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Human Resources and Social Development Canada

R E P O R T O N R E S U L T S

for the Implementation
of Section 41 of the
Official Languages Act

2007 – 2008

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1 — Institutions

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Human Resources and Social Development Canada Overview

The Department of Human Resources and Social Development Canada's vision (HRSDC)¹ is to build a stronger and more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life.

HRSDC has a broad social and economic mandate, which affects every Canadian. The Department is responsible for providing Canadians with the tools to thrive and prosper in the workplace through access to learning and training opportunities, safe and productive working conditions and labour-management relations, as well as for policies, programs and services that support the social well-being of individuals, families and communities, and their participation in society and the economy.

Through the Labour Program, HRSDC¹ promotes and sustains stable industrial relations and safe and effective workplaces within the federal labour jurisdiction. The Department also fosters constructive labour-management relationships, carries out labour-related research, negotiates and implements trade-related international labour agreements.

¹ On October 30th, 2008, the Department's name changed to Human Resources and Skills Development Canada.

Through Service Canada, the Department provides delivery of government services and works to ensure Canadians have quick and easy access to a wide range of federal benefits and services.

Service Canada offers citizens single-window access to a vast array of federal government programs and services, from more than 600 points of service throughout Canada, call centres and the Internet.

Service Canada is committed to offering Canadians personalized and accessible single-window services, however they choose, (i.e., by telephone, by Internet or in person), in the official language of their choice.

www.hrsdc-rhdsc.gc.ca

www.servicecanada.gc.ca/en/home.html

Responsibilities Under Section 41 of the *Official Languages Act*

Human Resources and Social Development is committed to enhancing the vitality of Canada's Francophone and Anglophone minority communities to support their development, and to promote English and French in Canadian society, in accordance with Part VII of the *Official Languages Act*.

Service Canada's Service Charter sets out its commitment to simplify access to Government of Canada services. Service Canada provides Canadians with service in the official language of their choice. Service Canada provides citizens with personalized service. The Charter explains the details of what Canadians can expect from this Department, and how they can send feedback on the quality of the service.

How to Contact Us

Through Service Canada's network, Canadians can choose the time, place and method they prefer for accessing the Department's services. Canadians can simply dial 1-800-O-Canada (1-800-622-6232) TTY 1-800-926-9105 or click on servicecanada.gc.ca or visit one of the Service Canada Centres. Canadians can also view the Service Charter on the web site:

www.servicecanada.gc.ca/en/about/charter/charter.shtml#aac.

Note: In this document, the word *communities* refers to official language minority communities (OLMCs). The term *official language minority communities* refers to a group of persons that share a common language, English or French, distinct from the linguistic majority of the province or territory in which they live.

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3 — Period Covered by the Annual Report on Results

This report covers the period from April 1, 2007 to March 31, 2008.

4 — Summary of Key Results

Awareness

The Department demonstrated leadership in raising awareness and understanding as well as promoting best practices for the implementation of Section 41 of the *Official Languages Act* (OLA). For example, an internal guide for policy development was produced, which includes a section on official languages. This guide assists officials in taking into account the vitality and development of the official language minority communities (OLMCs) in the design, development, delivery and evaluation of departmental programs and policies.

Service Canada undertook various initiatives, as part of its aim to build a culture of excellence in providing service in the official language of the client's choice and in promoting official languages values. For example, internal information sessions on official languages were held; a national workshop aimed at training regional coordinators responsible for the implementation of Section 41 of the *Official Languages Act* took place; and 82 people participated in a pre-testing of a training module on official languages that will be used at the Service Canada College in Regina.

Awareness of linguistic duality was demonstrated through departmental events and activities such as the *Rendez-vous de la Francophonie* which was widely advertised throughout the Department, both in regions and headquarters.

Consultations

The Department consulted with communities at local, regional and national levels through round tables, working groups, advisory committees and visits from Service Canada's official languages champion. These consultations increased the department's understanding of OLMCs needs and priorities allowing it to take these factors into account in the delivery of federal government services, policies and programs. As well, OLMCs were consulted before points of service were opened or moved as part of Service Canada's commitment to expand its regional and community presence. Partnerships with communities

were developed to deliver outreach services to francophone communities in Northern Saskatchewan and in St. Laurent, Manitoba.

Communications

To ensure that the OLMCs remain informed of its programs and services, the Department introduced a number of internal and local media initiatives related to specific programs. For example, officials from the Office of Literacy and Essential Skills, New Horizons for Seniors program, Canada Education Savings program, Canada Summer Job program, and Homelessness Partnering Strategy have identified target groups within OLMCs to better promote and increase their access to available funding.

The Department also participated in important events with the OLMCs, including the business fair open house at *Collège Éducacentre* in Vancouver, which was designed to promote the programs and services offered by the Department. These modes of communication supported sustainable relationships with the OLMCs.

Coordination and Liaison

In support of the development of OLMCs, the Department actively participated in various departmental and interdepartmental seminars, forums and committees, such as the Coordinating Committee on Official Languages Research, the Network of Departmental Official Languages Champions, and the Network of National Coordinators Responsible for the Implementation of Section 41 of the OLA.

