

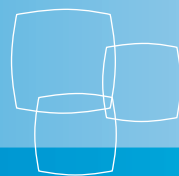


Industry  
Canada

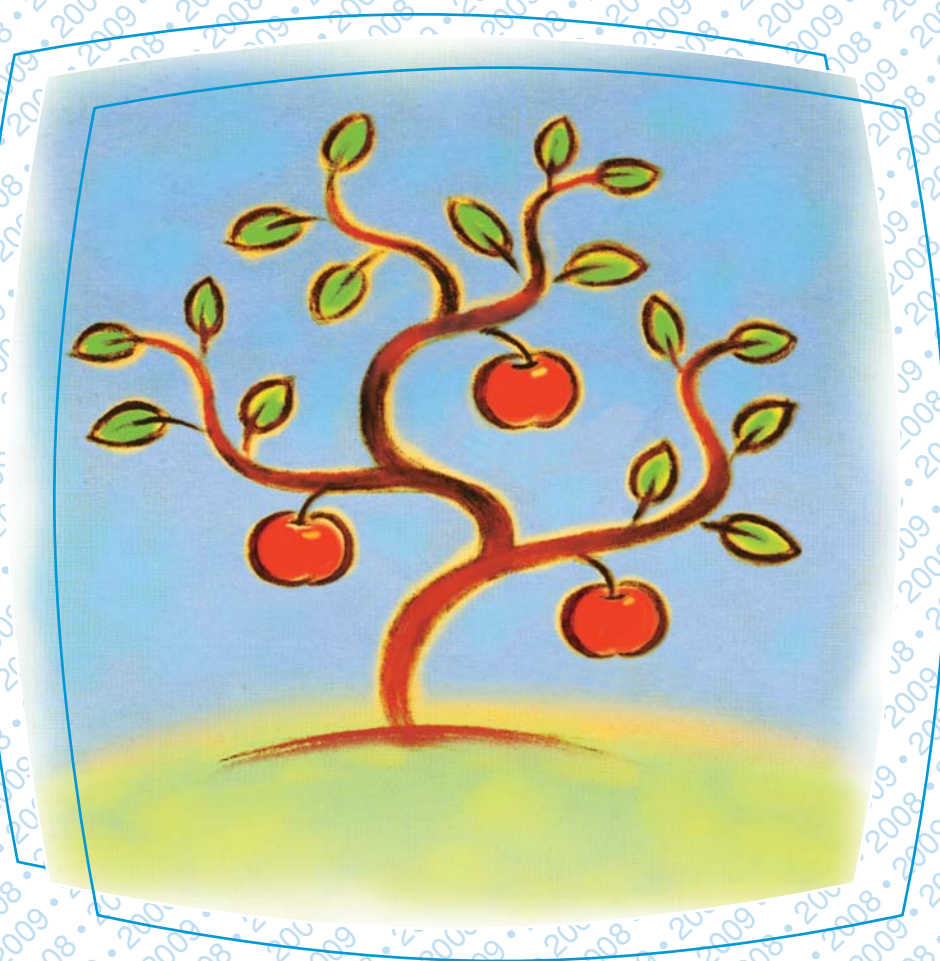
Industrie  
Canada

# Achievement Report

2008–2009



## Implementation of Section 41 of the Official Languages Act



Canada

This publication is also available electronically on the World Wide Web in XHTML format at the following address: [www.ic.gc.ca/epublications](http://www.ic.gc.ca/epublications).

This publication is available upon request in accessible formats.  
Please contact the Official Language Minority Communities.

For a print copy of this document, please contact:

Official Language Minority Communities  
Regional Operations Sector  
Industry Canada  
235 Queen Street  
Ottawa ON K1A 0H5  
Tel.: 613-946-0902  
Fax: 613-954-4074

