



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

2004-2005 Status Report



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July 2005

Report published by

Canada Economic Development
for Quebec Regions
Montréal (Quebec) H4Z 1E8

www.dec-ced.gc.ca

© Department of Public Works and
Government Services Canada

Catalogue number: Iu90-1/1-2005
ISBN: 0-662-69243-8

Photography:
Ariane Ouellet, ©Le Québec en images, CCDMD

Printed in Canada

November 2005



Canada

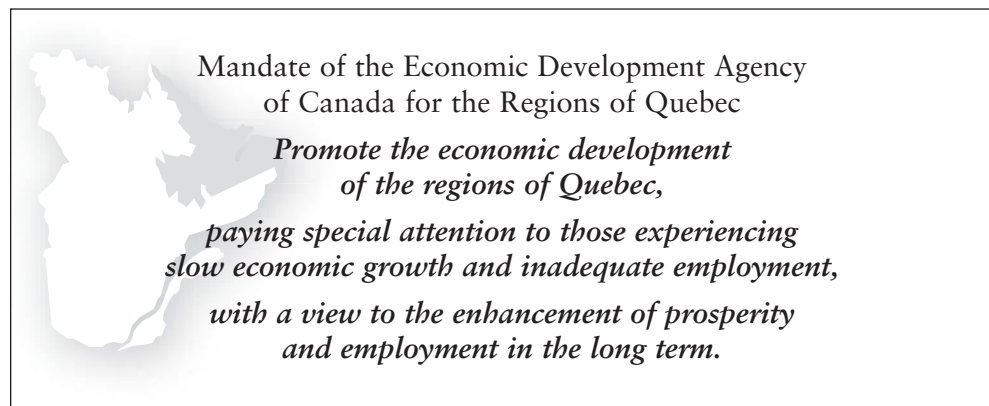
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SECTION 41 OF THE *OFFICIAL LANGUAGES ACT*

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

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General information



Government of Canada Agency
Economic Development Agency of Canada
for the Regions of Quebec

Minister responsible
The Honourable Jacques Saada

Persons responsible for implementing Part VII of the Act

President

Michelle d'Auray

Vice-President, Operations

Manon Brassard

Official Languages Champion

Rita Tremblay

Manager

Stéphane Dufour

National Co-ordinator

Louissette D'Amboise

Canada Economic Development

800 Square Victoria

Suite 3800, PO Box 247

Montréal, Quebec H4Z 1E8

Telephone: (514) 496-0946

Fax: (514) 283-7491

E-mail: louissette.d_amboise@dec-ced.gc.ca

Period covered

2004-2005

www.dec-ced.gc.ca

Summary of main results achieved

In 2004-2005, the Economic Development Agency of Canada for the Regions of Quebec carried out various activities to help achieve the Government of Canada's commitment to enhance the vitality of Official Language Minority Communities (OLMCs) and linguistic duality. These initiatives were aligned with the Government of Canada's *Results-based Management and Accountability Framework* (RMAF) for official languages and were related, more specifically, to the following horizontal results identified by the RMAF:

- strengthening community economic development and the language industries
- improving access to learning and linguistic duality
- strengthening the vitality of communities and fostering linguistic duality in the institutions of Canadian society
- ensuring compliance with the *Official Languages Act* and the Constitution through programs and services which support the development of OLMCs.

The Agency worked together with Industry Canada to implement the three economic components of the Government's *Action Plan for Official Languages*:

- two e-learning pilot projects under way for the development of individual and group entrepreneurship in regions far from main centres, calling upon business leaders and contributing to familiarize them with OLMCs and linguistic duality issues
- a project with 24 internships in the new economy to encourage young Anglophones to stay in the regions and foster the vitality of their communities
- community visits, participation in information sessions on economic development programs and services to exchange ideas with Anglophone clients and support their development.

Work was completed for the renewal of the Community Futures Program (CFP) which provide funding for the Community Futures Development Corporations (CFDCs) in designated rural regions, the Community Economic Development Corporations (CEDCs) in declining urban communities and the Business Development Centres (BDCs) in peri-urban centres. The objective of the CFP is to encourage communities to participate in the management of their future and support local job creation by providing technical and financial assistance. Measures are in place so that some 20 of these organizations, located in areas which have Anglophone

communities, offer their services in both official languages. During the last year, the Agency supported the strengthening of ties between the CFDCs and the OLMCs by organizing meetings and discussions on possible co-operation opportunities to encourage their participation in community development.

