



Canadian Radio-television and  
Telecommunications Commission

Conseil de la radiodiffusion et des  
télécommunications canadiennes



2006-2007

# Achievements Report

Implementation of  
section 41 of the  
*Official Languages Act*



Canada

**CRTC**

**2006-2007 Achievements Report**

**Implementation of section 41 of the *Official Languages Act***

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**RESULTS-BASED ACHIEVEMENTS REPORT**  
IMPLEMENTATION OF SECTION 41  
OF THE *OFFICIAL LANGUAGES ACT*  
**2006-2007**

**General information**

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Minister responsible:	The Honourable Beverly Oda
Senior official responsible for implementation of Part VII of the OLA	Ms. Diane Rhéaume, Official Languages Champion

<p>Mandate of federal institution:</p>	<p>The Canadian Radio-television and Telecommunications Commission (CRTC) was established by Parliament in 1968. It is an independent public authority constituted under the <i>Canadian Radio-television and Telecommunications Commission Act</i> (R.S.C. 1985, c. C-22, as amended), and it reports to Parliament through the Minister of Canadian Heritage.</p> <p>The CRTC is vested with the authority to regulate and supervise all aspects of the Canadian broadcasting system, and to regulate telecommunications service providers and common carriers that fall under federal jurisdiction. The CRTC derives its regulatory authority over broadcasting from the <i>Broadcasting Act</i> (S.C. 1991, c. 11, as amended). Its telecommunications regulatory powers are derived from the <i>Telecommunications Act</i> (S.C. 1993, c. 38, as amended) and the <i>Bell Canada Act</i> (S.C. 1987, c. 19, as amended).</p>
<p>National coordinator responsible for implementation of section 41:</p>	<p><b>Ms Annie Laflamme</b>  A/Director  French Language TV Policy and Applications</p> <p>CRTC  Ottawa, Ontario  K1A 0N2</p> <p><a href="mailto:annie.laflamme@crtc.gc.ca">annie.laflamme@crtc.gc.ca</a></p>

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## Summary of the Institution's Contribution to Achieving the Targeted Results

During 2006-2007, the CRTC achieved, within the limits of its mandate, a number of results in the following categories: awareness, consultation, communications, coordination and liaison, and accountability. As an administrative tribunal, the CRTC neither manages programs or services, nor funds activities; however, several of its activities do relate to the implementation of section 41 of the *Official Languages Act* (OLA).

Firstly, many activities were carried out with regard to awareness. For example, employees and senior management attended awareness sessions regarding the CRTC mandate in relation to section 41 of the OLA and the needs of official language minority communities (OLMCs).

In respect of consultations, OLMCs had opportunities to notify the CRTC of their needs and priorities, for instance through consultations with the national coordinator in connection with various forums, such as working groups and meetings with certain OLMC representatives.

In order to fulfill the communications objective to successfully transmit up-to-date info to OLMCs, the CRTC is developing a Web page on the activities it carries out in relation to the two objectives set out in section 41 of the OLA, i.e. to enhance the vitality of Canada's English- and French-speaking minorities by supporting and assisting their development, as well as to foster the full recognition and use of English and French in Canadian society.

Furthermore, the CRTC participates actively and regularly in the meetings of the national coordinators responsible for implementation of section 41 of the OLA organized by Canadian Heritage. These activities make it possible to improve internal coordination and to exchange, with other government organizations, useful information for the carrying out of the mandate under section 41 of the OLA.

Lastly, a number of the CRTC's activities carried out under the *Broadcasting Act* and the *Telecommunications Act*, such as the issuance, renewal and amendment of licences, the development of policies and regulations, and the supervision of all aspects of the Canadian broadcasting system, contribute to the achievement of objectives set out in section 41 of the OLA. During 2006-2007, the Commission's ongoing activities made it possible to attain the following goals: to promote access to broadcasting services in minority communities, to encourage broadcasting licensees' efforts with a view to increase production and broadcasting of regionally produced programs, and, finally, to foster the full recognition and use of English and French in Canadian society.