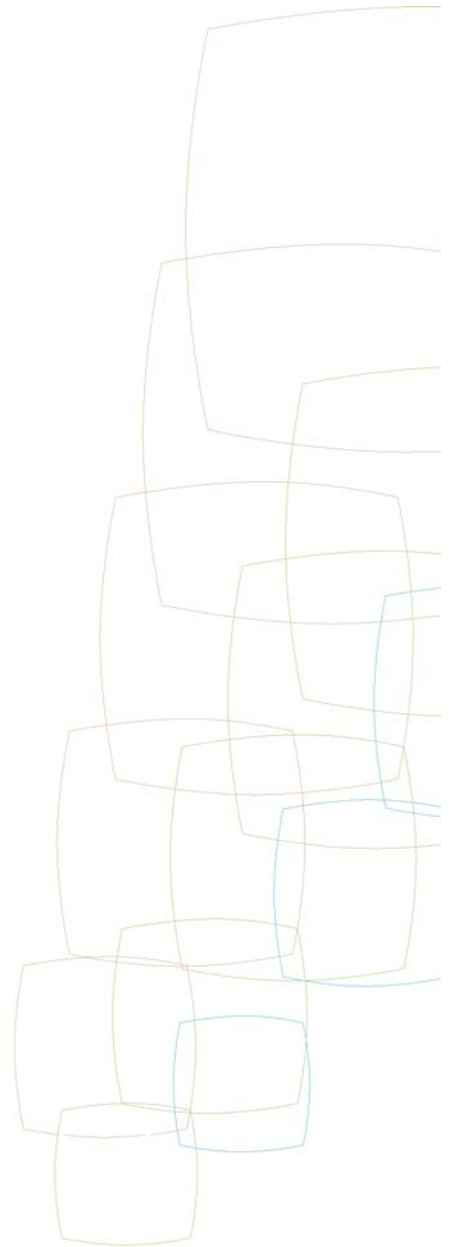
### Permission to Reproduce

Except as otherwise specifically noted, the information in this publication may be reproduced, in part or in whole and by any means, without charge or further permission from Industry Canada, provided that due diligence is exercised in ensuring the accuracy of the information reproduced; that Industry Canada is identified as the source institution; and that the reproduction is not represented as an official version of the information reproduced, nor as having been made in affiliation with, or with the endorsement of, Industry Canada.

For permission to reproduce the information in this publication for commercial redistribution, please email [droitdauteur.copyright@tpsgc-pwgsc.gc.ca](mailto:droitdauteur.copyright@tpsgc-pwgsc.gc.ca).

Cat. No. Iu70-1/1-2009E-PDF  
ISBN 978-1-100-12993-8  
60622

Aussi offert en français sous le titre *État des réalisations 2008-2009 : Mise en œuvre de l'article 41 de la Loi sur les langues officielles*.





# Table of Contents

Message from the Departmental Champion for Official Languages . . . .	1
1 General Information . . . . .	3
Summary . . . . .	4
2 Overview of Progress . . . . .	6
2.1 Awareness . . . . .	6
2.2 Consultation . . . . .	7
2.3 Communications . . . . .	7
2.4 Coordination and Liaison . . . . .	8
2.5 Funding and Program Delivery . . . . .	9
2.6 Accountability . . . . .	10
3 Distribution . . . . .	11
Appendix: Summary Table . . . . .	12
Awareness . . . . .	12
Consultation . . . . .	15
Communications . . . . .	16
Coordination and Liaison . . . . .	18
Funding and Program Delivery . . . . .	20
Accountability . . . . .	23



# Message from the Departmental Champion for Official Languages

Since it was enacted 40 years ago, the *Official Languages Act* has strengthened Canadian institutions. Section 41 of the Act, which applies to all federal institutions, established the federal government's commitment to promote the development of official language minority communities (OLMCs) and foster linguistic duality in Canadian society.

This document, *Achievement Report 2008–2009: Implementation of Section 41 of the Official Languages Act*, provides information on Industry Canada's achievements and highlights the activities of departmental sectors and regional offices. Most noteworthy are the design and implementation of an awareness strategy on active offer, the development of the Economic Development Initiative within the context of the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*, and Industry Canada's participation in interdepartmental forums and committees on key OLMC issues.

As Industry Canada's Champion for Official Languages, I am pleased with the progress we have made in promoting the development of Anglophone and Francophone minority communities in Canada. Linguistic duality is an integral aspect of our country's economic growth.



Nick Heseltine  
Assistant Deputy Minister

## General Information

Federal institution Website	Industry Canada <a href="http://www.ic.gc.ca">www.ic.gc.ca</a>
Minister responsible	The Honourable Tony Clement
Senior officials responsible for implementation of section 41 of the <i>Official Languages Act</i>	Richard Dicteri Deputy Minister  Nick Heseltine Assistant Deputy Minister Regional Operations Sector and Departmental Champion for Official Languages
Federal institution's general mandate	Industry Canada's mandate is to help make Canadians more productive and competitive in the knowledge- based economy, thus improving the standard of living and quality of life in Canada.
National coordinator responsible for implementation of section 41 Full title	David Gollob  Executive Coordinator, Official Language Minority Communities
Telephone number Email	613-991-0036 <a href="mailto:David.Gollob@ic.gc.ca">David.Gollob@ic.gc.ca</a>

# Summary

## Awareness

In 2008–2009, the Departmental Champion for Official Languages concentrated on several issues related to section 41 of the *Official Languages Act*. Technical support was provided to the Human Resources Branch to review the Department's role and obligations regarding the active offer of services to the public. An awareness strategy was developed and implemented by all of the Department's service offices.

