

# *Promoting Integration*



*Annual Report  
on the Operation of*  
**THE CANADIAN  
MULTICULTURALISM ACT**  
*2006-2007*



Canadian  
Heritage

Patrimoine  
canadien

Canada 

Canadian Heritage has published this document to report to Parliament about the implementation of the *Canadian Multiculturalism Act* in federal institutions.

The Report aims to increase awareness about the significance to our lives of the *Act*. Explanations of its provisions are meant for clarification, and should not be taken as legal interpretations of the *Canadian Multiculturalism Act*.

This Report is available in alternative media format upon request.

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***Message from the Minister of Canadian Heritage, Status of Women and Official Languages, and the Secretary of State (Multiculturalism and Canadian Identity)***



Guided by our shared values of democracy, freedom, human rights, and the rule of law, Canada continues to attract newcomers seeking refuge and opportunity.

Our country is recognized as a leader among countries that embrace diversity. This was confirmed last year by the choice of Canada as the home for the new Global Centre for Pluralism. Our Government supports this organization, which will promote the values of human rights, good governance, the rule of law, and human development in the years ahead.

The Government of Canada is committed to reaching out to all Canadians, and is developing lasting relationships with ethnic and religious communities in Canada. We encourage communities to participate fully in Canadian society by enhancing their level of economic, social, and cultural integration and we will continue to promote integration in order to encourage prosperity and social cohesion.

*Pluralism allows individuals to retain their cultural, linguistic and religious heritage within a framework of shared citizenship.*

***Prime Minister  
Stephen Harper  
(October 2006)***

A handwritten signature in black ink, appearing to read 'Josée Verner'.

***The Honourable Josée Verner, P.C., M.P.***

A handwritten signature in black ink, appearing to read 'Jason Kenney'.

***The Honourable Jason Kenney, P.C., M.P.***



Canada Day Poster  
Challenge 2007  
National Winner

**Sharon Huang**  
Age 15

Richmond,  
British Columbia



## FOREWORD

Multiculturalism was enshrined as a fundamental value of Canadian society and the Government of Canada with the proclamation of the *Canadian Multiculturalism Act* in 1988. The *Act* requires all federal departments, agencies and Crown corporations to implement the Multiculturalism Policy and ensure their programs, policies and services respond to the needs of Canadians of all backgrounds. Under the *Act*, federal institutions are also expected to report annually on activities they have undertaken to preserve and advance the objectives of the *Canadian Multiculturalism Act*.

This document reports to Canadians on the progress these institutions made in 2006-07. The report is divided into 2 main parts:

**Part I** highlights the main achievements of the Multiculturalism Program of the Department of Canadian Heritage and describes how the program advances the principles of the *Canadian Multiculturalism Act* and supports federal institutions in their efforts to apply the *Act*.

**Part II** describes achievements and challenges as federal institutions endeavour to implement the principles of the *Act* and provides an overview of various initiatives undertaken across federal institutions to implement the *Canadian Multiculturalism Act* through policies, programs and services.

“Industry and commerce may bring wealth to a country, but the character of a nation is formed by other factors. Race, language, religion, culture and tradition all have some contribution to make, and when I think of the diversity of these factors in Canada today and the achievements that have grown from their union, I feel proud and happy to be Queen of such a nation.”

*Queen Elizabeth II,  
October 13th 1957,  
Thanksgiving Day Broadcast  
on CBC Radio & Television*

“If I have helped you feel proud of being Canadian, if I have reminded you of the strength which comes from unity and if I have helped draw your attention to the bright vision of the years ahead, I shall feel well satisfied, because I believe with all conviction that this country can look forward to a glorious future.”

*Queen Elizabeth II, 1959,  
Speech on departing Canada  
after an extensive  
cross-country tour*



2006-2007  
Mathieu Da Costa  
Challenge  
Winning Artwork  
Ages 13-15

**Phil Duffenais**  
**Title: Those of Many  
Who Have Contributed**

Prince Arthur  
Junior High School  
Dartmouth, Nova Scotia

## ***EXECUTIVE SUMMARY***

Diversity is a source of strength in our country and during 2006-07, the Government of Canada continued to demonstrate its commitment to multiculturalism.

On June 22, 2006, the Government of Canada offered a full apology for the Head Tax imposed on Chinese-Canadians and further announced the implementation of ex-gratia symbolic payments to recognize the stigma and hardship endured as a result of the Chinese Head Tax. The Canadian Government considered the Head Tax imposed on Chinese-Canadians to be inconsistent with the values that Canadians hold today.

Furthermore, Canada is a source of knowledge and experience in fostering pluralism through laws, institutions and federal policies that promote the equal participation of all people in society while encouraging them to retain their cultural, linguistic and religious heritage. In October 2006, the Government of Canada signed an agreement with the Aga Khan Development Network to establish the Global Centre for Pluralism in Ottawa. The mission of the Centre is to promote pluralism as a fundamental value and cornerstone of peace, stability and human development.

With federal policies that encourage diversity, Canada is considered a world leader in supporting pluralism. In this 2006-07 reporting period, federal institutions undertook significant initiatives to advance the principles and requirements of the *Canadian Multiculturalism Act*.

More institutions are demonstrating support for the *Act* in their corporate culture, starting with embedding references to multiculturalism and diversity in their vision, mission, values, and mandate statements. Federal institutions are increasingly expecting senior management to be accountable for implementing multiculturalism and progressively, more institutions are establishing multiculturalism and diversity committees to undertake initiatives in support of multiculturalism.

Federal institutions recognize and support a wider range of multicultural events both in their workplaces and with the general public. They continue to establish partnerships and consult ethnocultural and other groups to make meaningful improvements to programs and services so that they are more accessible and responsive to a diverse Canadian public. Organizations are regularly examining both internal and external policies to ensure they reflect Canada's diversity, and they continue to implement comprehensive programs to serve the needs of all Canadians from all backgrounds.

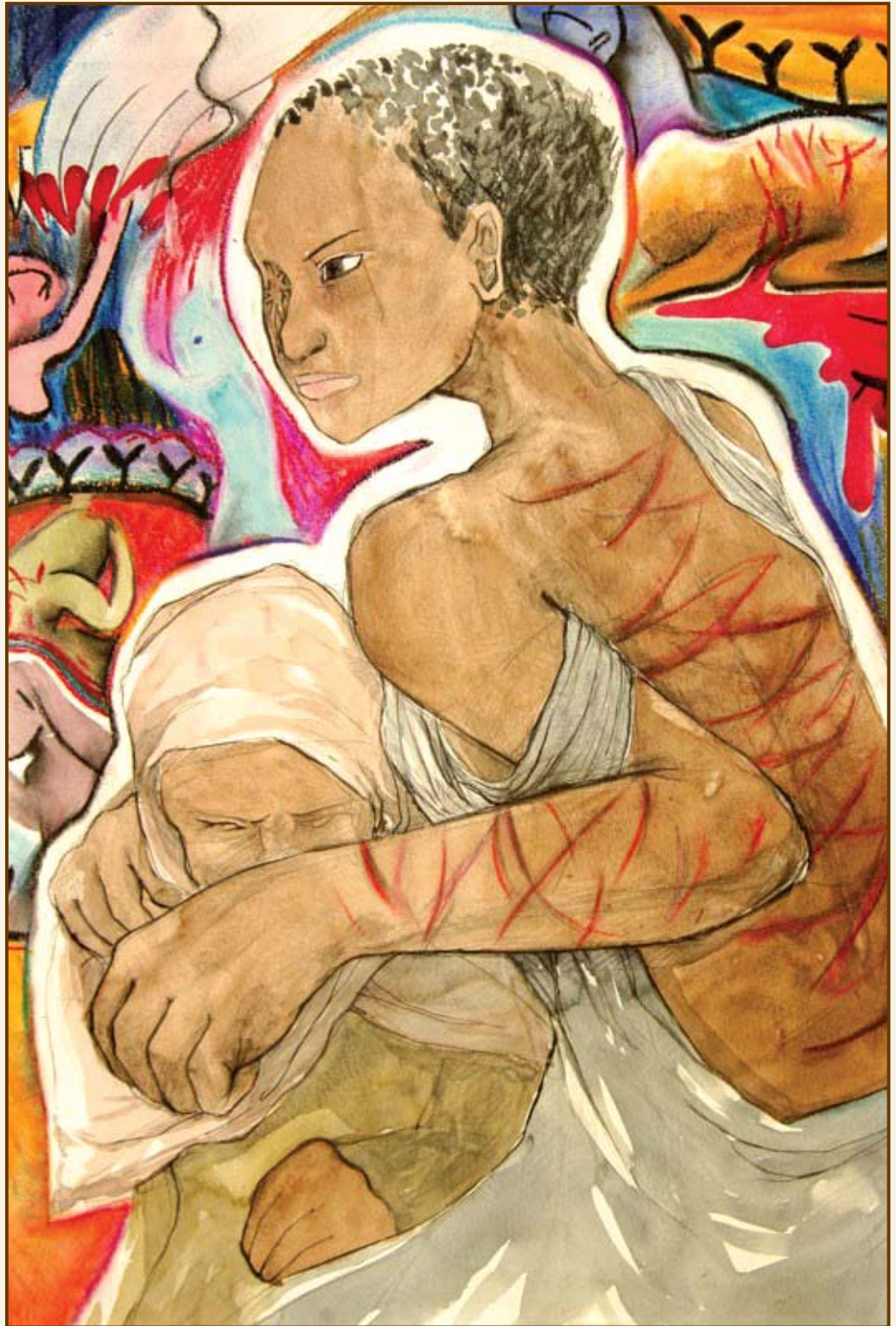
Many have taken steps to promote diversity. Institutions continue to work toward bridging potential representation gaps to make their workforces reflective of a diverse Canadian society.

Federal institutions are increasingly recognizing the benefits of having a diverse workforce, including multilingual skills and cultural understanding that help to enhance services to Canadians both at home and abroad, in addition to bringing fresh ideas and diverse perspectives to the workplace.

Federal organizations are increasingly incorporating multiculturalism and diversity in their research undertakings with the ultimate goal of making internal decision-making processes more informed and capable of meeting the needs of Canada's diverse society.

Despite these accomplishments, work remains to be done to fully realize the ideals of the *Canadian Multiculturalism Act* in all federal policies, programs and activities. Multiculturalism goes beyond celebrating the rich heritage of the many cultures in Canada, it is an important component of the broader concept of pluralism, which requires making meaningful efforts to create an inclusive society in which Canadians of all backgrounds can participate and meaningfully contribute to the ongoing evolution of a multicultural Canada.

The institutions profiled in this report are models, having demonstrated progress and continue to adapt to the changing nature of diversity.



2006-2007  
Mathieu Da Costa  
Challenge  
Winning Artwork  
Ages 13-15

**Julie Lee**  
**Title: Escape to Freedom:  
The Journey of  
Hanah Lining**

St. Aloysius Gonzaga  
Secondary School  
Mississauga, Ontario

## ***PART 1: THE MULTICULTURALISM PROGRAM***

The Department of Canadian Heritage, through the Multiculturalism Program, plays the lead role in the implementation of the federal government's multiculturalism policy. The Multiculturalism Program fosters awareness among federal institutions of their obligations under the *Canadian Multiculturalism Act*, and aims to support the removal of barriers related to race, ethnicity, cultural or religious background that would prevent full participation in Canadian society. The Multiculturalism Program consists of a diverse collection of policies, programs, research, and outreach and awareness strategies. Program initiatives are carried out through the following four activity areas:

- Support to civil society
- Research and policy development
- Support to public institutions (including federal institutions)
- Public education and promotion

The activities detailed herein illustrate the nature of the work supported by the Multiculturalism Program in the four activity areas.

## **SUPPORT TO CIVIL SOCIETY**

The Multiculturalism Program provides financial support (grants and contributions) through project funding to civil society to focus on issues affecting ethnocultural and racial communities, to enhance their participation in society and to address discrimination and racism. The following are a few examples of the initiatives funded by the Program in 2006-07.

### **MOSAIC ANTI-RACISM YOUTH PROJECT**

*(Centre for Northern Families, Yellowknife, NWT)*

2001 Census data indicates that, of the 16,420 residents of Yellowknife, 22% identify as Aboriginal and 8% as visible minority. Indications are immigration is rising steadily in the territory and Citizenship and Immigration Canada reported that in 2006, 120 new Canadians took up residence in Yellowknife, due in large part to the vibrancy of the economy.

In 2006, the Centre for Northern Families, which supports women and their families in Yellowknife, adopted a New Canadian and Multicultural Program to provide employment, language training, and other services to new Canadians and multicultural communities. The Centre commissioned a "Needs Assessment of the Ethnocultural Community in Yellowknife," which recommended, among other things, that more be done to help children and youth and to promote diversity and reduce racism. Based on these findings, the Centre developed the *Mosaic Anti-Racism Youth Project*.

*Mosaic* was a three-month community initiative to engage ethnocultural and Aboriginal youth in discussions on racism, discrimination, intolerance, and stereotyping. This project was designed to help participants develop leadership skills and learn how to address the racism they encounter in their daily lives.

Two youth, one each from the ethnocultural and Aboriginal communities, were hired to facilitate weekly workshops with activities and discussions about racism. Using a range of anti-racism and diversity resources from Canadian Heritage and elsewhere, the youth led activities and discussions on themes including: racism in words and pictures, what is power and who is powerful, and great leaders who stood up to racism. Activities culminated in a full-day event to coincide with the International Day for the Elimination of Racial Discrimination (March 21) and as part of the final workshop, all participants completed a survey entitled "What are you doing to stop racism?"

The youth participants were also asked what next steps could be taken to continue the action and dialogue in their community. Suggestions included: holding more presentations and workshops on cultural diversity, particularly in schools and places where young people gather; presenting workshops on building confidence and self-esteem; and playing music and films made in the North that talk about racism.

The *Mosaic* project engaged 32 young people from cultural communities and 12 from Aboriginal communities. Participants were involved in the planning, organization and facilitation of the project's weekly activities. These young people became more aware of the prevalence of racism and the need to do something about it and learned positive ways to cope with racism, bullying, and stereotyping that racially visible youth may encounter within their schools or in the community. They became more confident and acquired the skills to positively interact with others from diverse backgrounds, and new connections were formed between ethnocultural and Aboriginal young people. The participants are now working with adult volunteers to prepare submissions for the March 21 video competition.



## **YOUTH LEADERSHIP FOR INCLUSION**

*(Community Builders, Sudbury and Espanola, ON)*

Studies from Sudbury and other Northeastern Ontario communities have demonstrated racism is a serious local issue and that those most often targeted by discriminatory and racist behaviours are Aboriginal peoples. Schools in Sudbury and Espanola/Manitoulin Island have the fourth largest population of Aboriginal students in Ontario.

Teachers, principals, and parent councils in Northern Ontario determined that students are often marginalized because of their race, ethnicity, class, language, and other factors which results in exclusion, bullying (both physical and emotional), and depression among young people. Since many incidents take place out of sight of adults, students need to be equipped with positive leadership skills so they can support their peers in these situations.

For change to occur in schools, children, like adults, need to understand the impact of racism. Community Builders developed a results-oriented, award-winning model of cross-generational leadership to address equity, inclusion, and compassion. Through this model, schools in Sudbury and Espanola/Manitoulin Island have become more caring and inclusive places where children from all backgrounds become more successful learners and more active participants in society.

Across 16 elementary schools in Sudbury and Espanola, 350 students from diverse ethnic, racial, linguistic, cultural, and religious backgrounds, including Aboriginal students, were selected to become Student Leaders. Over three years, the students, along with teachers and parents, attended three, four-day Leadership Institutes, where they learned how to build allies, resolve conflict, identify and interrupt acts of racism and oppression, and strengthen individual and group identity. Student Leaders received ongoing coaching and mentoring and served as facilitators in their own schools, giving community-building workshops, developing projects to address equity and inclusion needs, and acting as mediators when conflicts arose.

The program has seen many benefits. Some 10,000 elementary school children were reached through peer education with messages about valuing diversity, being allies to each other, and eliminating oppression. Students have taken on the responsibility of making their schools more caring and inclusive, and they are pleased with their leadership. Student Leaders are more likely to stand up for others and take positive action. School cultures have begun to change to incorporate values of inclusion and cultural pride. People in the school community are talking more openly about racism and other forms of oppression and non-violent conflict mediation is happening more in the classroom and in the school yard. Trainers and the Student Leaders were called on several times to facilitate healing circles around suicide and drug use among youth in the communities and racism and other oppression issues were always raised in these discussions.

In the broader community, Aboriginal adults, immigrant adults, and adults from different social classes spoke to the students on a peer level, and helped deepen everyone's understanding of diversity issues. Aboriginal members of the community felt their heritage, culture, and languages are respected, their leadership valued, their experiences of racism acknowledged and the impact of those experiences understood. A strong relationship of mutual trust and respect has been built within the local First Nations communities.

*“Powerful and enduring change can happen when students, teachers, and parents work together to change school culture.”*

### **THIRD INTERNATIONAL SYMPOSIUM ON HATE ON THE INTERNET**

*(The League for Human Rights of B'nai Brith, Toronto, ON)*

The Internet has become an attractive channel for hate because of its ability to transcend geographical boundaries, its speed, easy accessibility and anonymity. To address this issue, the League for Human Rights of B'nai Brith organized a two-day international symposium entitled "Hate on the Internet" that examined both the domestic and global dimensions of web-based hate, extremism and terrorism-related activities.

Held in September 2006 in Toronto, it brought together participants from law enforcement, government, legal and legislative, industry, education and community sectors to work towards global, multi-disciplinary solutions to the problem of web-based hate and extremism. The symposium facilitated ongoing national and international collaboration on this issue and encouraged a best practices approach by the Internet industry through voluntary regulation and codes of conduct. While consensus was not reached on voluntary codes due, in part, to the prevailing dictates of international protocols, the symposium did result in the development of new and improved methods to respond, control, and diminish, hate on the Internet.

### **BARAKA 2007**

*(Black Islanders Cooperative Limited, Charlottetown, PEI)*

People of African descent and ancestry have a long and rich history on Prince Edward Island and represent approximately 1% of the population. Their history and experiences however have been largely unknown. In order to educate the public about their history, the Black Islanders Cooperative Limited designed and developed a public event project entitled "Baraka", Swahili for "blessings".

Held in Charlottetown in February 2007 during Black History Month, the event celebrated the heritage and contribution of Islanders of African descent. The event included, among other things, workshops, African children's games, a screening of "Journey to Justice" (a film about the history of Canada's black civil rights movement), as well as a play performed by youth of African heritage, and a child's soliloquy of her seven-generation family of black islanders.

The event was a significant learning opportunity and participants were exposed to the history of the African-Islander community, and they learned about the personal experiences, traditions and values, social justice realities, and the contributions of this little-known segment of the population in the history of PEI.

***BLACK YOUTH IN ACTION: A BLACK YOUTH COMMUNITY LEADERSHIP AND ANTI-RACISM INITIATIVE***

*(Canadian Caribbean Association of Halton, Halton Region, ON)*

The Black Youth in Action project advances the work of the research study that began in 2003 entitled *Growing Up Black In Oakville*. Results of the study indicated there is an absence of black youth participating in civic committees, boards and advisory councils and it was recommended that local organizations create opportunities for black youth to become more involved.

As well, in response to a 2005 study on youth-police relationships, the Halton Regional Police Service was seeking to establish better relationships with youth in the Halton Region.

In response, the Canadian Caribbean Association of Halton undertook an initiative to bring black youth, the Halton Regional Police, and representatives of the Town of Oakville together. They formed an advisory committee that has been working on the development, implementation and monitoring of the project. This two-year project is focussing on developing conflict resolution, anti-racism, and leadership skills of black youth; creating positive relations with police; and encouraging young people to be part of local decision-making.

Objectives are being achieved through implementation of workshops, training, and partnerships with institutions and community organizations that introduce youth to various committees, and seek placement in various committees and councils. The intent is also to train a number of youth as trainers for program sustainability. To date, 32 black youth have participated, attending workshops on leadership skills and self-esteem. A goal is to train a number of youth as trainers for program sustainability and so far four have become trainers enabling them to teach skills to their peers.

As a result of the program, more black youth are getting involved in the community and helping find their own solutions to problems. Of the program participants, 15 black youth now actively participate on the Canadian Caribbean Association of Halton's Youth Council, and one black youth participates on the Town of Oakville's Youth Council. Additionally, one participating youth secured a summer internship with the police and was invited to return the next summer, while another secured employment with a local business and was promoted to team leader in less than a month.

The program will continue to train more youth in 2007–08, and the Canadian Caribbean Association of Halton is considering sharing its success with academics and other organizations working with youth at risk.

**CONDITION OF THE HAITIAN COMMUNITY**

*(Conseil national des citoyens et citoyennes d'origine haïtienne/National Council of Citizens of Haitian Origin, Montreal, PQ)*

The Haitian community in Canada, which includes approximately 82,400 members, encounters challenges that prevent their full participation in society. Between January 20 and March 31, 2007, the Conseil national des citoyens et citoyennes d'origine haïtienne (National Council of Citizens of Haitian Origin) held six forums in Montreal to discuss the issues and challenges the community faces. Approximately 1,300 people including business people, health professionals, social workers, representatives from community organizations, human rights activists, and youth participated in the consultations.

Through the forums, a list of principal actions undertaken by the community since the 1990s was created and a five-year strategic plan, including an action plan, was developed. Discussions included issues of underemployment and unemployment, racial discrimination, and organizational weaknesses. The action plan for 2007-08 identified four priority areas for intervention: economic integration of Haitian Canadians, the fight against racism and all forms of discrimination, support for youth, and strengthening community organizations.

The project mobilized leaders of the Haitian community to identify their needs and recommend ways to meet them. The initiative resulted in government organizations being better informed of the problems facing the Haitian community and public knowledge and awareness was increased as a result of broad media coverage.

**RESPONDING TO THE EDUCATIONAL CHALLENGES OF NEWCOMER STUDENTS AND FAMILIES**

*(Multicultural Women's Organization of Newfoundland and Labrador, St. John's, NL)*

Information gathered by the Multicultural Women's Organization of Newfoundland and Labrador (MWONL) indicated new Canadian families, especially those from South America and Africa, experience challenges that affect children's education.

In response, the MWONL conducted an action/research project in 2006-07 to examine the familial challenges of new Canadians whose children experienced educational challenges. The MWONL conducted separate focus group sessions with students and parents from targeted communities and documented the following challenges: unfamiliarity with the educational system, and unfamiliarity with the roles and responsibilities of the family in children's education. They further identified opportunities to improve familial support and student engagement.

The impact for participants in the workshops and focus groups was an increased understanding of familial roles and responsibilities in providing support to their school-aged children. Further results are expected through this two-year project and include increased participation of immigrant families in their children's education and the educational system, and better informed educators about the specific challenges faced by new Canadian students along with increased ability to identify opportunities to improve educational outcomes and integration.

## **RESEARCH AND POLICY DEVELOPMENT**

The Multiculturalism Program has a centrally-coordinated research and strategic policy function, which ensures consistent and comparable research and analysis to support an evidence-based approach to multiculturalism. The policy function is informed by government policy priorities and orientation, and consultation with stakeholders. It deals with a series of policy issues related to multiculturalism and coordinates policy discussions with other departments. It is also responsible for the production of this Annual Report on the Operation of the *Canadian Multiculturalism Act*, which is tabled each year in Parliament.

