100.0%), telephone service (97.6%) and in-person service (97.4%). In addition, all Agency products and services are available in both official languages. Anglophone communities are informed of new Agency initiatives (six initiatives announced by the Minister in the fall of 2006), the progress of pilot projects under way (Community Vitality Index and the Social Investment Network) and the Agency's annual OLA status report.

Coordination and liaison

The Agency and the other federal partners have adopted coordination and liaison mechanisms aimed at enhancing the development and vitality of OLMCs and linguistic duality. These mechanisms have fostered the development and implementation of horizontal initiatives (e.g. renewal of internships with Youth Employment Services and phase II of the social development project on the Basse-Côte-Nord), access to information and the sharing of best practices. 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 continued implementation of the cooperation agreement between IC and the Agency with regard to Component III (Economic Development) of the federal government's *Action Plan for Official Languages*. Within the organization, the Agency has maintained its network of local coordinators responsible for acting as an interface with Anglophone communities, through ongoing dialogue and the sharing of best practices.

Program funding and delivery

The Agency encourages, guides and supports a number of development projects involving Anglophone clients, aimed at increasing opportunities for participation and economic contribution by OLMCs in the regions of Quebec. As at March 31, 2007, the Agency had over 296 current projects¹ involving its Anglophone clients, accounting for a total of approximately \$67 million in funding and an investment value of over \$239 million. In 2006-2007, it approved 76 new projects, a financial contribution of \$16.8 million. The size and scope of projects carried out with Anglophone clients have increased, with average assistance from the Agency up by 75% over last year.

Accountability

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

Conclusion

The Agency has improved its support for OLMCs in the six activity categories, and intends to continue doing so. Over the coming year, it will update its action plan in light of its new strategic directions and on the basis of the findings of and lessons learned from the ongoing evaluation of the *Action Plan for Official Languages*. This update will help better respond to the needs of Anglophone 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.

¹ **Current projects:** contribution agreements concluded between April 1, 2006 and March 31, 2007, as well as projects dating prior to April 1, 2006, that are still active.

I Raising awareness - in-house activities

Training, information, orientation, awareness-raising and communication activities, etc., conducted in-house 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 during in-house research, studies and investigations.

Expected result

Introduction of a lasting change in the Agency's organizational culture. All employees and managers are aware of and understand their responsibilities regarding section 41 of the *Official languages Act* and OLMCs.

Indicators to measure the result achieved

- Most business office employees are trained (82%).
- All business office directors are made aware.
- Employee understanding of the Agency's commitment and obligations with regard to section 41 (Part VII) of the OLA, positive measures (*Bill S-3*) and accountability is improved.

Activities carried out to achieve the expected result	Outputs
<p>I.1 Training and information sessions</p> <ul style="list-style-type: none"> ■ training-awareness tour on Part VII of the OLA offered to all regional business offices ■ sharing of information received from the OLA Committee with advisors in most business offices. 	<ul style="list-style-type: none"> ■ training content and schedule - 72 participants - nine sessions ■ shared information
<p>I.2 Information sessions for senior managers</p> <ul style="list-style-type: none"> ■ presentation at an Operations sector meeting on section 41 and accountability (senior management). 	<ul style="list-style-type: none"> ■ presentation - 15 participants - one session

Activities carried out to achieve the expected result	Outputs
<p>1.3 Official Languages Champion</p> <ul style="list-style-type: none"> ■ information and awareness building for senior management on the Agency's obligations with regard to institutional bilingualism and section 41 of the OLA. 	<ul style="list-style-type: none"> ■ three briefing notes - presentation
<p>1.4 In-house training tools</p> <ul style="list-style-type: none"> ■ distribution of <i>2005-2006 Status Report</i> to all Agency responsibility centres and partners ■ production of fact sheets and meetings with senior management to raise awareness of the impact of changes relating to the passage of <i>Bill S-3</i> (new OLA) ■ frequent discussions with section 41 resource persons in the business offices and cooperation with representatives of various directorates ■ regular transmission of Community Economic Development and Employability Committee (CEDEC) activity reports to business offices ■ dissemination of <i>Table Talk</i>, a publication of the Community Table. 	<ul style="list-style-type: none"> ■ distribution list - <i>2005-2006 Status Report</i> ■ three briefing notes ■ conversations -information sharing ■ CEDEC reports ■ distribution list - publications
<p>1.5 Bulletin 41-42</p> <ul style="list-style-type: none"> ■ in-house distribution of Canadian Heritage's (PCH) <i>Bulletin 41-42</i>. 	<ul style="list-style-type: none"> ■ <i>Bulletin 41-42</i>
<p>1.6 Research and study</p> <ul style="list-style-type: none"> ■ completion of a study on the socio-economic profile of the Anglophone community in Quebec and its regions with a view, among other things, to developing the next action plan. 	<ul style="list-style-type: none"> ■ study on OLMCs