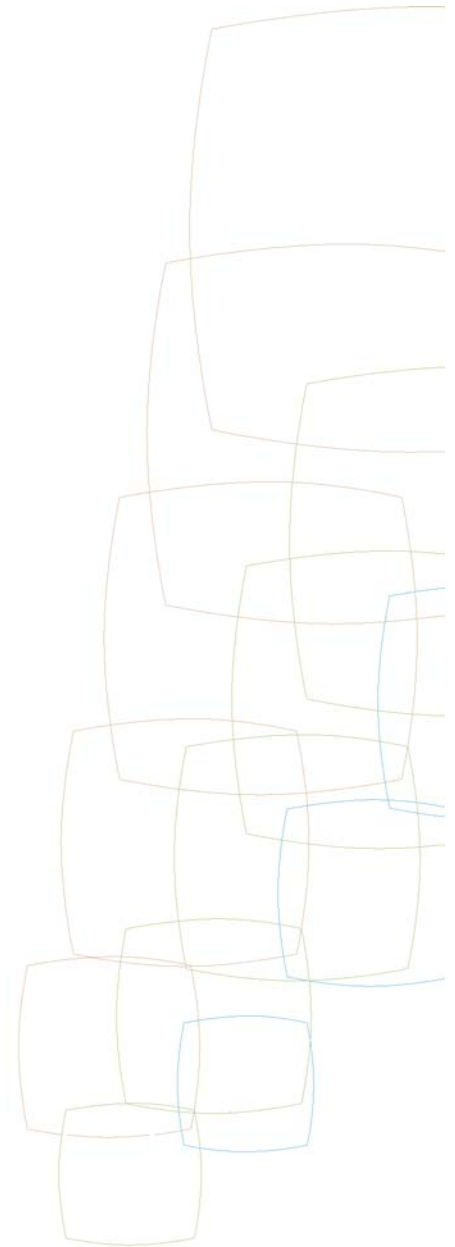
Through awareness building, senior management and program managers were encouraged to adopt a voluntary approach to systematically applying the Official Languages Filter to all new programs as they are developed. The Filter is a unique tool for analyzing a program's impact on official languages. As a result, all new Industry Canada programs associated with Canada's Economic Action Plan take into account the needs of official language minority communities (OLMCs).

## Consultation

Regular consultations with OLMCs and regional development agencies allowed Industry Canada to produce a five-year results-based action plan and a work plan to implement the Economic Development Initiative of the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*.

## Communications

A series of communications products was produced to support the Department's official languages activities. Through the CommunAction website, as well as presentations and the publication and distribution of plans and reports, OLMCs have access to information regarding the Department's activities, programs and policies.





## Coordination and liaison

Industry Canada helped with preparations to submit the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future* to Treasury Board. The Department also led the development of the Economic Development Initiative.

In addition, the Department continued to participate in a variety of interdepartmental forums and committees on OLMC issues, notably the Coordinating Committee on Official Languages Research, the Committee of Assistant Deputy Ministers on Official Languages, the Citizenship and Immigration Economic Working Group, the network of national coordinators responsible for implementing section 41 of the *Official Languages Act* and the Network of Departmental Official Languages Champions.

## Funding and program delivery

In 2008–2009, Industry Canada continued working to support the economic development of OLMCs. An implementation plan for the Economic Development Initiative was created. This new initiative is geared toward the acquisition of new business skills within OLMCs through innovation, entrepreneurship, partnerships and diversification of economic activities.

## Accountability

Industry Canada continued working to ensure that its policies and programs take OLMCs into account. Ongoing support from the Department's Official Languages Discussion Network and use of the Official Languages Filter enabled Industry Canada to adopt necessary corrective measures in a timely fashion.



# 2

## Overview of Progress

### 2.1 Awareness

Awareness-building activities play an important role in the organization. This year, Industry Canada paid particular attention to the active offer of services to the public. In partnership with the Human Resources Branch, an audit was conducted in offices required to offer services to the public in both official languages. The results of this audit led to the implementation of strategies for building awareness among staff of their roles and responsibilities. The Regional Operations Sector — OLMCs contributed to this project by funding the study and lending one resource person for one year.

During 2008–2009, Industry Canada sectors and agencies held numerous activities aimed at building awareness of section 41. For example, FedNor employees participated in three workshops on building awareness of official language requirements and responsibilities. Other activities provided more visibility for the Department, such as information sessions organized by the Canadian Intellectual Property Office for Francophone organizations in Western and Atlantic Canada.

Employee participation in departmental activities, such as the Rendez-vous de la Francophonie, contributions by the Regional Operations Sector and regional offices to various articles in *This Week @ IC* and the drafting of articles and distribution of the *Bulletin 41-42* newsletter published by Canadian Heritage all helped to promote official languages internally.

The National Coordination Team raised awareness and interest in section 41 among staff and senior management, and the application of the Official Languages Filter to all new programs is an important example of progress achieved. Across the Department, Industry Canada employees are now more familiar with the *Official Languages Act*.







## 2.2 Consultation

Industry Canada maintained contact with OLMCs through forums and meetings organized by the Department, its partners and other departments. This approach enabled Industry Canada managers to better understand OLMC concerns and the national and regional issues affecting them. The Department's participation in the work of consultative bodies, such as the National Committee of Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority in Quebec, facilitated the sharing of information and best practices.

In conjunction with these activities, Industry Canada developed its new *Action Plan 2008–2013: Implementation of Section 41 of the Official Languages Act*. The plan provides a more structured presentation of activities. Indicators were developed to better capture information while facilitating risk management. The Industry Canada National Coordination Team also prepared a work plan to implement the Economic Development Initiative under the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*.

## 2.3 Communications

Industry Canada's internal and external communications activities are aimed at promoting the bilingual nature of Canada and are characterized by the implementation of appropriate instruments to facilitate the transmission of information to OLMCs.