The Agency also contributed to a review of the initiative funded under the Enabling Fund for official language minority communities, namely, the National Human Resources Development Committee for the English Linguistic Minority. This organization, which has an objective of community economic development, was able to count on the active and regular participation of three Agency representatives in the meetings of its various committees. In addition, a major project, developed within this initiative, was funded in partnership with Canadian Heritage (PCH), under a special measure introduced by Canada Economic Development. This project focuses on the development of an entrepreneurial approach in Anglophone communities in economically affected regions.

The Agency contributed \$9.1 million to build the Language Technologies Research Centre (LTRC) in the Ottawa-Hull region. The centre will bring together experts from different fields of specialization, and will likely generate major scientific and economic spinoffs related to official languages (research, training, marketing of innovations, business start-ups and job creation).

Canada Economic Development elicited, accompanied and supported some 100 economic development projects with its Anglophone clients through its financial assistance programs, complemented by economic leadership initiatives and guidance for the various economic development players. Priority was given to innovation, the knowledge economy and communities facing adjustment difficulties. On a more experimental basis, a pilot project was set up to apply a vitality index in targeted communities by involving members of Anglophone communities. This tool has some 100 indicators to gauge the economic development potential of communities and identify activities to heighten their vitality.

Main intervention areas

Raising awareness

Awareness-raising efforts for Agency staff and managers continued during the year. Various information, orientation and communication activities yielded the following main results:

- the Government's commitment to Part VII of the Act is better understood at the Agency and by our main partners
- closer ties have developed among community organizations, business offices and various development stakeholders.

Consultation

Canada Economic Development became involved in formal and informal consultations with the OLMCs to better define the issues and needs of Anglophone communities and strengthen ties with them. The Agency participated in the annual consultation meeting co-ordinated by the Privy Council Office, in an Industry Canada meeting and in two sessions organized by Human Resources and Skills Development Canada (HRSDC). The Agency also held consultations on specific subjects, was regularly in contact with the OLMCs and benefited from constructive discussions through the establishment of three advisory committees on e-learning pilot projects. The knowledge acquired shed light on decision-making and the development of initiatives aimed at promoting greater participation by Anglophone communities in regional economic development.

Communication

Through its network of a dozen resource persons supporting Anglophone communities, Canada Economic Development provides communications based on the needs expressed and at an appropriate pace for the communities. Different communication tools, such as documents and the various Web sites to which the Agency contributes, improve information access for communities. In addition, Canada Economic Development staff members communicate and consolidate ties by holding information meetings on programs and services of the Agency, its partners, Industry Canada and the government. For example, three Contact Business economic leadership activities were organized by the Agency and the CFDCs in three regions where there are English-speaking communities, with a view to include them and encourage their participation.

Co-ordination and liaison

At the Agency, co-ordination with a number of branches and business offices contributed to activities or initiatives related to the objectives of Part VII of the Act. Externally, Canada Economic Development regularly participated in meetings, initiatives and projects co-ordinated by its various federal partners, such as the *Action Plan for Official Languages* (Privy Council Office), initiatives of its economic component (Industry Canada), the Interdepartmental Partnership with the Official Language Communities (Canadian Heritage) and the Official Language Minority Communities Support Fund (Human Resources and Skills Development Canada).

Program funding and delivery

In 2004-2005, the Agency provided approximately \$18.3 million in funding to carry out 107 projects for enterprises and organizations of its Anglophone clients. These projects target enterprise development and the improvement of regional economic development environment in the following areas:

- innovation
- export market development
- productivity
- electronic business
- development of natural resources
- entrepreneurship.

Special measures were taken for economically affected Anglophone communities and clients in the fishing industry in Gaspésie—Îles-de-la-Madeleine and the Basse-Côte-Nord, where more than 40 contribution agreements were approved for the purpose of promoting economic diversification and job creation.

Accountability

The objectives of Section 41 are integrated into departmental planning and accountability documents. The Agency decided that it would include these objectives when preparing business office planning. These offices, as well as a number of head office branches, participate to the development of the annual status report and the action plan for Section 41. The Agency contributed to the work by the Commissioner of Official Languages on an audit of certain CFDCs and took initiatives based on recommendations contained in her report to promote better participation by Anglophone communities in the local economic development initiatives of its partners.

