



Canadian
Heritage

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Canada



2007-2008 Report on Results

Implementation of section 41
of the *Official Languages Act*

Department of Canadian Heritage



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INTRODUCTION

Background

Section 41 of Part VII of the *Official Languages Act* (OLA) requires all federal departments and institutions to take positive measures to enhance the vitality of Anglophone and Francophone minorities and to foster the full recognition and use of both English and French in Canadian society. Section 42 mandates the Department of Canadian Heritage to promote and encourage a coordinated approach to implementing this commitment.

In 1994, the government's commitment was strengthened through the development of an accountability framework for implementing sections 41 and 42 of the OLA. This framework defines a series of measures, specifically the development of action plans and annual reports on results for the implementation of section 41 by key federal departments and institutions, now numbering 32. In addition to its role as coordinator, the Department of Canadian Heritage is also responsible for preparing an action plan and a report on results.

In 2003, this commitment was enhanced by the release of the Government of Canada's Action Plan for Official Languages. In addition, the *Act to amend the Official Languages Act (promotion of English and French)*, which received Royal Assent in November 2005, includes the obligation of federal institutions to take "positive measures" to implement the government's commitment, authorizes the Governor in Council to make regulations prescribing the manner in which federal institutions' duties are to be carried out, and provides for the right of recourse before the courts with respect to Part VII.

In 2008, the Minister of Canadian Heritage released a strategy, the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future, which illustrates the Government of Canada's commitment to linguistic duality and to the vitality of the official-language minority communities.

Content

This progress report from the Department of Canadian Heritage covers 2007–2008 and provides an overview with respect to expected results, as announced in the 2005–2008 action plan. Input was gathered from the Department's five sectors (including the five regions) as well as from other units whose activities are covered by the implementation of section 41 of the OLA. A list of national, sectoral and regional coordinators is included in the introduction to the report.

The following units contributed to the report:

- Citizenship and Heritage Sector;
- Cultural Affairs Sector;
- Public and Regional Affairs Sector;
- International and Intergovernmental Affairs and Sport Sector;
- Planning and Corporate Affairs Sector;
- Working Group on Official Languages;
- Communications Branch.

Presentation

The Department's activities are organized into six main action categories, more accurately reflecting progress made with respect to the development of official-language minority communities (OLMCs) and the promotion of the two official languages within Canadian society. The expected results for each category are as follows:

Awareness – Creation of lasting changes on federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the *Official Languages Act* and OLMCs.

Consultation – Creation of lasting relationships between the federal institution and OLMCs; the federal institution and OLMCs understand each other's needs and mandates.

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

Coordination and Liaison – Co-operation with multiple partners to enhance OLMC development and vitality, and to share best practices.

Funding and Program Delivery – OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. geographic dispersion, development opportunities) are taken into account.

Accountability – Full integration of section 41 of the OLA and the OLMC perspective into the federal institution's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate the OLMC perspective.

GENERAL INFORMATION

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MAIN ACTIVITIES BY INTERVENTION CATEGORY

Awareness

The Department of Canadian Heritage made ongoing efforts to promote a greater understanding of the pertinence and content of section 41 of the *Official Languages Act* (OLA) through various training and information sessions as well as through activities of the Working Group on Official Languages. Support was also provided to the internal network of sectoral and regional coordinators who were actively involved in the awareness activities. Canada's French language and culture were also celebrated throughout the Department through the annual *Rendez-vous de la Francophonie*. Various research projects and studies placed a special emphasis on the enhancement of Canada's official languages as well as on Francophone immigration into official-language minority communities (OLMCs). The Ontario region was particularly active in focussing on diversity questions through joint initiatives of the official languages and multiculturalism programs.

Consultation

Through consultation mechanisms such as committees and working groups, the Department was able to acquire a greater understanding of OLMC priorities, issues and challenges in areas such as youth, immigration, health and justice; specifically, a need was identified for an improved capacity to study the challenges related to the arts and culture sector. Efforts were also made to establish sustainable relationships between the Department, OLMCs and organizations involved in the promotion of Canada's linguistic duality. A major consultation was conducted by the Official Languages Secretariat to evaluate the initiatives of the Government of Canada's 2003-2008 Action Plan for Official Languages, examine future directions and develop a strategy for the Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future.

Specific events also provided very useful venues for consultation purposes: the *Sommet des communautés francophones et acadiennes*, and the symposium on Official Languages Research Issues (the latter included a cultural workshop organized by the Francophone Secretariat). Through such bodies as the *Fondation canadienne pour le dialogue des cultures*, the Department was able to carry out consultations aimed at ensuring the visibility of the Canadian Francophonie at the Vancouver 2010 Olympic and Paralympic Winter Games. Many other consultations also took place: for example, with OLMC heritage organizations through regional program officers; with OLMC publishers, on the restructuring of the Publications Assistance Program and the Canada Magazine Fund; by Sport Canada, on the needs of Francophone athletes and trainers living in OLMCs; and through the first-ever government and community fair,

involving the federal and provincial governments as well as the Francophone community of Saskatchewan.