The Policy, Analysis and Intelligence Branch strengthened its working relationship with the Communications and Marketing Branch. This collaboration ensures a better exchange of information, both within and outside the Department, as well as consistent messaging. Given the nature of certain activities, special measures were established to better coordinate the exchange of information with partners and other departments.

Communications between Industry Canada and OLMCs take several forms. The CommunAction website ([www.communaction.ca](http://www.communaction.ca)) enables OLMCs to obtain information on the implementation of section 41 of the *Official Languages Act* and on programs and services offered, as well as on the policies and strategies underpinning the Department's mandate.

Industry Canada websites provide the Canadian public with access to a wide range of documents and services in both official languages (Canada Business, BizPaL, etc.). Regional offices distribute promotional tools (calendars, stickers, notepads, mouse pads, etc.) at business fairs and trade shows.

## 2.4 Coordination and Liaison

Coordination and liaison activities are the responsibility of the Champion for Official Languages, the Co-champion and the National Coordination Team. In 2008–2009, the Champion and Co-champion for Official Languages participated in a variety of events associated with the implementation of section 41, such as meetings organized by the Canadian Heritage Official Languages Secretariat as part of the implementation of the *Roadmap for Canada's Linguistic Duality*.

The National Coordination Team also participated in interdepartmental forums and committees, such as the Coordinating Committee on Official Languages Research and Citizenship and Immigration Canada's Economic Working Group.

In addition, Industry Canada assisted in drafting the *Roadmap for Canada's Linguistic Duality* for submission to Treasury Board. The Department also led the development of the Economic Development Initiative (EDI). Industry Canada's National Coordination Team coordinates the EDI, whereas the regional development agencies, FedNor and Indian and Northern Affairs Canada implement it.





Internally, Industry Canada follows the horizontal approach promoted across government. The Official Languages Discussion Network is an example of this approach. This network has enabled greater dialogue between different sectors, as well as a sharing of best practices.

Through these activities, the Department ensured that information on issues related to section 41 was distributed optimally both internally and externally to other government institutions.

## **2.5 Funding and Program Delivery**

Industry Canada manages several programs and initiatives that support the development of a competitive Canadian knowledge economy.

Industry Canada invested approximately \$20 million this year in the development of OLMCs and in support of Canada's linguistic duality. Organizations and businesses that meet the criteria of Industry Canada programs or initiatives are eligible to receive funding from the Department. OLMC participation increased in certain cases and decreased in others. The Sector Programs and Operations Branch has developed the ability to record data related to OLMCs.

### **Economic Development Initiative**

All EDI partners developed and implemented the tools required for the EDI to function properly. To facilitate the realization of this initiative, the National Coordination Team held conference calls and met face to face to clarify procedures, outline the roles and responsibilities of each party and identify common indicators.

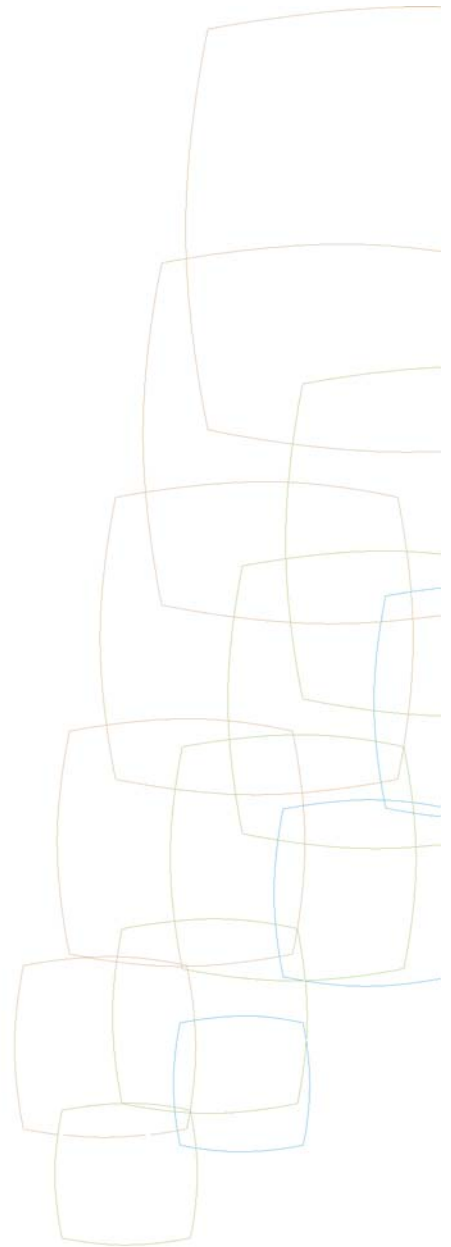
## 2.6 Accountability

Industry Canada complied with the requirements for implementing section 41 of the *Official Languages Act* and produced both an action plan for the coming years and an achievement report.

The Official Languages Filter was designed as a tool for all departmental initiatives and programs to ensure that section 41 requirements are addressed. This filter facilitated the analysis of the impact of initiatives and programs on OLMCs. It also enabled managers to better understand the requirements of the Act and identify the priorities of OLMCs.