Canada Economic Development has improved its support of official language communities in different intervention areas and plans to continue to do so, mainly through its in-house resources and a management team that is more aware, using accountability mechanisms that include the objectives of Section 41, strengthened partnerships and closer ties with communities.

Detailed status report

I Raising awareness - internal activities

Training, information, orientation, awareness-raising and communication activities are conducted in federal institutions to raise the awareness of employees and senior management regarding the linguistic duality and priorities of the OLMCs; performance contracts for senior officers and recognition programs; taking into account the OLMCs point of view in research, studies and investigations.

Expected outcomes during the period covered by the Action Plan

I.1 First Expected Outcome

Senior management is well informed and aware of the Agency's commitment to Section 41.

Key Activity Completed ¹	Progress (results) ²
<ul style="list-style-type: none">production of a number of informative records, holding of awareness meetings and exchanges with senior management.	The Agency's commitment to Section 41 is well understood by senior management who contribute directly to ensuring its implementation and continuously monitor the situation.

Notes:

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

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

1.2 Second Expected Outcome

The Agency's business offices and involved partners are aware and informed of achievements and developments related to Section 41 within the Agency and the Government.

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> ■ preparation and distribution on the intranet and the Internet of a brochure in both official languages describing the Agency's best practices with regard to OLMCs ■ preparation of an article for Canadian Heritage's <i>Bulletin 41-42</i> on Canada Economic Development's support for OLMCs on the Basse-Côte-Nord. ■ distribution of <i>Bulletin 41-42</i> internally ■ awareness building initiatives in the Network of CFDCs. 	<p>A number of documents have been written, edited and distributed to raise awareness at the Agency about Section 41 and information on best practices.</p> <p>The Agency's partners—the CFDCs—are more aware of Section 41 and of the importance of strengthening ties with Anglophone communities with the objective of local economic development.</p>

1.3 Third Expected Outcome

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

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> ■ discussions with resource persons at the business offices about Section 41 and co-operation with representatives of various branches ■ progress reports by the Community Economic Development and Employability Committees (CEDEC) are sent to business offices on a regular basis. 	<p>The business offices and a number of branches affected by Section 41 are familiar with the Agency's commitment regarding Section 41 and contribute to compliance. The organization is informed of the OLMCs' priorities and concerns on a regular basis.</p>

2 Consultation - sharing of ideas and information with the OLMCs

Activities (e.g., committees, discussions and meetings) during which federal institutions consult with the OLMCs and discuss or exchange ideas with them to define their needs and priorities or to understand the possible impacts on their development; activities (e.g., panels, working groups) to explore opportunities for co-operation under the current mandate of federal institutions or the development of a new program or policy; participation by the business offices in consultations with OLMCs to learn about their concerns and needs.

Expected outcomes during the period covered by the Action Plan

2.1 First Expected Outcome

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

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> ■ participation in meetings organized by the Privy Council Office to exchange ideas and consult with Anglophone communities ■ contribution to the sectorial consultations organized by Industry Canada with Anglophone communities ■ participation in a number of meetings of advisory committees involving Anglophone communities set up at the Agency's request ■ participation in consultations carried out for the review of the HRSDC Support Fund, which led to the adoption of the new Enabling Fund 	<p>The Agency was involved in many formal and informal consultations and exchanges with the communities, including senior management, as well as various branches and business offices.</p> <p>Various community resources have expressed their viewpoints and participated actively in the initial steps of developing special initiatives to direct development.</p> <p>Direct ties with the OLMCs were improved, once again, at several levels (central and regional), to bring the Agency up to date on community concerns and expectations and to focus the development of initiatives on the priorities identified.</p>

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2.1 First Expected Outcome (continued)

Key Activities Completed	Progress (results)
<ul style="list-style-type: none">■ regular discussions with the CEDECs, (presentations on their priorities and activities).	The Agency is familiar with the principles and objectives of the Support Fund for Official Language Minority Communities, is involved in its implementation and contributes to reaching its objectives.