In accordance with the requirements underlined in its designation under section 41 of the OLA, there follows a detailed status report on CRTC activities in 2006-2007. These activities are grouped into the following categories of action, which were established by Canadian Heritage:

- Awareness
- Consultation
- Communications
- Coordination and liaison
- Since the CRTC does not have sponsorship, grant or contribution programs, this section is entitled "CRTC activities in connection with implementation of section 41 of the OLA."
- Accountability



## Detailed status report

### A. AWARENESS (internal activities)

[Training, information, orientation, awareness, communications activities, etc. conducted internally to raise awareness among employees and management of the federal institution regarding linguistic duality and the priorities of OLMCs; senior management performance contracts and recognition programs; OLMC perspective is taken into account in internal research, studies and investigations]

#### Targeted result:

Creates lasting changes in the federal institution's organizational culture; all employees and managers are aware of and understand their responsibilities regarding section 41 of the Official Languages Act and OLMCs:

- The employees and senior managers are aware of the importance of promoting the bilingual character of Canada.
- The employees and senior managers are aware of the importance of enhancing the vitality of the English- and French-speaking minority communities, and supporting and assisting their development.
- The communities' priorities are better identified.

<b>Activities Carried Out to Achieve Targeted Result</b>	<b>Outputs</b>	<b>Results Measurement Indicators</b>
<ul style="list-style-type: none"><li>• October 1: official languages theme day. Participation by senior management. Music and sketches by a specialized animation troupe.</li></ul>	<ul style="list-style-type: none"><li>• 400 CRTC employees were made more aware by means of an official languages theme day that included information workshops facilitated by the Official Languages Committee, as well as animation by a professional troupe.</li></ul>	<ul style="list-style-type: none"><li>• Nearly 100% of the employees at NHQ participated in the event and were made more aware of the importance of Canada's bilingual character and of the promotion of official languages in connection with their duties.</li></ul>

<ul style="list-style-type: none"> <li>• Organizing activities to foster full recognition and use of English and French in Canadian society.</li> <li>• Preparing an awareness tour carried out by the official languages coordinator in some regional offices.</li> <li>• The new Commission Chair, Mr. Konrad Von Finckenstein, was informed of the Commission's various challenges and obligations under the OLA by the official languages coordinator.</li> <li>• Transmission of information on implementation of section 41 of the OLA to employees by managers at some team meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• The 26 Agathe Loïselle Fridays<sup>1</sup> gave all non-Francophone CRTC employees a chance to speak French.</li> <li>• Greater awareness of implementation of section 41 of the OLA in the regional offices.</li> <li>• The new Chair is aware of the CRTC's obligations under the OLA and of the various positive measures that have already been taken in response to those obligations.</li> <li>• Greater awareness among employees of development with respect to implementation of section 41 of the OLA.</li> </ul>	<ul style="list-style-type: none"> <li>• CRTC employees are more aware of the importance of speaking and understanding French at work.</li> <li>• At the same time that it was increasing NHQ employees' awareness, the CRTC made sure to increase the regional offices' awareness of the responsibilities with respect to implementation of section 41 of the OLA.</li> <li>• The Chair understands the Commission's challenges and obligations in relation to implementation of section 41 of the OLA.</li> <li>• The employees are made more aware on an ongoing basis of the importance of section 41 of the OLA.</li> </ul>
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<sup>1</sup> The Agathe Loïselle Fridays are an initiative designed to promote official languages. In the activities, which take place each Friday, CRTC staff are invited to use their second language (English or French).