Industry Canada teams responsible for producing memoranda to Cabinet and Treasury Board submissions focused in particular on analyzing impacts on OLMCs. This enabled departmental sectors to enhance their ability to identify the needs and priorities of these communities. This year, the official languages team supported five OLMC impact analyses, thereby increasing the capabilities of Industry Canada work teams in this area.

Finally, suggestions and comments put forward by Canadian Heritage were analyzed and integrated into the 2008–2013 Action Plan.



## Distribution

Industry Canada will advise the following stakeholders when its Achievement Report 2008–2009 is published on the Industry Canada website ([www.ic.gc.ca](http://www.ic.gc.ca)):

- National associations representing OLMCs, the Réseau de développement économique et d'employabilité and its members, the Fédération des communautés francophones et acadienne du Canada and its members, the Community Table and its members, the Quebec Community Groups Network and its members;
- Canadian Heritage;
- the Office of the Commissioner of Official Languages;
- members of the House of Commons Standing Committee on Official Languages; and
- members of the Standing Senate Committee on Official Languages.

# Appendix: Summary Table

## Awareness

### Expected result:

Employees and management understand their responsibilities regarding section 41 of the *Official Languages Act* and official language minority communities (OLMCs).

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
<ul style="list-style-type: none"> <li>Meetings of the Official Languages Discussion Network.</li> <li>General awareness-building activities (workshops, special events, articles in <i>Bulletin 41-42</i> and <i>This Week @ IC</i>) carried out in partnership with the Communications and Marketing Branch, the Human Resources Branch and other units.</li> <li>Activities of the Department's Champion for Official Languages to heighten awareness among senior management and Industry Canada staff of the relevance and benefits of linguistic duality and the Department's obligations under the <i>Official Languages Act</i>.</li> </ul>	<p><b>Regional Operations Sector</b></p> <p>An audit was conducted of the active offer of services to the public. An awareness-building strategy was then developed and implemented by all departmental service offices in order to build awareness among employees. Technical support was provided by the Human Resources Branch for a review of the Department's role and obligations with regard to active offer.</p> <p><b>Canadian Intellectual Property Office (CIPO)</b></p> <p>Representatives of 20 public and private Francophone organizations from Western and Atlantic Canada learned of the importance and benefits of the intellectual property system.</p> <p>Information sessions on intellectual property were provided to more than 200 OLMC students and business people across the country.</p>	<p>Industry Canada staff and senior management have a better understanding of the <i>Official Languages Act</i>.</p> <p>Increased visibility for the Department.</p> <p>Increased awareness of the importance and benefits of the intellectual property system.</p> <p>Francophone groups have acquired new knowledge of intellectual property and will in turn offer information sessions to small and medium-sized Francophone businesses in 2009–2010. CIPO will conduct an annual follow-up with the organizations in order to promote its initiatives.</p>

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
	<p>The CIPO awareness program participated in the Expo Acadie trade fair organized by the Conseil de développement économique de la Nouvelle-Écosse for the prosperity of Acadian communities. Information was provided in the form of expert advice and specialized publications.</p> <p><b>Corporations Canada</b></p> <p>Employees of Corporations Canada participated in departmental activities organized for the Semaine nationale de la francophonie.</p> <p><b>FedNor</b></p> <p>Three departmental meetings of FedNor executives and service delivery personnel (25 participants) were held.</p> <p>Meetings and conference calls were organized with the two FedNor official languages committees (between 15 and 25 participants). These committees were created to provide for more in-depth discussion of the application of the <i>Official Languages Act</i> in bilingual-designated Community Futures Development Corporations and OLMCs in Ontario.</p> <p>Three workshops were held for FedNor executives and personnel (135 participants) to study the <i>Official Languages Act</i> and its application within the organization and within the context of services offered to clients.</p>	<p>Networking with exhibitors (40) and the entrepreneurs, leaders and organizations attending the trade fair. This led to a presentation to the Centre d'aide en affaires et en entrepreneuriat in Tusket, Nova Scotia.</p> <p>Managers and supervisors encouraged staff to participate.</p> <p>Employees have a better understanding of how the provision of the Act dealing with the active offer of services to the public is applied.</p> <p>Increased awareness of official language requirements and responsibilities in FedNor's organizational structure.</p>



## Awareness (Continued)

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
	<p><b>REGIONS</b></p> <p><b>Atlantic</b></p> <p>Two articles were written and published in Canadian Heritage's <i>Bulletin</i> 41-42:</p> <ul style="list-style-type: none"> <li>• <b>"Dare to experience Newfoundland and Labrador!"</b></li> <li>• <b>"APTICA broadens its reach in Atlantic Region"</b></li> </ul> <p>The main Acadian and Francophone minority media were monitored.</p> <p><b>Pacific</b></p> <p>Industry Canada's Pacific Regional Office participated in the Rendez-vous de la Francophonie in March 2009. Francophone volunteers were present at the Industry Canada booth.</p>	<p>Employees remain aware of the concerns, issues and emerging topics of interest to OLMCs in the four Atlantic provinces, particularly with regard to community economic development.</p> <p>Increased visibility for the Department.</p>

## Consultation

### Expected result:

Creation of productive relationships between Industry Canada and official language minority communities (OLMCs).