Communications

The Department communicates with OLMCs about its programs and policies in numerous ways. A wide range of information is available on its Web site; a new addition to the site was developed by the Official Languages Secretariat, outlining its mandate and activities, and providing information on the Government of Canada's 2003-2008 Action Plan for Official Languages as well as the Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future. The *Bulletin 41-42*, published three times a year, reflects the Government's efforts to support OLMCs and promote Canada's linguistic duality. The *Annual Report on Official Languages* is a results-based account of the activities of the Official Languages Support Programs as well as those of designated federal institutions related to section 41. New technology advances have also been made involving the Internet: for example, through a novel use of the Internet, the Canadian Conservation Institute introduced a bilingual program showing the Department's commitment to the promotion of arts, culture, heritage and sports; and the Canadian Heritage Information Network collaborated with heritage professionals and with the education sector by providing an online learning space. The Department also held regional communications events demonstrating the Government's contribution to OLMC development.

Coordination and liaison

Sharing best practices is an important aspect of implementing section 41 of the OLA. The Department has accomplished this through coordination of and participation in various meetings and working groups, for example: coordination of four meetings of the Network of National Coordinators (including one in St. John's, Newfoundland), actively engaging some 50 federal institutions; coordination of a regional network of departmental coordinators which provides assistance to federal colleagues in all regions of Canada; participation in committees involving federal official languages champions and assistant deputy ministers, as well as official languages research; coordination of interdepartmental working groups in the arts and culture field; participation in interdepartmental committees in areas such as economic development, health and immigration; and participation in official languages subcommittees in regional federal councils.

One best practice involved the setting up, by the Department, of a working group on security and justice, with seven federal institutions participating. Another was the collaboration, with the Canada School of Public Service, on the revision of a course on official languages, focusing on Part VII. The Official Languages Secretariat was also very active during the year, collaborating with other federal institutions in the organization of a very successful symposium on issues

involving official languages research, which permitted a review of the current situation and identification of future directions; it also participated in intergovernmental forms (e.g. *Réseau intergouvernemental de la francophonie canadienne*), and presided over a sectoral working group, involving several federal institutions, on common issues and priorities in order to strengthen interdepartmental collaboration relating to the overall management of the Government's Official Languages Program. The Francophone Secretariat provided coordination with the Department's arts and culture branches to ensure that programs and policies in this area reflect Canada's Francophone realities for those living in both majority- and minority-language situations. Greater awareness was also created among federal institutions to promote French-speaking minority communities and Canada's linguistic duality at the 2010 Olympic and Paralympic Winter Games.

The regions also coordinated significant events: a first community-government forum on official languages priorities and federal programs and services, in Prince Edward Island; an interdepartmental gathering which included Alberta's Francophone organizations; and a major meeting in the Atlantic Region to review the state of Francophone arts and culture in New Brunswick.

Funding and program delivery

The Department provides support to programs that enhance the vitality of OLMCs and promote Canada's linguistic duality. The following are some examples: two-way youth exchanges and forums, which involve OLMC youth or have an official languages component, and allow young Canadians to practise their second official language; heritage organizations that pay particular attention to OLMCs; an agreement with the Canadian Television Fund, which specifies that an envelope equal to 10 per cent of the Fund's program funding dedicated to French-language productions be applied to support French-language OLMC productions; museum associations that provide training and workshops to OLMC heritage institutions; online access to French-language content through Canadian Culture Online; the *Réseau des grands espaces*, an artistic presenters' network established for Francophone communities in Western Canada and in the North; specialized equipment and restoration of facilities, through Cultural Spaces Canada; development of sports in the deaf community, through Sport Canada; and projects relating to linguistic duality in Canada (e.g. the documentary *Spoken langue : la francophonie canadienne en 2008*), through *TV5 Québec Canada*. Moreover, support for community-driven research initiatives in Quebec contributes to the enhancement of strategic OLMC development and provides greater community capacity to consolidate the knowledge base.

Accountability

In addition to its usual reporting (e.g. annual report on official languages, report on section-41 results), the Department provided assistance to some 30 designated federal institutions for the preparation of their own action plans and reports on results. The 2010 Olympic and Paralympic Winter Games Federal Secretariat continued to monitor the 2010 Vancouver Organizing Committee to ensure that official languages obligations are being respected. In addition, the tracking system, developed for grants and contributions, identified projects that support OLMCs. New for the year is the development of a guide for the preparation of Cabinet documents which allows section 41 to be systematically taken into account in the development of all departmental programs and services. Sport Canada, in collaboration with the Office of the Commissioner of Official Languages, prepared responsibility standards and performance indicators relating to section-41 implementation for Canadian Multisport Centres (within the context of contribution agreements) which were, in turn, distributed to seven Centres so that they might begin integrating them into their own activities. The Official Languages Secretariat also set up an accountability structure (data base, gathering and analysis of information, internal analysis report) in collaboration with its partners for the Government of Canada's 2003-2008 Action Plan for Official Languages, permitting an analysis of the results of the first five years of the Plan which would in turn serve to develop a new strategy called the Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future.

DETAILED REPORT ON RESULTS

Awareness (In-house activities)

[Training, information, orientation, awareness, communication and other activities carried out in-house in order to educate employees and/or senior managers of the federal institution about linguistic duality and the priorities of OLMCs.]

Expected Result

Creation of lasting changes on federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the *Official Languages Act* and OLMCs.

Recurring Activities

The Working Group on Official Languages continued to raise awareness among Canadian Heritage staff about the Department's obligations relating to section 41 of the OLA through such means as the Language Buddy Program and the celebration of Official Languages Day on February 28. Creating awareness was also done through training and information sessions given to employees, primarily by sectoral and regional coordinators. These coordinators are part of an internal network that is maintained and supported by the Department. The annual celebration of the *Rendez-vous de la Francophonie*, with wide distribution of the *Rendez-vous* poster and publication, underlined among departmental employees the importance of the French language and culture in Canada.