2.2 Second Expected Outcome

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

Key Activities Completed	Progress (results)
<ul style="list-style-type: none">■ contribution by a vast range of players from Anglophone communities in project development■ involvement of local communities in activities implemented in projects for OLMCs.	The Agency co-operated closely with the OLMCs and their members in reviewing approaches for the development of initiatives for the implementation of the economic component of the <i>Action Plan for Official Languages</i> . The targeted objectives were to give them the opportunity to exercise considerable influence so that tailor-made projects are developed, partnerships are sought and needs are adequately taken into consideration throughout the implementation process.

2.3 Third Expected Outcome

Projects or initiatives are developed in accordance with expectations.

Key Activities Completed	Progress (results)
<ul style="list-style-type: none">■ implementation of two e-learning projects■ implementation of an internship project related to the new economy■ approval of projects developed in the wake of consultations made with OLMCs at the regional level.	<p>The Agency opted for implementing growth-generating pilot projects, meeting the expectations expressed by the OLMCs during consultations.</p> <p>A number of projects were approved under a specific measure set up to deal with the problems faced in the fishing industry in two regions. The objective of one of these projects, Developing an entrepreneurial approach, was competency and capacity building for individuals to help them participate in a group approach to restructuring the regional economy.</p>

2.4 Fourth Expected Outcome

Communication links between the Agency’s business offices and Anglophone community organizations are maintained or strengthened.

Key Activity Completed	Progress (results)
<ul style="list-style-type: none"> ■ discussions between the business offices and OLMC organizations. 	<p>The business offices are gradually improving their knowledge of the OLMCs, and their issues and needs. In addition, they are taking action to invite or include members of Anglophone communities in various committees and events related to the region’s economic development, such as:</p> <ul style="list-style-type: none"> ■ the Rendez-vous on employment, training and entrepreneurship in the Gaspé ■ the Federal Issue Table and meetings of regional development stakeholders in Outaouais ■ the Estrie rural team and the committee established for the preparation of a socio-economic diagnosis of the Memphremagog regional county municipality (MRC) ■ the Laval—Laurentides—Lanaudière Federal Issue Table. <p>A number of employees from the Gaspésie—Îles-de-la-Madeleine business office participated on a voluntary basis in a linguistic mentoring pilot program directed by Fisheries and Oceans Canada and involving Anglophone community organizations.</p>

3 Communication - transmission of information to the OLMCs

External communications activities aimed at informing the OLMCs of federal institutions' activities, programs and policies and to promote linguistic duality; including OLMCs on all of the information and distribution lists; use of the Web site to contact the OLMCs.

Expected outcomes during the period covered by the Action Plan

3.1 First Expected Outcome

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

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> ■ presentations to the OLMCs on the programs and services delivered by the Agency and intermediary groups in their region (meetings, advertisements and promotional tools) ■ participation of the Agency's business offices in meetings with the OLMCs organized by Industry Canada under the information and awareness component of the Government's Action Plan 	<p>The OLMCs are now better informed about the Agency's programs and services and the internal network of resource persons with whom they are increasingly communicating and working. Business Contact events were held by the Agency and the CFDCs in three regions that have OLMCs, and specific measures were taken to ensure that Anglophones could benefit from them.</p>
<ul style="list-style-type: none"> ■ according to the status of work, <i>ad hoc</i> presentations to members of the Anglophone community of progress made in the pilot projects and the internships of the <i>Action Plan for Official Languages</i> 	<p>Canada Economic Development funded Youth Employment Services (YES), which organized, under its contractual agreement, a conference on various aspects of entrepreneurship. The event, attended by over 350 entrepreneurs, provided more than a dozen workshops and some ten booths, including <i>Info entreprises</i> and <i>Info-Site</i>.</p> <p>The OLMCs were involved in implementing the economic component of the <i>Action Plan for Official Languages</i>.</p>

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3.1 First Expected Outcome (continued)

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> discussions with the Job Creation and Economic Diversification Working Group of the National Human Resources Development Committee for the English Linguistic Community. 	<p>Meetings of the Job Creation and Economic Diversification Working Group offer an opportunity for front line stakeholders of OLMCs acting as multipliers, to acquire better knowledge of economic development programs and services.</p>

3.2 Second Expected Outcome

Anglophone clients have access to information on the Agency's programs and services and on its action plan and achievements under the Official Languages Program on the Web site.