2 Consultation - 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 business offices to determine their concerns and needs.

Expected Result

Establishment of lasting links between the Agency and OLMCs and understanding of respective needs and mandate.

Indicators to measure the result achieved

- Links and working relationship between the Agency, the various partners and OLMC members are strengthened.
- The needs and challenges of the OLMCs are reflected in the vitality index (pilot project, Enterprise phase II).
- The needs and challenges of the OLMCs are taken into account in the Agency's strategic directions and new programming.
- All the Agency's Anglophone clients are satisfied with its products and services.

Activities carried out to achieve the expected result	Outputs
<p>2.1 Consultation mechanisms</p> <ul style="list-style-type: none"> ■ meeting between the Agency's Minister and members of the Community Table ■ participation in organizing and holding the sector consultation with Anglophone communities (May 2, 2006), jointly with IC ■ participation in the forum organized by IC (October 12, 2006) that was attended by representatives of the various Anglophone communities 	<ul style="list-style-type: none"> ■ meeting - several participants ■ annual sectoral consultation - 35 participants ■ 23 participants - interactive forum

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Activities carried out to achieve the expected result	Outputs
<p>2.1 Consultation mechanisms (Continued)</p> <ul style="list-style-type: none"> ■ regular participation in meetings of the National Human Resources Development Committee for the English Linguistic Minority (NHRDC) ■ meetings of the business offices with the CEDECs, the Community Futures Development Corporations (CFDCs) and the Business Development Centres (BDCs) to consult them on their needs and to enable them to exchange ideas, forge links and explore opportunities for joint projects. 	<ul style="list-style-type: none"> ■ four meetings - 30 participants per meeting ■ meeting schedule - agendas - eight meetings - four participants per meeting
<p>2.2 Business offices</p> <ul style="list-style-type: none"> ■ eight Agency business offices employees (Abitibi, Côte-Nord, Estrie, Gaspésie, Laval, Montérégie, Outaouais and Québec) met with the socio-economic leaders of local OLMCs to find out about their development priorities and identify potential partnership opportunities. 	<ul style="list-style-type: none"> ■ eight meetings - networking - information sharing
<p>2.3 Agency policies, programs and services</p> <ul style="list-style-type: none"> ■ conclusions of consultations and communications with the OLMCs were taken into account while developing the Agency's strategic directions and programs. 	<ul style="list-style-type: none"> ■ new Agency programming
<p>2.4 Agency action plan</p> <ul style="list-style-type: none"> ■ foundation laid for renewal of Agency action plan scheduled for 2007-2008 	
<p>2.5 Informal consultation and feedback from the OLMCs</p> <ul style="list-style-type: none"> ■ participation in the NHRDC in order to maintain links and improve our knowledge of their needs and the challenges they face ■ meetings of Agency coordinators with members of the Community Table to consult them on a variety of subjects, including their action plan and opportunities for partnership with the Agency. 	<ul style="list-style-type: none"> ■ four meetings - networking - information sharing ■ six meetings - information sharing

3 Communications - transmission of information to OLMCs

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

OLMC culture reflects an extensive understanding of the Agency's mandate. They receive up-to-date and relevant information about the federal institution's programs and services.

Indicators to measure the result achieved

- The Agency's Anglophone clients are satisfied with the quality of written information (100.0%), telephone service (97.6%) and in-person service (97.4%).
- All Agency products and services are available in both official languages.
- Access to quality information available on line and sent to the OLMCs is increased and improved.
- No complaints are received from the OLMCs.