Special activities carried out to achieve the expected result	Outputs
Research and studies, directed by Official Languages Support Programs, on promoting full recognition and use of English and French in Canadian society.	<ul style="list-style-type: none">• Study on the appreciation of various kinds and levels of services provided in English and French by the not-for-profit and volunteer sector.• "Reconnecting Government with Youth" annual survey: questions added on the obstacles to second-language learning and on consumer interest for cultural products and to participate in recreational activities in the second language.

Special activities carried out to achieve the expected result	Outputs
Taking into account, by the Multiculturalism Program, of the perspective of ethno-cultural/racial communities of official-language minority communities in research, studies and investigations.	<ul style="list-style-type: none"> • Participation in and facilitation of a workshop during a retreat on Francophone immigration in official-language communities outside Quebec, held in Toronto in March 2007. • Presentation of a seminar on access to justice for visible minority Francophones living outside Quebec during the <i>Association francophone pour le savoir</i> (ACFAS) conference of May 2007. • Presentation of a seminar on visible-minority Francophones and community legal education during the retreat on Francophone immigration held in Moncton in April 2008. • Publication of an article on visible-minority Francophone immigrants in <i>Canadian Issues</i>, by the Metropolis Project. • Participation in the Research Group on Canadian Heritage policies on minority official-language governance.
Presentation, to all Copyright Branch staff, of an information session on “positive measures” from the updated <i>Official Languages Act</i> .	<ul style="list-style-type: none"> • More active participation in the production of a results-based report to support the implementation of section 41 of the <i>Official Languages Act</i>.
Review, by the Communications Branch, of national and regional press coverage, including OLMC newspapers (e.g.: <i>Association de la presse francophone</i>).	<ul style="list-style-type: none"> • Approximately 2,500 articles included in the daily press reviews. • Approximately 700 selected articles from the <i>Radio-Canada</i> Web site (regional section). • Approximately 200 selected community newspaper articles.
Accounting for OLMCs in the development of strategic communications plans for the Communications Branch.	<ul style="list-style-type: none"> • More than 10 communication/media plans.

Special activities carried out to achieve the expected result	Outputs
Integration of issues on minority diversity into the Official Languages Support Programs and the Multiculturalism Program (Ontario Region and National Headquarters)	<ul style="list-style-type: none"> • Various meetings and presentations in Ontario Region and National Headquarters.
Identification of issues and priorities shared by both the OLMCs and the Multiculturalism Program's clients (Quebec Region).	<ul style="list-style-type: none"> • In-house discussions across programs on possible development initiatives.

Measurement of expected result for AWARENESS activities

- Employees have a greater understanding of the pertinence and content of the *Official Languages Act*.
- Employees have a greater understanding of OLMC issues, and collaboration strategies are developed.
- Organizations have a greater understanding of the obstacles to and benefits of offering their services in English and French.
- The perspective of linguistic duality in in-house research, studies and surveys, especially with a view to developing policies or programs, is taken into account.
- Issues affecting both the OLMCs and the clients of the Multiculturalism Program are better understood and joint initiatives involving the OLMCs and multiculturalism are being developed.

Consultation (Sharing of ideas and information with OLMCs)

[Activities (e.g. committees, discussions, meetings) through which the institution consults the OLMCs and dialogues with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables, working groups) to explore possibilities for cooperation within the existing mandate of the federal institution or as part of developing a new program or new policy; participation in consultations with OLMCs coordinated by other government bodies.]

Expected Result

Creation of lasting relationships between the federal institution and OLMCs; the federal institution and OLMCs understand each other's needs and mandates.

Recurring Activities

The Department regularly organizes and/or participates in a variety of committees and working groups that serve as consultation mechanisms on issues that are important to OLMCs, in areas such as arts and culture, youth, early childhood development, immigration, education, health, justice, economic development and official languages research. Consultations are also carried out through the *Fondation canadienne pour le dialogue des cultures* on the participation of Francophone and Acadian communities in the 2010 Olympic and Paralympic Winter Games. The Department also issues announcements on a regular basis, through events, activities and press releases, that highlight contributions and initiatives of concern to OLMCs.

Special activities carried out to achieve the expected result	Outputs
Involvement of Museums Assistance Program regional officers in ongoing discussions and consultations with OLMC heritage organizations to obtain feedback on the Program's criteria and delivery.	<ul style="list-style-type: none">• Consultation with OLMCs identified as agenda item for teleconference meetings between program officers at headquarters and the regions.
Participation in the <i>Sommet des communautés francophones et acadiennes</i> .	<ul style="list-style-type: none">• Knowledge of priority issues shared by the Canadian Francophonie.