In 2006-07, the Program focussed research on five themes: social inclusion and exclusion; 2017 Canadian demographic projections; racism and racial discrimination; religion; and security in a pluralistic society. Research results inform ongoing policy work across federal institutions, ethnocultural and racial communities, civil society, and the research community across Canada. Results are publicly disseminated through seminars, fact sheets, short articles, publications (books and magazines), and on the Internet. The following are two examples of research projects conducted under these themes.

### **VISIBLE MINORITIES IN URBAN CENTRES**

There is a concern, often raised in the media, that we are seeing the rise of ethnocultural “ghettos” in Canada’s largest cities: Montreal, Toronto, and Vancouver. To ascertain the validity of this concern, the Multiculturalism Program commissioned research by Daniel Hiebert and Nadine Schuurman of the University of British Columbia, and Heather Smith of the University of North Carolina to examine the social geography of immigrant and visible minority populations in these cities now and projected to 2017. The report is available on the Metropolis web site (<http://mbc.metropolis.net/Virtual%20Library/2007/WP07-12.pdf>).

### **DEMOGRAPHIC IMBALANCE BETWEEN CITY AND COUNTRY**

Another issue that risks dividing Canadian society is the growing differentiation between the racial, ethnic, cultural, and religious makeup of large cities and the rest of Canada. On one side are growing cosmopolitan populations, characterized by great diversity; 73% of visible minorities live in Montreal, Toronto, and Vancouver. On the other hand, smaller cities, towns, and hinterland regions are characterized by ageing and homogenous populations; only 6% of new immigrants have settled in non-metropolitan areas. Census 2006 data showed mid-sized urban centres had a growth rate of more than 10%, about twice as high as the rate for Canada as a whole.

With these concerns in mind, international migration consultant Meyer Burstein was commissioned to examine the multicultural imbalance that may be increasing due to the concentration of visible minorities in metropolitan areas. Specifically, the report examines policies and practices that try to address this imbalance by attracting visible minorities to smaller cities and towns. A number of key lessons are described in the report, which recommends that the target communities for such policies should be those in predominantly urban areas, those in growing intermediate regions (e.g. Kitchener, ON and London, ON) and those communities neighbouring larger metropolitan areas.

## **SUPPORT TO PUBLIC INSTITUTIONS (INCLUDING FEDERAL INSTITUTIONS)**

As part of its institutional change efforts, the Multiculturalism Program supports projects to help ensure public institutions are responsive to and representative of the increasingly diverse population of Canada. The Program is also responsible for encouraging and assisting in the implementation of multicultural initiatives within federal institutions (see Part II, Implementation of the *Canadian Multiculturalism Act* Across the Government of Canada). The following are some examples of institutional change projects supported by the Multiculturalism Program in 2006-07:

### **UNITED AGAINST RACISM: DESIGNING INCLUSIVE SCHOOLS CONFERENCE**

*(Ka Ni Kanichihk Inc., Winnipeg, MB)*

Winnipeg's Aboriginal and visible minority populations continue to grow and currently make up more than 20% of the city's population. Many indications suggest these groups are not being adequately served and that visible minority and Aboriginal peoples continue to encounter racism, particularly in the educational and justice systems. In response to these realities, Ka Ni Kanichihk Inc., a non-profit, community-based Aboriginal human services organization governed by a council of First Nation and Métis peoples in Winnipeg, created a multi-year pilot initiative called *United Against Racism*.

The aim of this community-driven anti-racism project was institutional and systemic change in the education and justice systems in Winnipeg. Project activities had a number of objectives including: empowering victims, deepening the understanding of the causes and manifestations of racism, providing concrete skills and techniques for dealing with racist incidents, and improving the understanding of how policy is created and how the process can be influenced. *United Against Racism* sought to develop a model for sustainable community capacity to address racism in the educational and justice systems, hoping it would lay the groundwork for an anti-racism resource centre to continue the work and apply this model in other areas of society.

The three year project concluded in 2006-07 with a national education conference called *Designing Inclusive Schools*, which used the learning and resources that had been generated in the first two phases of the project.

The conference, delivered in conjunction with the Aboriginal Youth Circle, gave participants insights into how to address issues of systemic racism and how these issues affect schools, colleges, universities, and the broader community. The conference objectives included building an alliance of schools, community groups, and individuals committed to eliminating racism through anti-racism education and action; improving the quality of education; increasing general public awareness of equity and racism; promoting Aboriginal cultural awareness to new Canadians; and building the ability of Aboriginal and non-Aboriginal youth to deliver anti-racism education.

The conference attracted over 500 educators, policy-makers, students, administrators, anti-racism practitioners, and activists. Conference delegates overwhelmingly supported a resolution to continue the work of *United Against Racism* and to work toward eliminating racism and all forms of oppression through anti-racism education and action. Participants left the conference equipped with resources and toolkits to start addressing racism within their own sphere of influence. Administrators, policy-makers and frontline workers in the

“This conference has shown that Canadians have created excellent resources and trained excellent people to combat racism. There is no excuse for the educational system not to call upon them to improve the environment in which education is delivered.”

**Albert W. McLeod,**  
**Designing Inclusive**  
**Schools Conference**  
**Rapporteur**

education and justice systems improved their understanding of racism and their ability to deliver appropriate services to Aboriginal and visible minority peoples. As well, through the alliance of stakeholders, the capacity of the community in Winnipeg to address racism was enhanced.

### ***NATIONAL TRANSCULTURAL HEALTH CONFERENCE***

*(Montreal Children's Hospital, McGill University Health Centre, Montreal, PQ)*

In May 2007, the first National Transcultural Health Conference on the advancement of knowledge, strategies, and connectedness in health care, was held in Montreal. Organized by the Montreal Children's Hospital, the congress brought together 300 participants, including health care and social services experts, educators, and community group representatives from Canada and Europe, to highlight best practices in cross-cultural health care, and establish future national priorities.

Participants studied the effects of different approaches to cross-cultural health care, and promoted networks of expertise and intercultural collaboration across Canada. They gained a better understanding of the issues and disparities facing health care access by some families. The conference received wide media coverage, exposing the issues of culturally sensitive health care to the general public.

A second conference is planned for 2009 in Ottawa and will be organized by the Children's Hospital of Eastern Ontario in Ottawa.

### ***HEALTH GUIDE FOR NEW ARRIVALS AND HEALTH CARE WORKERS IN THE REGION OF GREATER MONCTON***

*(Comité directeur du projet santé-immigration de la Région du Grand Moncton, Moncton, NB)*

Moncton is a small but growing community. In 2001, there were approximately 60,080 people living in Moncton, of which 2% of the population were visible minority, 0.8% Aboriginal, and 3% foreign born.

The goal of this project was to provide more equitable access to health care in the Greater Moncton Region that respects the dignity and needs of members of ethnocultural communities. By publishing a health guide for new Canadians and health care workers in the region, the project responded to a real and immediate need to improve the capacity of public institutions—in this case, the health care system—to adapt to the diverse ethnic, religious, and cultural backgrounds of the people they serve. The guide also helps identify and eliminate barriers in the existing system.

The project had several positive outcomes, including providing new arrivals with a better understanding of the health care system and providing health care workers with a better understanding of cultural diversity.

## PUBLIC EDUCATION AND PROMOTION

The outreach and promotion activities of the Multiculturalism Program encompass initiatives that raise awareness and understanding and inform public dialogue about multiculturalism. In collaboration with public and private partners in the educational sector as well as community groups, this activity area produces and disseminates educational materials and organizes events and activities geared toward combating racism and strengthening cross-cultural understanding. It reaches out to youth through activities such as the *March 21 Racism. Stop it! National Video Campaign*, the *Mathieu Da Costa Challenge*, and to the general public through culturally diverse initiatives such as *Black History Month* and *Asian Heritage Month*. The following section highlights some of the activities carried out in 2006–07:



**Black History Month**, which is recognized every February, is an opportunity to celebrate and learn about the many achievements and contributions black Canadians have made to Canada's culture and diversity as well as to the development and building of Canada.

2007 marked the 200<sup>th</sup> anniversary of the abolition of the slave trade in the British Empire. Many initiatives were developed across the country to commemorate this occasion, including the launch of the *Book of Negroes* by author Lawrence Hill, a reception at the House of Commons, film screenings for youth, and the travelling exhibit *Black Ink-Encre Noire*.



The annual **March 21 Racism. Stop It! National Video Competition** encourages youth aged 12 to 18 to create a video expressing their thoughts on eliminating racism and racial discrimination. In 2007, a record 319 video entries were submitted, including the participation of 1,183 youth from across Canada.

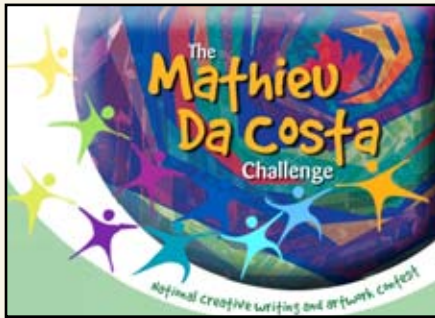


**Asian Heritage Month**, which is recognized every May, is an opportunity to acknowledge the diversity and the long and rich history of Asian Canadians. It provides an opportunity for Canadians to reflect on and celebrate the contributions of Asian Canadians to the growth and prosperity of Canada. The Multiculturalism Program developed a series of activities such as the launch of Asian Heritage Month in Ottawa on Parliament Hill and film screenings for youth.

"Students and teachers should tackle the serious issue of racism as it is a constant presence in life, school and especially the classroom."

*A Montreal high school teacher whose students participated in the 2007 Racism. Stop It! National Video Competition*





### **THE 11TH ANNUAL MATHIEU DA COSTA CHALLENGE**

The Mathieu Da Costa Challenge was launched in 1996 to commemorate Mathieu Da Costa, the first recorded black person to set foot in Canada. As a navigator, explorer and interpreter, he played a significant role in bridging the cultural and linguistic gap between the early French explorers and the Mi'kmaq people. The Mathieu Da Costa Challenge encourages youth between the ages of 9 and 18 to submit an original piece of writing or artwork that celebrates the contributions made by Canadians of Aboriginal, African, and other ethnocultural backgrounds throughout Canada's history.

This year, the Department reached beyond libraries, schools, and school boards, and encouraged multicultural and mainstream organizations to promote the Challenge to youth, which resulted in 1,075 entries being submitted by students across Canada.

Every year, jury members are amazed by the quality of the texts and drawings young Canadians submit. In very creative ways these young minds show their respect and admiration for members of Aboriginal, African, and other ethnocultural backgrounds who helped shape our country.

In 2007, the winners of the Mathieu Da Costa Challenge submitted poems, tales, novels and drawings honouring Canadian personalities including, Michèle Rouleau, who defended the rights of Aboriginal women, and The Right Honourable Michaëlle Jean, Governor General of Canada. All the winning entries can be seen on the Department's web site ([http://www.pch.gc.ca/special/mdc/winners/index\\_e.cfm](http://www.pch.gc.ca/special/mdc/winners/index_e.cfm)).

This past year, in keeping with celebrating the 400<sup>th</sup> anniversary of Mathieu Da Costa setting foot in Nova Scotia, the winners' trip and awards ceremony were held in Halifax, marking the first time both events were organized outside the National Capital Region. In 2008, the ceremony will be held in Quebec City as part of the Quebec 400 Celebrations to mark the 400<sup>th</sup> anniversary of the founding of Quebec City.

"I entered the Mathieu Da Costa Challenge to give me a chance to write about something that I had never really written about before. It was a great opportunity to learn about multiculturalism, and opened my eyes a little more to its presence in our country."

**Reba Timbrell, Rothwell-Osnabruck Secondary School, Ingleside, Ontario**  
**Winner in the 2006-07 Mathieu Da Costa Challenge, Category – Creative writing in English, Ages 16–18. (Poem title – The Diversity That Is)**

### ***TASK FORCE FOR INTERNATIONAL COOPERATION ON HOLOCAUST EDUCATION, REMEMBRANCE, AND RESEARCH (ITF)***

The Government of Canada has taken the first step in moving Canada toward full membership in the Task Force for International Cooperation on Holocaust Education, Remembrance and Research (ITF), a body of government and non-government representatives. Its purpose is to place political and social leaders' support behind the need for Holocaust education, remembrance, and research both nationally and internationally.

The initial move toward this goal was taken in December 2006, when Canada's Ambassador to Hungary attended the plenary session of the ITF as a special guest. In June 2007, the Secretary of State (Multiculturalism and Canadian Identity), the Honourable Jason Kenney, led the Canadian delegation to the ITF Plenary Session in Prague, where Canada sought and achieved the first level of ITF membership, which is Observer status. The delegation included representatives from B'nai Brith Canada and the Canadian Jewish Congress, as well as the Council of Ministers of Education, Canada, and the federal government.

Canada's full engagement in the ITF will be an important way to enhance Canadians' understanding of the Holocaust and to complement efforts to combat racism and discrimination, both at home and abroad. This organization offers a dynamic framework for examining history and human behaviour in order to promote the development of a more humane and informed citizenry. By joining with experts from around the world, Canada will be able to share in the memorial, educational, and humanitarian lessons on the Holocaust that membership on the ITF has to offer.

### ***HISTORICAL RECOGNITION PROGRAMS***

This initiative responds to the Government of Canada's commitment to recognize the historical experiences of cultural communities affected by immigration restrictions and/or wartime measures, and to commemorate and educate Canadians about these historic events. The activities of Historical Recognition are detailed below:

#### ***National Historical Recognition Program and Community Historical Recognition Program***

On June 22, 2006, the Government announced \$10-million in funding for the National Historical Recognition Program (NHRP) and \$24-million in funding for the Community Historical Recognition Program (CHRP) within the Department of Canadian Heritage. The Government is still finalizing program details.

#### ***Chinese Head Tax***

On June 22, 2006, Prime Minister Stephen Harper issued an official apology for the Head Tax imposed on Chinese-Canadians to formally turn the page on an unfortunate period in Canada's past. The apology was offered in recognition of the stigma and hardship the Head Tax caused the Chinese community to experience. Tied to the formal apology, the Government of Canada announced it would make ex-gratia symbolic payments of \$20,000 to living Head Tax payers and to persons in a conjugal relationship with a now-deceased Head Tax payer. The apology and the ex-gratia payments are actions taken by the government to contribute to healing within the Chinese-Canadian community around the Head Tax issue.

The ex-gratia payments process has been implemented in two phases. The government began accepting applications from living Head Tax payers on August 29, 2006. Phase two of the payments process, launched on December 1, 2006, focused on payments to living persons who were in a conjugal relationship with a now-deceased Head Tax payer. Individuals applying for an ex-gratia payment as a Head Tax payer or a person who was in a conjugal relationship with a now-deceased Head Tax payer have until March 31, 2008 to submit an application.

Following the launch of the ex-gratia payments process, the Department of Canadian Heritage held recognition and cheque presentation ceremonies in Toronto and Vancouver to mark the first ex-gratia payments to Head Tax payers.

By the end of December 2007, the Department of Canadian Heritage had received a total of 725 applications (51 applications from Head Tax payers and 674 applications from conjugal partners) and had made 607 ex-gratia payments to eligible applicants (45 payments to Head Tax payers and 562 payments to persons who were in a conjugal relationship with now-deceased Head Tax payers), for a total of \$12,140,000. The initiative continues until the deadline date of March 31, 2008.

### ***The Komagata Maru Incident***

In 1914, the ship Komagata Maru arrived in Vancouver carrying fifty-six passengers from Punjab and India via Hong Kong and Japan. Regulations at the time required migrants seeking to immigrate to make a “continuous journey” to Canada from their homeland. There were no direct routes from India to Canada at the time. Canada did not allow the passengers to land in Canada, and the ship was forced to return to India.

In August 2006, Prime Minister Stephen Harper stated the Government of Canada acknowledged the Komagata Maru incident and announced the government’s commitment to consult with the Indo-Canadian community on how best to recognize this moment in Canada’s history.

As a follow-up to this commitment, Mr. Jim Abbott (MP), the Parliamentary Secretary to the Minister of Canadian Heritage, held 41 meetings and town halls with individuals and groups from the Indo-Canadian community on how best to recognize the Komagata Maru incident and “continuous journey” regulation, within the context of the proposed Community Historical Recognition Program of the Department. During the meetings, participants expressed the need for historical recognition to foster a sense of healing within the community and to strengthen the inclusiveness of Canadian society. The Indo-Canadian community greatly appreciated the government’s commitment to recognizing the Komagata Maru incident and the action taken to address the issue. The meetings were seen as a first step to moving forward, and to integrating into Canada’s history accounts of the Komagata Maru incident to help ensure such incidents do not happen again.

The Parliamentary Secretary’s report on the meetings and the views expressed by the Indo-Canadian community was released on March 11, 2007 and is available on the Department of Canadian Heritage web site ([http://www.pch.gc.ca/progs/multi/new/index\\_e.cfm](http://www.pch.gc.ca/progs/multi/new/index_e.cfm)).

## ***INTERNATIONAL INITIATIVES***

The Multiculturalism Program participated in a number of international forums and in 2006–07, the Multiculturalism Program met with 20 foreign delegations from a range of countries, including Egypt, Finland, France, Germany, Iraq, Malaysia, the Netherlands, the Philippines, Russia, Sweden, Syria, the United Kingdom, and Uruguay. In addition to sharing Canada's approach to multiculturalism, these meetings allowed the Program to learn how others respond to their diverse populations. The Program also received representatives from foreign organizations, including international journalists and the Organization for Security and Cooperation in Europe.

The Multiculturalism Program attended the Regional Conference of the Americas on Progress and Challenges on the Action Plan Against Racism, Racial Discrimination, Xenophobia and Related Intolerance, held in Brazil in July 2006. The Program provided support to the head of the Canadian delegation and shared best practices and Canada's experiences in promoting multiculturalism and diversity. Some 300 participants from 35 countries attended the conference. Attendees included government representatives, members of civil society, and officials with foreign embassies in Brazil.

In September 2006, the Director General of the Multiculturalism Program visited Italy to share information on diversity in Canada, and the role of the government and the Multiculturalism Program in particular in eliminating barriers to civic participation and fostering a more cohesive society. Presentations were given in Bologna, Milan, and Rome.

In October 2006, the Assistant Deputy Minister (Citizenship and Heritage) led the Canadian delegation at the 11th International Metropolis Conference. The conference brought together academics, practitioners and public officials to discuss globalization, diversity, and migration. The Assistant Deputy Minister delivered remarks on two internationally comparative panels where the topics of ethnocultural youth participation, and re-shaping citizenship in the 21<sup>st</sup> century, were debated. While in Portugal, the Assistant Deputy Minister also participated in a G8 experts roundtable on diversity and integration, and held bilateral meetings with her counterparts from Australia, Portugal, France, and the United Kingdom.

In February 2007, the Assistant Deputy Minister (Citizenship and Heritage) led a delegation to the United Nations in Geneva on the occasion of the Review of Canada's 17th and 18th Reports on the International Convention on the Elimination of All Forms of Racial Discrimination. In a dialogue with members of the UN Committee on the Elimination of Racial Discrimination, the delegation highlighted important initiatives undertaken to enhance implementation of the Convention and support efforts to eliminate racial discrimination in Canada, including Canada's Action Plan Against Racism.

Also in February 2007, the Assistant Deputy Minister (Citizenship and Heritage), attended a policy dialogue titled "Multiculturalism and the law: testing the limits," hosted by the Canadian Mission to the European Union in Brussels. As Europe attempts to cope with its increasingly diverse society, the European Union (EU) and its member states are looking to partners, like Canada, as sources of information on successful integration models. The Assistant Deputy Minister delivered the keynote address at the policy dialogue and spoke to the evolution and challenges of the multicultural model in Canada. The event provided a forum to exchange ideas and transatlantic perspectives on the future of multiculturalism in the EU and Canada. The dialogue was a timely opportunity to showcase Canada's multiculturalism policies for EU decision makers and to dispel certain misconceptions regarding the Canadian model.

## MULTICULTURALISM CHAMPIONS' NETWORK

The Multiculturalism Champions Network was launched in 2005 with the goal of facilitating greater implementation of the *Canadian Multiculturalism Act* and fostering a better understanding of multiculturalism throughout federal institutions. The Network is composed of senior officials whose primary responsibilities are: to build awareness and understanding of the importance of multiculturalism and the *Act*; stress the importance of multiculturalism in the development and implementation of policies, programs and practices of their institutions; and play a leadership role as agents of change within their institutions. Many federal institutions have nominated a Multiculturalism Champion and there are currently seventy eight Champions across federal institutions.

Since the creation of the Network, federal institutions have demonstrated an increased level of engagement and shown greater awareness of the issues. To date, there have been three meetings which have served as a forum to aid Champions in their work as well as the sharing of best practices and lessons learned.

At the most recent meeting in October, 2007, The Honorable Jason Kenney, Secretary of State (Multiculturalism and Canadian Identity) delivered the keynote address, sharing his views on his role as Secretary of State along with his perspective and priorities for multiculturalism and Canadian identity. He discussed the growing importance of the *Canadian Multiculturalism Act*, highlighting the important role federal institutions play in implementing the *Act* and fostering an inclusive society. He acknowledged the work of the Multiculturalism Champions and stressed the need to continue to take steps to ensure that policies, programs, and services respond effectively to the needs of a diverse population.

The meeting also included panellists Dr. Jean Kunz, Associate Project Director, Policy Research Initiative (PRI), and Dr. Errol Mendes, Professor of Law, University of Ottawa. Dr. Kunz presented findings from a series of roundtable meetings held across Canada on multiculturalism and diversity in Canada. The report is available on the PRI web site ([http://policyresearch.gc.ca/doclib/Web\\_Mosaic%20to%20Harmony\\_Kunz\\_RR%20e.pdf](http://policyresearch.gc.ca/doclib/Web_Mosaic%20to%20Harmony_Kunz_RR%20e.pdf)). Dr. Mendes presented research on current multiculturalism and diversity issues in Canada.

Looking ahead, the Multiculturalism Champions' Network will continue to promote a community of practice, increase opportunities for Champions to share ideas, and facilitate the development of department-specific action plans on multiculturalism. A priority of the Network is to have a Champion designated in each federal institution.

“Canadians from very different backgrounds share a common goal, which is to fully participate in Canadian society. Our government shares that goal, and I view you, the federal government’s Multiculturalism Champions, as partners in terms of pursuing the full participation of all Canadians in our society”.

***The Honorable Jason Kenney,  
Secretary of State  
(Multiculturalism and  
Canadian Identity)***

## **THE MULTICULTURALISM CHAMPION INITIATIVE AT CANADIAN HERITAGE**

The Multiculturalism Champion Initiative at Canadian Heritage, which is part of the government-wide network of Multiculturalism Champions, works toward the strategic inclusion of diversity as an organizational imperative. The objective is to mainstream or integrate multiculturalism into the day-to-day operations of the Department, particularly in its policies, programs and practices. The Initiative works with partners throughout the Department and across government to leverage opportunities and advance priorities, ensure linkages with groups and important areas across the Department and Portfolio, and ensure the Initiative is plugged into current trends and research in the area of multiculturalism and diversity. The Initiative has developed an Action Plan Framework which sets out corporate directions for the Multiculturalism Champion Initiative for the period of 2007-10, and identifies the key objectives, priority action areas and results for the Initiative.