<ul style="list-style-type: none"> <li>• Electronic distribution of the <i>Bulletin 41-42</i> to the CRTC sectoral coordinators and directors.</li> <li>• Informal discussions between the OLMC representatives and the CRTC commissioners and senior managers concerning the OLMCs' priorities and the workings of the CRTC.</li> </ul>	<ul style="list-style-type: none"> <li>• The CRTC sectoral coordinators and directors receive <i>Bulletin 41-42</i> on the OLA.</li> <li>• This exchange of information enables the CRTC to better ascertain the realities facing the OLMCs and enables the OLMCs to better understand how the CRTC functions as an administrative tribunal.</li> </ul>	<ul style="list-style-type: none"> <li>• CRTC sectoral coordinators and directors are informed of recent developments in connection with sections 41 and 42 of the OLA.</li> <li>• The Commission Vice-Chair, Mr. Michel Arpin, met with Mr. Sylvain Boily and Mr. Patrick Henri of the Association canadienne-française de l'Alberta and with Mr. Denis Desgagné and Mr. Ronald Labrecque of Saskatchewan's Assemblée communautaire fransaskoise in October 2006.</li> </ul>
<ul style="list-style-type: none"> <li>• At least two meetings of the sectoral coordinators per year.</li> </ul>	<ul style="list-style-type: none"> <li>• The sectoral coordinators exchange information concerning implementation of section 41 of the OLA in their sectors. This is a forum in which the national coordinator conveys information to the sectoral coordinators regarding recent developments in connection with implementation of section 41 of the OLA.</li> </ul>	<ul style="list-style-type: none"> <li>• The sectoral coordinators and the national coordinator are aware of recent developments in connection with section 41 of the OLA.</li> </ul>

## Detailed status report

### B. CONSULTATION (sharing of ideas and information with OLMCs)

[Activities (e.g.: committees, discussions, meetings) allowing the federal institution to consult OLMCs and exchange or dialogue with them to identify their needs and priorities or to understand the possible ramifications for their development; activities (e.g. round table meetings and working groups) to explore possibilities for cooperation under the federal institution's current mandate or as part of development of a new program or policy; participation in OLMC consultations coordinated by other government institutions; consultation of OLMCs by regional offices to identify their concerns and needs]

#### Targeted result:

Creation of lasting relationships between the federal institution and OLMCs; the institution and the OLMCs understand each other's needs and mandates. OLMCs have forums with CRTC representatives in order to communicate their priorities and have opportunities to participate in the policy development and consultation processes leading to decision making.

Activities Carried Out to Achieve Targeted Result	Outputs	Results Measurement Indicators
<ul style="list-style-type: none"> <li>Establishment of a discussion group with the OLMCs to exchange information.</li> <li>A CRTC representative attended the annual meeting of the Fédération des communautés francophones et acadienne (FCFA) in summer 2006.</li> </ul>	<ul style="list-style-type: none"> <li>CRTC-OLMC discussion group.</li> <li>Increased exchanges of information between the OLMCs and the CRTC.</li> </ul>	<ul style="list-style-type: none"> <li>Steps were taken to establish the discussion group.</li> <li>A better understanding by the CRTC of the OLMCs' needs and priorities. The OLMCs are better equipped to understand the workings, role and mandate of the CRTC.</li> </ul>

<ul style="list-style-type: none"><li>• Television policy review.</li></ul>	<ul style="list-style-type: none"><li>• CRTC policy that possibly has an impact on the OLMCs.</li></ul>	<ul style="list-style-type: none"><li>• OLMCs are encouraged to participate in the public consultations to present their priorities.</li><li>• OLMCs have an opportunity to express their points of view at the public hearing, in writing or orally.</li><li>• In connection with this hearing, the Commissioner of Official Languages and some OLMC associations made submissions to the Commission.</li><li>• The CRTC has documents in the public record that enable it to evaluate the impact of its policies on OLMCs and study the possibility of taking positive action to implement the commitment stipulated in section 41 of the OLA, to the extent that this falls within its mandate under the <i>Broadcasting Act</i>.</li><li>• The CRTC, in connection with this policy review process, took into account all the objectives stipulated in its enabling legislation, including that with respect to linguistic duality, and approached them as being of equal importance.</li></ul>
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**Detailed status report**

**C. COMMUNICATIONS (provision of information to OLMCs)**

[External communications activities designed to inform OLMCs of the federal institution's activities, programs and policies and to promote the bilingual character of Canada; the federal institution includes OLMCs on all information and distribution lists; and the federal institution uses its Web site to communicate with OLMCs]

**Targeted result:**

OLMC culture reflects a broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services.