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> new action plans and annual reports related to different parts of the <i>Official Languages Act</i> on the Agency's Web site contribution to the <i>Communaction.ca</i> site co-ordinated by Industry Canada, which is aimed at bringing together information from the departments and economic development organizations, to be used by OLMCs contribution to the Program inventory and other initiatives of interest for official language minority communities co-ordinated by PCH. 	<p>The information was updated on the Canada Economic Development Web site. The Agency co-operated with a number of federal partners in gathering information or updating their site, thus communities have improved access to on-line information on many sites.</p>

4 Co-ordination and liaison - co-ordination at the Agency and liaison with other government institutions (excluding funding)

Coordination activities (e.g., research, studies, meetings, etc.) conducted by federal institutions, with other federal organizations or other levels of government; participation in activities organized by other federal departments, other levels of government, etc.; participation of official language champions, national and regional coordinators, etc., in various government forums.

Expected outcomes during the period covered by the Action Plan

4.1 First Expected Outcome

A number of interdepartmental initiatives were developed, prepared or reviewed with the sustained assistance of Canada Economic Development.

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> regular participation in meetings of various committees resulting from the horizontal initiative funded by the HRSDC Official Language Minority Communities Support Fund; contribution to the review of this initiative 	<p>Agency representatives were involved with the executive committee of the initiative, together with participants from HRSDC and PCH. Another Agency representative acted as co-chair of the Job Creation and Economic Diversification Working Group for the purpose of assisting vulnerable communities, capacity building and developing ties with various federal departments and economic stakeholders. The Agency also made a significant contribution to the review of this initiative, specifically the aspects related to local economic development.</p>
<ul style="list-style-type: none"> participation in the organization of the Forum on Linguistic Duality co-ordinated by the Quebec Federal Council's Official Languages Committee and participation in the event. 	<p>The Agency contributed to this event, which allowed it to interact with a number of other federal institutions also concerned by the application of the Official Languages Program.</p>

4.2 Second Expected Outcome

Access to specific information on approaches by other federal government partners and the sharing of good practices are simplified.

Key Activities Completed	Progress (results)
<ul style="list-style-type: none">■ participation in meetings of national and regional co-ordinators on Section 41 organized by PCH's central and regional (Quebec) offices■ participation of the official language champion to various forums.	The Agency made the most of its regular participation in meetings to obtain and exchange information or discuss Section 41 with federal partners and its various meetings related to the network of official language champions.

4.3 Third Expected Outcome

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

Key Activity Completed	Progress (results)
<ul style="list-style-type: none">■ distribution of information on the Agency's best practices related to Section 41	The Agency took the opportunity to set up a booth on Section 41 at the Forum on Linguistic Duality and provided documentation on best practices, specially prepared for the event. A number of branches and a business office worked jointly on this activity.

4.4 Fourth Expected Outcome

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

Key Activity Completed	Progress (results)
<ul style="list-style-type: none">■ conclusion and approval of a new memorandum of understanding.	The new memorandum of understanding has now been implemented for project development together with PCH.

4.5 Fifth Expected Outcome

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

Key Activity Completed	Progress (results)
<ul style="list-style-type: none">■ discussions and joint action with Industry Canada and the other regional development agencies related to project development and approval.	Exchanges with Industry partners led to monitoring progress in the implementation of projects received and approved, with a view to possible areas of co-operation among federal institutions.

5 Program funding and delivery

Program implementation and service delivery by federal institutions; funding, alone or in co-operation with other federal institutions of OLMC projects; integration of the needs of OLMCs into program and service delivery.

Expected outcomes during the period covered by the Action Plan

5.1 First Expected Outcome

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

Key Activities Completed	Progress (results)
<ul style="list-style-type: none">approval of initiatives and projects in the areas of innovation, export market development, productivity, electronics, natural resource development and entrepreneurship	<p>The Agency is developing its strategy, which consists of encouraging Anglophone clients to become more involved in community economic development and contribute to the strengthening of community capacities, the development of economic diversification initiatives, the development of entrepreneurship and the competitiveness of enterprises.</p> <p>During the year, the Agency considerably increased its financial assistance granted for projects in the Anglophone community. In total, 107 projects were approved for an amount of \$18.3 million, compared with \$9.6 million in 2003-2004. The total cost of these projects amounted to approximately \$50.3 million. The Agency's assistance corresponds to 10% of the total amount for the approved projects and their costs. This percentage is more than the relative weighting of Anglophones in the population of Quebec.</p>