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
<ul style="list-style-type: none"> <li>Annual consultations with representatives of OLMCs.</li> <li>Participation in the work of consultative bodies organized by central agencies and other departments through government and representatives of OLMCs to discuss priorities and needs. These include the National Committee of Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority in Quebec.</li> </ul>	<p><b>Regional Operations Sector</b></p> <p>Meetings with national groups closely involved with the economy were held in order to identify needs in developing the Economic Development Initiative.</p> <p>Members of the official languages team represented Industry Canada at meetings of the National Committee of Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority in Quebec.</p> <p><b>FedNor</b></p> <p>FedNor held more than 30 meetings with local and regional OLMC organizations to better identify their needs and priorities.</p> <p>The Francophone community of Prescott-Russell was consulted in order to develop a better understanding of local needs with regard to official language-related services in its service area.</p>	<p>More targeted consultations.</p> <p>Enhanced understanding of OLMCs' national and regional concerns.</p> <p>Better coordination of information; sharing of best practices.</p> <p>Greater capacity on the part of FedNor to serve OLMCs in Ontario.</p>

## Communications

### Expected result:

Official language minority communities (OLMCs) receive up-to-date and relevant information about Industry Canada programs and services.

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
<ul style="list-style-type: none"> <li>• Creation of a comprehensive Industry Canada communications and marketing plan.</li> <li>• Targeted communications and marketing activities regarding the implementation of section 41 of the <i>Official Languages Act</i>.</li> <li>• Updating of the Industry Canada CommunAction website (<a href="http://www.ic.gc.ca/eic/site/com-com.nsf/eng/home">www.ic.gc.ca/eic/site/com-com.nsf/eng/home</a>).</li> </ul>	<p><b>Regional Operations Sector in partnership with the Communications and Marketing Branch</b></p> <p>A communications plan was produced for Industry Canada's official languages component and the co-ordination of associated activities:</p> <ul style="list-style-type: none"> <li>• coordination of the printing and preparation of the Achievement Report 2007–2008 in PDF and HTML formats; and</li> <li>• coordination of the printing and preparation of the Action Plan in PDF and HTML formats.</li> </ul> <p>Communication tools (news releases, media relations and information distribution service) were also put together by the Communications and Marketing Branch within the context of the Economic Development Initiative (EDI).</p> <p><b>Small Business and Tourism Branch</b></p> <p>Canada Business, BizPaL and the Canada Small Business Financing Program, as well as the services they offer, are presented in many public communications activities.</p> <p>Marketing and communications documents are provided in both official languages.</p> <p>The 1-800 number and websites are available in both official languages.</p>	<p>A solid working relationship is in place and there is a series of communications activities.</p> <p>Interested parties have access to information in the language of their choice.</p> <p>Consistency in the messages delivered by partners participating in the execution of the EDI.</p> <p>Small and medium-sized enterprises have been made aware of the policies, programs and services available to them in both official languages and have been provided with assistance in accessing them.</p>

## Communications (Continued)

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
	<p><b>FedNor</b></p> <p>Quarterly conference calls with bilingual-designated Community Futures Development Corporations (CFDCs) were held to discuss local projects.</p> <p><b>REGIONS</b></p> <p><b>Ontario</b></p> <p>Communications, Ontario Region, provided support at the Business, Government Services and You awareness-building meeting organized for entrepreneurs in February 2009 by the Canada–Ontario Business Service Centre. All material was produced in English and French.</p> <p>The Ontario Region supported the distribution of a series of business-related articles published by News Canada targeting Anglophone and Francophone media in the region.</p> <p><b>Atlantic</b></p> <p>The Atlantic Regional Office conducted promotional activities and distributed promotional material at meetings with OLMCs (booths at fairs and business shows, etc.).</p> <p>Active promotion (externally and internally) by the Atlantic Region Official Languages Coordinator of programs, resources and virtual tools developed by Industry Canada for OLMCs, such as CommunAction.ca, calendars, stickers and mouse pads.</p>	<p>CFDCs better understand their obligations under the <i>Official Languages Act</i>.</p> <p>Effective cooperation and communication of information to the public in the language of their choice.</p> <p>Increased visibility for the Department.</p>

## Coordination and Liaison

### Expected results:

Optimal flow of information on section 41 issues within Government of Canada information and liaison structures.

Coordinated planning among Industry Canada, Industry Canada/FedNor, the regional development agencies and Indian and Northern Affairs Canada toward implementation of the Economic Development Initiative under the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*.