It is recognized that corporate change initiatives take time, and ensuring proper foundations are established is key to the future success of the Initiative. The Initiative is therefore using a three-year planning horizon to set a progressive agenda, building toward the longer term goal of mainstreaming multiculturalism in the Department.

2006-07 has been a year of establishing foundations for the Multiculturalism Champion Initiative.

In looking forward to 2007-08, the Canadian Heritage Multiculturalism Champion Initiative has a solid agenda.

We look forward to continuing to work with our Multiculturalism Champion colleagues across the federal government to share best practices and build awareness and understanding.

**CANADIAN HERITAGE  
MULTICULTURALISM  
CHAMPION**

### **STRATEGIC OBJECTIVES AND PRIORITY ACTION AREAS**

As established in the Multiculturalism Champion's Terms of Reference, the Multiculturalism Champion Initiative has two main objectives:

- To build greater awareness and understanding throughout the Department about multiculturalism and the importance of diversity considerations in the Department's policies, programs and practices.
- To mainstream or integrate multiculturalism into the day-to-day operations of the Department.

#### ***Building Awareness (short term and ongoing)***

Publicity activities, guided by a Communications Plan, will help build a common understanding of multiculturalism that is widely shared, and will include activities such as appearances by the Multiculturalism Champion at key events, the dissemination of materials, and a poster campaign. The development of an Intranet site for the Initiative will be an essential component of building awareness.

#### ***Building Understanding (medium to longer term and ongoing)***

Building understanding will be accomplished through informal training opportunities, such as Armchair Sessions, and participation in currently existing departmental training sessions, such as orientation training.

***Building Competency (long term and ongoing; language database short term)***

To maximize the use of competencies that already exist and foster innovative ideas and approaches, the Multiculturalism Champion Initiative aims to leverage employees' backgrounds, skills and points of view by developing a language database of non-official languages. This database will enable the Department to maximize utilization of language skills of employees in Departmental initiatives and activities.

The mainstreaming of multiculturalism will require a common method or approach to understanding how to apply multiculturalism and diversity considerations in Departmental policies, programs and practices. In order to develop the appropriate method, it will first be essential to identify information gaps and training needs within each Sector. Working with the Sectors will provide the appropriate strategies and tools to integrate and mainstream multiculturalism. This exercise will also enable the Sectors to look more closely at their work with a view to multiculturalism and diversity issues.

## A CANADA FOR ALL: CANADA'S ACTION PLAN AGAINST RACISM

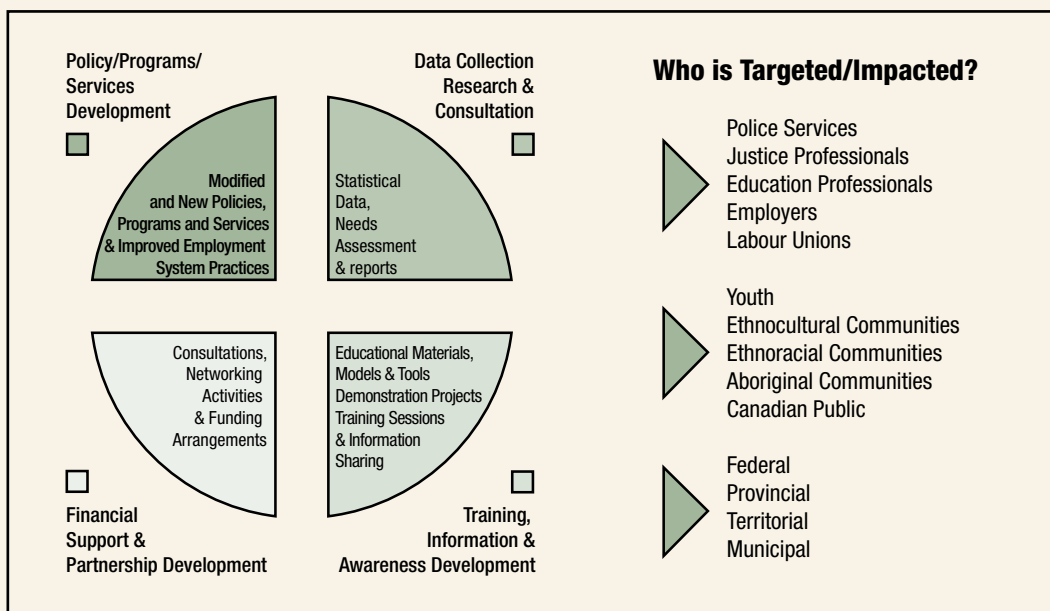
The Multiculturalism Program of the Department of Canadian Heritage plays a central role in the implementation of *A Canada for All: Canada's Action Plan Against Racism* (CAPAR) and is responsible for coordinating and facilitating the reporting, accountability, performance measurement and information sharing among the participating federal institutions.

Since CAPAR's launch, several initiatives have been implemented to increase knowledge and understanding of diversity, facilitate more engagement of federal partners and other stakeholders on racism-related issues, and increase the consideration given to the needs of cultural and Aboriginal communities. These initiatives have undertaken data collection, research and consultation; training, information and awareness development; financial support and partnership development; and policy, programs and service development (Figure 1).

In 2006-07, in response to its commitment to provide progress reports on CAPAR, a number of discussions with stakeholders (i.e. academics, non-governmental groups and institutions) were held to obtain feedback on the Action Plan. For the most part, those consulted welcomed the Action Plan as a first major step in recognizing the need to address racism. They also expressed a need for the federal government to:

1. Provide more public education to increase the understanding of racism.
2. Be more aware of the unique challenges of combating racism outside major urban centres.
3. Better integrate the perspectives of youth, women and Aboriginal peoples.
4. Work more closely with other levels of government on issues such as housing and education.
5. Broaden the discussion on eliminating racism in the workplace to include more partners such as labour unions and Chambers of Commerce.

**FIGURE 1. ACTIVITIES AND OUTPUTS OF CAPAR INITIATIVES**





## REPORTING ON NEW INITIATIVES

The new initiatives involve four key departments, Canadian Heritage, Citizenship and Immigration Canada, Human Resources and Social Development Canada and Justice Canada. These new initiatives focus on the following key areas: institutional change within public institutions to remove systemic barriers, law enforcement, workplace discrimination, youth integration, and race-based issues in the justice system. Combined, these initiatives are contributing to the longer-term goals of strengthening social cohesion through the elimination of specific barriers impeding the ability of some Canadians to achieve their full potential.

The **Inclusive Institutions Initiative** at Canadian Heritage supports federal policies, programs and services. The initiative provides matching funds to federal institutions to develop tools for building federal internal capacity that is free of systemic barriers and responds to cultural diversity. The initiative also provides matching funds to community groups in support of community-based projects to supplement already existing federal funding programs.

The initiative received requests and provided advice and consultation to 18 federal institutions on various issues related to increased knowledge and understanding of diversity, eliminating systemic barriers to participation of ethnocultural communities and effective strategies for engaging with ethnocultural groups.

In collaboration with Statistics Canada, the initiative has developed a series of 15 socio-economic profiles of Canada's largest, fastest-growing, non-European ethnocultural communities to be used as a tool for understanding and knowledge development. These profiles have been distributed widely to federal government departments, schools and other stakeholders. A copy of the profiles may be obtained by contacting the Inclusive Institutions Initiative at Canadian Heritage. Copies of the profiles are also available on the Statistics Canada web site (<http://www.statcan.ca/bsolc/english/bsolc?catno=89-621-X&CHROPG=1>).

The **Nationally Standardized Data Collection on Hate-Motivated Crime Initiative** is undertaken by Canadian Heritage in collaboration with Statistics Canada's Centre for Justice Statistics (CCJS) to promote and increase standardized reporting and monitoring of hate crimes by police forces in Canada through increased police training and enhanced data collection systems. In February 2007, the CCJS released the first data on hate-motivated crime for 2005 from two Ontario cities: London and Ottawa. Police-reported hate crimes data for 2006 has been collected nationally and is being analyzed for release in early 2008. The results for this release will include every municipal police service in the country, the Ontario Provincial Police Service, the Sûreté du Québec, the Royal Newfoundland Constabulary and the Royal Canadian Mounted Police in British Columbia.

CAPAR is a first step in addressing racial discrimination in a coordinated, horizontal manner across federal government to contribute to the elimination of racism and the achievement of equitable socio-economic outcomes for all Canadians.

CAPAR was released on March 21, 2005 and covers on-going initiatives and strategies that are part of existing budgets and programs in more than 20 federal organizations. It also includes additional funding for new initiatives in Canadian Heritage, Citizenship and Immigration Canada, Human Resources and Social Development Canada, and Department of Justice Canada.

CAPAR commits the Minister responsible for Multiculturalism to report on progress in breaking down barriers to opportunity and participation in the Annual Report on the Operation of the *Canadian Multiculturalism Act*.

Preliminary performance information was tabled before Parliament in the 2005-2006 Annual Report on the Operation of the *Canadian Multiculturalism Act*.

In collaboration with the Canadian Association of Chiefs of Police, the **Law Enforcement Aboriginal and Diversity Network**, composed of police officers at the national, provincial, territorial, regional, municipal and Aboriginal community levels across Canada, was set up in 2005. As a result of outreach and training activities of the network, law enforcement agencies are increasingly aware of the need to better connect with Aboriginal and ethnocultural communities.

### **Responsibility in Implementing New Initiatives**

#### **Canadian Heritage**

- Inclusive Institutions Initiative
- Nationally Standardized Data Collection on Hate Motivated Crime
- Law Enforcement and Aboriginal Diversity Network

#### **Citizenship and Immigration Canada**

- Welcoming Communities Strategy

#### **Human Resources and Social Development Canada/Labour**

- Racism-Free Workplace Strategy

#### **Department of Justice Canada**

- Race-Based Issues in the Justice System
- Interventions for Victims and Perpetrators of Hate Crimes
- Countering Internet-Based Hate Crimes

The **Racism-free Workplace Strategy** undertaken by Human Resources and Social Development Canada aims to facilitate the integration of skilled individuals in Canadian workplaces by developing tools, guidelines and education materials on the barriers to opportunity faced by employees. These resources will be offered to employers, practitioners, managers, employees and the general public.

The initiative engaged in several information, education and promotional sessions across Canada (including the Atlantic region, Quebec, Ontario, Alberta and British Columbia) with the goals of raising awareness of racism and discrimination in the workplace, and promoting opportunities in support of employers to ensure a racism-free workplace. The sessions engaged national employment associations, unions, human resource specialists, government agencies, community-based organizations and the general public. As part of this engagement, the Honourable Jean-Pierre Blackburn, Minister of Labour, conducted a five-city awareness and promotional tour of the initiative.

In partnership with the **National Film Board (NFB)**, the initiative has produced six short films illustrating different forms of racism in the workplace. These films are available and can be viewed on the NFB web site ([http://citizen.nfb.ca/node/778&dossier\\_nid=1128](http://citizen.nfb.ca/node/778&dossier_nid=1128)). A total of 75 discrimination awareness workshops were delivered to more than 659 participants representing 515 employers across Canada. As part of these workshops, tools such as educational materials (resource list and cultural assessment kit) and a racial discrimination handbook were developed and distributed to participants. The workshops included a session on the legal aspects of racial discrimination in the workplace. Additional information on best practices, a business case for workplace diversity, and an implementation strategy for a racism-free workplace were also presented at the workshops.

An ongoing project under the Racism-free Workplace Strategy is the hiring and placement of nine racism prevention officers in the regional offices of Human Resources and Social Development Canada. The officers will be placed in Vancouver, Calgary, Winnipeg, Toronto, Montreal and Halifax. The racism prevention officers will conduct ongoing dialogues with employers and employees to prevent crisis situations or chronic inequalities in the workplace. As a result, the capacity of employers to resolve internal labour conflicts related to discrimination will be increased and incidents of race-based conflict will be reduced. As these officers are hired and deployed, they have the potential to enhance policies and programs that decrease barriers to participation of racial and cultural groups in the workplace.

The **Welcoming Communities Initiative (WCI)** undertaken by Citizenship and Immigration Canada focuses on the expansion of the Host Program and the Settlement Workers in School Initiative. These expansions are designed to create more connections among immigrant youth, family and business to assist in reducing racism, discrimination and ethnic conflict in schools. Included in this effort is an outreach strategy under the Immigrant Settlement and Adaptation Program to address broader issues of racism and discrimination within the context of immigrant integration.

The WCI developed and delivered several anti-racism youth activities using interactive tools, a public education project entitled *“Building Bridges to Equality”* for children in grades four and five. The project illustrated and shared with children the negative impact of stereotypes and promoted the goals of multiculturalism. Four conferences using educational tool kits were organized for 309 youth in the Atlantic region. Evaluations completed by conference participants indicated a high level of interest in and understanding of anti-racism issues among youth resulting from their participation in the conferences.

An interactive travelling caravan exhibition aimed at francophone youth was also used in the Atlantic and Prairie Regions to raise awareness and promote peaceful co-existence in francophone schools and in the community. The exhibition increased youth awareness, understanding and knowledge of racism-related issues and ways to counter such behaviour. The initiative also undertook the development and delivery of anti-racism workshops and training manuals. As part of this exhibition, sensitization training sessions for settlement workers and school personnel were conducted in the Atlantic and Prairie Regions as well as across the province of Alberta. The knowledge gained from workshops and training sessions will enable them to provide adequate support for immigrants to enhance their successful integration into society.

As part of WCI, there are several on-going partnerships with provincial governments to develop and implement strategies to counter discriminatory behaviour and practices. These partnerships also support immigrants in developing a sense of empowerment to deal with issues of racism and discrimination. To ensure the effectiveness of their strategies, the WCI initiative is conducting a local longitudinal study of refugee children in Calgary to examine their integration process. This study will provide relevant information and recommendations for national and local policy directions.

The Department of Justice Canada's efforts in the implementation of CAPAR are focused on three anti-racism initiatives addressing **Race-Based Issues in the Justice System**, establishing **Interventions for Victims and Perpetrators of Hate Crimes** and **Countering Internet-Based Hate Crimes**.

In collaboration with the National Anti-Racism Council of Canada (NARCC), the Department of Justice conducted four regional sessions to highlight programs and activities addressing over-representation of Aboriginal peoples and people of African descent in the criminal justice system. The sessions took place in Winnipeg, Edmonton, Halifax and Toronto between February and March 2007 and provided participants with the opportunity to learn about other community-based projects addressing the issue and their impact on the identified communities. Participants in these sessions were representatives of non-governmental organizations. The results of a survey conducted after the sessions indicated that a large majority of participants gained a better understanding of the issues addressed and increased their knowledge of effective practices in combating the problem in the criminal justice system. An extensive final report including 26 recommendations was prepared by NARCC following the sessions. This report is currently being used by the Department of Justice as a guide in developing strategies for addressing race-based issues in the justice system.

A unique characteristic of hate crimes is that they affect individuals as well as communities. The Department of Justice conducted a literature review and analysis of the needs of victims of hate-based crime and available resources in various jurisdictions across Canada. In response to findings from this review, the department has developed a chapter to be added to a manual used by criminal justice professionals and victim service providers. The manual applies research to clinical practice and is a widely-used training resource for service providers. The manual is requested on a regular basis for training volunteers, researchers, and others. This additional information will reach a wide

audience of service providers and enhance the delivery of service for victims of hate crimes. Efforts are currently underway to advance a project to combat internet-based hate crimes. This project is being conducted in collaboration with Public Safety Canada, the Centre for Innovation Law and Policy, Internet service providers, the Canadian Human Rights Commission, Cybertip.ca, Media Awareness Network and the Center for Research Action on Race Relations.

Other projects underway include support to the African Canadian Legal Clinic to develop an African Canadian Youth Justice Program. This program offers racially and culturally appropriate services and referrals as community-based solutions for black youth involved in the youth criminal justice process, including those who have been convicted of crimes. The program has developed relationships with justice stakeholders and community organizations and provided community education through presentations. As well, the program has engaged in professional development activities and has challenged others to understand and consider cultural differences when providing services to African Canadian youth who are involved in the youth justice system.

### ***CONCLUSION***

The initiatives under CAPAR are beginning to have an impact by increasing the knowledge of institutional target groups and stakeholders about discrimination and racism-related issues in federal institutions and the justice system. As well, some federal institutions and stakeholders are beginning to make relevant policy and program changes based on recommendations, educational materials, models and tools produced by initiatives, and knowledge gained from consultations and collaboration with ethnocultural groups. Some initiatives have several projects underway or planned as follow-up to recommendations from completed research reports. CAPAR initiatives are also playing a key role in enhancing the successful integration of new immigrants through education and support to relevant settlement workers, parents and youth.

## THE WAY FORWARD

When Canada's Multiculturalism Policy was first introduced in 1971, the multicultural reality of Canada was considerably different than it is today. Since the 1970's, Canada is even more diverse in ethnicity, culture, religion and language. In 2006, one Canadian in five had a mother tongue other than English or French and reported more than 200 ethnic origins. Canada's multicultural reality is evident.

As society evolves, Canada's Multiculturalism Policy continues to evolve and respond to new challenges, while harnessing the opportunities that our increasingly diverse society brings.

In recent years, multiculturalism in Canada has been presented with a number of challenges including racism and discrimination, changing demographics, increasing religious diversity, and lack of socio-economic integration. Media coverage has focused on security issues, the debate related to reasonable accommodation, and shifts in other western countries regarding treatment of and attitudes toward immigrant populations as major pressure points.

In the coming year, the Multiculturalism Program will focus its efforts on strengthening partnerships with other levels of government, institutions, individuals and community groups to respond to Canada's changing diversity and to address emerging issues in our pluralistic society. The program will pay particular attention to the following priorities:

1. Support the economic, social and cultural integration of new Canadians and ethnocultural communities.
2. Facilitate programs such as mentorship, volunteerism, leadership, and civic education among at-risk ethnocultural youth.
3. Promote intercultural understanding and Canadian values, (democracy, freedom, human rights and rule of law) through community initiatives, with the objective of addressing issues of ethnocultural social exclusion (ethnic enclaves) and radicalization.

The Program will also continue its work to broaden the understanding of the *Canadian Multiculturalism Act* across federal institutions, and work with them to identify future directions they could take to further support and develop Canada's multiculturalism policy.

Canada is a culturally diverse society and the Multiculturalism Program will continue to work for the Canada of today and the future.



2006-2007  
Mathieu Da Costa  
Challenge  
Winning Artwork  
Ages 9-12

**Lindsay Yates**  
**Title: Seeing Canada**

Regal Road  
Public School  
Toronto, Ontario

## **PART 2: IMPLEMENTING THE CANADIAN MULTICULTURALISM ACT ACROSS FEDERAL INSTITUTIONS<sup>1</sup>**

“The Government of Canada recognizes the diversity of Canadians as regards race, national or ethnic origin, colour and religion as a fundamental characteristic of Canadian society and is committed to a policy of multiculturalism designed to preserve and enhance the multicultural heritage of all Canadians while working to achieve the equality of all Canadians in the economic, social, cultural and political life of Canada.”

- Preamble, *Canadian Multiculturalism Act*

Federal institutions are responsible for the Multiculturalism Policy of Canada and implementing the *Canadian Multiculturalism Act*. All institutions are expected to carry out their activities in a manner that is sensitive and responsive to the multicultural reality of Canada and report annually on how their institution has met the requirements of the *Act*, in particular as articulated in section 3(2) of the *Act*. This chapter highlights the progress made by federal institutions in 2006-07.

<sup>1</sup> In the Canadian Multiculturalism Act, ‘federal institution’ means any of the following institutions of the Government of Canada: (a) a department, board, commission or council, or other body or office, established to perform a governmental function by or pursuant to an Act of Parliament or by or under the authority of the Governor in Council, and (b) a departmental corporation or Crown corporation as defined in section 2 of the Financial Administration Act.

**EXCERPT FROM THE CANADIAN MULTICULTURALISM ACT, JULY 1988**

- (1) It is hereby declared to be the policy of the Government of Canada to:
- (a) recognize and promote the understanding that multiculturalism reflects the cultural and racial diversity of Canadian society and acknowledges the freedom of all members of Canadian society to preserve, enhance and share their cultural heritage;
  - (b) recognize and promote the understanding that multiculturalism is a fundamental characteristic of the Canadian heritage and identity and that it provides an invaluable resource in the shaping of Canada's future;
  - (c) promote the full and equitable participation of individuals and communities of all origins in the continuing evolution and shaping of all aspects of Canadian society and assist them in the elimination of any barrier to such participation;
  - (d) recognize the existence of communities whose members share a common origin and their historic contribution to Canadian society, and enhance their development;
  - (e) ensure that all individuals receive equal treatment and equal protection under the law, while respecting and valuing their diversity;
  - (f) encourage and assist the social, cultural, economic and political institutions of Canada to be both respectful and inclusive of Canada's multicultural character;
  - (g) promote the understanding and creativity that arise from the interaction between individuals and communities of different origins;
  - (h) foster the recognition and appreciation of the diverse cultures of Canadian society and promote the reflection and the evolving expressions of those cultures;
  - (i) preserve and enhance the use of languages other than English and French, while strengthening the status and use of the official languages of Canada; and
  - (j) advance multiculturalism throughout Canada in harmony with the national commitment to the official languages of Canada.
- (2) It is further declared to be the policy of the Government of Canada that all federal institutions shall:
- (a) ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in those institutions;
  - (b) promote policies, programs and practices that enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada;
  - (c) promote policies, programs and practices that enhance the understanding of and respect for the diversity of the members of Canadian society;
  - (d) collect statistical data in order to enable the development of policies, programs and practices that are sensitive and responsive to the multicultural reality of Canada;
  - (e) make use, as appropriate, of the language skills and cultural understanding of individuals of all origins; and
  - (f) generally, carry on their activities in a manner that is sensitive and responsive to the multicultural realities of Canada.



## ***ACHIEVEMENTS AND CHALLENGES***

Last year, a number of federal institutions committed to undertake and implement in 2006-07 new initiatives to further advance the *Canadian Multiculturalism Act*, and the majority of institutions were able to deliver on their commitments. A broad range of initiatives were undertaken including reviewing mandates, establishing diversity committees, appointing a Multiculturalism Champion, developing tools, providing training, and conducting research and analysis. Furthermore, institutions also carried out consultative and outreach activities, and organized numerous events.

On the other hand, a small number of institutions indicated they were unable to deliver on the initiatives they had planned for fiscal year 2006-07. They cited a number of key challenges which prevented them from achieving their goals including institutional review and reorganization, and changes in senior management resulting in, at times, early departures of Multiculturalism Champions which further resulted in a loss of momentum or deferment of the planned initiatives.