The Department continued to provide secretariat services to the two national committees: the National Committee for Economic Development and Employability of the Francophone Minority Communities and the Human Resources and Development Committee for the English Linguistic Minority. Service Canada's regional coordinators also continued to actively participate in interdepartmental working groups on official languages that report directly to the federal Regional Councils. For example,

on Prince Edward Island, a subcommittee was formed to evaluate the possibility of creating a program in which federal employees would be loaned to community organizations as a different approach to language training. This would also help the community organizations fill human resource gaps.

Funding and Service Delivery

The Department continued to ensure that the OLMCs have access to and benefit from the various programs and services in areas such as early childhood development, youth, seniors, internships, literacy and essential skills, and homelessness. The objective is to make Government of Canada programs and services accessible in order to enhance the vitality of the communities and promote linguistic duality in Canadian society.

The Department also increased its participation in community events to further increase the awareness of communities to Service Canada's service offerings. For example, in Nova Scotia, funding for projects to support francophone communities increased by 10% as compared to 2006–2007.

Accountability

Priorities and results related to Section 41 of the OLA were integrated into departmental reporting documents. Service Canada also developed a Results-based Management Accountability Framework (RMAF) for the implementation of the OLA (Parts IV, V, VI, VII and Section 91). This RMAF will, for example, clarify the roles and responsibilities and quantify progress while strengthening accountability to obtain results in accordance with Treasury Board policies.

5 — Distribution Plan

This Report on Results will be made available to all HRSDC and Service Canada staff, through the Department's intranet sites. A copy of the Report on Results will also be distributed to members of the Committee of Assistant Deputy Ministers on Official Languages; relevant standing committees in the House of Commons and Senate; the Commissioner of Official Languages; and key official language minority community organizations at national, regional and local levels.

The Report is also available, in downloadable format, on the departmental website at www.hrsdc.gc.ca

6 — Signature



Janice Charette
Deputy Minister



D E T A I L E D R E P O R T
O N R E S U L T S

A — Awareness

Expected Result

Creation of lasting changes on federal institution organizational culture; employees and managers are aware of and understand their responsibilities regarding section 41 of the *Official Languages Act* and the official language minority communities (OLMCs).

Activities carried out to achieve the expected result	2007 – 2008 Results
The Department raised the awareness of senior management and employees regarding departmental responsibilities related to the implementation of section 41, Part VII, of the <i>Official Languages Act</i> (OLA).	The awareness-raising activities were carried out via e-mails, tools, booths and information sheets, newsletters and presentations directed toward senior management and employees.
The Legal Services unit gave presentations to the Department's senior management and employees on legislated obligations pursuant to Part VII of the OLA.	Three presentations were given to enable senior management and employees to better understand Part VII of the OLA, as well as their responsibilities in this regard.
An impact analysis tool for implementation of section 41, Part VII, of the OLA was developed for analysts working in policy and program development in the Department.	In the Policy Development Guide, one section describes the tool that supports drafting policy and program development documents in light of inherent considerations pursuant to section 41, Part VII, of the OLA.
New employees were encouraged to attend departmental orientation sessions where a portion of the information they received pertained to the implementation of section 41, Part VII, of the OLA.	A total of 50 new employees (including official languages coordinators) attended these orientation sessions and received information pertaining to section 41, Part VII, of the OLA.
Service Canada College included an official languages module in employee training as a pilot project in the course entitled "Putting Citizens First".	A total of 82 individuals participated in the preliminary test of the official languages training module that was used at the Service Canada College in Regina.
The Department participated in the planning, coordination and implementation of three departmental events as part of the <i>Rendez-vous de la Francophonie 2008</i> , in addition to events that took place in the regions.	Over 250 individuals participated in three departmental events at headquarters on March 17, 18 and 19, 2008 as part of <i>Rendez-vous de la Francophonie 2008</i> .
The Francophone community in the British Columbia/Yukon region recognized the support and outstanding service from Service Canada during the <i>Rendez-vous de la Francophonie 2008</i> .	The Official Languages Sub-Committee of the Pacific Federal Council in the British Columbia/Yukon region hosted the annual Excellence in Official Languages awards ceremony. In addition, employees were also presented with the Fédération des francophones de la Colombie-Britannique's <i>Prix de la reconnaissance du Cornouiller d'or</i> during the <i>Rendez-vous de la Francophonie 2008</i> .