<b>Activities Carried Out to Achieve Targeted Result</b>	<b>Outputs</b>	<b>Results Measurement Indicators</b>
<ul style="list-style-type: none"> <li>• Public notices and notices of public hearings published in newspapers, on Web sites, etc.</li> <li>• Creation of a Web page on the CRTC site for the OLMCs, to inform them of upcoming public processes that might interest them.</li> <li>• Inclusion of implementation of section 41 of the OLA in the CRTC three-year plan for the 2007-2010 period.</li> </ul>	<ul style="list-style-type: none"> <li>• OLMCs receive up-to-date information on CRTC activities and public processes that impact on them.</li> <li>• OLMCs are able to obtain information on CRTC activities through the Web site.</li> <li>• The industry and the general public are informed of this obligation.</li> </ul>	<ul style="list-style-type: none"> <li>• OLMC participation in the CRTC public processes, such as the review of certain aspects of the regulatory framework for over-the-air television (CRTC 2006-5).</li> <li>• An intern was hired to carry out this project in summer 2007.</li> <li>• Three-year plan tabled in April 2007 and available on the CRTC web site.</li> </ul>

## Detailed status report

### D. COORDINATION AND LIAISON

#### (no funding – internal coordination and liaison with other government institutions)

[Coordination activities (research, studies, meetings, etc.) carried out by the federal institution with other federal institutions or other levels of government; participation in activities held by other federal institutions, other levels of government, etc.; participation of official language champions, national and regional coordinators, etc. in various government forums]

#### Targeted result:

Cooperation with multiple partners to enhance OLMC development and vitality, and to share best practices.

<b>Activities Carried Out to Achieve Targeted Result</b>	<b>Outputs</b>	<b>Results Measurement Indicators</b>
<ul style="list-style-type: none"><li>• Creation of a CRTC network of official languages coordinators.</li><li>• Participation in the meetings of the network of national coordinators responsible for</li></ul>	<ul style="list-style-type: none"><li>• Better coordination of the implementation of section 41 of the OLA at the CRTC and improvement of collaboration with the OLMCs.</li><li>• Information gathered on any subject related to</li></ul>	<ul style="list-style-type: none"><li>• Appointment of three sectoral coordinators at the CRTC.</li><li>• Participation in the various activities and transfer of information received at</li></ul>

<p>implementation of section 41 of the OLA, the departmental conferences on Francophone affairs and in PCH-organized interdepartmental working groups on culture.</p> <ul style="list-style-type: none"><li>• Hiring an official languages promotion officer, participation in training workshops on accountability offered by Canadian Heritage and participation in Rendez-vous de la francophonie.</li></ul>	<p>implementation of section 41 of the OLA.</p> <ul style="list-style-type: none"><li>• The CRTC has the necessary resources and knowledge for harmonious implementation of section 41 of the OLA, within the limits of its mandate.</li></ul>	<p>the CRTC.</p> <ul style="list-style-type: none"><li>• The CRTC assigned the necessary personnel for carrying out of the 2006-2009 action plan for implementation of section 41 of the OLA.</li></ul>
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**Detailed status report**

**E. FUNDING AND PROGRAM DELIVERY**

[Implementation of the federal institution's programs and delivery of its services; funding of OLMC projects by the federal institution alone or in collaboration with other federal institutions; integration of OLMC needs into delivery of the federal institution's programs and services]

<b>Targeted result:</b> OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. in relation to geographic dispersion and development opportunities) are taken into account.		
<b>Activities Carried Out to Achieve Targeted Result</b>	<b>Outputs</b>	<b>Results Measurement Indicators</b>
<b>Not applicable. See Section F.</b>		

## Detailed status report

### F. CRTC activities in connection with implementation of section 41 of the OLA

Note: As an administrative tribunal, the CRTC neither manages programs or services, nor funds activities. However, the CRTC, in the carrying out of its mandate, assigns, renews or amends broadcasting licences, develops policy guidelines, regulates and oversees all aspects of the Canadian broadcasting system. These activities are carried out under its enabling legislation. A number of these activities contribute to achievement of the objectives set out in section 41 of the OLA. The list that follows is not exhaustive.