The need for specialized skills and a competitive labour market were cited as key challenges in attracting, hiring and retaining diverse personnel in some federal institutions, and attracting recruits from diverse ethnocultural groups to work in remote, and sometimes isolated areas, were also creating challenges for other institutions. Some institutions identified organizational size as a limiting factor for external recruitment, and other institutions had near-zero corporate turnover rates, which impacted opportunities for advancement. Official language proficiency was also identified as another challenge to creating a more diverse workforce, particularly so for recruits whose first language was other than English or French.

The following are some examples of initiatives different federal institutions implemented.

### ***COMMITTEES AND CHAMPIONS***

In response to commitments made in 2005-06, the **Royal Canadian Mint** created the Diversity Committee for Multiculturalism and Employment Equity and further developed and communicated policy statements and programs on multiculturalism. The Royal Canadian Mint continues to demonstrate its commitment to multiculturalism by increasing understanding of and respect for diversity through promotional tools, including signage, communiqués and the web site.

Similarly, the **Canadian Environmental Assessment Agency (CEAA)** established a Multiculturalism Committee, holding regular working group meetings to plan multicultural events at the Agency, and enabling the Agency to actively participate in the federal Multiculturalism Champions' Network. Through the Multiculturalism Committee, the CEAA is able to systemically raise awareness of and promote the *Canadian Multiculturalism Act* and diversity-oriented learning materials, such as videos on the International Day for the Elimination of Racial Discrimination, which can be loaned to staff in the National Capital Region and regional offices through the Communications group.

In 2005-06, both **Farm Credit Canada** and **VIA Rail Canada** identified the need for a Multiculturalism Champion within their organizations and have since appointed one.

## ***CORPORATE TOOLS***

The **Transportation Appeal Tribunal of Canada** collaborated with **Transport Canada** on a number of shared initiatives and activities, including developing a calendar of multicultural commemorative dates, books, meals and the observation of a multicultural week. The **Transportation Safety Board of Canada** established a multicultural calendar and made it available to all employees through its departmental Intranet. This calendar identifies the major events, celebrations, and holidays of the various Canadian cultural and religious groups. The calendar assists managers and employees in the planning of work activities in order to avoid conflicts and to respect individual employee needs.

## ***TRAINING***

In New Brunswick, the **Atlantic Canada Opportunities Agency's** Diversity Committee organized a two-day Canada School of Public Service session on diversity and employment equity for all managers in the region and a one-day training session for 140 regional employees. Similarly, the **Canadian Institutes of Health Research** provided mandatory "Creating a Respectful Workplace" training sessions for its entire staff.

**Agriculture and Agri-Food Canada (AAFC)** delivered the "Diversity Matters" sessions geared to raising diversity awareness. The AAFC plans to incorporate the content of these sessions into the Diversity Website to disseminate it further to its employees. The content will be accompanied by key information gathered at roundtables held with diverse clients, along with feedback from sessions with AAFC employees that focused on how to improve its service to diverse clients and suggestions on how to embrace diversity in the workplace.

**Export Development Canada's** Organizational Culture and Change team redesigned its diversity training course entitled "Leading a Diverse Workforce", which was delivered through an external consultant in the winter of 2007. **Parks Canada** delivered training on a harassment free workplace to its entire staff and held two diversity-focused forums: one for Aboriginal and the other for visible minority employees.

## ***RESEARCH, ANALYSIS AND EVALUATION***

In 2006-07, the **Department of National Defence/Canadian Forces (DND/CF)** conducted a CF Diversity Climate Survey in order to assess attitudes and perceptions of Employment Equity and Diversity and to monitor changes. The CF also sponsored civilian academics to undertake key research projects, including "An Examination of Aboriginal – State Relations in Canada and Their Possible Implications for Aboriginal Participation in the Canadian Armed Forces"; "It's My Duty...to be a warrior of the people: Kainai Perceptions of and Participation in the Canadian Forces"; "An Examination of Select Visible Minority Groups in Canada: Implications for Recruitment by the Canadian Forces" and "The Diversity of the Chinese Community in Toronto: Implications for the Recruitment Strategies by the Canadian Forces".

**Telefilm Canada** conducted a comprehensive evaluation of its Spark Plug Program. The results highlighted the success of the programs in contributing to the integration of culturally and linguistically diverse storytelling in mainstream media. The evaluation also described the challenges facing the implementation of the programs and provided recommendations for the improvement of the program's design.

**Western Economic Diversification (WD)** completed an impact assessment of its investments in Aboriginal communities. This assessment, which covers the WD's Aboriginal activities from 1999 to 2005, concluded the projects have resulted in \$5.11 in additional investment for every WD dollar invested – a total of \$270 million over five years and over 4,200 full-time and part-time jobs. The initial investment is projected to have generated follow-up investment of \$70 million and a total of 9,500 future jobs, training and education for 12,900 participants, as well as assistance related to business start-up or expansion for 3,500 businesses. The impact study also concluded that the success of projects is determined by: strong partnerships, committed champions and leaders, active participation of the Aboriginal communities, capable staff and management groups, community-driven focus; and good planning.

**Canada Mortgage and Housing Corporation** carried out a detailed workforce analysis to facilitate establishing corporate representation goals, and the development of a “Diversity Tip Sheet on Building and Leveraging a Talented, Representative and Inclusive Workforce”. This was in alignment with the Corporation's Staffing Policies. Additional work is underway on other research projects, including: Access to Housing Finance among Recent Immigrants; and Islamic and other Faith-Based Housing Finance Needs.

### ***OUTREACH AND CONSULTATION***

One of the key means of communicating information and enhancing knowledge about the cultural heritage of Canada and the wider world is through exhibitions. In 2006-07, the **Canadian Museum of Civilization Corporation** hosted the exhibition “Treasures from China”, which allowed the Museum to showcase Chinese culture. Members of the Chinese Canadian community were involved in programming activities and assisted in sharing their cultural experiences with visitors. Youth from the Chinese Canadian community were also involved in the Museum's Volunteer Interpreter Programs for the Chinese exhibition. Each year, the Canadian Museum of Civilization presents a variety of temporary exhibitions produced either in-house or in cooperation with other institutions. The Museum also acts as a major “window” for exhibitions from different parts of the country, showcasing travelling exhibitions on loan from other institutions. The Museum enables Canadians to learn about their rich and diverse heritage by means of virtual exhibits such as the “Portraits of Canadian Women of African Descent”. This exhibition provides links to articles as well as descriptions of books and films that capture the life stories of Canadian women of African heritage.

In 2005-06, **Service Canada** committed to carrying out outreach services in at least 32 Aboriginal communities and translate fact sheets into 9 Aboriginal languages and pilot them in 29 communities. It also committed to offering services in 12 foreign languages along with interpreter telephone services in at least 37 foreign and 8 Aboriginal languages. In the 2006-07 reporting period, Service Canada successfully delivered on all of these commitments.

The head office of the **Atlantic Canada Opportunities Agency** undertook a follow-up to the 2005 Export Study. The Agency carried out consultations with various Atlantic Aboriginal groups, including Ulnooweg Development Corporation and Atlantic Aboriginal Economic Developers Network, to discuss the advantages of exporting products and services, and to provide a mechanism to help entrepreneurs do so. The outcomes from the consultations will build the basis for an Aboriginal Export Development Initiative.

**Export Development Canada (EDC)** enhanced outreach activities through its Recruitment Services Team. The team developed marketing targeted to new Canadians, Aboriginal peoples and visible minorities and resulted in increased participation in the EDC's Education Youth Employment program.

### **EVENTS**

A number of federal institutions supported or hosted events focusing on multiculturalism and diversity both domestically and internationally, which were part of commitments made in 2005-06.

In Nova Scotia, **Atlantic Canada Opportunities Agency** collaborated with the Canada Business Service Centre and the Metropolitan Immigrant Settlement Association and successfully launched the business guide book called "Connections" at an event held in November 2006. The event attracted over 150 partners and immigrant entrepreneurs. The guide received positive feedback and is available on the Canada Business Service Centre's web site.

The **Canadian High Commission** in the United Kingdom hosted a number of events centering on multiculturalism and diversity in 2006-07. In March 2007, the High Commission hosted an in-house seminar for European missions on diversity and multiculturalism and how we present the Canadian story to European audiences. The focus of the seminar was on how to promote a multiculturalism policy in Europe and ways of providing information and guidance to countries dealing with the challenges of pluralism and diversity. Five Canadian federal departments participated: Citizenship and Immigration Canada, Foreign Affairs and International Trade, Canada Border Services Agency, Canadian Heritage, and Public Safety Canada.

As well, the Canadian High Commission in the United Kingdom partnered with the UK Commission for Racial Equality in the organization of Race Convention 2006. The Convention brought together 160 speakers and 900 delegates in November 2006. A break-out panel discussion entitled 'What can we learn from Canada's approach to integration?' was held and the panel drew on key positive lessons from Canada's experience. Panel participants included academics and government officials. Canada's reputation as a nation historically defined by multiculturalism and integration was frequently cited across more than 40 sessions attended by leading UK decision-makers and influencers.

Other equally important events that dealt with the Canadian multiculturalism model and supported by the High Commission included the December 2006 University of Ulster Seminar on "Diversity, Multiculturalism and Immigration: Lessons from Canada?" The seminar focused on the future of multiculturalism in Canada in the context of increasing levels of immigration. Seminar presenters included academics from major Canadian universities.

The **Standards Council of Canada (SCC)** hosted the International Organization for Standardization (ISO) conference, which was the SCC's major event in 2006-07. This event took place in September 2006, and presented a planned opportunity to showcase Canada's multiculturalism to national and international stakeholders.

### ***OTHER PRACTICES***

As was planned in 2005-06, the **Canada Council for the Arts** implemented a number of key initiatives, including increased support to Aboriginal and culturally diverse arts organizations and, the entry of new organizations to the Council's operating programs. The Council continues to implement strategies to increase funding to Aboriginal and culturally diverse arts organizations through its priority funding strategies. In 2006, two new culturally diverse organizations were admitted to operating support. In addition, out of 39 eligible applications to the Supplementary Operating Funds Initiative, 27 Aboriginal and culturally diverse organizations received multi-year funding. There have also been increases in grants to organizations applying to project and capacity building programs at the Council.

## APPRECIATION FOR THE MULTICULTURAL REALITY OF CANADA

The *Canadian Multiculturalism Act* requires federal institutions to project and promote respect for and appreciation of the multicultural reality of Canada. Institutions fulfill this objective through various means and approaches, and reinforce this through vision and mission statements, and policies and programs related to multiculturalism. Eighty five percent of federal institutions have vision statements and policies that reference multiculturalism, and sixty eight percent of federal institutions have programs related to multiculturalism.

### VISION, MISSION, AND MANDATE

Federal institutions demonstrate a commitment to and support for multiculturalism at the corporate level by reflecting and integrating reference to multiculturalism into vision, mission, and/or mandate statements. The **Bank of Canada**, in its 2007–09 Medium-Term Plan, *Moving Forward: Building the Future Together*, describes its institutional goals, how it intends to pursue these goals, and sets out the values that will define how it does its work and the environment in which it will do it. The Bank also affirms in the Plan its commitment to excellence through its diversity of people and ideas as well as its commitment to one another based on respect.

The **Natural Sciences and Engineering Research Council of Canada's** *Statement of Values* includes the following, "We are enriched by the diversity of people with whom we work and interact, and continuously learn and grow through these interactions." The Chief of the Defence Staff of the **Department of National Defence** announced the following vision with regard to diversity and multiculturalism, "The Canadian Forces, as a national institution, represents our rich, diverse Canadian family. The diversity in our units gives us a visible and common voice with the people of the world, strengthening our ability to work with them and build a better life together."

The **Standards Council of Canada's (SCC)** vision, mandate and goals convey the message that SCC, through the application of standardization, is dedicated to improving the social health and well-being of Canadians, regardless of their ethnocultural background. As stated in SCC's vision statement, SCC not only wants to be recognized by all Canadians irrespective of their ethnocultural group but also by its counterparts in the international community.

The **Canadian Intergovernmental Conference Secretariat** notes that as a small micro-agency, its mandate is strictly process-oriented, however, it states, "We abide by the spirit of the *Multiculturalism Act* even if we cannot make specific reference to it in our mandate and mission."

### POLICIES RELATED TO MULTICULTURALISM

Federal institutions have developed and implemented specific policies that integrate multiculturalism. The **Canada Pension Plan (CPP) Investment Board** has a commitment to diversity and believes this contributes to it being a leading employer in the investment management sector. The CPP Investment Board seeks to attract, hire, and provide challenging and fulfilling career opportunities for highly talented individuals from diverse backgrounds. By tapping into this broader workforce, it has access to the best minds and is able to continually grow its effectiveness in the diverse domestic and global marketplace it operates in. The CPP Investment Board is committed to having an inclusive environment and the diversity of knowledge, ideas and approaches that employees bring enhances their ability to provide value added performance and enriches everything they do. Embracing diversity is an important factor in the success of its business strategy.

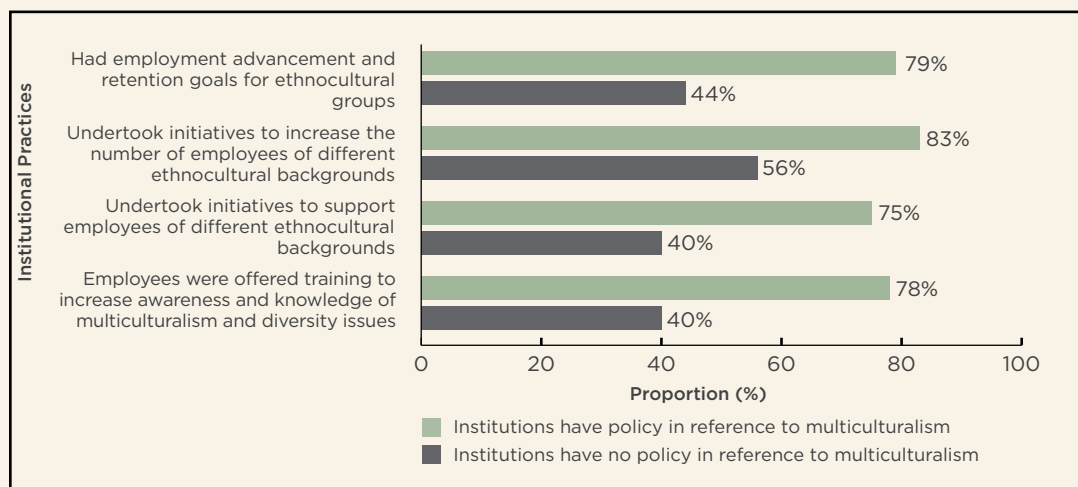
The **Office of the Privacy Commissioner of Canada's (OPC)** policies, programs and services are developed and managed in such a way as to incorporate and respect Canada's increasing ethnoracial diversity, and the OPC carries out its activities in a manner that is sensitive and responsive to the multicultural reality of Canada. The OPC provides comment on legislation on an ongoing basis, in addition to undertaking program audits, reviewing privacy impact assessments, and initiating investigations in both the public and private sectors. To help fulfill its public education mandate, the OPC produces materials which are disseminated to the public and these materials reflect Canada's ethnically diverse society. The images used in all materials, including the Guide for Businesses, Guide for Individuals, as well as posters, bookmarks, etc., reflect not only a diversity in ethnicity, but age and gender as well.

**Library and Archives Canada (LAC)** developed a *Collection Development Framework* that identifies the long-term principles that will guide the institution's collection development activities moving forward. It outlines five key collection development areas for the years 2005-10, and provides an overview of how LAC goes about developing its collection of documentary heritage. Two of the five key directions contained in the Framework relate to diversity, with a focus on Aboriginal materials and multicultural materials respectively.

Elements of **VIA Rail's** Code of Conduct, which is considered a mandatory condition of employment, promote diversity in a multicultural setting and set forth guidelines for appropriate behaviours.

The **Office of the Correctional Investigator (OCI)** acknowledges there is intrinsic value in diversity and that diversity needs to be nurtured, supported and celebrated. As a result, the OCI takes steps to ensure offenders, their families, and staff have their cultural interests considered when decisions are taken.

**FIGURE 2. IMPACT OF INSTITUTIONAL POLICY IN REFERENCE TO MULTICULTURALISM ON OTHER FEDERAL INSTITUTIONAL PRACTICES**



## PROGRAMS RELATED TO MULTICULTURALISM

Through the Western Economic Diversification Program, **Western Economic Diversification (WD)** supports projects that address economic development issues of official language minority communities in each Western Canadian region and pan-west projects that benefit Francophone communities across Western Canada. WD also funds Francophone Economic Development Organizations (FEDOs)<sup>2</sup> which provide enhanced services to Francophones, including training, access to capital, information services, marketing advice, networking and marketing. The Immigrant Access Fund (IAF) Society of Alberta provides loans toward accreditation, training and skills upgrading to immigrants who have worked in a profession or trade in another country and lack access to other financial resources. The loans help immigrants successfully integrate into the economy and WD helps to cover a portion of the loan delivery costs, as well as the operational costs of the IAF.

The NFB attaches a great importance to filmmakers from various ethnocultural and linguistic backgrounds and has increased the number of projects where they can bring forth their vision of the world.

*National Film Board*

WD has also implemented several initiatives that build on western Canada's multicultural communities' links with international markets, particularly in the Asia Pacific region. WD invested in the Asia Pacific Foundation of Canada to engage stakeholders across Canada in research and awareness-building regarding economic development opportunities in the Asia-Pacific region. The study provided input in the development of commercial strategies for capitalizing on the Asia Pacific Gateway. Gateway to Asia is an initiative jointly funded by WD and the United Chinese Community Enrichment Service Society (S.U.C.C.E.S.S.) to link western Canadian companies with recent Asian immigrant entrepreneurs.

WD worked with the Department of Canadian Heritage to improve opportunities for Aboriginal entrepreneurs and suppliers to maximize economic benefits from the 2010 Winter Olympic and Paralympic Games in Vancouver-Whistler. WD also worked with Indian and Northern Affairs Canada to obtain policy approval to promote regional economic development and economic infrastructure in communities in northern Saskatchewan. As a result, a Tourism Transportation Network for the Whitecap Dakota First Nation region and the Highway 219 Tourism Corridor were implemented and a Regional Tourism Plan is under development.

Furthermore, WD's investment in new equipment for the Neeginan Institute of Applied Technology will ensure that many Aboriginal students are better equipped for high-demand jobs in Manitoba's aerospace, manufacturing and construction industries. The Institute plans to graduate a total of 156 Aboriginal students within a year.

Acceptance of and respect for cultural differences and the integration of diverse cultures into the workplace are built into the **International Development Research Centre's (IDRC)** human resource, operational and program policies. The IDRC operates in mostly developing regions of the world and respect for and acceptance of cultural differences are fundamental to IDRC's success in implementing its programs. IDRC's head office in Ottawa and the six regional offices located in Uruguay, Senegal, Kenya, Egypt, India and Singapore represent a significant asset to Canada. Through these offices and its multicultural workforce, IDRC brings to Canadians a more in-depth understanding of cultural differences across the world.

IDRC's programs are structured to increase social inclusion of local constituents through multi-stakeholder consultation, and, in so doing, helps Canadians working abroad in IDRC to understand the significance of cultural and other social differences to project design and implementation.

<sup>2</sup> La Société de développement économique de la Colombie-Britannique, le Conseil de développement économique de l'Alberta, le Conseil de la coopération de la Saskatchewan, and le Conseil de développement économique des municipalités bilingues du Manitoba



As a way of conducting business, IDRC recruits internationally for professional and management positions which ensures that the diversity of its workforce is maintained and that its benefits continue to be harnessed.

“Brown Bag Lunch Speaker Sessions” were held for IDRC employees to sensitize them to the interrelated political, social, economic and cultural realities involved in international development. Sessions provided information on: Political Islam in the Arab World; presentation by the Grameen Foundation (a bank in Bangladesh that provides micro financing to support the creation of small business); Changing from the Inside Out – Organizational Change Issues Through the Powerful Lens of Gender and Diversity with Links to Culture, Practices and Outcomes; Experiences of Spanish Telecentre Networks; and Role of Political Parties in Building Sustainable Democracies.

At **Telefilm Canada**, the Canada Showcase program supports Canadian film festivals. During 2006-07, they supported the following festivals to showcase and promote Canada’s culturally diverse talent: *Reel World Film Festival*, *Festival de cinéma des 3 Amériques*, *Festival du film et de la vidéo Autochtones de Montréal*, *imagine NATIVE film + media arts festival*, *Indigenous Arts Service Organization*, *Toronto Reel Asian International Film Festival*, and *Pan-Africa International Vues d’Afrique*. These festivals provide opportunities for emerging talent from culturally diverse communities to reach more Canadian audiences as well as opportunities for professional development.

### ***PRESERVING, SHARING AND PROMOTING MULTICULTURALISM IN CANADA***

Federal institutions undertake many initiatives that encourage and support the preservation, enhancement, sharing, and promotion of multiculturalism in Canada, and promote exchanges and cooperation among diverse communities.

### ***CORPORATE CULTURE***

Many institutions demonstrate a corporate culture that supports diversity, both formally and informally. Commitment to diversity starts at the top for the **Canadian Food Inspection Agency** and is outlined in its *Departmental Performance Report 2005-06*, *Human Resources Strategy 2003-08*, and *Report on Plans and Priorities 2006-07*. The President fully endorses the Agency’s dedication to diversity and multiculturalism and promotes various diversity events and initiatives within the Agency. Similarly, **Human Resources and Social Development Canada** developed integrated human resources and business plans at branch and corporate levels that took into account and promoted diversity in the workplace, and **Export Development Canada**’s Organizational Culture and Change team developed a *Diversity Strategy*.

HRSDC policies aim to build a stronger, more competitive Canada and strive to improve the quality of life of all Canadians from all backgrounds and cultural groups. Our policy analysis and development is evidence-based, equitable and sensitive to the multicultural reality of Canada.

***Human Resources  
and Social Development  
Canada***

Some institutions created committees in 2006-07 that deal specifically with multiculturalism. The **Canadian Environmental Assessment Agency** established a Multiculturalism Committee with membership from throughout the Agency. The **National Film Board** established an internal committee on cultural diversity with representatives from throughout the organization with a mandate to evaluate best practices of national and international organizations, prepare a corporate action plan for cultural diversity, and define measurement indicators to evaluate its activities.

Some institutions created other types of committees that integrate elements of diversity. The **Canadian Wheat Board (CWB)** changed its employment equity committee to a Diversity Team to expand its focus beyond the four designated groups. Through this Diversity Team, programs and events are created and implemented to increase the awareness of diversity and its importance to the success of CWB. **Citizenship and Immigration Canada (CIC)** undertook numerous activities across the organization to foster a culture that embraces diversity. Notably, CIC established a *Diversity Network* of regional diversity committees, and this Network developed a governance model that was approved by the Executive Committee. The committees organized events, produced communications products and delivered training. CIC also has an Accommodation Framework which is a reference tool for managers that articulates CIC's support for a working environment that values and respects diversity and its committed to creating a workplace that is inclusive and accessible.

Other institutions, such as the **Office of the Privacy Commissioner of Canada**, did not identify specific initiatives to celebrate Canada's cultural heritage among employees. It continues to encourage an open and diverse society and promoted activities initiated by other government departments and agencies, such as the International Women's Week and Aboriginal Awareness Week to employees.