Special activities carried out to achieve the expected result	Outputs
Consultation of OLMC publishers, by the Cultural Industries Branch, on the restructuring of the Publications Assistance Program and the Canada Magazine Fund, and on the Book Publishing Industry Development Program (BPIDP).	<ul style="list-style-type: none"> • Eight roundtables in Vancouver, Calgary, Winnipeg, Halifax, Toronto (2) and Montreal (2) with industry members across Canada. • Six participants representing OLMCs present at seven of these roundtables. • On-line consultation on the proposed program design. • Seventy per cent response rate on a survey of the BPIDP.
Organization of a cultural workshop by the Francophone Secretariat at the Official Languages Research Issues symposium.	<ul style="list-style-type: none"> • Cultural workshop, held in Ottawa in January 2008, attended by approximately 30 people (capacity), was very successful and well received. • Anglophone and Francophone OLMC participants addressed the research issues and challenges faced by the arts and culture sector in Canada, including in OLMCs.
Implementation of a specialized network geared to the ethnocultural and racial Francophone community within the existing network (Ontario Region).	<ul style="list-style-type: none"> • Meetings and discussions, together with the Official Languages Support Programs, the Multiculturalism Program and Arts Presentation Canada, and in consultation with the OLMCs.
Holding of the first government and community fair in Saskatchewan (Prairies and North Region).	<ul style="list-style-type: none"> • Collaboration among the Saskatchewan Federal Council, the Official Languages leaders committee, and three sub-committees with representatives from the federal and provincial governments and Saskatchewan's Francophone community. • Presentations made by the Saskatchewan Federal Council, the provincial government's Office of French Language Coordination and the <i>Assemblée communautaire fransaskoise</i>. • Thirty-three information booths. • More than 100 bilingual kits including a fact sheet on each federal and provincial department (41 organizations in total) distributed to Fair participants.

Special activities carried out to achieve the expected result	Outputs
Consultation and exchange by Sport Canada with OLMC representatives on their needs and challenges.	<ul style="list-style-type: none"> • Consultation session comprised of several OLMC stakeholders and the Canadian Sport Centre-Calgary to discuss, among others, the establishment of collaboration efforts to assist in meeting the needs of Francophone athletes and coaches living in official-language minority situations. • Majority support for the creation of a pilot project with the Canadian Multisport Centre in Calgary and Alberta's Francophone organizations.
Support of the 2010 Olympic and Paralympic Winter Games Federal Secretariat to promote visibility of the Canadian Francophonie at the 2010 Winter Olympics.	<ul style="list-style-type: none"> • Two consultation workshops involving the Vancouver Organizing Committee for the 2010 Winter Olympics (VANOC), the <i>Fondation canadienne pour le dialogue des cultures</i> and the <i>Fédération des francophones de la Colombie-Britannique</i>.
Organization, by the Official Languages Secretariat, of OLMC consultations on the Government of Canada's Action Plan for Official Languages 2003-2008 and the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.	<ul style="list-style-type: none"> • A first series of consultations, held in April 2007, bringing together senior officials from federal departments and agencies covered by the Action Plan for Official Languages 2003-2008, as well as representatives of linguistic duality and executives from community organizations. • A second series of consultations, in December 2007 and January 2008, led by Bernard Lord, to support the process to develop the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future. • Participation in consultations led by Immigration Canada, Human Resources and Social Development Canada and Health Canada.

Measurement of expected result for CONSULTATION activities

- There is ongoing dialogue with OLMC heritage groups through regional program officers.
- Lasting relationships are forged between the Department of Canadian Heritage, the OLMCs and organizations promoting linguistic duality.
- Canadian Heritage understands and incorporates client perspectives into processes to develop policies and programs.
- There is greater understanding of the specific realities, concerns, and needs of OLMC publishers in designing new programs (results of the roundtables will take into consideration the specific realities and needs of OLMC publishers in designing the new programs); there is a greater understanding of the needs of OLMC publishers and the effects of changes made to funding criteria targeting this group of publishers.
- There is a need to pursue linkages with other research sectors (e.g. health, education).
- There is a need for resources and improved capacity to study the challenges and issues in the arts and culture sector.
- Regional offices take into account the OLMC point of view and together they coordinate the organization of communications events in which the communities participate.
- Federal and provincial departments are more aware of their responsibilities in implementing section 41 and they have a greater understanding of the needs, issues, challenges and priorities of the community.
- Athletes who register with the Canadian Sport Centre in Calgary have access to services in the official language of their choice, and Francophone athletes and coaches working in a linguistic minority situation are integrated.
- VANOC has made progress in enhancing the vitality and supporting the development of Francophone minority communities in connection with the 2010 Winter Olympics.
- The consultations held with the OLMCs with respect to the 2003–2008 Action Plan for Official Languages facilitate a potential enhancement of the Government of Canada's Official Languages Program.

Communications (Transmission of information to OLMCs)

[External communications activities to inform OLMCs about the activities, programs and policies of the federal institution and to promote the bilingual character of Canada; inclusion of OLMCs in all information and distribution lists; use of the federal institution's Web site to communicate with OLMCs.]

Expected Result

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

Recurring Activities

The Department regularly updates its Web site to provide a wide range of information on programs and services available to OLMCs. It also produces publications that are widely available: for example, the *Bulletin 41-42*, published three times a year, reflects the federal government's efforts to support OLMCs and promote Canada's linguistic duality, from both a national and a regional perspective; the *Annual Report on Official Languages* is a results-based account of the numerous activities of the Official Languages Support Programs relating to the implementation of section 41 of the *Official Languages Act* as well as the responsibilities of federal institutions in this regard. The Department holds regional events emphasizing the contribution of the Government of Canada to the development of OLMCs. In addition, the Department distributes promotional and educational materials (e.g. Flag Day, Poster Challenge) to schools across the country, including those in OLMCs. It also encourages the use of official-language minority media, where applicable, to promote departmental activities and programs.

Special activities carried out to achieve the expected result

Outputs

Launch of eServices in both official languages.