Activities carried out to achieve the expected result	Outputs
<p>3.1 General information for OLMCs</p> <ul style="list-style-type: none"> ■ distribution of the leaflet <i>Best practices with regard to official language communities in minority situations 2003-2004</i> ■ distribution of the <i>2005-2006 Status Report</i> to the Community Table and to the Quebec Community Groups Network ■ communication of the Agency's mandate and programs and of services for OLMCs at meetings with them during the regional OLA tour, sectoral consultations and Industry Canada's forum 	<ul style="list-style-type: none"> ■ leaflet distributed ■ report distributed ■ presentation

Continued on page 12

Activities carried out to achieve the expected result	Outputs
<p>3.1 General information for OLMCs (Continued)</p> <ul style="list-style-type: none"> ■ presentation of Agency programming to members of the CEDEC board – Sherbrooke ■ meeting with the Gaspesian CEDEC and the Magdalen Islands CEDEC to provide information on the Agency’s assistance programs. 	<ul style="list-style-type: none"> ■ presentation - 10 people ■ two meetings - sending of documents
<p>3.2 Communications tools</p> <ul style="list-style-type: none"> ■ Agency presence at a booth for Townshippers’ Day, held in Richmond in September 2006, and distribution of Agency literature in English ■ mailing of information kits on Agency programming to CEDECs. 	<ul style="list-style-type: none"> ■ 150 people met ■ information kits
<p>3.3 Distribution and mailing lists</p> <ul style="list-style-type: none"> ■ mailing list kept up to date. 	<ul style="list-style-type: none"> ■ mailing list updated
<p>3.4 Web site</p> <ul style="list-style-type: none"> ■ posting of <i>2005-2006 Status Report</i> on the Web ■ posting of the leaflet <i>Best practices with regard to official language communities in minority situations 2003-2004</i> ■ management of Web site content. 	<ul style="list-style-type: none"> ■ report posted ■ leaflet posted ■ Web site updated

4 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 OLMC development and vitality, and to share best practices.

Indicators to measure the result achieved

- Networking is increased and close links are maintained with partners.
- Horizontal initiatives that meet the needs of OLMCs are increased.
- The Agency's OLA accountability framework is shared with other federal partners.
- The complementary nature of the programs and services offered by each partner is better known and understood.
- Regional coordinators have a better understanding of the OLA and share best practices.

Activities carried out to achieve the expected result	Outputs
<p>4.1 Official Languages Champion</p> <ul style="list-style-type: none"> ■ implementation of the new accountability framework at the Agency through the establishment of an Internal Official Languages Coordination Committee ■ leadership of the Internal Official Languages Coordination Committee ■ presentation of the Agency's accountability framework to the Network of Official Languages Champions ■ participation, as a member, at meetings of the board of the Network of Official Languages Champions and one of its sub-committees to develop the champion's role 	<ul style="list-style-type: none"> ■ accountability framework - committee ■ three working meetings - information sharing ■ presentation - meeting ■ meetings - champion's action plan - champion's accountability framework

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Activities carried out to achieve the expected result	Outputs
<p>4.1 Official Languages Champion (Continued)</p> <ul style="list-style-type: none"> ■ coordination of activities related to the production of documents for the Office of the Commissioner of Official Languages (OCOL) as part of the Agency's <i>Performance Report Card</i>. 	<ul style="list-style-type: none"> ■ miscellaneous documents
<p>4.2 National Coordinator</p> <ul style="list-style-type: none"> ■ leadership of a network of practice made up of local coordinators, using monthly conference calls ■ ongoing participation by the Agency in the renewal of the memorandum of understanding with the NHRDC ■ contribution to the revision and renewal of the strategic action plan of the NHRDC ■ participation by the national coordinator in the Interdepartmental Network on Official Languages ■ presentation of relevant information at meetings of the NHRDC, forums and activities organized by federal partners. 	<ul style="list-style-type: none"> ■ eight conference calls - 14 participants per call ■ government resource network ■ cooperation agreement ■ one meeting - presentation ■ meetings
<p>4.3 Regional Coordinators</p> <ul style="list-style-type: none"> ■ regular meetings with representatives of Anglophone communities in Quebec ■ ongoing information exchange with the national coordinator and dissemination of this information at the Agency and to partners ■ training for CFDCs on their obligations with regard to delivery of services in both official languages, as part of renewal of the Community Futures Program contract. 	<ul style="list-style-type: none"> ■ meetings ■ information sharing - information dissemination ■ training content and schedule - three sessions
<p>4.4 Network of Agency Coordinators</p> <ul style="list-style-type: none"> ■ coordination of the Agency's network of regional coordinators responsible for implementation of section 41 of the OLA. 	<ul style="list-style-type: none"> ■ regular meetings and discussions