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>The Department continued to manage official languages coordinator networks.</p>	<p>Meetings and teleconferences with official languages coordinators took place to raise awareness regarding departmental priorities and OLMCs' needs.</p> <p>The Department also organized forums, meetings and a national workshop with the Official Languages Coordinators' Network. The Network's national workshop took place in June 2007. The results of a survey conducted following this workshop demonstrated that 80% of the attendees had a better understanding of official languages issues and the concept of results-based management.</p>
<p>The initial development of a communication strategy was undertaken to promote official languages and the values related to excellence in the delivery of services in support of policy implementation.</p>	<p>The first stage of developing this communication strategy was to conduct a survey and interviews with official languages coordinators. The second stage, which consists of consolidating the results, is in progress.</p>
<p>OLMC vitality and development are taken into consideration during the development, approval, implementation and evaluation of projects for fighting homelessness.</p>	<p>Direct contact, including consultations, was established with OLMCs for identifying projects, recommendations and management of grants and contributions. Feedback from these consultations was conveyed during monthly conference calls. Three meetings were also held in 2007 between regional facilitators and the Department's senior management.</p>
<p>The Programme for International Student Assessment, directed by the Organization for Economic Cooperation and Development, assesses the reading, mathematics and science knowledge and skills of 15-year-olds in over 50 countries. In Canada, the sampling size was increased to include youth from five provinces to properly represent schools for OLMC groups.</p>	<p>An employee information session took place on the implications of the results from the 2006 Programme for International Student Assessment study. The report provides data pertaining to OLMCs in Nova Scotia, New Brunswick, Quebec, Ontario and Manitoba. Distribution of the report was carried out on a Government of Canada-wide scale. The analytical and diagnostic documents took into account the needs of youth from OLMCs.</p> <p>Access to this report is available at: www.pisa.gc.ca/81-590-E.pdf</p>
<p>Work continued regarding the demonstration/research project entitled Child Care Pilot Project, which assessed enriched child care services in OLMCs.</p>	<p>The Child Care Pilot Project in progress evaluates child care services in OLMCs. Presentations were given to employees and managers on the Child Care Pilot Project to raise their awareness of its importance. The project will end in 2013.</p>

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>The Department conducted research on childhood and youth in OLMCs.</p>	<p>Research on the programs and services offered by the provinces and territories for children in OLMCs was undertaken. This research enabled the needs of children in OLMCs to be considered in policy development and analysis.</p>
<p>The Manitoba/Saskatchewan region reaffirmed its ties between Citizen and Community Services Branch and the OLMC by organizing information sessions on Franco-Saskatchewanian history and culture in Saskatchewan.</p>	<p>Two information sessions were organized and twenty officers from the Citizen and Community Services Branch attended. An ongoing relationship was created between the OLMC and Service Canada employees so that the OLMC's needs would be taken into account.</p>
<p>In the Quebec, Ontario and New Brunswick regions, the official languages governance structure was improved through the appointment of official languages champions.</p>	<p>Official languages champions were appointed for the Quebec, Ontario and the New Brunswick region. These appointments allowed for outreach and for the awareness of employees and managers working in these regions to be raised. Official languages are acknowledged as being an integral part of operations for providing quality service to the public.</p>
<p>The Manager of the Yarmouth Service Canada Centre also performed the part time role of Area Account Manager for the Atlantic Canada Opportunities Agency during the period of April 2006 to February 2007. This dual role allowed for more substantive dialogue and consultation between the two federal institutions on matters related to the OLMC.</p>	<p>The joint service delivery pilot resulted in reduced duplication, identification in gaps, and an overall improvement in serving the OLMC in Yarmouth and Digby Counties.</p>

B — Consultations

Expected Result

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

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>OLMCs participated in various round tables held across the country by the Department in order to make their priorities and needs known.</p>	<p>Discussions took place with the OLMCs during round table forums (e.g., a round table with the National Seniors' Council); OLMCs also participated in the consultations and provided advice and assistance to branches within the Department.</p> <p>The Department and the Public Affairs and Stakeholder Relations Branch included the OLMCs when planning round tables.</p> <p>Planning tools as well as an information sheet pertaining to consultations with OLMCs are available on the Department's intranet site.</p> <p>The stakeholder database was improved with a view to including OLMCs as key stakeholder groups. This inclusion increases OLMC visibility as stakeholders. These improvements will be completed in 2008 – 2009.</p>
<p>Mechanisms for consulting OLMC stakeholders, including the Anglophone minority in Quebec and minority Francophones across Canada, were implemented for the Homelessness Partnering Strategy.</p>	<p>Issues related to homelessness and the OLMCs were addressed during the 12 monthly operational conferences held and 18 conference calls with regional facilitators (government employees).</p>
<p>Consultations on the Enabling Fund were carried out with the OLMCs through two national committees:</p> <ul style="list-style-type: none"> • The National Committee on Economic Development and Employability, which includes members from the francophone community, as well as Government of Canada agencies and departments. This network includes the <i>Réseau de développement économique et d'employabilité Canada</i> as well as 12 networks in the other provinces and territories; and • The National Human Resources Development Committee for the English Linguistic Minority which includes a community network as well as 8 federal agencies and departments. This community network includes 11 employability and economic development committees located in 11 regions in Quebec. 	<p>The Department, together with the federal co-chair, continued to provide secretariat services to the two committees. In cooperation with federal and community members, the Secretariat coordinated three meetings of these committees supported the federal co-chair.</p>