Several institutions held activities demonstrating a corporate culture that embraces diversity. For example, the Corporate Diversity Office of the **National Research Council Canada (NRC)** continued to increase staff awareness nationwide by offering diversity sessions via webcast, thereby reaching the maximum number of employees possible. A variety of sessions were held throughout 2006-07 including a session on *Religious Diversity at Work* which explored how staff can accommodate their own and their co-workers' religious needs while supporting NRC's goal of an integrated and efficient workforce. International Women's Day was marked with a session on *Gender Differences in Communication*. An ongoing session series called *Respect in a Diverse Workplace* promoted a common understanding of what a respectful workplace entails. NRC advisors responsible for harassment and diversity joined forces to bring a message to managers and employees about workplace well-being and productivity, and the Vice-President of NRC Corporate Services hosted breakfast talks on the value of diversity in the NRC workforce.

There were also many events and actions taken in 2006-07 by individual NRC institutes, branches, and programs. The Integrated Manufacturing Technology Institute was honoured for its commitment to Diversity and Equality by the City of London (Ontario) with a *2007 Race Relations Recognition Award*. The Institute for Microstructural Sciences held seminars on effective teamwork in multicultural environments. The NRC Institute for Ocean Technology management developed an Institute Report Card for 2006-07 to capture key successes related to changes in behaviour regarding diversity. Furthermore, employees at the Institute for Marine Biology attended a session called *Spirituality in the Public Sector Workplace* and the Director General of the Information Management Services Branch hosted a breakfast to recognize National Aboriginal Day.

"Our diverse workforce provides us with new ideas and perspectives, which enrich our programs and innovations. It also creates a culture of inclusiveness, which helps attract high quality staff and opens doors to global partnerships and markets. At NRC, diversity in our workforce means recognizing the value that each of us brings to our organization. It's about drawing on different perspectives and problem-solving styles in order to help us deliver our mandate."

**National Research Council's  
Vice-President of Corporate  
Services**

The importance of diversity in the workplace was also recognized at **Export Development Canada's (EDC)** annual employee conference. A corporate Diversity Award was presented to the team that best embraced, fostered and leveraged diversity for business success. To recognize the increasing importance of people leadership, an *Excellence in People Leadership Award* was presented to the EDC leader who achieved results through others by "encouraging activities supporting diversity of people, ideas and information." To further encourage a climate of inclusiveness in the day-to-day workplace, performance workplans for managers were revised to include a performance objective specifically aimed at cultivating and supporting an inclusive work environment that leverages diversity of people and ideas. EDC also initiated development of a corporate diversity strategy, including an on-site workshop "*Human Equity & Inclusiveness*" for key members of the HR team.

Throughout **Business Development Canada (BDC)**, numerous diversity activities are ongoing including lunch-and-learn events which are held to educate employees about different religions and cultures to better understand and respect colleagues, clients, and members of the community. New leaders continue to be provided with a *Leader's Diversity Guide* that is designed to help integrate diversity, to maximize team effectiveness, and create an inclusive work environment that values individual differences. BDC regularly updates and enhances the Diversity site on its Intranet. The site provides information on employment equity, related policies, best practices, diversity opportunities and events, a multicultural calendar and diversity articles that appear in each issue of the internal magazine for employees. This year, BDC added a link to the Country Insights section of the Foreign Affairs and International Trade Canada web site to help employees learn about different cultures.

We treat everyone with respect. We recognize the dignity that is inherent in all people and celebrate the strength that comes from the diversity of people and ideas.

**Veterans Affairs Canada**

The **Department of National Defence (DND)** undertook a number of diversity-related initiatives. Changes to personnel were made including the creation of the *Well-Being and Diversity Champion* at the Assistant Deputy Minister level to provide direction and guidance on diversity issues, and a Human Resources Advisor was appointed as the lead for the organization's multiculturalism file. All new recruiting staff took the Canadian Forces Recruiting Group's national recruiters' course, including a four-day course on diversity recruiting and employment equity, and a five-day Aboriginal Awareness Course.

DND also developed several publications that support a diverse culture: *Religions in Canada*, *Challenge and Change in the Military: Gender and Diversity Issues*, and *Fighting for Canada: Chinese and Japanese Canadians in Military Service*. Recognizing the need to address diverse spiritual needs, DND's Chaplaincy Branch undertook cross-cultural training activities, developed a course on multi-faith spiritual care, and participated in outreach activities with multicultural communities.

The **Canadian Food Inspection Agency (CFIA)** has focussed its efforts over the past fiscal year on establishing a diversity model for CFIA's workforce and workplace. An automated diversity e-mail list was launched in February 2007, through which employees receive updates and news bulletins. Employees, via an internal web-based poll, were asked to vote for their favourite diversity-related slogan for internal and external communications; the selected slogan was "*Many Faces... One Mission.*"

The CFIA has designated various diversity champions, including a National Multiculturalism Champion, a National Diversity Champion, a National Official Languages Champion and five supporting Area Champions for Diversity and Official Languages. As well, CFIA's internal Youth Network provides employees from diverse backgrounds with networking opportunities to expand their skills and knowledge. Furthermore, the Agency makes every effort to accommodate employees' ethnocultural needs, and in the National Capital Region, a prayer and reflection room has been designated for employee use.

### **CELEBRATING CANADA'S CULTURAL HERITAGE WITH EMPLOYEES AND THE PUBLIC**

Many federal institutions celebrate the cultural heritage of many groups with their employees and the public. For example, the **Canadian Intergovernmental Conference Secretariat (CICS)** promotes awareness among its employees of many important dates and events to commemorate Canada's multicultural heritage including: Black History Month, March 21 the International Day for the Elimination of Racism, and National Aboriginal Day. CICS also promotes awareness of Canada's regional and cultural differences, such as minority official languages communities across Canada, Franco-Ontario pride – Flag Day, l'Écho d'un people, etc.

The CWB is proud of its diverse workforce comprised of employees who are valued for their individual skills and attributes

**Canadian Wheat Board**

The **International Development Research Centre (IDRC)** sponsored a speaker series open to the public to inform Canadians of interrelated global political, economic, social and cultural issues. Some of the topics covered during these sessions included: Afghanistan Unveiled: Freedom of Expression and the Role of Women in Afghanistan; Solving the "Poverty - Ill Health" Equation; China, India and the Global Economic System; Human Rights in Zimbabwe: What Can You Do?; An Afternoon on Afghanistan; Peru: the 2006 Elections and Beyond; and Identity and Violence: The Illusion of Destiny.

The **National Gallery of Canada** featured the first major solo exhibition of a First Nations artist: Norval Morisseau. The Anishnaabe (Ojibwa) painter's sublimely colourful and deeply spiritual works have inspired three generations of First Nations artists and made him an icon of Canadian art. Norval Morisseau, also called Copper Thunderbird, rose to fame in the 1960s as the originator of the Woodland School. This unique style is now simply called Anishnaabe painting, a term that refers to the artist's heritage and the archetypal status of his work. "Norval Morisseau is one of a very few artists in the world who can claim to be the creator of a completely new art movement, and the National Gallery of Canada is privileged to be able to present this retrospective," says Pierre Théberge, Director of the Gallery.

**Parks Canada** developed a series of educational 3-D tours related to the heritage of Canada's various ethnocultural communities. The tours tell the story of six ethnocultural communities, and of the immigrants who came to Canada in search of a better life. Parks Canada has also been working with private partners in broadcasting to produce a series of vignettes entitled "This Land is Your Land," aimed at introducing new Canadians to the system of national parks and national historic sites. Each of the six vignettes features a different theme and will be produced in English, French and six other languages. The series is currently in the final stages of production.

The **Bank of Canada's** Currency Museum presented an exhibition called *Voices of the Baobab*, showcasing African artifacts recently acquired for the collection. The exhibition was organized with the help of an African-Canadian consultant.

Throughout the year, the **Canadian Museum of Civilization (CMC)** presented many special ethnocultural events with a variety of community and business partners, including music and dance performances for Asian Heritage Month with the Ottawa Asian Heritage Month Society; concerts with the Outaouais Festival of Sacred Music; Japanese cultural events such as Noh theatre and Taiko drumming in partnership with the Embassy of Japan; a Swedish Lucia celebration in partnership with the Embassy of Sweden; and drumming and dance performances as part of Black History Month. The Children's Museum also delivered many programs in collaboration with cultural partners such as the Chinese, Japanese, Vietnamese, Jordanian and Mexican communities. First Peoples programming introduced CMC visitors and employees to Aboriginal artisans, Elders, authors and filmmakers who shared their insights on traditional ways of life and current issues. Over the past year, the Museum presented a series of workshops and demonstrations on traditional Aboriginal activities. National Aboriginal Day at the Museum was a great success, with a full day of performing arts, workshops and demonstrations by First Nations and Métis communities.

The **National Arts Centre (NAC)** offered multicultural programming in many of its performing arts fields last year. The English Theatre presented one Aboriginal production, *Copper Thunderbird*, which was based on Norval Morriseau by Marie Clements and featured an all-Aboriginal cast. The NAC presented the play *Scorched*, a production of a Lebanese Canadian author's experience. The NAC's Dance Department plays an essential role in the creation of new and exciting choreographic works by some of the most talented Canadian and international dance artists and they contributed to the creation of new works by the following world artists: Sidi Larbi Cherahoui (Belgium); Akram Khan (United Kingdom); Vincent Sekwati Koko Mantsoe (South Africa) and Wen Wei Wang (Canada). In the Music Department's Mashteuatsch Recorder Project, selected school children from Amishk elementary school in Mashteuatsh prepared a musical excerpt from Antonio Vivaldi's *The Four Seasons* to sing and play on recorder and they created a performance representative of their own cultural tradition. The Project culminated in a music-sharing session with eight members of the NAC Orchestra brass section in front of a live audience at Église Notre-Dame-Immaculée in Roberval, Quebec.

The **National Capital Commission** continues its commitment toward ethnocultural diversity through flagship events such as Canada Day and Winterlude. Artists, experts and performers from different ethnocultural groups are engaged to showcase their heritage, traditions and contemporary expressions, providing the public with the opportunity to experience and develop a deeper appreciation for Canada's diverse cultural spectrum.

Diversity and multiculturalism play a critical role in CMHC's ability to understand and meet the needs of our diverse clients through our three public policy objectives: helping Canadians in need; facilitating access to more affordable, better quality housing for all Canadians; and, ensuring the Canadian housing system remains one of the best in the world.

***Canada Mortgage and Housing Corporation***

## **PROMOTING EXCHANGES AND COOPERATION AMONG DIVERSE COMMUNITIES**

Federal organizations can do much to promote exchanges and cooperation with community groups representing diverse backgrounds to share information and practices.

**Veterans Affairs Canada's (VAC)** Partnership Programs, through the Canada Remembers Program, strive to keep alive the achievements and sacrifices made by those who served Canada in times of war, military conflict and peace. In pursuing its objective of engaging Canadians in remembrance, the Canada Remembers Program often partners with groups and organizations, including Canadian multicultural groups, who share mutual commemorative goals. Partnering includes establishing and fostering collaborative relationships, providing in-kind support to deliver remembrance activities and events at both the national and regional levels. Some of the national agreements approved by VAC in 2006-07 included funding to the following organizations: the Assembly of First Nations for the First Nations Veterans of Canada meeting and Manito Ahbee International Pow Wow; the Historical Foundation of Canada for the Historical Youth Links Summit 2007; the Métis National Council for documenting the history, contributions and experiences of Métis Veterans during wars of the 20th century and demobilization; and the United Nations Association of Canada for the celebration of the 50th Anniversary of United Nations Peacekeeping.

The **Canadian Broadcasting Corporation (CBC)** had several community partnerships in 2006-07. Among other things, CBC played an important role in the opening of "Canada's Immigration Museum" and continues to partner on specific projects with this National Historic Site in Halifax. CBC Partnerships worked to promote the premiere of *Little Mosque on the Prairie*, a new comedy series, which first appeared on CBC Television on January 9, 2007. The Montreal and Winnipeg partnership managers reached out to the Muslim community prior to the show airing to receive their reviews and comments. Some programming serve as a springboard to initiate discussions and exchanges, and **CBC/Radio-Canada** also participates in town-hall meetings, and hosts events in the community for Asian Heritage Month and Black History Month. Monthly breakfasts and Editorial Boards are held with members of the community in order to get their input and these roundtable discussions are also used to build a network of resources for diversity issues.

The **Financial Consumer Agency of Canada's (FCAC)** "Train the Trainer" program is a project with the objective of training representatives from organizations that work directly with FCAC's target audiences, including ethnocultural communities and newcomers, to provide key information on banking issues and respond to their clients' needs effectively. The FCAC has developed partnerships with various community organizations to help reach ethnocultural communities and better understand their needs and realities. During 2006-07, FCAC continued to collect and analyze the feedback forms completed by participants following each "Train the Trainer" workshop.

The **Agriculture and Agri-Food Canada (AAFC)** Diversity Project is funded in part by the Department of Canadian Heritage's Inclusive Institutions Initiative. Activities of the Diversity Project have included consultations with AAFC's diverse clients, a Diversity survey of AAFC employees, the development of awareness sessions, and discussions with AAFC employees. Its main objectives are: to improve the goodwill and reputation the department enjoys within the Aboriginal and ethnocultural communities it serves; to develop suggestions and tools to facilitate service to its diverse clients based on consultations with these clients and the employees who assist them; to raise awareness and foster an understanding and respect of the ethnocultural diversity of its employees; and to promote a positive work environment.

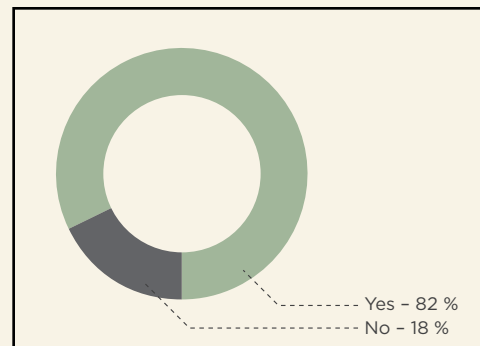
## ***POLICIES AND PROGRAMS THAT ENHANCE RESPECT FOR THE DIVERSITY OF CANADIAN SOCIETY***

Federal institutions have many policies, programs, and practices that embrace the diversity of Canadian society. In 2006-07, many federal institutions had both internal and external policies that took multiculturalism and diversity into consideration. The **National Parole Board's (NPB)** "*Framework for Cultural Competence Planning*" promotes the recruitment of employees from diverse communities; encourages consultation with diverse communities; endorses policies and practices that take into account the dynamics of difference; promotes the understanding of the need to respect and accommodate differences in the workplace; and endorses the creation of a fair and equitable workplace that takes advantage of diversity. Managers are required to incorporate the principles of the Framework into their operational planning activities and practices.

At the **Transportation Safety Board of Canada (TSB)**, managers are encouraged to incorporate consideration of multiculturalism and diversity in all of the organization's policies. For example, TSB investigation manuals discuss the need to adapt interview techniques in light of various cultural and religious considerations.

At **Human Resources and Social Development Canada**, diversity and multiculturalism are key principles that underlie the Department's strategic approach to policy analysis and development. To assist in systematically integrating diversity and multiculturalism considerations into the policy, planning and decision-making process, the Emerging Trends and Policy Development unit, Strategic Policy and Research Branch, began developing an "Inclusion Lens." The Lens is a departmental tool for analyzing policies, programs and practices to determine the extent to which they promote the social and economic inclusion of individuals, families and communities. Work on the Lens is ongoing.

**FIGURE 3. FEDERAL INSTITUTIONS UNDERTAKE INITIATIVES TO FOSTER A CORPORATE CULTURE THAT EMBRACES DIVERSITY**



To respond to employees' needs in an ever-changing work environment, a review of **Export Development Canada's** existing Diversity Policy and Mutual Respect Policy was initiated to assess whether, as a result of recent human rights developments, revisions were needed to ensure both policies reflected current societal thinking, namely an open and inclusive workplace.

**Environment Canada (EC)** approved its *Inclusiveness Strategy*, which sets out how EC is to meet its employment equity obligations and go beyond them to create an organizational culture that incorporates inclusiveness in all its thinking and activities. An inclusive culture recognizes differences (personal background, race, culture, etc.) as strengths; thrives on leveraging diverse skills and competencies of its members to support a common purpose; and not only embraces, welcomes, accommodates and respects differences, but actively seeks out and then mobilizes them for the benefit of the individual and the organization.

Dealing with multiculturalism is embedded in the daily activities of the CTC.

**Canadian Tourism Commission**

There were also several new external policies ensuring that federal and federally regulated services reflect Canada's ethnocultural diversity. In 2006, the **Canadian Radio-television and Telecommunications Commission (CRTC)** revised its Commercial Radio Policy to ensure radio is more reflective of Canada's diversity. As a result, radio licensees will now be required to implement specific initiatives to improve reflection in their programming and in their operations, as has been the case with television since 2001, and to file corporate plans on cultural diversity annually to the CRTC to report on progress. The CRTC will be finalizing the procedures for this new requirement in late 2007. This represents a significant expansion of the CRTC's development of appropriate policies and programs to ensure that the multiculturalism objectives of the *Broadcasting Act* are fulfilled across the broadcasting system.

One of **Service Canada's** service standards recognizes the diversity of Canada and commits to extending Service Canada's reach to multi-lingual communities. Through its *Multi-Language Service Initiative*, Service Canada is conducting pilots to evaluate various approaches to service delivery in foreign and Aboriginal languages. An evaluation report to be released by the end of 2007 will guide the organization in determining a longer term policy framework on multi-language services. Service Canada also developed a Newcomers to Canada client segment strategy which is intended to improve outcomes for newcomers through improvements to Government of Canada service delivery, and three key initiatives related to communication, outreach and engagement as part of a strategy to improve federal service delivery to Aboriginal peoples.

At **Public Safety Canada**, the Cross-Cultural Roundtable on Security (CCRS) has, since its inception, served as a forum for dialogue in a diverse and pluralistic society and has been a tool to help national security policy-makers from Public Safety, portfolio, and a number of other Departments, understand and incorporate the viewpoints of Canadians from diverse backgrounds into the policy-making process. The CCRS is a unique forum, bringing together 15 Canadians from diverse backgrounds. This forum is an opportunity for policy-makers to interact with a group of individuals who are reflective of Canadian society, who can provide personal insight into how security measures might be received by them and their communities, thereby improving the policy-making process. CCRS members also provide government officials with a unique entrée into a variety of communities that might not otherwise be accessible to government officials, thereby facilitating an important dialogue with Canadians in a diverse and pluralistic society, and helping to increase awareness and understanding both in communities and in government.

Within Public Safety's Aboriginal Policing Directorate, the First Nations Policing Program employs a policy that oversees the negotiation of culturally appropriate policing arrangements among federal, provincial and territorial governments, and First Nations and Inuit communities.

The National Crime Prevention Centre at Public Safety has also developed a policy and signed a Memorandum of Understanding (MOU) in May 2007 with the **Department of Canadian Heritage's** Multiculturalism Program to support initiatives responding to issues related to youth crime and victimization within Canada's ethnocultural and racial communities. These initiatives are part of a strategic framework for collaboration between the Multiculturalism Program and the National Crime Prevention Centre to identify and address the causes of marginalization that may lead vulnerable ethnocultural/racial youth to violence. The MOU will foster collaboration between the departments, which will facilitate dissemination of information, research and evaluation of promising practices in culturally and racially diverse populations.



Many institutions reported programs that considered multiculturalism and diversity. The Women's Program of **Status of Women Canada (SWC)** provides financial and non-financial assistance to organizations to carry out projects in key areas affecting women. Among others, SWC provided funding support to:

- The Canadian Council of Muslim Women for its work with three school boards in Ottawa to develop models to support Muslim youth who have integration challenges or isolation related to identity.
- The National Organization of Immigrant and Visible Minority Women of Canada for its work with private and voluntary sector organizations to evaluate ways to integrate diversity and the skill set of immigrant and racial minority women. Mentorship will match successful women leaders with immigrant and racial minorities so they get individual support and benefit from a leaders network.
- The Canadian Council of Refugees in supporting the capacity of immigrant service societies to use gender-based analysis to improve the impact of their programs on women and on immigrant communities.
- The Pauktuutit Inuit Women's Association to carry out a national project entitled Violence Against Women; Gender and Decision-Making in Arctic Fisheries, which demonstrates significant progress on promoting "Zero Tolerance" of family violence in 11 Northern communities.
- L'Alliance des communautés culturelles pour l'égalité dans la santé et les services sociaux to complete a project to create awareness of the extent of family violence among ethnocultural communities, by improving awareness of the issues related to marital violence (between women and men) in such communities. Members of ethnocultural communities had the opportunity to discuss and identify community-based solutions, and to develop intervention mechanisms.
- Intercultural Grandmothers Uniting, a network of First Nations, Métis and other older women, to develop an action plan and identify potential partners such as Aboriginal Family Services (Regina), Care from the Core (Regina), and Thomson and Balcarres community schools, to carry out activities that address issues such as poverty and marginalization among senior women and racism and violence against youth.
- The Riverdale Immigrant Women's Centre and the Working Skills Centre, who undertook a project to facilitate the entry of internationally trained teachers into the education system. The two organizations worked with several stakeholders to identify and address barriers facing such teachers.

**Library and Archives Canada (LAC)** continued the work of the Circle of Aboriginal Heritage and Knowledge. The Circle was formed in 2006 to assist the development and implementation of Aboriginal initiatives to strengthen collections, programs, services and communications, as well as to increase LAC's capacity related to Aboriginal heritage and knowledge. Staff members from all sectors and functions of the institution participate in the Circle.

The CTC has offices and employees in 10 countries around the world. Therefore, our corporate culture lives and breathes linguistic, cultural and ethnic diversity on a day to day practice. Diversity is a way of life for our employees who cooperate with each other, the industry and governments across continents and through different languages.

**Canadian Tourism  
Commission**

**Human Resources and Social Development Canada (HRSDC)** and **Health Canada (HC)** have programs in place to help foreign-trained workers work in Canada. HRSDC's Foreign Credential Recognition (FCR) Program is designed to ensure that internationally trained workers who are residing permanently in Canada, or who are intending to reside permanently in Canada, can fully participate in the Canadian labour market. The Program is intended to improve the integration of internationally trained workers into the work force by funding and working with provinces and territories, and stakeholders, including regulatory bodies, post secondary institutions, sector councils, and employers, to implement projects that facilitate the assessment and recognition of qualifications acquired in other countries. To date, over \$60 million has been committed to partners to develop and strengthen Canada's FCR capacity. As part of its mandate in 2006-07, FCR also undertook research that supported diagnostic work in over 30 occupations, analysis on defining and monitoring the skilled immigrant labour market, and created, with its partners, capacity and processes across key regulatory and non-regulatory occupations and sectors.