Activities carried out to achieve the expected result	Outputs
<p>4.5 Cooperation between the Agency and other federal institutions</p> <ul style="list-style-type: none"> ■ ongoing cooperation with various federal bodies (Fisheries and Oceans Canada, Agriculture and Agri-Food Canada, Human Resources and Social Development Canada, IC, PCH) to expand and supplement the offer of service with regard to OLMCs ■ dialogue and joint activities with IC and the other regional economic development agencies with regard to developing and carrying out projects ■ collaboration between the Agency's Côte-Nord business office and Fisheries and Oceans Canada to expand and supplement the offer of service for OLMCs in matters related to the fisheries sector ■ meetings held with the Gaspésie business office, Parks Canada and the Committee for Anglophone Social Action with regard to the <i>Maison Dolbel</i> project in Forillon National Park. 	<ul style="list-style-type: none"> ■ federal partners' network ■ horizontal initiatives ■ development project ■ three meetings - partnership
<p>4.6 Cooperation between the Agency and other levels of government</p> <ul style="list-style-type: none"> ■ interdepartmental and intergovernmental meetings organized by the Québec business office on the twinning project between the CEDEC of Québec-Chaudière-Appalaches and the Rural Economic Development Initiative of Calgary, Alberta. 	<ul style="list-style-type: none"> ■ meetings - interdepartmental and intergovernmental cooperation
<p>4.7 Cooperation with Canadian Heritage</p> <ul style="list-style-type: none"> ■ participation in meetings of section 41 national and regional coordinators organized by PCH ■ review of the Interdepartmental Partnership with the Official-Language Communities Agreement with PCH and assessment of impact of non-renewal. 	<ul style="list-style-type: none"> ■ meetings - federal partners' network ■ briefing note

Activities carried out to achieve the expected result	Outputs
<p data-bbox="332 268 841 363">4.8 Cooperation between the Agency and local and regional development organizations</p> <ul style="list-style-type: none"> <li data-bbox="332 384 964 558">■ individual meetings with staff of the Coaticook Regional County Municipality CFDC and with staff of the Memphremagog Regional County Municipality BDC to raise awareness of their obligations regarding service in English <li data-bbox="332 579 969 747">■ visit to the Coaticook and Magog offices to ensure availability of documentation and verbal communication in English and an atmosphere that encourages services in both official languages. 	<ul style="list-style-type: none"> <li data-bbox="1026 384 1320 447">■ meetings - awareness building <li data-bbox="1026 579 1295 604">■ visits - cooperation

5 Program funding and delivery

Implementation of the federal institution's programs and delivery of its services; funding of OLMC projects by the Agency 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

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

Indicators to measure the result achieved

- Scope and substance of projects carried out with the OLMCs are improved (average assistance increased by 75%).
- Number of horizontal initiatives is increased.

Activities carried out to achieve the expected result	Outputs
<p>5.1 Funding of and participation in OLMC projects</p> <ul style="list-style-type: none"> ■ as at March 31, 2007, the Agency had 296 projects under way for total assistance of \$66.6 million and an investment value of \$238.7 million ■ in 2006-2007, the Agency approved 76 new projects with its Anglophone clients, providing total assistance of over \$16.8 million. 	<ul style="list-style-type: none"> ■ 296 projects under way - \$66.6 million in assistance ■ 76 new projects - \$16.8 million in assistance
<p>5.2 Partnerships - agreements with other government institutions</p> <ul style="list-style-type: none"> ■ implementation of Component III (Economic Development) of the federal government's <i>Action Plan for Official Languages</i>, based on the agreement signed with IC ■ support and guidance in renewing agreements on entrepreneurship internships and the social development project with an entrepreneurial approach. 	<ul style="list-style-type: none"> ■ ten internships under way