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>The Operations Branch took into account OLMC needs and priorities when developing service policies and principles in various ways (case studies, etc.). As an official languages champion, the Assistant Deputy Minister of the Operations Branch aims at ensuring that Canadians are served in the official language of their choice.</p>	<p>To do this, a number of procedures are in place to ensure that OLMCs are a priority group when service policies are developed (jointly with those in charge of the target group-related strategy).</p> <p>The results of a survey carried out on the 1 800 line (June 2007 – July 2007) show that 92% of services are actively offered by employees and the automated system, and 97% of the services offered are in the language of the linguistic minority.</p> <p>In addition, the Assistant Deputy Minister, Operations Branch chaired consultation sessions with various OLMC representatives. The Operations Branch took note of the OLMC concerns, ideas and requests in order to take them into consideration in various feedback and planning mechanisms.</p>
<p>In the British Columbia/Yukon region, the <i>Société francophone</i> participated in the Victoria Service Canada Centre annual consultation pertaining to the Labour Market Development Agreement.</p>	<p>Suggestions were made pertaining to the 2008 – 2009 business plan for the Labour Market Development Agreement.</p>
<p>The Manitoba/Saskatchewan region consulted OLMCs before moving service points or opening new ones.</p>	<p>A new service point, open four days per week, was created in Saint-Laurent, Manitoba. In addition, as a result of consultations held with OLMCs a partnership was established regarding a mobile service point for the northern Saskatchewan region.</p>
<p>The Quebec region participated in conferences on community revitalization of the <i>Quebec Community Groups Network</i>. The objectives of these conferences, held in February and March 2008, were to promote and foster awareness of Quebec's Anglophone community's development needs and to improve communication between Government of Canada and community partners.</p>	<p>The Department's active participation allowed for a better understanding of the Quebec Anglophone community's issues regarding:</p> <ul style="list-style-type: none"> • demography, language and social class; • support for education, health, and arts and cultural institutions; • legal rights and community leadership.
<p>The Prince Edward Island region solicited comments on the service strategy of the Francophone Resource Development Committee.</p>	<p>Stakeholders expressed their satisfaction regarding the approach on services offered in the OLMC.</p>
<p>Local managers in the Nova Scotia region were invited to consult the OLMCs and take their priorities into consideration when developing operational plans at the local level and in the local directorate.</p>	<p>Local consultation mechanisms were established. Local and directorate-level operational plans take OLMC priorities into account.</p>

C — Communications

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.

Activities carried out to achieve the expected result	2007–2008 Results
<p>The Department made efforts to ensure that all Canadians, including OLMCs, have access to accurate information, in both official languages, on the Department's programs and services.</p>	<p>During 2007–2008, 200 news releases and newsletters were published in both official languages.</p> <p>Updates on programs and services were carried out by the Department's Webmaster to ensure compliance with Government of Canada standards, including official languages requirements, on all HRSDC sites.</p>
<p>As part of the Homelessness Partnering Secretariat activities, information pertaining to its policies, funding procedures, housing and homelessness issues were updated and posted on the Department's Web site.</p>	<p>Information was made available through the Homelessness Partnering Secretariat Web site, 1 800 O-Canada toll-free line, the distribution of communication tools (e.g., brochures), public consultations and calls for proposals. This availability of information increased the level of awareness among the general public and OLMCs.</p> <p>A national forum took place to discuss issues related to homelessness and sharing best practices. In addition, six national teleconference forums were held, in both official languages, with participation by OLMC representatives.</p> <p>A Homeless Individuals and Families Information System provides communities with the tools and supports they need for collecting and exchanging data on homelessness.</p>
<p>The New Horizons for Seniors Program was actively promoted to seniors in OLMCs. The goal was to encourage a greater use of this program by seniors in these communities. The New Horizons for Seniors Program was able to help and guide OLMCs in developing project proposals that met the program's eligibility criteria with a view to giving the projects the opportunity to obtain funding.</p>	<p>A number of promotional activities were launched by groups representing OLMCs. Activities included mail-outs, public notices in the media, as well as presentations. These activities were able to make OLMCs more aware of the New Horizons for Seniors Program. Grant application workshops were organized in Nova Scotia and Ontario in cooperation with organizations representing Francophone seniors.</p>

Activities carried out to achieve the expected result	2007–2008 Results
<p>OLMCs were targeted for promoting incentives as part of the Canada Education Savings Program's Canada Education Savings Grant and the Canada Learning Bond with a view to raising awareness and use of these initiatives.</p>	<p>A Canada-wide advertising campaign was carried out in March and October 2007, as well as in March 2008. A group of individuals and organizations participated representing the OLMCs eligible for the Grant Program savings incentives.</p> <p>Information, public announcements, direct-mail advertisements and awareness literature (growth charts, publications and pre-addressed cards are now posted on the HRSDC and CanLearn Web sites).</p> <p>The distribution lists were updated to ensure that OLMCs were included in all communication and awareness-raising projects.</p> <p>Ongoing trial activities took place with target groups as well as client satisfaction surveys regarding HRSDC program and service accessibility took place.</p> <p>Service Canada distributed publications and conducted awareness activities concerning the education savings program directed towards rural and remote regions, including OLMCs.</p> <p>Canadians now have better access to education savings programs.</p>
<p>As part of the Enabling Fund, the national committees communicated regularly with the OLMCs so that OLMCs were informed of the Department's official languages programs and services.</p>	<p>Support in the form of communication tools was given to community members of both national committees to ensure better access to information and OLMC satisfaction regarding HRSDC programs and services, such as:</p> <ul style="list-style-type: none"> • Report on Plans and Priorities; • Departmental Performance Report; • The Action Plan for Official Languages (2003–2008) – (Horizontal Initiative).
<p>The Office of Literacy and Essential Skills identified OLMCs as main target groups during the call for 2007–2008 proposals.</p>	<p>Information was clearly communicated in the call for proposals information kit on the Office of Literacy and Essential Skills Web site. All the information was available on the site, including the documents accompanying the call for proposals. Ten percent (10%) of the 225 projects submitted as part of the 2007–2008 call for proposals target OLMCs.</p>