- Seven percent of eServices client accounts come from OLMCs and receive information from the Canadian Conservation Institute's (CCI) many services, which includes e-mail messages on CCI events and training in their region.
-

Special activities carried out to achieve the expected result	Outputs
Collaboration with heritage professionals by providing an online learning space called the Knowledge Exchange available through the Canadian Heritage Information Network's Web site.	<ul style="list-style-type: none"> • Creation of bilingual online tutorials, research publications, and electronic forums in both official languages.
Collaboration with the education sector in pilot testing and evaluation of the Agora Research Initiative (online learning space and associate learning resources) in English and French schools (Canadian Heritage Information Network).	<ul style="list-style-type: none"> • Use of bilingual online learning resources by students and teachers.
Sharing of strategic information with OLMCs in the Ontario Region on ethnic and racial diversity.	<ul style="list-style-type: none"> • Various discussions and presentations with OLMCs, the <i>Cercle de collaboration</i> and the steering sub-committee of the Francophone minority community.
Development by the Official Languages Secretariat of a new Web site on its mandate and activities.	<ul style="list-style-type: none"> • Content development completed. • The site will be online in 2008–2009 and will be updated regularly. • Information will be published on the 2003–2008 Action Plan for Official Languages and on the Government of Canada's Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.

Measurement of expected results for COMMUNICATIONS activities

- Canadian Heritage's commitment to developing and promoting the arts, culture, heritage and sports in Canada has grown, thanks to innovative use of the Internet and new technologies.
- OLMCs are familiar with the Department's programs, policies and initiatives.
- There have been improvements to the quality of communications on issues of ethnic and racial diversity of Ontario's OLMCs.

Coordination and liaison (Internal coordination and liaison with other government institutions)

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

Expected Result

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

Recurring Activities

Each year, four meetings of the Network of National Coordinators are organized (including one in a region), bringing together about 50 federal institutions to share best practices on the implementation of section 41 of the OLA. Also maintained and supported is a regional network of departmental coordinators which is mandated to assist federal employees responsible for interdepartmental coordination in all regions of Canada. The Department regularly participates in the Network of Official Languages Champions and as well as presiding over the Committee of Assistant Deputy Ministers for Official Languages and the Coordination Committee for Official Languages Research. As well, the Department coordinates interdepartmental working groups (media arts, song-music, publishing, etc.) stemming from the Agreement for the Development of Francophone Arts and Culture. There is also ongoing participation in interdepartmental meetings on human resources development, employability, health, immigration and public safety, as well as in gatherings related to important areas such as literacy, seniors, early childhood and health-care professionals. On a regional level, the Department enhances awareness concerning section 41 of the OLA among federal institutions through its participation in official languages subcommittees of regional federal councils.

Special activities carried out to achieve the expected result

Outputs

Having an experienced federal institution support institutions less experienced in implementing section 41 of the OLA. (Official Languages Support Programs Branch)

- Creation, by Canadian Heritage, of a working group (coordinated by Justice Canada) on security and justice, including seven federal institutions: Justice, Public Safety, Correctional Services, Border Services, RCMP, National Defence and Canadian Heritage.
-

Special activities carried out to achieve the expected result	Outputs
Management of the consequences of the new <i>Official Languages Act</i> .	<ul style="list-style-type: none"> The number of federal institutions actively involved (participation in the national coordinators network and in the development of departmental plans) has gone from about 30 to roughly 50.
Collaboration with the Canada School of Public Service with respect to the course <i>Introduction to Official Languages</i> (Official Languages Support Programs).	<ul style="list-style-type: none"> Review of the course content in light of the new Part VII. Canadian Heritage twice attended training sessions (Quebec City and Montreal).
Coordination between the Francophone Secretariat and the Department's arts and culture branches, and other parts of Canadian Heritage, as necessary.	<ul style="list-style-type: none"> Management and/or coordination of the cultural component of the <i>Jeux de la Francophonie</i> which is held internationally. Preparation of a speech delivered in the House of Commons on federal support to Quebec arts and culture in response to Private Member's Bill C-482. Development of sector-wide strategies, including development of multi-sectoral arts and culture proposals for the new official languages action plan (three of which were included in the final version), and sector responses and/or input to reports from the Office of the Commissioner of Official Languages (OCOL) on arts and culture, television production and the OCOL annual report. Delivery of special events, such as the cultural workshop at the symposium on Official Languages Research Issues, held in January 2008.
Planning and coordinating the first-ever Community-Governmental Forum on official languages priorities and federal programs and services. (PEI - Atlantic Region).	<ul style="list-style-type: none"> Participation of key stakeholders from the Francophone community as well as federal and provincial representatives from 19 departments (90 participants).
Organization of a meeting of federal departments and representatives from Francophone Albertan organizations on community priorities and government initiatives (West Region).	<ul style="list-style-type: none"> Several conference calls and meetings between the various stakeholders. Nineteen departments participated.