Activities carried out to achieve the expected result	Outputs
<p data-bbox="334 268 675 300">5.3 Assistance for OLMCs</p> <ul style="list-style-type: none"> <li data-bbox="334 327 964 426">■ support for business offices in negotiating, developing, analysing and carrying out projects involving the OLMCs <li data-bbox="334 453 938 510">■ monitoring of changes in projects carried out with the OLMCs. 	<ul style="list-style-type: none"> <li data-bbox="1024 327 1321 359">■ development projects
<p data-bbox="334 600 602 632">5.4 Program delivery</p> <ul style="list-style-type: none"> <li data-bbox="334 653 964 751">■ transmission of information to OLMC members on applying for financial support and the eligibility criteria for the various programs <li data-bbox="334 779 964 940">■ awareness meetings with Concordia University to present the federal government's <i>Official Languages Program</i>; the project was called <i>Telelearning Projects for the Anglophone Community</i>. 	<ul style="list-style-type: none"> <li data-bbox="1024 653 1252 684">■ correspondence <li data-bbox="1024 768 1260 800">■ several meetings

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 OLA and the OLMC perspective are fully integrated into the Agency's policies, programs and services. The reporting structure, internal evaluations and policy reviews determine how to better integrate the OLMC perspective.

Indicators to measure the result achieved

- OLMC concerns and needs are reflected in the Agency's new programming.
- The accountability framework for section 41 of the OLA is implemented.
- Section 41 of the OLA and the viewpoint of the OLMCs are integrated within the Agency's 2007-2008 priorities.
- PCH guidelines are respected.
- A score of 2 (good) has been received from the OCOL.
- Operations managers are aware of their accountability in accordance with section 41 of the OLA.
- The Agency's Anglophone clients are satisfied with its products and services, particularly the quality of written information (100.0%), telephone service (97.6%) and in-person service (97.4%).

Activities carried out to achieve the expected result	Outputs
<p>6.1 Development of action plan</p> <ul style="list-style-type: none"> ■ <i>Performance Report Card</i> from the OCOL – participation in information meetings, provision of documents and evidence upon request, review of the report card and adjustment of the action plan on official languages to correct any deficiencies identified. 	<ul style="list-style-type: none"> ■ action plan adjusted
<p>6.2 Development of status report</p> <ul style="list-style-type: none"> ■ production of Agency’s annual status report. 	<ul style="list-style-type: none"> ■ <i>2005-2006 Status Report</i>
<p>6.3 Monitoring of progress</p> <ul style="list-style-type: none"> ■ presentation to Operations sector managers of measurement and accountability obligations in accordance with section 41 of the OLA ■ support in gathering data from business offices to prepare the Agency’s annual status report ■ annual survey and report on the accessibility and quality of services provided in English by the Agency for the Anglophone community (response rate of 48%) ■ follow up on commitments made to the President in terms of the OLA ■ consultation with legal services by some of the Agency’s business offices in order to include an OLA clause in files analysed. 	<ul style="list-style-type: none"> ■ presentation ■ regional report cards ■ annual survey - results ■ dashboard ■ 20 consultations - compliance with the Act
<p>6.4 Integration into planning and reporting processes</p> <ul style="list-style-type: none"> ■ integration of the target objectives for section 41 into the report on plans and priorities, more specifically, under the Agency’s program priorities. 	<ul style="list-style-type: none"> ■ announced in RPP priorities

Activities carried out to achieve the expected result	Outputs
<p data-bbox="334 268 764 304">6.5 Agency Executive Committee</p> <ul data-bbox="334 323 906 499" style="list-style-type: none"> <li data-bbox="334 323 906 499">■ regular meetings between the Agency’s Departmental Management Committee and the Internal Official Languages Coordination Committee to ensure monitoring of action plan implementation. 	<ul data-bbox="1027 323 1398 426" style="list-style-type: none"> <li data-bbox="1027 323 1398 426">■ Departmental Management Committee meetings - monitoring
<p data-bbox="334 562 526 598">6.6 Complaints</p> <ul data-bbox="334 617 659 653" style="list-style-type: none"> <li data-bbox="334 617 659 653">■ no complaint received. 	

List of acronyms

BDC	Business Development Centre
CEDEC	Community Economic Development and Employability Committee
CFDC	Community Futures Development Corporation
IC	Industry Canada
NHRDC	National Human Resources Development Committee for the English Linguistic Minority
OCOL	Office of the Commissioner of Official Languages
OLA	<i>Official Languages Act</i>
OLMC	Official Language Minority Communities
PCH	Canadian Heritage