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>External communication activities were conducted to ensure that OLMCs have access to measures to create child care spaces announced in the 2007 Budget.</p>	<p>Information on the Universal Child Care Plan is available on the HRSDC Web site. The Plan provides information pertaining to measures to create spaces in Anglophone and Francophone day care centres.</p> <p>The Web site is visited on average 9,000 times per week (6,900 times for the Anglophone section and 2,200 for the Francophone section). A monthly newsletter on the Universal Child Care Plan is posted on the Department's Web site.</p> <p>www.universalchildcare.ca/eng/home.shtml</p>
<p>Service Canada actively participated in a business fair, consisting of a bilingual entrepreneurship activity hosted by the Collège Éducacentre College and the <i>Société de développement économique de la Colombie-Britannique</i>.</p>	<p>Access to Government of Canada programs and services was facilitated. Participation in the Business Fair provided opportunity to inform people about on-line access to services and programs offered by Service Canada. Sixty clients were served in the minority language.</p> <p>Five bilingual employees from the Service Canada Centre for the Greater Vancouver area participated in this fair.</p>
<p>The Alberta region represented Service Canada at the annual <i>Fédération des parents francophones de l'Alberta</i> symposium.</p>	<p>Access to Government of Canada programs and services was facilitated by Service Canada's active participation in the OLMC symposium. This meeting took place March 14 and 15, 2007. Connections were made with some fifty individuals from Alberta. Discussions took place on programs, and brochures and leaflets were distributed.</p>
<p>The Manitoba/Saskatchewan region has arranged for Service Canada announcements to appear in Francophone media. The region has also continued to promote Service Canada programs and services in the <i>Annuaire des services en français du Manitoba</i>.</p>	<p>Access to Government of Canada programs and services was facilitated through the placement of a public notices in community newspapers "<i>La Liberté</i>" and "<i>L'eau vive</i>".</p>
<p>The Quebec region held meetings between senior development officers, employability and community economic development committees and OLMCs.</p>	<p>Bimonthly meetings took place as needed. Opportunities were provided to OLMCs to participate in joint tables and on various local coordinating committees so that they could communicate their needs (e.g., the social development and community partners' network).</p>

Activities carried out to achieve the expected result	2007–2008 Results
<p>The Nova Scotia region organized information sessions throughout the year to inform OLMCs about Government of Canada programs and services delivered by Service Canada.</p>	<p>OLMCs were able to obtain information on Service Canada programs and services. External communication products contain information on the OLMCs and their activities.</p> <p>Funding for projects supporting OLMCs rose 10% over 2006–2007 for this region. OLMC organizations participated in information sessions on the Canada Education Savings Program organized throughout the region at a job fair, during meetings and information sessions.</p> <p>In addition, a draft information sheet on employment programs and services was developed in consultation with the regional working group on OLMCs.</p>
<p>The Newfoundland/Labrador region developed and gave presentations to OLMCs promoting Government of Canada programs and services delivered by Service Canada.</p>	<p>Three individual sessions and one group session took place on developing products and literature for providing a better understanding of the Service Canada mandate and services offered in the region.</p>

D — Coordination and Liaison

Expected Result

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

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>The Department worked in cooperation with multiple partners to promote OLMC development. The Department collaborated with other federal departments and organizations to coordinate and develop activities related to OLMCs.</p>	<p>Participation in meetings, committees and departmental/ interdepartmental working groups enabled OLMCs to be strengthened and to expand and develop. Examples include:</p> <ul style="list-style-type: none"> • a number of meetings organized by Canadian Heritage of the network of national coordinators in charge of implementing sections 41 and 42 of the OLA; • various steering committee meetings for implementing the Citizenship and Immigration Canada action plan for promoting immigration in Francophone minority communities. HRSDC including Service Canada is participating in the context of objective 3 “Ensure the economic integration of French-speaking immigrants into Canadian society and into Francophone minority communities in particular”; • the two national committees also gave a presentation on Community economic development during the event on best practices in official languages, organized by the Canada Public Service Agency; • various meetings of the Canadian Heritage interdepartmental committee on policies for renewal of the government strategy on official languages; • various forums concerning OLMCs including: the Forum on Linguistic Duality; the Permanent Working group on Community Capacity Building; the Special Working Group; the national committees and government tables. In addition, official languages coordinators attend all OLMC activities and work very closely with them to ensure their needs are taken into account; • interdepartmental official languages research coordinating committee meetings, Survey on the Vitality of Official Language Minorities interdepartmental working committee meetings; • The Symposium on Official Languages Research, organized by a number of federal departments in January 2008.