Special activities carried out to achieve the expected result	Outputs
Follow-up on recommendations coming from the <i>États généraux des arts et de la culture du Nouveau-Brunswick</i> (Atlantic Region).	<ul style="list-style-type: none"> • Participation of 11 community partners and five federal departments in meetings with site follow-up committees. • The cultural sector of Canadian Heritage will now represent Canadian Heritage, Atlantic Region, on the infrastructure follow-up committee. • Commitment by the New Brunswick government of \$100,000 to support the follow-up committees.
Creating awareness among federal institutions of the Department's efforts aimed at promoting French-speaking minority communities and Canada's linguistic duality at the 2010 Olympic and Paralympic Winter Games.	<ul style="list-style-type: none"> • Collaboration between the 2010 Olympic and Paralympic Winter Games Federal Secretariat and the Official Languages Support Programs to provide an information session followed by an awareness workshop for the Network of National Coordinators responsible for the implementation of section 41 of the OLA.
Organization of <i>DiverCiné</i> (film festival celebrating the French language and highlighting the role of Canadian Heritage within the international Francophonie) in cooperation with the Embassy of France in Canada and with Canadian Heritage regional offices (International Affairs Branch).	<ul style="list-style-type: none"> • The 5th edition of <i>DiverCiné</i> (eight feature films in French from Francophonie countries, including Canada), presented at the ByTowne Cinema in Ottawa in March 2007. • Participation by Canadian Heritage regional offices in Toronto, Vancouver, Calgary, Moncton and Halifax. • Partnerships created with the French Embassy, the <i>Alliance française</i>, <i>Radio-Canada</i> (radio and television), <i>TV5 Québec Canada</i>, the National Film Board, the ByTowne Cinema in Ottawa and the French Consulates where the events took place. • Attendance by more than 2,000 Francophone and Francophile film enthusiasts in the National Capital Region as well as close to 400 primary school students, teachers and parents from Ottawa's Francophone school boards.

Special activities carried out to achieve the expected result	Outputs
Collaboration of the Official Languages Secretariat with other federal institutions and a university research centre to organize a symposium on official languages research issues.	<ul style="list-style-type: none"> • Symposium on Official Languages Research Issues, in January 2008. • Cultural workshop (held during the symposium) organized by the Department's Francophone Secretariat. • Collaboration and participation of researchers and individuals interested in research from government agencies, universities and community organizations (including the Office of the Commissioner of Official Languages and the <i>Institut canadien de recherche sur les minorités linguistiques</i>).
Chairing, by the Official Languages Secretariat, of a sectoral working group made up of several federal institutions on common issues, priorities and challenges, in order to strengthen interdepartmental collaboration and benefit from their experience.	<ul style="list-style-type: none"> • Organization of several meetings of the Committee of Assistant Deputy Ministers for Official Languages and the interdepartmental policy committee. • Coordination of the federal government's Official Languages Program activities. • Completion of the final steps of the 2003–2008 Action Plan for Official Languages. • Development of the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.
Participation of the Official Languages Secretariat in intergovernmental forums.	<ul style="list-style-type: none"> • Participation in the intergovernmental network on Canadian Francophonie, a group of federal, provincial and territorial officials responsible for supporting ministers who are members of the Ministerial Conference on the Canadian Francophonie (MCCF). • Organization of the MCCF annual meeting in September 2007 in Halifax. • Support for the Minister of Canadian Heritage, Status of Women and Official Languages in her role as co-chair of the MCCF.

Measurement of expected results for COORDINATION AND LIAISON activities

- Greater collaboration and complementary actions by federal institutions in support of the OLMCs and enhancement of the two official languages.
- The annual increase of *DiverCiné* audiences shows a growing interest for this kind of event among Francophones, francophiles and Anglophones.
- The symposium on Official Languages Research Issues was an opportunity to report on the current state of research on official languages in Canada and to identify ways to improve the relevance of research on official languages. The Symposium and the cultural workshop were highly successful and filled an important need.
- The Department's arts and culture policies and programs reflect Canada's Francophone realities for those living in majority- and minority-language situations.
- The organization of the Committee of Assistant Deputy Ministers for Official Languages and the interdepartmental policies committee allowed other issues surrounding the overall management of the Official Languages Program to be explored.
- There is an increase in the knowledge of partners to improve collaboration among federal institutions and OLMCs to encourage their participation at the 2010 Olympic and Paralympic Winter Games and ensure that Canada's linguistic duality receives appropriate visibility.

Funding and program delivery

[Implementation of the federal institution's programs and delivery of its services; funding, alone or in cooperation with other federal institutions, of OLMC projects; inclusion of the needs of OLMCs in the delivery of the federal institution's programs and services.]

Expected Result

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

Recurring Activities

The Department regularly renews agreements with the 13 provinces and territories to provide funding for minority-language services, minority-language education and second-language instruction. It also concludes cooperation agreements with Francophone and Anglophone minority community organizations, and provides support to national organizations, such as the *Fédération des communautés francophones et acadienne du Canada*, the Quebec Community Groups Network and Canadian Parents for French. The Council of Ministers of Education (Canada), through a long-standing relationship with the Department, receives support for official languages education programs, including funding for bursary and monitor programs offered by the Council. Two-way youth exchanges and forums involving Canada's official languages, as well as youth employment programs (such as Young Canada Works), benefit from the Department's funding, as do organizations that promote linguistic duality, including those in the voluntary sector. A number of other programs are also funded by the Department (e.g. heritage programs, such as the on-line Virtual Museum of Canada), arts and culture programs (e.g. Canadian Arts and Heritage Sustainability Program, Arts Presentation Program), programs promoting Canadian talent in Canada and internationally (e.g. English-Language Arts Network, Trade Routes Program) as well as Sport Canada programs providing athletes and sports organizations with official languages services.