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
<ul style="list-style-type: none"> <li>Maintaining existing partnerships with other Government of Canada departments and agencies.</li> <li>Participation in interdepartmental committees and intergovernmental mechanisms on official languages issues, including the Committee of Assistant Deputy Ministers on Official Languages, the Council of the Network of Departmental Official Languages Champions and the Network of National Section 41 Coordinators.</li> </ul>	<p><b>Regional Operations Sector</b></p> <p>The following activities were carried out in partnership with the Communications and Marketing Branch:</p> <ul style="list-style-type: none"> <li>Industry Canada collaboration on an interdepartmental work plan;</li> <li>maintenance and updating of departmental and interdepartmental distribution lists.</li> </ul> <p><b>Interdepartmental committees</b></p> <p>The National Coordination Team participated in meetings of interdepartmental committees. Updating of information on section 41 concerns at Industry Canada.</p> <p><b>FedNor</b></p> <p>The FedNor Official Languages Coordinator coordinated two official languages committees. She also participated in national events for official language coordinators.</p> <p>The FedNor Official Languages Coordinator participated in intra-departmental meetings held in Sudbury, Ottawa and Toronto.</p> <p>Bilingual program delivery personnel and the Official Languages Coordinator participated in multi-sectoral meetings.</p>	<p>More coherent approach to horizontal issues by federal departments and agencies.</p> <p>Information exchange among departments on issues affecting official language minority communities (OLMCs).</p> <p>Increased understanding by FedNor work teams of the concerns of OLMCs.</p> <p>Opportunities for increased cooperation between FedNor and other federal institutions.</p>

## Coordination and Liaison (Continued)

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
	<p><b>REGIONS</b></p> <p><b>Atlantic</b></p> <p>The Atlantic Region is active on interdepartmental committees of the federal councils established in each of the four Atlantic provinces.</p> <p>It also sits on tripartite government/community committees responsible for Part VII of the <i>Official Languages Act</i>, including:</p> <ul style="list-style-type: none"> <li>the Coordinators' Network — section 41 of the <i>Official Languages Act</i> – Nova Scotia;</li> <li>the committee of the New Brunswick Acadian community and federal departments;</li> <li>the Newfoundland and Labrador Francophone Affairs Steering Committee; and</li> <li>the Prince Edward Island Francophone Resources Development Committee.</li> </ul> <p>The Atlantic Region collaborated on more than 20 activities associated with the development of OLMCs this year.</p> <p><b>Prairie and Northern Region</b></p> <p>The coordinator responsible for section 41 of the <i>Official Languages Act</i> for the Prairie and Northern Region attended a meeting of the Manitoba Interdepartmental Network of Official Languages Coordinators.</p>	<p>Maintenance of close working relationships with a wide network of leaders and key individuals in the main agencies involved in OLMC development in the Atlantic Region.</p> <p>Establishment of relationships among government parties and sharing of information.</p>
<b>Economic Development Initiative</b>	<b>Economic Development Initiative</b>	<b>Economic Development Initiative</b>
<ul style="list-style-type: none"> <li>Liaison with regional development agencies and Indian and Northern Affairs Canada on the planning and execution of the Economic Development Initiative (EDI).</li> </ul>	<p><b>Regional Operations Sector</b></p> <p>Communication of information and consultations during the drafting of the Treasury Board submission and the Results-based Management and Accountability Framework for the EDI.</p>	<p>The Audit and Evaluation Branch received a note of appreciation from the Policy, Analysis and Intelligence Branch for the help it provided to the EDI team.</p> <p>The EDI team will be in a better position to report on EDI results.</p>

# Funding and Program Delivery

## Expected results:

Official language minority communities (OLMCs) receive information, services and financial support under Industry Canada programs.

Economic development needs of OLMCs are better defined and understood.

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
<ul style="list-style-type: none"><li>Provision of information, services and funding to OLMCs through Industry Canada programs.</li></ul>	<p><b>Small Business and Tourism Branch</b></p> <p>Student Connections Program: 55 young Francophones from OLMCs received financial assistance to pursue post-secondary studies. The investment totalled \$265 650 in the form of contributions distributed through the Student Connections Program.</p> <p><b>Sector Programs and Operations Branch</b></p> <p>The Canada–Ontario Municipal Rural Infrastructure Fund invested \$11 511 169 in 44 community projects affecting OLMCs.</p> <p>Under the Canada–Ontario Infrastructure Program, more than \$534 534 was invested in four projects affecting OLMCs.</p> <p>Under the Computers for Schools program, 751 computers were delivered this year to OLMC organizations and schools.</p>	<p>Greater OLMC participation in the Student Connections Program.</p> <p>Financial assistance to OLMCs through Industry Canada funding programs.</p> <p>Enhanced capability among the sectors to record data related to OLMCs.</p>



## Funding and Program Delivery (Continued)

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
	<p>The Community Access Program provided a range of activities and services in both official languages across the country (online learning, distance education, etc.). This year, the Community Access Program included 904 sites and, according to estimates, 347 of these sites served OLMCs. The Community Access Program invested approximately \$3 443 336, which represents 24 percent of the total funding of \$14 417 000.</p> <p><b>FedNor</b></p> <p>The Northern Ontario Development Program (NODP), the Eastern Ontario Development Program (EODP) and the Community Futures Program were delivered by FedNor.</p> <p>More than \$7 million was invested in approximately 50 projects in the Francophone community. These investments can be broken down as follows:</p> <ul style="list-style-type: none"> <li>• 8 percent — service delivery operating costs for 18 bilingual-designated Community Futures Development Corporations (CFDCs) (including EODP administrative costs) and for the Ontario Association of CFDCs;</li> <li>• 22 percent — community economic development, including young interns, skills development, tourism activities and regional initiatives;</li> <li>• 12 percent — local initiatives; and</li> <li>• 58 percent — CFDC investment fund activities (86 loans).</li> </ul>	<p>The needs of OLMCs are addressed in program activities.</p>