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>Employees were informed through departmental activities about the changes made in 2005 to Part VII of the OLA.</p>	<p>Approximately 600 employees took part in these activities. In addition, information was sent through e-mails and messages posted on the intranet site (e.g., a Justice Canada presentation to the Department's employees in February 2006).</p>
<p>Following the creation of the new Office of Literacy and Essential Skills and launch of the 2007 call for proposals, this organization's employees:</p> <ul style="list-style-type: none"> • met with representatives of Francophone and Anglophone literacy organizations across the country to explain the program's new direction of the Office of Literacy and Essential Skills and to explain the 2007–2008 call for proposals. As a priority, OLMCs were targeted as one of the main community groups; • participated in interdepartmental discussions led by Canadian Heritage for renewal of the 2003–2008 Action Plan for Official Languages. 	<p>Information sessions and conference calls took place regarding the launch of a call for proposals with the provinces and territories. This created a better understanding of the new directions taken by the Office of Literacy and Essential Skills and the objectives set in the 2007–2008 call for proposals.</p>
<p>The Department maintained networks with the other orders of government and various stakeholders to better include learning in the OLMC context.</p>	<p>Learning Policy Directorate participated in a meeting on human resources of the tripartite committee on education for Francophone minority communities.</p>
<p>The Department conducted studies and joint research projects with provincial governments. The results of these studies were distributed to the OLMCs. As part of the research projects carried out with the governments of New Brunswick and Manitoba, the Learning Policy Directorate is studying students' educational paths in light of access to career planning services and the participation of parents in learning activities.</p>	<p>Learning Policy Directorate participated in a joint research symposium with the Council of Ministers of Education, including two sessions specifically on OLMCs in order to create a better understanding of the factors affecting OLMC students' participation in post-secondary education vis-à-vis other students.</p> <p>Access to the report with regard to New Brunswick is available at: www.gnb.ca/0000/publications/comm/910p04E.pdf</p>
<p>Through Service Canada, the Department participated in the design of a database to generate reports on partnerships for administration of the Enabling Fund.</p>	<p>The Department is continuing the development of the database. Service Canada started populating the database in spring 2008.</p>
<p>The Service Canada official languages champion promoted OLMC vitality and development by participating in and horizontally coordinating various opportunities for cooperation as part of interdepartmental initiatives.</p>	<p>The champion chaired preliminary meetings with potential interdepartmental partners. Through her presence and work with multiple partners, an improved understanding vis-à-vis the integration of Service Canada's horizontal activities in official languages was ensured.</p>

Activities carried out to achieve the expected result	2007 – 2008 Results
	<p>Partnerships were formed to implement new bilingual service points. Service Canada took into account OLMCs' official languages needs and priorities when developing its service delivery strategies. The champion actively participated in forums, monthly meetings of the Federal Departmental Official Languages Champions, an annual meeting of the Official Languages Champions, the working committee, and meetings of the Council of the Network of Champions.</p>
<p>Among its coordination and liaison activities, Service Canada has:</p> <ul style="list-style-type: none"> • developed tools that will be used by the organization to assist in identifying and better targeting OLMC needs in the preparation of Service Canada's strategy documents; • coordinated relevant horizontal activities with all Department's sectors, various target groups, service sectors and Service Canada's regional offices (Part VII of the OLA coordinators at Service Canada); • managed an official languages network within the Citizens Services Branch; 	<p>A formal process was established. Service Canada is now better prepared to reflect OLMC needs in initiatives and services.</p> <p>An analysis of a survey of the coordinators revealed that they thought the support given to the network was very beneficial. Official Languages Service for Citizens and Communities empowered its network in the area of official languages so that the network is increasingly present among the target clientele, namely, the OLMCs. According to the evaluations of teleconferences, the information presented to the network is satisfactory and practical. In terms of activities within the network, a national workshop, information sessions and teleconferences took place.</p> <p>The Official Languages Coordinators Network was strengthened and received training as official languages experts. All senior managers of the regions and branches at headquarters appointed an official languages coordinator who ensured liaison with the OLMCs.</p>
<ul style="list-style-type: none"> • organized and coordinated meetings of the official languages working committee chaired by the Service Canada official languages champion. 	<p>Service Canada held meetings with various stakeholders and the Committee expanded by including executives and Assistant Deputy Ministers.</p>
<p>The Ontario region participated in meetings sponsored by the Ministry of Training, Colleges and Universities to explain the obligations for Francophone minorities resulting from the Labour Market Development Agreement directed toward Francophone minorities.</p>	<p>Meetings and consultation sessions took place to raise awareness of the needs of Francophone minorities in the labour market.</p>
<p>The Nova Scotia and Prince Edward Island regions furthered opportunities for collaboration in interdepartmental horizontal initiatives that support the expansion and development of OLMCs.</p>	<p>These two regions furthered opportunities for collaboration by playing a role with the partners chosen to participate in a memorandum of understanding with the <i>Conseil de développement économique de la Nouvelle-Écosse</i> to promote economic development in the region. A draft of the memorandum of understanding with the <i>Conseil</i> was developed.</p> <p>Active participation of OLMC stakeholders was solicited for horizontal initiatives having an impact on the community.</p>

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>The Nova Scotia and Prince Edward Island regions took measures to strengthen ties between those in charge of official languages, with the objective of improving consistency in management of the official languages portfolio in their respective provinces, and exchanging best practices.</p>	<p>Presentations took place with the OLMCs. Best practices are now shared. In addition, regional officials in Prince Edward Island and Nova Scotia jointly prepared and presented an issue paper on the official languages for the Regional Management Board and discussed opportunities to develop an integrated management framework for the official languages portfolio.</p>
<p>The Newfoundland/Labrador region continued to participate in the Francophone Affairs Steering Committee meetings and continued its work with federal departments to meet OLMC needs.</p>	<p>Participation in these meetings allowed partnerships to be formed and the exchange of information for meeting OLMC needs.</p>

E — Funding and Program Delivery

Expected Result

OLMCs are part of 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.