#### Targeted result:

- Promoting access to official language minority broadcasting services.
- Encouraging broadcasting licensees' efforts with a view to increase production and broadcasting of regionally produced programs.
- Fostering full recognition and use of English and French in Canadian society.

<b>Activities Carried Out to Achieve Targeted Result</b>	<b>Outputs</b>	<b>Results Measurement Indicators</b>
<ul style="list-style-type: none"><li>• Public hearings on the assignment, renewal and amending of licences.</li></ul>	<ul style="list-style-type: none"><li>• Promotion of access to official language minority broadcasting services.</li></ul>	<ul style="list-style-type: none"><li>• OLMCs have the means to make themselves heard and be present in the community. There is a tool for promotion of minority broadcasting services. For example, the CRTC granted community radio licences to Coopérative Radio-Halifax-Métro (CRTC 2006-139) and Radio MirAcadie Inc. (CRTC 2006-464).</li></ul>

<b>Activities Carried Out to Achieve Targeted Result</b>	<b>Outputs</b>	<b>Results Measurement Indicators</b>
<ul style="list-style-type: none"> <li>Public hearings on assignment, renewal and amending of licences.</li> </ul>	<ul style="list-style-type: none"> <li>Fostering full recognition and use of English and French in Canadian society.</li> </ul>	<ul style="list-style-type: none"> <li>These measures contribute to promoting Canadian linguistic duality and to ensuring use of English and French in Canadian society. For example, a number of French broadcasting services were approved in 2006-2007. The following are some of the broadcasting decisions made for French TV: Équestre Planète (CRTC 2006-116), Passion Performance (CRTC 2006-297), Première Loge (CRTC 2007-88), Télévision éducative Cookie Jar (CRTC 2006-118), Vrak Junior (CRTC 2006-98) and Câblevision du Nord de Québec Inc. (CRTC 2006-635). The following are some of the broadcasting decisions made for radio: Fondation Radio Enfant du Canada (CRTC 2007-89), Coopérative Radio-Halifax-Métro Limitée (CRTC 2006-139) and Radio MirAcadie inc. (CRTC 2006-465).</li> </ul>

**G. ACCOUNTABILITY**

[Activities through which the federal institution integrates its work to implement section 41 of the OLA into its departmental planning and reporting mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan and status report for implementation of section 41 of the OLA); evaluations and internal audits of programs and services; regular review of programs, services and policies by the federal institution’s senior management to ensure implementation of section 41 of the OLA]

<b>Targeted result:</b> The OLMCs’ perspective and section 41 of the OLA are fully integrated into the federal institution’s policies, programs and services. The reporting structure, internal evaluations and policy reviews make it possible to determine how to better integrate the OLMCs’ perspective.		
<b>Activities Carried Out to Achieve Targeted Result</b>	<b>Outputs</b>	<b>Results Measurement Indicators</b>
<ul style="list-style-type: none"> <li>• <i>2006-2007 Estimates: Performance Report</i> for the period ending March 31, 2007. This report presents the CRTC’s achievements, to which various stakeholders and partners contributed.</li> <li>• <i>Annual Review on Official Languages, 2006-2007.</i> This annual report details how the CRTC fulfills its responsibilities under section 41 of the OLA.</li> <li>• <i>2006-2007 Estimates, Part III: Report on Plans and Priorities.</i> This report presents the CRTC’s planned expenditures and priorities for 2006-2007.</li> </ul>	<ul style="list-style-type: none"> <li>• The industry and the general public are aware of the CRTC’s designation under section 41 of the OLA and of its activities. The CRTC’s commitment to implementation of section 41 of the OLA in connection with its activities is demonstrated.</li> </ul>	<ul style="list-style-type: none"> <li>• The work done by the CRTC to implement section 41 of the OLA was integrated into the planning and accountability mechanisms.</li> </ul>

## **Distribution list**

- House of Commons Standing Committee on Official Languages
- Senate Standing Committee on Official Languages
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