## Funding and Program Delivery (Continued)

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
	<p><b>Quebec Region</b></p> <p>In the winter of 2008, the Quebec Region shared research conducted by Industry Canada on partnership projects and language training needs to improve the bilingualism of workers in the Québec area with the Comité Québec multilingue.</p> <p>The research led to concrete actions. For example, the Québec/Chaudières Appalaches Community Economic Development and Employability Committee received \$200 700 from Canada Economic Development in March 2009 to explore the recommendations formulated by Industry Canada in its studies on the subject.</p>	<p>Sharing of information, providing for better understanding of OLMCs by OLMC members.</p>
<b>Economic Development Initiative</b>	<b>Economic Development Initiative</b>	<b>Economic Development Initiative</b>
<ul style="list-style-type: none"> <li>Initiative funding for OLMCs throughout Ontario delivered by FedNor through the NODP.</li> <li>Leadership of a coordinated research effort on economic development of OLMCs on the part of Industry Canada, the regional development agencies and Indian and Northern Affairs Canada, which will include an economic framework policy for OLMCs.</li> </ul>	<p><b>Regional Operations Sector</b></p> <p>FedNor put in place the necessary delivery and coordination tools for the Economic Development Initiative (EDI): eligibility criteria, guidelines, provision of resources, website, reception, evaluation and application approval process.</p>	<p>The EDI implementation strategy reflects regional differences and needs.</p>

## Accountability

### Expected result:

Creation of planning and accountability tools that enable Industry Canada to plan, track and report on its integration of the official language minority community (OLMC) perspective and section 41 of the *Official Languages Act* into departmental policies, programs and services, as well as to identify opportunities for improvement.

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
<ul style="list-style-type: none"> <li>Presentation of key achievements related to the implementation of section 41 in annual reporting documents.</li> <li>Assessment of the impact of Industry Canada's performance in meeting the requirements of section 41.</li> </ul>	<p><b>Regional Operations Sector</b></p> <p>Application of the Official Languages Filter, support for work teams in developing the five OLMC impact analyses.</p> <p>Production and distribution of the 2008–2013 Action Plan.</p> <p>Production and distribution of the 2008–2009 Achievement Report.</p> <p><b>Audit and Evaluation Branch</b></p> <p>Two final evaluations led by the Audit and Evaluation Branch aimed at evaluating the Department's performance on OLMC issues:</p> <ul style="list-style-type: none"> <li>Eastern Ontario Development Program;</li> <li>Community Futures Program.</li> </ul> <p>These evaluations included specific questions on OLMC needs and section 41. The evaluation reports were submitted to the Departmental Evaluation Committee in June 2008.</p> <p>The Small Business and Tourism Branch (SBTB) used the Official Languages Filter when developing its new Small Business Internship Program (SBIP). This program replaced the Student Connections Program as of April 1, 2009.</p>	<p>Availability and use of tools to measure progress made regarding responsibilities under section 41.</p> <p>Increased Industry Canada work team capacity in this area.</p> <p>Better integration of the OLMC perspective in departmental evaluations.</p> <p>This measure enabled the SBTB to better identify OLMC needs when developing SBIP procedures.</p>

## Accountability (Continued)

Planned activities to achieve the expected result	Outputs achieved	Progress made toward achieving the expected result
	<p><b>FedNor</b></p> <p>Data were collected on the Northern Ontario Development Program and the Community Futures Program.</p> <p>A study was conducted of the service delivery profile of bilingual-designated Community Futures Development Corporations (CFDCs) (18 studies were conducted and compared with the 2003 and 2005 results).</p> <p>Renewal of the operating agreements of 10 bilingual-designated CFDCs (review of official languages action plans).</p>	<p>Enhanced FedNor capacity to integrate official languages sections into programs and agreements.</p> <p>Greater understanding by CFDCs about how they can improve their services to OLMCs.</p>
Economic Development Initiative	Economic Development Initiative	Economic Development Initiative
<ul style="list-style-type: none"> <li>Work with the regional development agencies and Indian and Northern Affairs Canada in rolling up performance data to create a twice-yearly report on the execution of the Economic Development Initiative (EDI).</li> <li>Work with FedNor, the regional development agencies and Indian and Northern Affairs Canada to establish performance indicators and evaluate the execution and effects of the EDI, using the scheduled evaluations of the programs through which the EDI has been implemented.</li> </ul>	<p><b>Regional Operations Sector</b></p> <p>The Audit and Evaluation Branch, the regional development agencies, FedNor and Indian and Northern Affairs Canada maintained, guided and advised the Official Language Minority Communities Unit throughout the process of drafting the Treasury Board submission and the development of the Results-based Management and Accountability Framework.</p> <p>The EDI is in place.</p>	<p>The EDI team is in a better position to report on results.</p> <p>The coordination team is overseeing EDI execution.</p>