Special activities carried out to achieve the expected result

Outputs

Cooperation with the *Centre de conservation du Québec* and provincial museum associations in order to provide training and workshops to OLMC heritage organizations and institutions (Canadian Conservation Institute).

- Analysis of artefacts, technical services, conferences, workshops, information, publication sales.
 - Eight OLMC clients (6 Francophone, 2 Anglophone).
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Special activities carried out to achieve the expected result	Outputs
Funding provided to non-governmental organizations to organize two-way youth exchanges and forums.	<ul style="list-style-type: none"> • 8,500 young people took part in two-way exchanges, including 625 youth from OLMCs. • 5,200 youth participated in forums that involved an official languages component, including 160 youth from OLMCs. • 220 students participated in the Summer Work/Student Exchange program to work in their second official language. • 1000 young people undertook community work in their second official language through Katimavik; of the 811 projects undertaken by Katimavik participants, 80 were hosted by OLMCs/organizations.
Support to heritage institutions for projects that give special attention to OLMCs (Museums Assistance Program and the Canadian Arts and Heritage Sustainability Program).	<ul style="list-style-type: none"> • Projects funded by the Museums Assistance Program, which represents 7 per cent of all projects. • Three projects funded by the Canadian Arts and Heritage Sustainability Program, which represents 5 per cent of all projects. • Forty-two summer jobs and three internships created in OLMC heritage institutions through Young Canada Works.
Investment with museum members to produce bilingual online learning resources for use in the Agora Research Initiative (Canadian Heritage Information Network).	<ul style="list-style-type: none"> • Creation of bilingual online learning resources by heritage professionals.
Access to funding for OLMCs from the Publications Assistance Program and all components of the Canada Magazine Fund, taking into account their diversity and geographic distribution.	<ul style="list-style-type: none"> • Waiving, by the Canada Magazine Fund, of its requirement of 50 per cent paid distribution for these titles in both the formula-based support for the editorial content component and the project-based support for business development for the Magazine Publishers component.
Contributions to OLMC recipients under the Book Publishing Industry Development Program.	<ul style="list-style-type: none"> • Increased contributions to OLMC recipients. • More flexible criteria for OLMC publishers, established in 2006-2007, maintained under the Book Publishing Industry Development Program.

Special activities carried out to achieve the expected result	Outputs
Financial and regulatory measures in the Government of Canada, including the Canadian Television Fund (CTF), reflecting a commitment to support the production of high-quality Canadian television programming in the minority language.	<ul style="list-style-type: none"> • Contribution Agreement between Canadian Heritage and the CTF specifies that the CTF should set aside an envelope equal to 10 per cent of the CTF Program's funding dedicated to French-language productions be applied to support French-language OLMC productions. • 2007-2008 funding envelope to support Francophone productions in minority situations was set at \$8.5 million.
Funding of French-language content by Canadian Culture Online.	<ul style="list-style-type: none"> • Funding of 69 projects aimed at creating French-language or bilingual cultural content and putting it online. • Ten of these projects funded by the Partnerships Fund (Canadian Culture Online component) which favours online content from Francophone communities. • Three of the ten projects carried out by OLMC organizations.
Designation of Caraquet and Fredericton (New Brunswick) and Coquitlam and Whistler (British Columbia) as 2009 Cultural Capitals of Canada.	<ul style="list-style-type: none"> • Caraquet to undertake a series of seven projects promoting Acadian arts and culture, in which several communities from the Acadian peninsula will have the opportunity to showcase their heritage. • Coquitlam and Whistler enabled to undertake a series of cultural projects, including the centennial celebration of Maillardville (Coquitlam) and the promotion of Francophone artists from Quebec and across Canada.
Financial contribution to the <i>Réseau des grands espaces</i> through the Arts Presentation Canada program.	<ul style="list-style-type: none"> • Artistic presenters' network established for Francophone communities in Western Canada and in the North. • Contact event and training sessions held in British Columbia for presenters.
Funding provided to the <i>Conseil des arts de Chéticamp</i> through the Cultural Spaces Canada program for the purchase of specialized equipment for an arts presentation and creation centre, in partnership with the provincial Acadian school board.	<ul style="list-style-type: none"> • Purchase of sound, lighting and video equipment, curtains and seating for the NDA de Chéticamp school auditorium in the rural Acadian region in Cape Breton.

Special activities carried out to achieve the expected result	Outputs
Funding, through Cultural Spaces Canada, of a project aimed to ensure the protection and restoration of the 19 th century Kempffer House, located in New Carlisle in the Gaspésie region of Quebec.	<ul style="list-style-type: none"> • Transformation of the dwelling into a multidisciplinary cultural and heritage centre dedicated to the conservation of archives and other elements depicting the historical expression of the minority Anglophones of New Carlisle and the region. • Preservation and presentation of significant Gaspésien heritage artifacts. • Equipping of various spaces for the creation and presentation of artistic works.
Support for community-driven research on OLMCs in Quebec.	<ul style="list-style-type: none"> • 3 projects highlighting current and future trends within the OLMCs, issues affecting OLMC youth and supporting infrastructure development to facilitate access to research on OLMCs in the Quebec Region.
Official languages funding by Sport Canada through its contributions to the Canadian Deaf Sports Association (CDSA) to support the CDSA's mandate, which is to support the development of the practice of sports in the deaf community.	<ul style="list-style-type: none"> • Funding of \$195,000. • Inclusion of a clause, by Sport Canada, in its contribution agreement with the CDSA stipulating its expectations and obligations of the CDSA with respect to official languages. • Funding \$10,000 to the CDSA to help implement specific measures in support of OLMCs.
Funding of OLMC projects by Trade Routes.	<ul style="list-style-type: none"> • Contribution of \$30,000 to the <i>Société nationale de l'Acadie</i> for developing an international promotional strategy for Acadian artists (5 missions, dates and tours in Europe). • Contribution of \$10,000 to the Quebec Anglophone company Option Art for its participation in SOFA West Coast in the United States.