HC announced an \$18.3 million investment to help internationally trained health professionals work in Canada. This initiative will be provided under the Internationally Educated Health Professionals Initiative. The objective is to reduce barriers so that a greater number of internationally educated doctors, nurses and other health professionals can be assessed and integrated into the Canadian health care system. HC will fund provincial, territorial, and university projects related to:

- The development of a common standardized national knowledge exam and performance assessment for international medical graduates.
- The establishment of an internationally educated health professional centre in Ontario, which will provide a single access point to assist internationally educated health professionals in accessing the information, assessment, education and training they require to practice in Canada.
- The development of an orientation program to help internationally educated nurses, pharmacists, physiotherapists, occupational therapists, medical laboratory technologists and medical radiation technologists to adapt to the many dimensions of practicing in the Canadian health care system.
- Simplifying access to assessment processes, registration requirements and employment opportunities for internationally educated health professionals in Manitoba.
- The creation of an orientation and bridging program for internationally educated nurses in Nunavut.

### ***TRAINING ON MULTICULTURALISM AND DIVERSITY***

Many federal institutions have mandatory diversity training for employees. The **Transportation Safety Board of Canada** provides mandatory awareness training on diversity to all new employees, and periodically throughout the year, events are organized to promote multiculturalism and diversity in the workplace. Diversity training is also mandatory for all employees and is on a bi-annual training cycle at **Blue Water Bridge Canada**. At **Public Works and Government Services Canada**, mandatory diversity awareness training is provided to all employees, which promotes multiculturalism, respect for diversity and general acceptance of other cultures. Senior management is expected to perform a leadership function in this area and learning plans for new and existing employees include mandatory diversity training. The **Office of the Privacy Commissioner of Canada** has also provided mandatory workshops on a respectful workplace.

In 2006-07, the **Canadian Food Inspection Agency (CFIA)** revised its E-Orientation Program. Now mandatory for all new employees, the interactive and self-directive online learning program provides employees with information on subjects including equity and diversity. It offers an overview of the Agency's commitment to diversity, relevant policies, self-identification, accommodation, information on how to become involved, and diversity learning courses. Employees are also directed to the revised Equity and Diversity web portal, launched in 2007. The Atlantic Area of CFIA introduced an equity and diversity presentation which is being given to new employees. The presentation familiarizes employees with the purpose and scope of the Atlantic Equity and Diversity Council, and looks at the evolution of diversity. It also promotes the advantages of diversity and highlights the differences between employment equity and diversity management.

The **Canadian Museum of Nature (CMN)** offered in-house diversity training to all of its employees in 2006-07. This one-day training was mandatory and its aim was to enable staff to work more effectively in a workplace where diversity is now the norm. The CMN's desire was to enhance understanding of diversity in a broad sense, to help participants appreciate the personal differences that each person brings to the workplace, including cultural and social differences.

All new Refugee Protection Division Members and Tribunal Officers at the **Immigration and Refugee Board of Canada (IRB)** received experiential training on cultural sensitivity relating to refugee claimants in general, and, more specifically, on the cross-cultural challenges inherent in questioning refugee claimants such as women, children, gays and lesbians, torture victims and victims of domestic abuse. Further to the adoption of the IRB Chairperson's Guideline on Vulnerable Persons, members of all three divisions and all Tribunal Officers now receive training on the particular sensitivities of vulnerable persons and the relevant procedural accommodations in the hearing room. As well, a session on cultural intelligence has been delivered in the last two years to both new and experienced members.

The **Department of National Defence's** Defence Leadership Curriculum identifies the mandatory learning requirements for executives and senior managers. The purpose of this course is to make managers and supervisors aware of their responsibilities regarding employment equity and diversity. It is also to provide them with tools to assist them better understand the needs of employees and how to manage with a diverse workforce. In addition, all new **Canadian Forces (CF)** members and recruits are given lessons on diversity and multiculturalism during recruit training. To date, over 1,200 civilian and CF members have attended Leading Diversity training across the country.

**Industry Canada's** Canadian Intellectual Property Office (CIPO) developed a mandatory diversity leadership course and all managers were trained in 2006-07. The course provided managers with a better understanding of cultural and generational differences. Priority was given to supervisors and managers who are members of selection boards and or those who attend job fairs. The training is also a requirement within CIPO's Leadership Development Program.

Additional training initiatives were offered to federal employees in 2006-07. At the **Canada Mortgage and Housing Corporation (CMHC)**, diversity was incorporated into the organization's New Employee Orientation sessions. The sessions include an overview of the strategic advantage of diversity and the link to CMHC's success, and the importance of building and leveraging the skills of a diverse workforce. As well, various business lines and diversity committees carried out diversity training through both formal and informal sessions. These activities have generated results such as a more open workplace community that welcomes and values the full diversity within the Canadian labour force and society at large. Employees gained greater appreciation of different ways of thinking and enhanced skills to work in diverse teams.

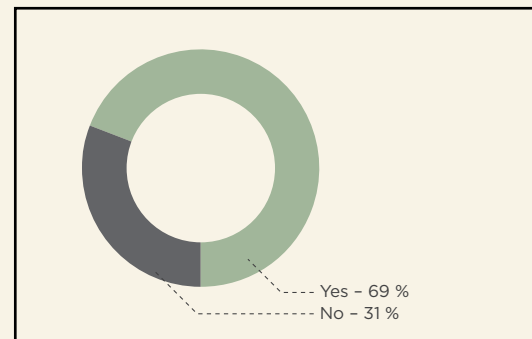
The **Office of the Auditor General (OAG)** continues to provide annual in-house training in ethnocultural sensitivity. Courses include:

- **Creating a Respectful Work Environment** – This seminar gives staff an understanding of what a respectful workplace looks like and the consequences of non-respect on the organization and its employees. It identifies behaviours, actions and attitudes that likely would result in harassment situations, and describes measures to prevent such situations.
- **Leading a Diverse Workforce** – This course helps managers develop and retain a diverse workforce as well as create an affirmative and inclusive working environment in which all employees are treated with respect.
- **Working in a Diverse Workforce** – This course enables staff to develop and grow in a diverse workforce in which all employees will excel and be treated with respect.

At the **Canadian Intergovernmental Conference Secretariat**, discussions are led by the Assistant Secretary on topics such as “How multiculturalism is different from employment equity.”

In 2006-07, **Human Resources and Social Development Canada** offered two information sessions on multiculturalism. As well, the International Social Policy Division organized a training session on the intersections between gender and diversity. Designed for departmental employees, the training provided a comprehensive overview of gender and diversity analysis, as well as concrete tools that employees can use to apply gender and diversity analysis to their work.

**FIGURE 4. TRAINING OFFERED TO EMPLOYEES OF FEDERAL INSTITUTION TO INCREASE AWARENESS AND KNOWLEDGE OF MULTICULTURALISM AND DIVERSITY ISSUES**



Multiculturalism is embedded into everything we do at CBC/Radio-Canada, whether through communications, human resources or on-air programming. We constantly look at ways to be representative of the community in which we live.

**CBC/Radio-Canada**

At **CBC/Radio-Canada**, a book on recruiting, retaining and promoting culturally diverse employees was distributed to a number of managers at CBC. As of the end of September 2007, the Respect in the Workplace workshop was presented to approximately 2,000 employees, with a goal of reaching all employees by March 2008. Training and resources materials are prepared for human resources managers, who then train and encourage their employees. Materials include guidelines for bias-free interviews, inclusive recruitment strategies, information on reaching out to multicultural candidates via outreach, career fairs and internships, as well as diversity awareness tools and training resources.

The **Office of the Correctional Investigator** included multicultural aspects of conflict resolution into training it was developing for its staff in relation to its Informal Conflict Management System. **Environment Canada** developed a tool and trained staff on how to include Aboriginal considerations into their work planning and decision making.

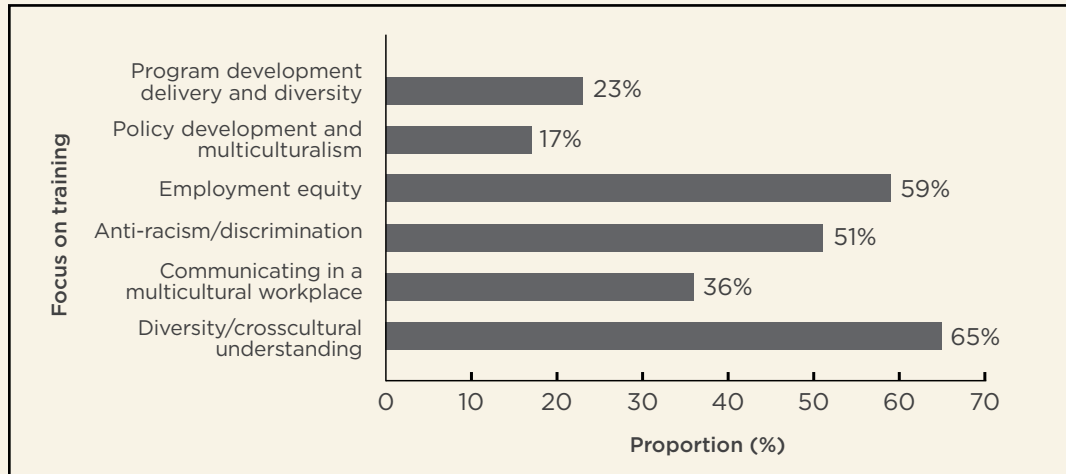
At the **Canadian Environmental Assessment Agency**, employees participated in pilot training sessions entitled *Engaging Aboriginal Peoples in Environmental Assessments*. The training covered general awareness of the legal, historical and cultural context of Aboriginal peoples in Canada, and focussed on providing participants with fundamental principles, tools and skills for planning and implementing an effective and meaningful process to engage Aboriginal peoples in a federal Environmental Assessment. Much of the knowledge and many of the skills apply equally to Crown consultation with Aboriginal peoples.

All **Service Canada** front-line staff are provided cultural sensitivity training at the Service Canada College in Regina. Diversity is also included in a portion of the Service Excellence Training, which is provided to all call centre telephone agents, as well as to all front-line Service Canada agents.

The **Royal Canadian Mounted Police (RCMP)** takes a comprehensive approach to diversity training, and includes:

- *Harassment* – Mandatory training that promotes equity in the workplace, cultural diversity and understanding.
- *Cultivating a Global Mindset: Police Leadership in a diverse society* – Course offered by the Canadian Police College that promotes cultural training.
- *Cadet Training Program* – Includes the development and maintenance of partnerships and alliances in the context of diversity. The program was revised to integrate Ethics and Bias-free Policing concepts into the entire program. The welcome package that Cadets receive outlines the RCMP's Commitment to Cultural Diversity Declaration.
- *The Field Coaching Program* – A mandatory requirement for all new regular members of the RCMP. New employees are required to complete a community policing exercise which provides them awareness on public diversity issues and challenges.
- *Supervisory Development Program* – Designed to develop the knowledge, skills and competencies of all three categories of RCMP employees working in a supervisory role. The course includes learning modules on values, ethics and bias-free policing. Managing workplace relations trains supervisors to recognize and be aware of cultural issues that may arise and how to manage these issues appropriately.
- *Aboriginal/Inuit Perceptions Training* – Intended to heighten awareness and understanding of Aboriginal peoples in Canada, their history, cultures, values, current situation and emerging future initiatives in rebuilding that which has been lost.
- *HQ Learning and Development* – Other In-Service and Individual Instruction Module training:
  - Cross-Cultural Education Course; Cultural Awareness Orientation
  - Cultural Awareness Islam/Muslim; Cross Cultural Sikhs
  - Cross Cultural Communication Series – The Vietnamese

**FIGURE 5. FOCUS OF TRAINING OFFERED TO EMPLOYEES IN FEDERAL INSTITUTIONS TO INCREASE AWARENESS AND KNOWLEDGE OF MULTICULTURALISM AND DIVERSITY ISSUES**



### **SENIOR MANAGEMENT RESPONSIBLE FOR IMPLEMENTING MULTICULTURALISM**

Increasingly, senior managers are being held responsible for implementing multiculturalism in their institutions. At the **Canadian Human Rights Commission**, the Accountability Accord for the heads of the Commission's four branches holds them accountable for implementing the Commission's Employment Equity and Diversity Policy, and its Official Languages Guidelines. At **Farm Credit Canada (FCC)**, the Vice President of Human Resources is responsible for the corporation's strategy regarding multiculturalism. The Vice President of Strategy, Knowledge and Reputation is responsible for providing a quarterly report to FCC's Board of Directors regarding the corporation's plans to develop and implement diversity programs.

Performance Management Agreements for the executive cadre at the **Canada School of Public Service** incorporates an ongoing commitment that explicitly holds executives accountable for diversity through a number of performance measures. To ensure that managers and supervisors understand their role as stewards of a corporate culture that values and respects diversity, diversity modules were integrated into **Canada Mortgage and Housing Corporation's (CMHC's)** "Managing at CMHC" and "Fundamentals of Effective Leadership" programs.

**Human Resources and Social Development Canada (HRSDC)** is committed to ensuring that senior executives are sensitive to diversity and that the Department's workforce is representative. While a Multiculturalism Champion has been mandated to raise awareness of HRSDC's obligations under the *Canadian Multiculturalism Act*, HRSDC's senior executives are responsible for implementing multiculturalism in the Department. As such, all newly appointed executives are required to attend the "Diversity: Vision and Action" course offered by the **Canada School of Public Service** within 18 months of their appointment date.

To encourage a climate of inclusiveness at **Export Development Canada**, performance workplans for managers were revised to include a performance objective specifically addressed at cultivating and supporting an inclusive work environment that leverages diversity of people and ideas.

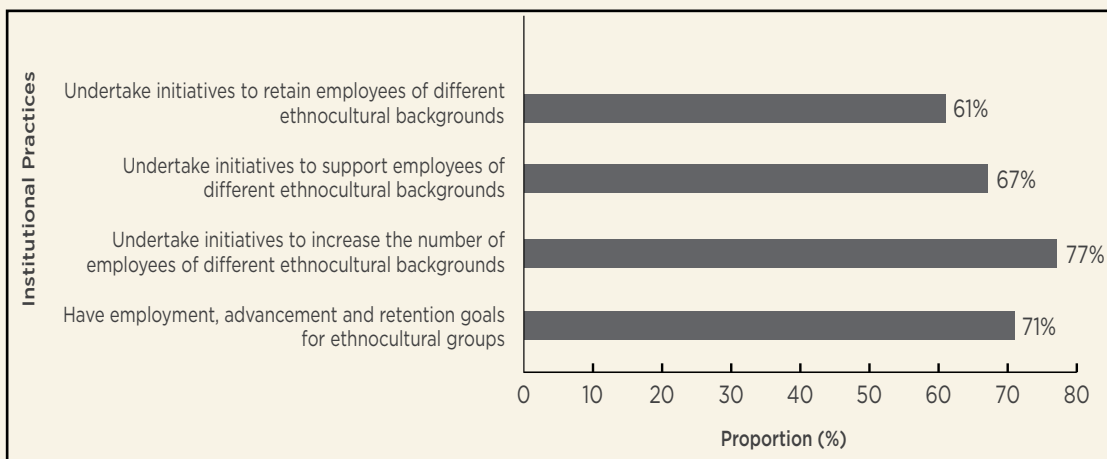
At **Public Works and Government Services Canada (PWGSC)**, senior management is responsible for ensuring that employees respect the PWGSC Statement of Values, which includes a diversity component, and that they incorporate these values into their daily activities. Employment equity and diversity are part of the executives' and Assistant Deputy Ministers' performance commitments.

The **Canada Mortgage and Housing Corporation's** core competency of "valuing and respecting individuals" ensures that not just senior managers, but all employees are accountable for diversity in the workplace. To this end, they are encouraged to include these activities in their performance management plans against which they are evaluated annually.

### ***CANADIANS OF ALL ORIGINS HAVE EQUAL EMPLOYMENT AND ADVANCEMENT OPPORTUNITIES IN FEDERAL INSTITUTIONS***

Federal institutions undertook many initiatives to ensure Canadians of all origins have an equal opportunity to obtain employment and advancement in the federal public service. The **Canadian Radio-television and Telecommunications Commission** has a very active Diversity and Equity Committee. The Committee's mandate, among other things, is to work toward fostering a workplace that is welcoming to employees from diverse backgrounds, and free from discrimination based on religion, gender, sexual orientation, disability, ethnic and cultural background, political opinion and age. The Committee also works to create access to a career path for all employees by eliminating barriers and behaviours that could hinder their progress. It strives to enact measures to correct historic employment disadvantages for designated groups and to promote their employment within the workforce.

**FIGURE 6. PRACTICES TO ENSURE THAT CANADIANS OF ALL ORIGINS HAVE EQUAL OPPORTUNITY TO OBTAIN EMPLOYMENT AND ADVANCEMENT IN FEDERAL INSTITUTIONS**



The **Department of National Defence (DND)** and the **Canadian Forces (CF)** have a well-established Employment Equity (EE) Governance Framework that is overseen by the Defence Diversity Council (DDC), and co-chaired by the Assistant Deputy Minister (Human Resources – Civilian) and the Chief of Military Personnel. Members comprise senior representatives from each Group and Command, as well as the National Advisory Group Co-Chairs. The DDC meets twice annually to monitor the strategic direction for diversity and employment equity. Each National Advisory Group has an Assistant Deputy Minister-level Champion who works to support and promote the Group. In 2006-07, the DDC Co-Chairs began the practice of EE Executive Governance meetings with the EE Champions; these meetings comprise the six Assistant Deputy Ministers and have proven to be a new best practice for DND and the CF.

The **Natural Sciences and Engineering Research Council of Canada** has an Employment Equity Advisory Committee whose mandate is to recommend positive measures that foster and promote employment equity and promote a work environment that respects and values diversity.

Federal institutions highlighted how they benefit from having a multicultural workforce. At **Public Safety Canada**, having staff from diverse backgrounds helps the Department respond effectively to the needs of Canadians from all racial and ethnocultural backgrounds. It allows the Department to draw on a greater diversity of experiences and perspectives to enrich the analysis of programs, policies and positions. The result is more effective program delivery and efficiency, and improved employee morale. Public Safety recognizes the benefits of increasing the number of employees from different ethnocultural backgrounds.

With a multicultural workforce, the **Office of the Auditor General (OAG)** is able to create more effective working relationships with the organizations it audits. Diversity helps avoid miscommunication based on cultural differences. As well, having a diverse work force better enables the OAG to attract and retain other qualified candidates from ethnocultural groups who, in turn, enhance the workplace culture.

By having a multicultural workforce at the **Canadian Intergovernmental Conference Secretariat (CICS)**, a broad range of ideas and approaches can be brought to discussions regarding CICS' mandate, internal activities and service delivery. Staff are available to provide insight and advice on how best to engage the diverse individuals and groups that CICS is called upon to interact with. Having a multicultural workforce can help promote a corporate culture that raises awareness of, and enhances respect for, the diversity of Canadian society.

Many federal institutions set goals and develop strategies to meet hiring and promoting objectives, and to retain staff from diverse backgrounds. *Objective Eye* is an interactive assessment board inventory that allows managers and human resources advisors to view the profiles of individuals who have volunteered to serve on assessment boards, including members of various ethnocultural groups. The aim of this initiative is to ensure that selection boards are more representative. In 2006-07, more departments joined the program and institutions that already belonged promoted its use internally, including **Environment Canada** and the **Canadian Environmental Assessment Agency**. A presentation about *Objective Eye* was given to employees in the Service Delivery area of Human Resources at **Agriculture and Agri-Food Canada**.

**Human Resources and Social Development Canada** began to track separation statistics and develop retention strategies where required. The Diversity Unit is beginning to track designated group promotion, acting and separation statistics to provide information to branches so that promotional, developmental and departure barriers can be identified and addressed in future Human Resource Plans. Twice a year, soon to be on a quarterly basis, each Director General at **Citizenship and Immigration Canada** is provided data on the representation and recruitment of designated groups. These data provide a snapshot of the organization and equip them to improve representation in their areas.



Competition posters are sent to employment equity organizations from the **National Capital Commission (NCC)** to increase the NCC's visibility among ethnocultural communities. The NCC also posts many competitions on professional sites which increases visibility locally, nationally and internationally and increases the likelihood of individuals from different ethnocultural backgrounds submitting applications for employment.

In 2006, the **Canada Mortgage and Housing Corporation (CMHC)** adopted several strategies to increase the number of job applicants and hires from designated groups, including: hiring managers who are informed and instructed on their accountabilities to ensure CMHC meets its annual and long-term goals; targeted recruitment for specific positions; job fairs for potential Aboriginal and visible minority employees; increased circulation of CMHC's job postings in ethnic community newspapers and on targeted recruitment web sites. Recruitment efforts were also focused on universities, professional associations, and community-based organizations such as the Ontario Council of Agencies Serving Immigrants. Every year, the **National Capital Commission** undertakes front-line student recruitment that reaches out to over 100 ethnic community groups and student organizations to fill close to 150 student positions.

All employment practices at the **Canadian Intergovernmental Conference Secretariat (CICS)** ensure Canadians of all origins have an equal opportunity to obtain employment and advancement in the organization. CICS respects the merit principle and fosters a corporate culture open to, and respectful of diversity, in order to attract employees of different ethnocultural backgrounds.

The **Freshwater Fish Marketing Corporation** employs many general labourers for short terms. This practice provides opportunity for new immigrants arriving in Canada to obtain immediate employment, while allowing the flexibility for them to pursue English as a second language training.

### ***SUPPORTING AND RETAINING EMPLOYEES OF DIVERSE CULTURAL BACKGROUNDS***

At the **Canada Mortgage and Housing Corporation (CMHC)**, retention strategies are focused on fostering a welcoming and inclusive workplace community by reinforcing values and core competencies to value and respect individuals. This includes ensuring managers and employees are provided with the necessary training to work in diverse teams and meet the needs of their diverse clients. Furthermore, by being exposed to different aspects of CMHC's business environment, including their products, services and clients, employees can expand their knowledge of CMHC, and position themselves for future advancement through other projects within the organization.

A solid multiculturalism policy and program framework is in place at the **Office of the Auditor General of Canada** to support the needs of employees from different ethnocultural backgrounds. The Office monitors, measures and reports on success in promoting diversity, and has a governance structure in place to effectively address issues, should they arise.

In 2005-06, **Telefilm Canada** replaced its Family Obligation Days policy with a new Personal Days policy that gives employees the opportunity to be away from work up to five days per year for religious, cultural or any other personal reasons.