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5.1 First Expected Outcome (continued)

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> ■ approval of projects as part of special community adjustment measures further to difficulties faced in the fishing industry on the Basse-Côte-Nord and in Gaspésie—Îles-de-la-Madeleine. 	<p>Canada Economic Development delivered the Adjustment Measures for Quebec Fishing Communities in the Gaspésie—Îles-de-la-Madeleine and the Basse-Côte-Nord regions. On the Basse-Côte-Nord, where most of the population is Anglophone, an Agency team entered into 44 contribution agreements regarding economic diversification efforts to create over 300 jobs in areas previously identified during local public consultations. The Agency also approved projects related to an emerging tourism industry, skills development and the taking charge of development by individuals and communities in an overall community initiative to restructure the regional economy.</p>

5.2 Second Expected Outcome

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

Key Activities Completed	Progress (results)
<ul style="list-style-type: none"> ■ development of e-learning projects related to priorities identified by Anglophone communities and approval of two major projects over a two-year period 	<p>The Agency called on specialized outside resources in sectors considered priorities by the Anglophone community to co-ordinate development, the creation of partnerships and the implementation of pilot projects. A number of projects involving the communities are in progress and others are in the development phase. These e-learning projects are aimed at making various tools available to Anglophone communities and promoting individual or group entrepreneurship and the vitality of communities.</p>
<ul style="list-style-type: none"> ■ approval of a project involving internships in the new economy. 	<p>Under the internship project to hire three groups of eight young people, most of the jobs were maintained (six out of eight) at the end of the participation of the first group, helping to keep young people in their communities.</p>

5.3 Third Expected Outcome

Projects are developed under IPOLC.

Key Activity Completed	Progress (results)
<ul style="list-style-type: none">■ joint funding with PCH for the implementation of IPOLC projects.	During 2004-2005, four new projects were launched. PCH and the Agency will inject close to \$700,000, for a total investment of over one million dollars: the first project is related to tourism development in Abitibi-Témiscamingue, the second is aimed at developing an entrepreneurial approach on the Basse-Côte-Nord and the other two support entrepreneurship initiatives for Anglophone women in the Laval—Laurentides—Lanaudière region (pre-startup and startup of enterprises).

6 Accountability

Activities through which federal institutions integrate their implementation of Section 41 of the *Official Languages Act*, such as departmental planning and accountability mechanisms (e.g., report on plans and priorities, departmental performance report, departmental business plan, status report on the implementation of Section 41 of the Act, etc.); evaluations and internal audits of programs and services; regular review of programs, services and policies by senior officers of federal institutions to ensure the implementation of Section 41.

Expected outcomes during the period covered by the Action Plan

6.1 First Expected Outcome

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

Key Activities Completed	Progress (results)
<ul style="list-style-type: none">■ inclusion of targeted objectives for Section 41 in the report on plans and priorities■ accounting in the performance measurement report■ review of the possibility of including Section 41 as a priority in call letters for the preparation of planning by the business offices.	<p>Section 41 is now included in departmental documents for planning and accountability submitted to Parliament. It is now an institutionalized practice.</p> <p>The Agency's position is to include Section 41 in the preparation of regional business plans.</p>

6.2 Second Expected Outcome

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

Key Activity Completed	Progress (results)
<ul style="list-style-type: none">■ evaluations and internal audits of satisfaction level.	The annual 2004-2005 survey of Anglophone clients indicated a high overall satisfaction rate for services provided in English by Agency staff, in particular for in-person services, written information and telephone services.

6.3 Third Expected Outcome

Contribution to the work of the Commissioner of Official Languages and taking into consideration of the recommendations formulated.

Key Activity Completed	Progress (results)
<ul style="list-style-type: none">■ contribution to the work of the Commissioner of Official Languages related to annual audits of some CFDCs.	The audit was conducted during the targeted year. The action plan developed, based on the recommendations made, will be implemented in the coming year. However, the Agency has already organized meetings with Anglophone community members and CFDC representatives to promote better participation by these clients in the local economic development initiatives implemented by the CFDCs.