Special activities carried out to achieve the expected result	Outputs
Support for <i>TV5 Québec Canada</i> and for special projects related to Canada's linguistic duality.	<ul style="list-style-type: none"> • Contribution of \$257,611 to the project <i>Spoken langue : la francophonie canadienne en 2008</i>, a project that involved producing vignettes and a documentary on the French language in Canada; broadcast March 20, 2008, to mark the <i>Journée internationale de la Francophonie</i>. • One-time support of \$135,000 for the production of Canadian programs from OLMC Francophone producers.

Measurement of expected result for FUNDING AND PROGRAM DELIVERY

- Young Canadians have the opportunity to practise their second official language.
 - OLMC heritage is promoted.
 - The diversity and geographic distribution of OLMCs are taken into account in the delivery of programs and services.
 - There is improved capacity for long-term development among publishing houses in OLMCs.
 - A minimum of funding support is ensured for French-language production.
 - Online access to French-language cultural content, incorporating that from OLMCs, is enhanced.
 - Cultural activities in the 2009 Cultural Capitals of Canada will draw attention to the value of Francophone artists and French-Canadian heritage.
 - Cultural activities that extol the benefits of the Canadian identity are enriched.
 - Facility upgrades will offer patrons greater access to the performing arts.
 - Support for community-driven research initiatives in Quebec enhances strategic OLMC development and provides greater community capacity to consolidate the knowledge base.
 - Greater understanding of issues related to ethnic and racial diversity in OLMCs.
 - Improved service delivery to CDSA members during national championships and the Deaf Olympics.
- The support given to special projects, in collaboration with *TV5 Québec Canada*, ensures the development of a strong audiovisual industry in OLMCs.

Accountability

[Activities through which the institution integrates its work on the implementation of section 41 of the OLA with the institution's planning and accountability mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan, status report on implementation of section 41 of the OLA, etc); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by senior managers of the federal institution to ensure implementation of section 41 of the OLA.]

Expected Result

Full integration of section 41 of the OLA and the OLMC perspective into the federal institution's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate the OLMC perspective.

Recurring Activities

The Department produced its annual report on official languages as well as its own report on results relating to the implementation of section 41 of the OLA. It also provided support (under section 42) to some 30 designated federal institutions across Canada in order to meet their own section 41 responsibilities; this included the preparation of analyses of the action plans and results reports of these institutions. The 2010 Olympic and Paralympic Winter Games Federal Secretariat supported the 2010 Vancouver Organizing Committee and regularly evaluated whether it was respecting its official languages obligations, as specified in the Multiparty Agreement. In addition, a tracking system, developed for grants and contributions, identified projects that support OLMCs, and the Department took into account activities undertaken with respect to section 41 in the development of various strategic documents.

Special activities carried out to achieve the expected result

Outputs

Incorporation of section 41 into the development of all departmental policies and programs.

- Production of the *Guide for Writing Cabinet Documents : Impact on Official Languages*.
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Special activities carried out to achieve the expected result	Outputs
Integration, by Sport Canada, of the implementation of section 41 of the OLA into its accountability mechanisms.	<ul style="list-style-type: none"> • Development of <i>Accountability Standards and Performance Indicators for CSCs for 2008–2011</i> by Sport Canada for its contribution agreements with the Canadian Sport Centres (CSC). • Accountability standards and performance indicators for the CSCs developed in consultation with the Office of the Commissioner of Official Languages. • <i>Accountability Standards and Performance Indicators</i> distributed and presented to the seven Canadian Sport Centres so that they may begin integrating them into their activities.
Implementation, by the Official Languages Secretariat, of data collection tools to report on interventions and results (Official Languages Secretariat).	<ul style="list-style-type: none"> • Implementation of an accountability structure (themes, expected results and indicators) in consultation with partners of the Government of Canada's 2003–2008 Action Plan for Official Languages. • Implementation of a database. • Collection and analysis of information on the results of the first four years of the action plan's implementation. • Production of an internal analysis report. • Involvement of the interdepartmental evaluation committee of the Action Plan throughout the process. The next step will be the collection and the analysis of data on the five years of the implementation of the 2003–2008 Action Plan for Official Languages.

Measurement of expected results for ACCOUNTABILITY activities

- Section 41 is systematically taken into account in the development of all programs and services.
- Sport Canada formalizes its official languages expectations with the development of accountability standards and performance indicators for Canadian Sport Centres.
- The analysis of the results from the first four years of the implementation of the Government of Canada's Action Plan for Official Languages is used to develop a new strategy, the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future.

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- Clerk of the House of Commons Standing Committee on Official Languages
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(<http://www.ocol-clo.gc.ca>)
- OLMC groups and organizations

Federal institutions are responsible for publishing their reports on results on their Web site.

The report on results for Canadian Heritage can be found at
<http://www.pch.gc.ca>

See Treasury Board Secretariat guidelines for posting on the Web
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