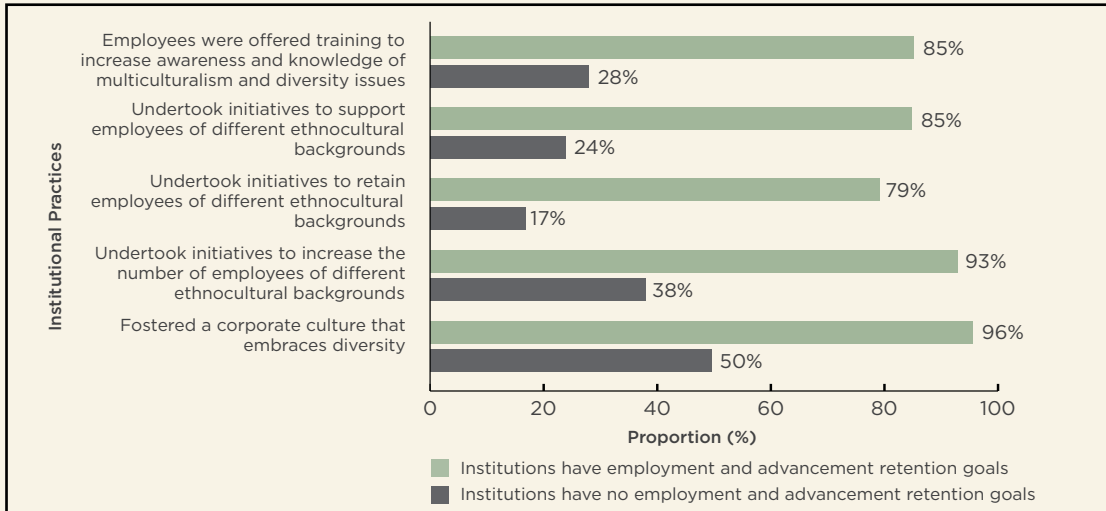
Diversity is an integral part of Telefilm Canada's activities and it is reflected in corporate policies like the Human Resources Management Policy on Diversity.

*Telefilm Canada*

CIC has communicated a clear policy statement of its commitment to diversity because it makes good business sense; because leveraging the diverse characteristics and unique talents of the work force leads to better program delivery and services to the public, increased productivity and improved employee well-being.

*Citizenship and Immigration Canada*

FIGURE 7. IMPACT OF EMPLOYMENT ADVANCEMENT AND RETENTION GOALS OF ETHNOCULTURAL GROUPS ON OTHER FEDERAL INSTITUTIONAL PRACTICES



### ADVANCEMENT OF EMPLOYEES OF ETHNOCULTURAL BACKGROUNDS

An Aboriginal Strategy has been put in place at **CBC/Radio-Canada** with the objectives of increasing and improving CBC’s Aboriginal coverage, and the number of Aboriginal people employed at CBC. The Strategy will encompass recruitment and retention, on-air reflection, professional development of Aboriginal talent at CBC, better connection with Aboriginal audiences, and greater visibility to the public on CBC’s activities in these areas.

The **National Film Board of Canada** Human Resources Direction developed a training program for delegate producers in various production centers. The sessions were designed specifically for Aboriginal people and members of various visible minority groups.

The **Canadian Food Inspection Agency’s (CFIA)** recognizes that the identification and removal of employment barriers benefits all employees and is an important component of sound Human Resources management practices. In order to ensure that all ethnocultural groups are provided equal opportunities, the CFIA equips its managers the necessary tools to make unbiased decisions when staffing positions. Managers are provided with staffing information that includes support materials such as Establishing Barrier-free Qualifications, Barrier-free Assessment, Choosing an Appropriate Area of Selection and Assessing Foreign Education Credentials. Managers are also committed to assembling selection boards that are sensitive to diversity issues; the boards themselves are multicultural whenever possible. The core staffing value of equity – staffing is barrier-free, inclusive and promotes access to employment opportunities – is instilled in Agency managers in order to ensure the Agency continues to build an inclusive and representative workforce.

NRCan believes that multiculturalism has a wider scope than EE and Diversity, encouraging the participation of all ethnocultural groups in the social, cultural, economic and political life of Canada. NRCan benefits significantly from the diverse cultural heritages and first languages of its employees, other than English and French, which enhance and contributes to the work with foreign delegations, as well as multilateral and bilateral consultations and agreements.

*Natural Resources Canada*

## **ACQUISITION, RETENTION AND USE OF ALL LANGUAGE SKILLS AND CULTURAL UNDERSTANDINGS OF INDIVIDUALS OF ALL ORIGINS**

Federal institutions use and benefit from employees' language skills and cultural understandings. Some federal institutions have capitalized on their employees' third-language skills to increase business opportunities. The **Canadian Commercial Corporation** promotes the use of employees' language skills in its contracting and procurement activities around the world, maximizing these capabilities whenever possible. **Canada Mortgage and Housing Corporation (CMHC)** uses the linguistic and cultural skills of employees to expand its business relations with diverse clients nationally and internationally. In the Ontario region, CMHC's *Staff Ambassador Program* was introduced to encourage staff to volunteer to communicate with members of the public who speak languages other than English and French. Ambassadors also contact multicultural organizations to facilitate the distribution of housing-related information, deliver home-buying information sessions to diverse linguistic client groups, act as Ambassadors between CMHC and their communities, and work with CMHC International to prepare for delegations coming to Canada or accompany Canadian delegations going overseas.

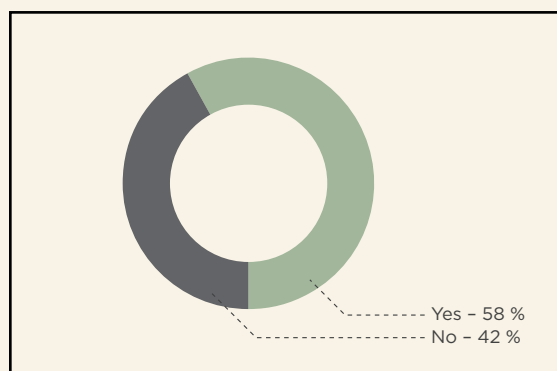
Several institutions maintain a database of the non-official language skills of employees. **Canada Post's** Customer Services keeps an updated list of employees' language skills from various ethn racial communities to enhance its services to customers. At **Blue Water Bridge Canada**, staff are available to be called upon to provide third-language ability and service, and employees are asked, on an annual basis, to update their records and indicate whether they wish to continue to participate. Patrons using the bridge have been served in Macedonian, Hungarian and Italian.

Certain organizations provide official language training to employees whose mother tongue is neither English nor French. When an employee requests training in either official language, the **Canadian Space Agency** seeks out instructors who have expertise training clients with that particular background. These instructors have developed specialized training methods, and thus trainees are able to learn more efficiently.

## **INCORPORATING EMPLOYEE CULTURAL INSIGHTS**

At the **Canada Mortgage and Housing Corporation (CMHC)**, the cultural insights of employees have allowed the Corporation to better target products and services to its diverse clients. By making use of this information, CMHC has been able to ensure new Canadians with permanent resident status have access to CMHC Homeowner Mortgage Loan Insurance, which facilitates the purchase of homes, and provides alternative credit history criteria to lenders for both new Canadians and borrowers without a Canadian credit history. The diverse cultural experiences of its employees have also assisted CHMC in: researching the housing needs of Aboriginal peoples and new Canadians; delivering housing information sessions in various languages such as Mandarin and Punjabi; and further exploring business opportunities overseas in countries such as China, Korea, Japan, Chile, Poland, Russia, Germany, India, Ghana and Egypt.

**FIGURE 8. FEDERAL INSTITUTIONS REPORTING CHALLENGES TO THE EMPLOYMENT AND ADVANCEMENT OF EMPLOYEES OF DIFFERENT ETHNOCULTURAL BACKGROUNDS**



Having a multicultural workforce helps us to better understand the interests and concerns of the broadest spectrum of Canadians. It helps us to better communicate and reach out to diverse communities across the country. We need to connect with the hearts of Canadians to build a culture of heritage conservation, to advance an understanding and recognition of the role and culture of Aboriginal communities, and to promote learning about ecological integrity and commemorative integrity and the need for protection.

#### *Parks Canada*

Given the international involvement of the **Standards Council of Canada (SCC)**, the Council has benefited extensively from having a diverse workforce. Employees can use their language skills and knowledge of different cultures to deepen their relationships with international organizations that closely align with SCC's mandate. SCC's project with Costa Rica required a number of Spanish speakers to be on hand and their cultural insights greatly enhanced project deliverables. As well, in planning international events such as the International Organization for Standardization's General Assembly, SCC has the confidence that it can deliver unique events because of its diverse workforce.

The multiplicity of perspectives brought by staff with different cultural backgrounds enriches the **International Development Research Centre's (IDRC)** approaches and outputs. The many languages spoken by IDRC staff enable the Centre to provide support to research partners whose skills in English or French are limited. Through its multicultural workforce, IDRC gains a more precise understanding of issues affecting local populations worldwide and can make more effective policy and program decisions. The diversity of IDRC's workforce also supports the Centre in its partnerships with ethnic communities and international organizations, and in research requiring the engagement of local communities.

#### **UNDERTAKE RESEARCH RELATING TO CANADIAN MULTICULTURALISM**

Federal institutions carried out, collected data and assisted with research relating to Canadian multiculturalism to enable the development of policies, programs, and practices that are sensitive to and responsive to the multicultural reality of Canada.

In 2006-07, several research initiatives were underway and results will be used to improve and broaden federal services and programs to Canadians of diverse backgrounds. The research base for **Service Canada's** Newcomers to Canada client segment reviewed and analyzed issues related to the integration of newcomers,

and the research was used to identify gaps and opportunities to improve the delivery of federal services. In addition, a profile of the Aboriginal peoples client segment was developed to support the development of a service strategy for Aboriginal peoples. This profile projected trends within the group and their effects on the delivery of Service Canada programs.

The **Public Health Agency of Canada** conducted community-based evaluations on the impact of the Agency's grants and contributions to health programs among multicultural and Aboriginal communities. These programs provide information on health issues and practices related to HIV/AIDS, Hepatitis C, child health and development, prenatal nutrition, migration health and other issues. At a national and regional level, evaluation data are collected to determine the number of recent immigrants and/or refugees served. The data on the number of immigrants and refugees attending the program is collected both at the project and at the participant level, and the project and regional level data is then compared to national level data. Efforts are being made to ensure that evaluation and research data is collected in a manner that is accessible to individuals from diverse ethnic backgrounds.

At **CBC/Radio-Canada**, French Services conducted their annual surveys, *Baromètre de la Télévision française*, *Baromètre Internet* and *Les francophones et la radio* among Canadian francophones, as well as a survey on the programming of CBF and CBFX in Montreal. Surveys included questions to identify first- and second-generation Canadians, and assess their interest for various types of content as well as their usage of TV/radio and Internet services. These surveys also included questions on perceptions vis-à-vis Radio-Canada television and radio services. Ongoing custom research conducted by CBC Research Toronto included questions to assess whether CBC TV and CBC Radio programming reflects the cultural diversity of Canada. Questions also address whether news programming portrays people fairly, regardless of their ethnic or cultural background.

In 2006-07, the **Canada Science and Technology Museum Corporation** undertook research that identified a number of characteristics within museum audiences and compared them to profiles of the general population. Characteristics included gender, language, age, education, income and geographic distribution within the National Capital Region, the presence of physical or cognitive impairments, place of birth and time spent in Canada (for those respondents who self-identified as not having been born in Canada). This information provided a portrait of the many ways in which the Corporation's museums accommodate diverse audiences.

Other departments conducted research to inform the development of federal policies, programs and practice. The **National Research Council (NRC)** undertook a formal Risk Analysis to identify the organizational risks of not further developing NRC's Diversity Program, resulting in not meeting NRC's goal of achieving a fully integrated workforce. The objectives of the risk analysis were to examine key risks, uncertainties, issues and opportunities related to work priorities and resource use in a diverse work environment. The analysis also looked at potential risk mitigation strategies. The analysis was completed and risk mitigation strategies were then prioritized and integrated into NRC's 2005-08 Diversity Work Plan. Emphasis was placed on actions that would have the greatest effect for the lowest cost or actions that would leverage efforts already underway within the organization. Thus in 2006-07, the Diversity Program was tasked with: working with the Human Resources Branch and other parts of NRC to establish workplace values to help mitigate diversity-related conflicts; continuing to provide awareness sessions targeted to staff across NRC; addressing safety and security issues in conjunction with the Occupational Health and Safety Committee; and raising NRC management's awareness of cultural differences during interviews, among other strategies. Results of the analysis will also guide the development of NRC's 2008-11 Diversity Plan.

In 2006-07 **Human Resources and Social Development Canada (HRSDC)** began several studies about immigrant seniors and will make use of the results to help shape policies and programs. HRSDC's Social Research Division is presently conducting a survey on social capital and economic security in which ethnocultural groups are being over-sampled in Canada's three main metropolitan areas. The Social Research Division continues to assist Statistics Canada and others in developing survey instruments that include multicultural, ethnic and immigrant dimensions.

We believe that taking full advantage of the rich backgrounds and abilities of all Canadians provides added value and benefits everyone, employees and customers alike. It is essential to the Corporation's ongoing efforts to ensure future competitiveness. Canada Post is committed to the creation of an inclusive and diverse workplace. We actively work to ensure that our human resource policies and practices reflect this goal. We actively promote workplace diversity, and build a culture of respect.

**Canada Post**

HRSDC's Policy Research Initiative, undertaken in partnership with the Department of Canadian Heritage, the Social Sciences and Humanities Research Council of Canada, and the Metropolis Project held roundtable consultations on diversity and multiculturalism in Halifax, Montreal, Ottawa, Toronto, Winnipeg, Saskatoon, Calgary and Vancouver. These consultations included representatives from all three orders of government, community organizations, business, the media, as well as experts on the topic of immigration and diversity. The roundtables centred on two broad questions: 1) how to foster diversity without divisiveness, and 2) whether Canada's multiculturalism policies are in need of a review in light of today's social and geopolitical realities. The full report on the roundtable discussions will be published in the Fall of 2007.

Several federal departments funded research by non-governmental organizations, academics and other researchers that examine various aspects of multiculturalism in Canada, both past and present.

**Veterans Affairs Canada** entered into a Partnership Contribution Agreement with the Métis National Council to assist with the costs of documenting the history and experiences of Métis veterans. The Métis National Council conducted interviews and historical research to document Métis veterans' contributions and sacrifices during the wars of the 20<sup>th</sup> century and their experiences during demobilization.

In partnership with other federal institutions, the **Office of the Commissioner of Official Languages** participated in the study *My Ideal Canada in 2020: Views and Voices of Young Canadians*. The study looked at how young Canadians viewed the future of Canada, including a component on multiculturalism and cultural diversity. The study showed that 78% of young Canadians want their Canada in 2020 to respect and encourage diversity.

Having employees with diverse backgrounds and experiences deeply enriches the Portfolio and creates an environment where employees can truly communicate with one another and learn to value the contribution that each person brings to the process. Both policy and program development is greatly enhanced when drawing on the talents, experiences and points of view of employees with various linguistic, cultural, ethnic, racial or religious backgrounds, resulting in better quality programs and services that more effectively address the needs of everyone.

**Veterans Affairs Canada**

There were also initiatives to inform broader public policy discussion on key multicultural issues. In 2006–07, **Status of Women Canada** began developing indicators and benchmarks to assess the progress of women's status in Canadian society focusing on the provision of diversity disaggregated data broken down by gender and groups such as immigrants, visible minorities and Aboriginal women. The **Canadian Race Relations Foundation** published two volumes of the journal *Directions* under the themes "Anti-Racist Education: Moving yet standing still," and "Towards Anti-Racism Policies: Making the case for social justice."

In 2006–07, work continued on the Metropolis Project, an international forum for research and policy on migration, diversity, and changing cities. The Project has two main objectives: to build a national and international network of researchers working on migration and diversity; and to ensure knowledge transfer and mobilization of the research to federal policymakers and other end-users. Most activities conducted by Metropolis are supported by a range of federal partners, including the Multiculturalism Program at **Canadian Heritage** and the Metropolis Project is among the best practices used by **Citizenship and Immigration Canada** to further the principles of the *Canadian Multiculturalism Act*. The Metropolis Project implements its knowledge transfer through events including conferences, seminars and roundtable discussions and a key event is the annual national conference, which brings together policy-makers, researchers and representatives of non-governmental organizations, including those that serve ethnocultural populations. The ninth annual National Metropolis Conference was held in Toronto in March 2007, on the theme of "Exploring Canada's Diversity – Today and Tomorrow." Topics included the future of multiculturalism, racism and security, and the well-being of minorities, as well as a forum on the *Canadian Multiculturalism Act*. **Human Resources and Social Development Canada** and **Citizenship and Immigration Canada** co-sponsored a workshop on *Meanings of*

*Citizenship in the 21st Century: Legal and Civic Notions of Citizenship and the Implications for Social and Economic Inclusion.* During the 2006–07 period, Metropolis also organized the following events, in collaboration with a number of partner agencies: Metropolis Presents, a one-day international public panel discussion on Second Generation Youth in Canada (Ottawa, March 20, 2007); and the G8 Experts Roundtable on Diversity and Integration (Lisbon, October 4, 2006).

In addition to holding events, Metropolis implements its knowledge transfer initiatives through publications. A considerable amount of research on multiculturalism and the integration and well-being of ethnocultural groups and visible minorities was conducted at the five Metropolis Centres of Excellence across Canada. Some 40 research projects were funded in the 2006–07 period, covering 11 priority areas. These research projects were published as Centre Working Papers or in other media, and are available on the Centre web site (<http://www.canada.metropolis.net>).

### ***THE CONTINUING EVOLUTION OF CANADA AND THE FULL PARTICIPATION OF ALL IN CANADIAN SOCIETY***

Federal institutions promote policies, programs, and practices to enhance the ability of Canadians of all origins to contribute to the continuing evolution of Canada and fully participate in society, and strive to improve the services they offer to meet the needs of members of all ethnocultural groups.

As part of the Government's response to the Parliamentary review of the *Anti-Terrorism Act*, **Public Safety Canada** has fostered initiatives based on laws prohibiting discriminatory behaviour in the provision of Government services, and on the policies and practices that government departments and agencies have in place to address misperceptions and allegations of racial profiling. Public Safety funds culturally relevant, dedicated services for policing in First Nations and Inuit communities and regular meetings have taken place with Portfolio agencies to improve co-ordination and provide focused services to Aboriginal peoples where possible. Public Safety continues to seek the views of Aboriginal partners on ways to improve the delivery of services to Aboriginal communities, and to consult with experts on new and evolving priorities for Aboriginal communities.

Federal organizations also partner with ethnocultural groups to deliver and promote federal services. The **National Parole Board (NPB)**, for example, has developed partnerships with organizations across Canada. In the Atlantic Region, the African-Canadian community has been actively engaged in the process of conditional release and successful reintegration. The Black Cultural Centre of Nova Scotia and the Black Educators of Nova Scotia are two agencies that have been actively involved with the NPB in promoting awareness and understanding of parole among members of the African-Canadian community, and they have been instrumental in providing feedback and direction to NPB on the hearing process for African-Canadian offenders in this region. In the Pacific region, the Regional Ethnocultural Advisory Committee—a committee made up of both National Parole Board and Correctional Service of Canada staff members as well as participants from local ethnocultural community agencies, such as Vancouver and Lower Mainland Multicultural Family Services Society, Mosaic and SUCCESS—has been active in working collaboratively to ensure services are available to criminals who are incarcerated or on conditional release in the community.

Across the country, the **Public Health Agency of Canada** works with a range of ethnocultural organizations to promote the use of its grants and contributions programs. These organizations engage networks of active members to provide information related to the Aboriginal Head Start program, child health, HIV/AIDS, hepatitis C, and diabetes, among other issues. In 2006-07, the funding priority of the Canadian Diabetes Strategy Community-Based Program was to prevent diabetes among target populations at higher risk for developing Type-2 Diabetes. Immigrant and ethnocultural populations are one of the priority target groups and the program has supported the development of culturally sensitive diabetes prevention programs for many communities at risk of diabetes.

The year 2006 marked the 50<sup>th</sup> anniversary of the Hungarian Revolution that led 40,000 Hungarians to new beginnings in Canada and the **National Capital Commission** worked in close collaboration with the Hungarian-Canadian community to erect a new monument in Ottawa. **Citizenship and Immigration Canada** works with private sponsors, including ethnocultural groups, to deliver the Private Sponsorship of Refugees Program, and with various service organizations across the country to deliver settlement services to refugees from various ethnocultural backgrounds.

### ***CONSULTING ETHNOCULTURAL COMMUNITIES***

Many institutions consult ethnocultural communities to better understand the diverse communities they serve. In February 2007, the **Canada School of Public Service's** Individual Learning Branch conducted consultations among key ethnocultural stakeholders on the best ways of integrating multiculturalism into the Diversity Leadership Program, as well as with Aboriginal Elders and communities for the Aboriginal Program.

Our experience has proven that diversity is good business. Our diverse workforce enables us to reach out and embrace client communities, and build a workplace culture that makes us stronger, smarter and more responsive to the needs of Canadians.

***Canada Mortgage and Housing Corporation***

**CBC/Radio-Canada** regularly consults various ethnocultural communities regarding potentially sensitive broadcasts and other activities. Communities are consulted via editorial boards, diversity roundtables, town hall meetings, and caller-feedback. For example, Muslim communities in Winnipeg and Montreal were consulted prior to the airing of "Little Mosque on the Prairie" in order to receive their reviews and comments. As well, CBC/Radio-Canada often acts as a host for different events in the community. This association results in higher profile and connection with the multicultural community. English Radio's continuing New Faces/New Voices initiative has resulted in a larger representation of people, stories and perspectives being represented on-air. New Faces/New Voices Rolodex is an Intranet database that is available to journalists and researchers. More than 400 new listings of expert sources from a variety of backgrounds are available.

Through focus group testing with ethnocultural clients, the **Canada Mortgage and Housing Corporation (CMHC)** gains valuable insights on how best to meet the diverse needs of the Canadian market. In 2006, its Communications and Marketing team completed ethnocultural focus groups concerning CMHC's human resources sub-brands. CMHC International also consulted various ethnocultural business associations, including the Canada-Russia Business Council and Canada-Arab Business Association, in support of business development activities. The Assisted Housing Division often develops inclusive committees or focus groups to provide feedback on CMHC's policies, procedures and learning materials to ensure they are appropriate and understandable to different ethnocultural groups. Likewise, some research initiatives included consultations with ethnocultural groups, which involved 100 individual key informants (survey and focus groups) and a number of agencies serving this population. These key informants and "community-based researchers" contributed to the envisioning of guiding principles for equitable, accessible and culturally competent supportive housing.



While **Western Economic Diversification (WD)** does not conduct formal consultations with ethnocultural groups on a regular basis, informal consultations occur through the development of projects and direct interaction with proponents and community stakeholders. In 2006-07, WD interacted with ethnocultural groups to continue to design community strategies to address urban Aboriginal issues; to provide business support and training to new immigrants; and to promote French language culture throughout Western Canada. WD has funded projects that include consultations with ethnocultural communities in order to inform the strategic planning and decision-making process of government, industry, and NGOs. In addition, ethnocultural communities benefit from WD projects that result in direct service to communities. An example is the pan-western study WD is supporting entitled "Next West," where a major component will be to examine community transformation, including the impacts of immigration, social diversity, and the rapidly growing Aboriginal population. This report is projected to be completed in 2008 and will likely be utilized by a number of government, industry, and not-for-profit organizations in strategic planning.

The **Canadian Nuclear Safety Commission (CNSC)** has conducted many public awareness campaigns for the benefit of First Nations communities, and consulted with Aboriginal groups to receive their input on environmental assessments and regulatory processes. For example, Aboriginal communities in Saskatchewan were consulted in relation to mining development projects in the northern regions of the province, CNSC has also formed an environmental committee in collaboration with the Dene First Nations. **Agriculture and Agri-Food Canada (AAFC)** met with representatives and members of First Nations and Métis communities across Canada in order to foster relationships, promote AAFC programs, and receive feedback on the effectiveness of AAFC's communication of programs to the community, community awareness of programs, uptake of programs, flexibility of programs and recommendations for improvement. **Enterprise Cape Breton Corporation** has a close working relationship with the First Nations community and consults regularly with Chiefs and economic development staff.