Activities carried out to achieve the expected result	2007–2008 Results
<p>As part of its programs, the Department maintained its support to OLMCs through the allocation of funding and delivery of programs and services. To this end, the Department:</p>	<p>Funding was allocated to more than 170 projects for a total amount of \$2.9 million.</p>
<ul style="list-style-type: none"> • continued to fund implementation and research projects to provide solutions to homelessness problems in OLMCs; • expanded its efforts, specifying that all notices, announcements and other communications relating to the recipients' activities must appear in both official languages. These instructions are reflected in the contribution agreements for most components of the Homelessness Partnering Strategy; 	<p>The Homelessness Partnering Secretariat programs promoted:</p> <ul style="list-style-type: none"> • 4 projects funded under the Homelessness Knowledge Development Program (14% of the projects); • 21 projects for people who are homeless or at risk of becoming homeless, i.e., 5% of the total number; • 7 information sessions on the community planning process which took place in 5 regions, including one in the Atlantic provinces; over 150 participants attended including, including OLMC representatives; • 30 orientation sessions on country-wide; 297 participants from HRSDC and communities (including OLMCs) attended; • some 60 delivery and implementation tools which were made available to employees and community facilitators (accessible in both official languages on the Homelessness Partnering Secretariat Web site). <p>OLMC representatives participated in the work of the Partnership Strategy selection committee.</p>
<ul style="list-style-type: none"> • continued to monitor a project funded in Lorette, Manitoba with the Division scolaire franco-manitobaine and its partners in the <i>Coalition francophone de la petite enfance</i>; • Informed low and middle-income Francophone families outside Quebec and Anglophone families in Quebec about the importance of saving early for post-secondary education. To this end, the Canada Education Savings Program entered into grant agreements with a number of organizations within OLMCs such as the <i>Conseil économique et sociale d'Ottawa-Carleton</i>, <i>La Passerelle</i> in Toronto and the <i>Centre d'éducation et développement interculturel</i> in Montreal; 	<p>These funds allow for the provision of information to the Manitoba Francophone community on early childhood development, on family and community factors that have an impact on development, and on local resources available or needed to help young children and their families.</p> <p>Promoting post-secondary education was implemented as an integration mechanism, particularly for members of OLMCs belonging to racial and ethnocultural minority communities.</p> <p>OLMCs were integrated into HRSDC's regular clientele and have better access to this program.</p>

Activities carried out to achieve the expected result	2007–2008 Results
<ul style="list-style-type: none"> gave \$1.2 million in grants and contributions to literacy groups in OLMCs and \$1.5 million for projects related to essential skills including products and literature developed in both official languages. This funding mainly targeted: <ul style="list-style-type: none"> promotional activities and the distribution of promotional literature; training for literacy instructors; training workshops for parents in OLMCs; research projects; the development and evaluation of literacy and essential skills-related tools in and for the workplace; 	<p>Some projects received funding through calls for proposals in light of needs identified for OLMCs (delivery of services and programs).</p> <p>Annual Reports were presented to HRSDC on all recipients' activities. The outcomes of the activities were evaluated on the basis of the number of indicators.</p> <p>The monthly, quarterly or semi-annual reports (depending on the organization) were submitted to HRSDC.</p>
<ul style="list-style-type: none"> allocated \$1.5 million, through the Family Literacy Initiative (Action Plan for Official Languages), to help OLMC literacy organizations continue the work of the <i>Réseau d'experts en alphabétisation familiale</i> (i.e., improving literacy group organizational abilities, exchanging knowledge and skills, researching the impact of family literacy interventions, developing literacy trainer skills through Basics of Family Literacy training, etc.); 	<p>The 2007–2008 annual report is now available: www.fcaf.net/documents/pdf/alphafamiliale/rapportannuelalphafamiliale2007-2008.pdf</p>
<ul style="list-style-type: none"> granted the amount of \$75,150 for projects from the Language Industry Association related to the human resources challenges facing this industry. Although the Sector Council Program has no involvement with the Language Industry Association, the program expects to receive a project proposal for follow-up on the recommendations made in the study that was completed in March 2008. 	<p>The project “Preparatory Study to Developing a Guide” which ended in July 2007, created a profile of the language industry professions, produced a guide for joining the job market and completed a career path study in the three sub-sectors of this industry. The outcomes helped identify expectations as well as the most pressing human resources needs in this industry.</p>
<p>As part of the Foreign Credential Recognition Program and with the objective of fulfilling the recommendations of the action plan for promoting immigrants within Francophone minority communities, the following was done:</p>	<p>Project funding was granted.</p>
<ul style="list-style-type: none"> \$1,069,126 over 36 months (2008–2011) was granted to the <i>Consortium national de formation en santé</i> for a research project on employment integration conditions and services for Francophone immigrants with foreign credentials in the health field in OLMCs and for the potential establishment of partnerships in improving the delivery of these services; 	<p>The action plan is now available for appropriate health services in French in OLMCs as a result of qualified Francophone labour.</p>
<ul style="list-style-type: none"> \$396,739 over 18 months ending May 31, 2008 to the Council of Atlantic Ministers of Education and Training to study the feasibility of creating a credential evaluation agency for Francophone and Anglophone immigrants throughout the Atlantic provinces; 	<p>The action plan and recommendations were developed to establish a service centre for evaluating credentials in both official languages and to allow qualified Francophone immigrants to contribute to OLMCs in the Atlantic provinces.</p>