### ***ENHANCING CONTRIBUTIONS FROM ETHNOCULTURAL COMMUNITIES***

Members of all ethnocultural communities make important contributions to Canada and many federal institutions have programs and initiatives that facilitate their full participation in all aspects of Canadian life. The **Department of Justice** contracted the National Anti-Racism Council of Canada (NARCC) to conduct four regional sessions in Winnipeg, Edmonton, Halifax and Toronto. The sessions provided participants with the opportunity to learn about other community-based projects that address the over-representation of Aboriginal persons and African Canadians in the justice system. Session participants were from a wide variety of ethnocultural groups. A final report prepared by NARCC will inform decisions regarding activities under *Canada's Action Plan Against Racism* for 2007-08. The report identifies potential programs and strategies for addressing the overrepresentation issue.

**Export Development Canada (EDC)** is expanding its customer focus and service to become better connected to its customers and small and medium-sized enterprises to exchange information and gather market advice. This means building networks and developing partnerships with various local ethnocultural business councils across Canada, including councils such as the Canada-India Business Council, Indo-Canada Chamber of Commerce, Hong Kong Canada Business Association, Canadian Chamber of Commerce, Canada-Indonesia Business Council, Indo-Canada Chamber of Commerce, and the Canadian-Arab Business Council. To enhance relationships within ethnocultural communities across Canada, EDC sponsored various awards to recognize the contributions by and success of Canadian businesses and exporters. EDC collaborated with the Indo-Canadian Chamber of Commerce and the Canadian China Business Council, sponsoring and hosting customers at their annual Awards galas.

In 2006-07, **Health Canada** provided funding to the Centre for Addiction and Mental Health for the building of capacity within the French-speaking ethnocultural communities to address tobacco use. The project provided access to education, prevention and cessation resources and services for the French-speaking ethnoracial population, and built leadership capacity within these communities.

The **Financial Consumer Agency of Canada (FCAC)** partnered with organizations that work with newcomers and ethnocultural groups to deliver workshops on Access to Basic Banking Services Regulations and to distribute FCAC publications. Partners included the YMCA, Chinese Association of Mississauga, Vibrant Communities, Association of Community Organizations for Reform Now, Newcomer Information Centre, and the Welcome Inn Community Centre.

Through its Aboriginal Fishery Strategy, the **Department of Fisheries and Oceans (DFO)** collaborates with Aboriginal communities to establish fishing plans. An Outreach Project was initiated in the Maritimes Region in order to develop a network of community resources and build collaborative relationships with designated-group community contacts. An Outreach Project Leader was hired in 2006, and a team of volunteers from each branch in the region has been established. A network of community resources was developed and various activities were initiated to establish the Program which was presented at a National DFO Human Resources Symposium in March 2007. Phase I, which included communication to all stakeholders, implementation and training of an Outreach Team, has been completed. Phase II of the project will include team outreach activities, development of additional partnerships and solidifying networks with employment equity groups.

The **Canadian Radio-television and Telecommunications Commission** continues to seek ways to facilitate access to the broadcasting system by ethnocultural communities. One example is the issuance of an exemption order in March 2007 for certain third-language digital specialty services in order to encourage and expedite the entry of new Canadian third-language services and contribute to greater diversity in the broadcasting system, thus relieving applicants from having to go through the licensing process.

All programs at the **Canada Council for the Arts (CCA)** are accessible to Aboriginal artists and arts organizations as well as to artists and arts organizations from Canada's diverse cultural communities. The Aboriginal Arts Secretariat offers specific programs for Aboriginal artists and there are a number of programs offered through disciplinary sections and offices, which have a high application and success rate among culturally diverse artists and organizations: International Residencies Programs in Visual Arts, Multi-disciplinary Festivals Projects Grants Programs, Spoken Word and Storytelling Program, and Artists and the Community Collaboration Program. All of the CCA programs are supported through outreach initiatives and information sessions to targeted Aboriginal and culturally diverse communities.

The **National Arts Centre** continues to work with organizations such as l'Association des femmes immigrantes de l'Outaouais, LASI World Skills and others, and to explore new organizations that will assist them to reach out to the diversified communities of Canada.

The Nova Scotia office of the **Atlantic Canada Opportunities Agency (ACOA)** continued to provide operational support to the Black Business Initiative (BBI). For the year ending March 31, 2007, the BBI approved six loans and five community development projects. Accomplishments in 2006-07 included 14 workshops and presentations (which attracted 210 participants), three career fairs, seven business camps, a new "Business is Jammin" program for youth, networking sessions, anniversary events, and the Black Business Summit. Other highlights of the past year included the launch of the annual Black Business Directory, the annual general meeting, and the signing of an MOU with the Greater Halifax Partnership. ACOA remains an active

member of a steering committee that is working with the Africville Genealogy Society (AGS) to implement the steps included in a feasibility study and five-year business plan to develop a church/interpretive centre for the Africville site. Currently, the group is focused on capacity-building within the AGS board. ACOA contributed toward the salary of an African Nova Scotian Officer at the Greater Halifax Partnership. The officer worked in partnership with African Nova Scotian communities throughout the Halifax Regional Municipality to develop economic development projects and ultimately make an application to relevant ACOA programming.

Examples of some of the significant Aboriginal accomplishments supported by ACOA in Nova Scotia include: a contribution to Paq'tnkek First Nation to develop an economic development strategy, which encompasses a five-year work plan for the community's economic growth, supported by business plans outlining the top five economic development opportunities and highlighting key steps for implementation; and the Mi'kmawey Debert Cultural Centre, with a contribution toward an interpretive plan, which defines imaginative and distinct visitor experiences and creates schematic designs, allowing for transition to design development, program development and architectural planning. ACOA provides operational support to the Ulnooweg Development Group Inc., Atlantic Canada's only Aboriginal Capital Corporation, with a mandate to provide an array of economic development services, including loans, business support and economic development program delivery on behalf of various government departments and sector development related to fishing and forestry. ACOA continues to participate in the Mi'kmaq–Nova Scotia–Canada Tripartite Forum. The intent of the partnership is to strengthen relationships and resolve issues of mutual concern affecting Mi'kmaq communities. One of the working committees of the Tripartite Forum is the Nova Scotia Tripartite Economic Development Committee. Co-chaired by ACOA, the committee meets regularly to discuss issues, develop solutions, and recommend actions with respect to Mi'kmaq economic development. Through this committee, projects are completed using a shared funding arrangement to ensure community benefits are derived by all 13 First Nation communities in Nova Scotia, particularly through the First Nation Economic Development Fund.

Several institutions undertook initiatives to make services available to a wider audience through third-language communications. The **Canada Deposit Insurance Corporation (CDIC)** developed an advertising campaign to raise awareness of CDIC deposit insurance among select target groups. The campaign included a television commercial that aired in Cantonese, Mandarin, Italian and Punjabi in addition to English and French. The **National Capital Commission (NCC)** produced 40,000 copies of the NCC visitor's map in multilingual versions including Spanish, German, Italian, Chinese, Mandarin and Japanese for distribution at Ottawa's Capital InfoCentre in the spring of 2007.

## BEST PRACTICES

Federal institutions highlighted key initiatives as best practices to showcase all aspects of their operations. What follows are a few examples of what was reported for 2006–07.

Some best practices involve having an organization-wide corporate culture or strategy supporting multiculturalism. In March 2007, a new president and chief executive officer was appointed for a five-year term at the **Cape Breton Development Corporation**, ushering in a new era for the Corporation. An innovative strategic plan encompassing a revised vision, mission, values, goals and objectives was unveiled in July 2007. The plan will create a foundation for the Corporation to pursue opportunities that will enhance and promote cultural and racial diversity in adherence with the *Canadian Multiculturalism Act*.

**Veterans Affairs Canada (VAC)** entered into a partnership with the Chinese Canadian Veterans' Oral History Project of the Chinese Canadian Military Museum Society. This special project created a package of web pages featuring interviews with 21 Chinese Canadian WWII veterans and homefront citizens. The project is hosted as part of VAC's Heroes Remembered web site, a searchable web-based video delivery platform where photos, descriptions of veterans' unique contributions and a "Did you know?" section may be viewed in English, French, and Chinese (where available).

The **Canada Science and Technology Museum Corporation** has included multiculturalism and diversity as part of its corporate strategic framework, providing a focus for management and staff. Although museum staff had been incorporating multicultural and diversity considerations in their exhibits, programming and events, there is now more direction and support on a corporate basis. Diversity Committees at each museum have brought a new dimension to the development and planning of programs and events that include and appropriately recognize a cultural or diversity element. Much effort has been put into establishing and maintaining partnerships before, during, and after programs or events take place.

In 2006-07, **Status of Women Canada** continued to provide expertise and training on Gender-based Analysis to a number of departments and stakeholders, including Indian and Northern Affairs Canada and the Assembly of First Nations. Gender-based Analysis is a methodological tool that helps departments understand the complexity of diversity in their work, and integrate gender and diversity factors into the analysis, formulation, implementation and evaluation process of any initiative. It also helps them recognize the differential impacts that racism and discrimination can have on different groups of women and men. This understanding enables departments to address racism more effectively.

Through our partnership office, our diversity roundtables and our ongoing relationship with the community, we offer information and awareness to the public which, in turn results in the improvement of federal services.

**CBC/Radio-Canada**

Efforts to introduce and improve federal programs and services to serve a multicultural Canada were also highlighted as best practices. The **Public Health Agency of Canada** has three community-based children's programs that represent upstream investments towards helping children have a healthy start in life: the Community Action Program for Children; the Canada Prenatal Nutrition Program; and the Aboriginal Head Start in Urban and Northern Communities. Target populations include pregnant women, as well as children and families facing difficult life circumstances such as low income, social and geographic isolation, teen pregnancy/teen-parent families, and substance use. Special consideration is given to recent immigrants and to Métis, Inuit and off-reserve First Nations. As the funded projects are community-based, some projects have a more multicultural or Aboriginal focus than others, depending on their location and the needs identified in the community. Recent evaluations confirm that the programs are successful in reaching women, children and families at risk.

The **Canadian Museum of Civilization Corporation** worked with museums across Canada and around the world in the production of exhibitions, as well as working with embassies and high commissions for multiple special events. Exhibitions are some of the key means of communicating information and enhancing public knowledge about the cultural heritage of Canada and the wider world. Each year, the Canadian Museum of Civilization presents a variety of temporary exhibitions produced either in-house or in cooperation with other institutions. The Museum also acts as a major “window” for exhibitions from different parts of the country, showcasing travelling exhibitions on loan from other institutions. Examples include “Portraits of Canadian Women of African Descent” which captures the life stories of Canadian women of African heritage and the “Treasures from China” exhibition.

In the fall of 2006, the **Canadian Human Rights Commission** established a National Aboriginal Initiative aimed at strengthening relationships with Aboriginal groups and looking at how to incorporate the unique context of First Nations communities in human rights protection mechanisms.

The **Canada Mortgage and Housing Corporation (CMHC)** developed a Manual on Best Practices in Developing Culturally Appropriate Supportive Housing Models for Prevention and Treatment of Mental Health/Substance Use Problems. The objectives and intended outcomes were:

- to identify evidence-based best practices in developing culturally appropriate supportive housing models for persons from ethnoracial/ethnocultural communities with mental health and/or addictions issues.
- to assess current practices and capacities to deliver supportive housing services to such persons.
- to determine how these practices can be implemented to selected groups of ethnoracial communities.
- to create a manual and “tool kit” that can be used by groups wishing to develop supportive housing for underserved ethnoracial and ethnocultural communities with mental health and/or addictions issues.

The manual was completed, in large part, due to the consultations held in the fall of 2006 with persons from ethnoracial and ethnocultural communities with mental health and/or addictions issues and their families/advocates. These focus groups helped define the key elements of supportive housing for the target group and also defined the cultural competencies that housing providers require to best serve these client populations. The project also entailed building the capacity of newcomers to affect the delivery of social and residential services.

**Health Canada** highlighted several initiatives as best practices in making health promotion and health services available and relevant to multicultural groups. In 2006-07, Health Canada launched the updated *Canada Food Guide to Healthy Eating*, which acknowledges the changing ethnic makeup of Canada. Health Canada gathered feedback from ethnocultural groups to refine the content and improve the clarity and relevance of information in the new edition, and to ensure that it reflects the multiculturalism of the Canadian population. The target audience consisted of parents of children aged 2-12 years; people with a lower socioeconomic status; people who self-identify as visible minorities; and Aboriginal people living off-reserve or outside designated communities. The new Guide includes a range of foods from a variety of ethnic cuisines. In addition, work was initiated to translate the print-out for the web-based tool “My Food Guide Online” into 10 different languages,

other than English and French. The Office of Nutrition Policy and Promotion is continuing to work with community groups to determine what information, tools or processes, beyond that which is provided by the new Food Guide package, could assist new immigrants in making healthy food choices.

Also in 2006-07, Health Canada launched a national Healthy Pregnancy Campaign, a public awareness campaign that includes information and materials (radio advertisements, posters and a direct-mail campaign) designed for First Nations and Inuit peoples. Health Canada also developed the *Sensible Guide to a Healthy Pregnancy*, which provides advice on behaviours that can have a negative impact on pregnancy such as poor nutrition, alcohol consumption, smoking, and physical inactivity. The Guide provides information on folic acid, emotional and oral health, and pre-natal nutrition, and includes a 10-month pregnancy calendar.

The development of Patient Wait Time Guarantee pilot projects, in collaboration with First Nations communities, represents a best practice in terms of mutual collaboration to achieve reductions in wait times. Pilot projects will be implemented in five to ten communities and will last two years. Health Canada will work closely with First Nations and research organizations to ensure the success of these pilot projects. Results of these projects will be evaluated for use in other First Nations communities across Canada.

**Telefilm Canada's** commitment to cultural diversity and Aboriginal production is evidenced by projects funded through its main programs: Canadian Feature Film Fund and Canada New Media Fund. The Corporation has funded some 20 works, including the production of feature films like *L'Étrangère*, *Shépaghé'la*, *Amal*, *the Forgotten Women* and *Tales of an Urban Indian*, and interactive games like *NorthStar*, all of which testify to the richness of Canada's various multicultural and Aboriginal communities.

One funding recipient, Norman Cohn of Igloolik Isuma Productions, expressed his appreciation. "Recently we were trying to get Telefilm marketing assistance funds to support distributing (Knud Rasmussen) into remote Aboriginal communities that are off the grid of the subsidized Canadian distribution system. This was an instance where the money normally available to assist taking an Aboriginal-language film into Aboriginal-language communities was minimal, whereas large sums of money were available for subsidizing Canadian films in Canadian cinemas. Telefilm made an adjustment, and we got the money to distribute the film in those communities. So, in the end, you are what you do, and over the course of time we saw a huge government bureaucracy open up and finance Inuktitut-language films, and we commend Telefilm for that."

In last year's report, Telefilm Canada indicated its intention to conduct a comprehensive evaluation of the Spark Plug Program. The evaluation was successfully conducted in 2006-07 and the results highlighted the success of the programs in contributing to the integration of culturally and linguistically diverse storytelling in mainstream media. The evaluation also described the challenges facing the implementation of the programs and provided recommendations for the improvement of the program's designs.

In collaboration with Quebec City's Commissariat aux relations internationales (CRI), the **National Battlefields Commission** was involved in the creation of a Passp'Art, which will allow newcomers to get better acquainted with their city and discover their new culture through exposure to our rich cultural heritage. The program will facilitate the integration of new Canadians into our community.

The OPC, in its role of advising Parliament on data protection issues and the impact of government initiatives on individuals' privacy rights, remains committed to developing cogent policy that takes into account ethnoracial and minority realities that define Canadian society.

*Office of the Privacy  
Commissioner of Canada*

There were many best practices identified regarding federal workforces. **Public Safety Canada** is putting forth efforts to recruit Aboriginal people who, to the extent possible, represent different geographic, linguistic and cultural backgrounds. Public Safety's Aboriginal Policing Directorate is working to increase Aboriginal representation within its workforce, particularly at the operational/regional level, which is responsible for negotiating First Nations tripartite policing agreements across Canada. The First Nations Policing Policy/Program also puts forth best efforts to staff First Nations, Métis, or Inuit officers in both the self-administered policing agreements, as well as the Royal Canadian Mounted Police (RCMP) Community Tripartite Agreements (CTAs). While the majority of officers in self-administered agreements are Aboriginal, the percentage is lower for RCMP CTAs due to difficulty in recruiting; however non-Aboriginal officers who are hired often have Aboriginal cultural sensitivity training.

In 2006-07, the **Public Service Commission of Canada (PSC)** launched a pilot project that furthers the *Canadian Multiculturalism Act's* principle of promoting the full and equitable participation of individuals and communities in the workplace. As a centre of excellence for Aboriginal employment, the Central Prairie Region and Nunavut Region developed a National Strategy that includes a framework, strategy and action plan for increasing the Aboriginal workforce. The initiative responds to the growing demographics of Aboriginal peoples in Canada, and specifically in the Prairie provinces. Based on the outcomes of the pilot, the PSC will consider establishing a national Aboriginal Centre of Excellence. Canadians are better served when the public service reflects the diversity of the population it serves.

The Civilian Training Needs Analysis conducted by the **Department of National Defence** in 2005-06 identified target populations and learning gaps in existing products and programs. A Diversity/Employment Equity (EE) Training and Learning Strategy and Action Plan was developed and approved in 2007. Implementation of this plan will ensure that all leaders, managers, supervisors and practitioners are provided with the appropriate tools and training to contribute to the organization's diversity objectives. The Well-Being and Diversity Champion will continue to work with the four EE Champions to promote the vision of an inclusive workforce that is representative of Canadian society by influencing leadership, attending commemorative events and offering insight into achieving departmental goals. Senior leadership and EE Champions will be provided with key diversity statements and encouraged to send clear messages to all managers and supervisors promoting diversity training and activities.

At the **International Development Research Centre**, senior managers were accountable for implementing the leadership competency profile. The leadership profile includes management of a multicultural workforce and senior managers' variable pay increase was partially based on this factor.

At the **Privy Council Office**, public service renewal is one of the key areas of focus for the Clerk of the Privy Council, particularly the looming imperative of replacing retiring public servants. The identification and development of individuals with the right professional qualifications and linguistic capacity, representing the diversity of Canadian society, will be essential. Furthermore, the sheer volume of new recruits that will be needed over the foreseeable future represents a unique opportunity to increase the diversity of the public service. Deputy Ministers are to develop their own integrated human resources and Business Plans and report on results to the Clerk of the Privy Council by mid-January 2008.

Farm Credit Canada only recently appointed an individual to the position of Consultant, Official Languages and Diversity. The focus of the corporation has been to build a high performance culture where how people work together is our competitive advantage. A high performance culture will embrace differences and diversity and this will form the basis of FCC's initiatives for diversity and multiculturalism.

**Farm Credit Canada**

## FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION

**FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION**

Agriculture and Agri-Food Canada  
 Assisted Human Reproduction Agency of Canada  
 Atlantic Canada Opportunities Agency  
 Atlantic Pilotage Authority  
 Bank of Canada  
 Blue Water Bridge Canada  
 Business Development Bank of Canada  
 Canada Council for the Arts  
 Canada Deposit Insurance Corporation  
 Canada Economic Development for Quebec Regions  
 Canada Industrial Relations Board  
 Canada Mortgage and Housing Corporation  
 Canada Pension Plan Investment Board  
 Canada Post Corporation  
 Canada Revenue Agency  
 Canada School of Public Service  
 Canada Science and Technology Museum Corporation  
 Canada-Newfoundland and Labrador Offshore Petroleum Board  
 Canadian Air Transport Security Authority  
 Canadian Artists and Producers Professional Relations Tribunal  
 Canadian Broadcasting Corporation  
 Canadian Centre for Occupational Health and Safety  
 Canadian Commercial Corporation  
 Canadian Environmental Assessment Agency  
 Canadian Food Inspection Agency  
 Canadian Forces Grievance Board  
 Canadian Heritage  
 Canadian Human Rights Commission  
 Canadian Human Rights Tribunal  
 Canadian Institutes of Health Research  
 Canadian Intergovernmental Conference Secretariat  
 Canadian International Development Agency  
 Canadian Museum of Civilization Corporation  
 Canadian Museum of Nature  
 Canadian Nuclear Safety Commission  
 Canadian Race Relations Foundation  
 Canadian Radio-television and Telecommunications Commission  
 Canadian Security Intelligence Service  
 Canadian Space Agency  
 Canadian Tourism Commission  
 Canadian Wheat Board  
 Cape Breton Development Corporation  
 Citizenship and Immigration Canada  
 Defence Construction Canada  
 Downsview Park Inc.  
 Enterprise Cape Breton Corporation  
 Environment Canada



## FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION

Export Development Canada  
Farm Credit Canada  
Financial Consumer Agency of Canada  
Fisheries and Oceans Canada  
Foreign Affairs and International Trade Canada  
Freshwater Fish Marketing Corporation  
Health Canada  
Human Resources and Social Development Canada  
Immigration and Refugee Board of Canada  
Indian and Northern Affairs Canada  
Indian Residential Schools Resolution Canada  
Industry Canada  
International Development Research Centre  
Justice Canada  
Laurentian Pilotage Authority  
Library and Archives Canada  
Military Police Complaints Commission  
National Arts Centre Corporation  
National Battlefields Commission  
National Capital Commission  
National Defence and the Canadian Forces  
National Farm Products Council  
National Film Board of Canada  
National Gallery of Canada  
National Parole Board  
National Research Council of Canada  
Natural Resources Canada  
Natural Sciences and Engineering Research Council of Canada  
North American Free Trade Agreement Secretariat  
Office of the Auditor General of Canada  
Office of the Commissioner of Official Languages  
Office of the Correctional Investigator of Canada  
Office of the Federal Ombudsman for Victims of Crime  
Office of the Privacy Commissioner of Canada  
Office of the Superintendent of Financial Institutions Canada  
Pacific Pilotage Authority Canada  
Parks Canada  
Patented Medicine Prices Review Board  
Privy Council Office  
Public Health Agency of Canada  
Public Safety Canada  
Public Sector Pension Investment Board  
Public Service Commission of Canada  
Public Service Labour Relations Board  
Public Service Staffing Tribunal  
Public Works and Government Services Canada  
Ridley Terminals Inc.

FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION

Royal Canadian Mint  
Royal Canadian Mounted Police  
Royal Canadian Mounted Police External Review Committee  
Service Canada  
Social Sciences and Humanities Research Council of Canada  
Standards Council of Canada  
Statistics Canada  
Status of Women Canada  
Supreme Court of Canada  
Telefilm Canada  
Transportation Appeal Tribunal of Canada  
Transportation Safety Board  
Veterans Affairs Canada  
Via Rail Canada Inc.  
Western Economic Diversification Canada