Activities carried out to achieve the expected result	2007 – 2008 Results
<ul style="list-style-type: none"> continued work regarding the Child Care Pilot Project that was put in place in six communities since September 2007. These communities were consulted prior to implementing the project and are actively involved in it; 	<p>A demonstration project and survey are in progress with Francophone minority communities.</p> <p>Francophone communities are actively participating in the Child Care Pilot Project. The number and type of initiatives (communication and promotion) were considered in order to facilitate OLMC access to the programs.</p>
<ul style="list-style-type: none"> the Department proposed the renewal of the Enabling Fund for two years in the amount of \$12 million annually; 	<p>The proposal for the renewal of the Enabling Fund included the integration of the impact analysis tool for Part VII of the OLA.</p>
<ul style="list-style-type: none"> coordinated the Interdepartmental Partnership with official languages communities in the Department and took into account the number of projects funded as part of this Partnership. 	<p>Six projects received funding as part of the Interdepartmental Partnership with Official-Language Communities.</p>
<p>The British Columbia/Yukon region answered the request presented by the <i>Fédération des francophones de la Colombie-Britannique</i> that federal departments in British Columbia provide information on projects related to implementation of section 41, Part VII, of the OLA, in anticipation of the <i>Fédération des francophones de la Colombie-Britannique's</i> annual general meeting.</p>	<p>Information on expenditures related to project activities under section 41, Part VII, of the OLA was made transparent and communicated to the OLMCs.</p> <p>Funding requests were granted for a total of 29 projects.</p>
<p>The Alberta/Northwest Territory/Nunavut region, under the Community Services division, held information and networking sessions for service providers and ensured that OLMCs groups were invited to participate.</p>	<p>The sessions took place throughout the year.</p> <p>Funding was granted to Francophone community groups in Alberta.</p>
<p>The Quebec region implemented a number of projects intended for OLMCs. In addition, the region set up an official languages governance structure.</p>	<p>Funding projects were allocated to OLMCs in order to promote their economic development. A total of 606 project proposals made under various departmental initiatives were funded.</p> <p>As a result of the implementation of the governance structure, an official languages champion and co-champion were appointed. The leadership and commitment of the official languages champion and co-champion will ensure that the official languages are taken into account in the region's activities.</p>
<p>The New Brunswick region undertook preparations in support of the <i>Congrès mondial acadien 2009</i>.</p>	<p>A strategic plan including a business case was prepared with a view to obtaining funding for the <i>Congrès mondial acadien</i>.</p>

**Activities carried out to achieve
the expected result**

The Newfoundland/Labrador region supported youth in OLMCs through programs such as Canada Summer Jobs and Career Focus.

2007–2008 Results

These programs allowed youth to be connected with Service Canada programs through the following school community centres:

- **St. John's** – Two Canada Summer Jobs contracts
- **Labrador City** – One Canada Summer Jobs contract
- **Stephenville** – Four Canada Summer Jobs contracts and one Career Focus project

F — Accountability

Expected Result

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

Activities carried out to achieve the expected result	2007–2008 Results
<p>The Department developed a three-year action plan for the period 2007–2010, taking OLMC needs into account.</p>	<p>The majority of branches at headquarters as well as the in the regions have a three-year action plan for the implementation of section 41, Part VII, of the OLA.</p> <p>The executive summary of the action plan is available on the Department's Web site at: www.hrsdc-rhdsc.gc.ca.</p>
<p>The Department developed the 2007–2008 annual progress report pertaining to the implementation of section 41, Part VII, of the OLA.</p>	<p>Accomplishments are presented in accordance with results-based management. The annual report is finished and will be available in downloadable format on the Department's Web site at: www.hrsdc-rhdsc.gc.ca.</p>
<p>Activities for the implementation of section 41 Part VII, of the OLA were integrated into various products of the Department's planning cycle (Report on Plans and Priorities and Departmental Performance Report).</p>	<p>The criteria for evaluating the integration of OLMC needs in policies, programs and services are included in the Department's routine evaluations and regular internal audits.</p>
<p>The Department conducted a nation-wide annual survey on client satisfaction with the Canadian Student Loans Program. This survey was developed using the Common Measurements Tool approved by the Treasury Board for assessing client satisfaction regarding accessibility of services in the official language of choice.</p>	<p>The annual survey has been completed. The results of standardized questions targeting official languages in the context of the survey of client satisfaction with the Program will be known shortly.</p>
<p>The Department also sat on the Interdepartmental Evaluation Committee on the Action Plan for Official Languages, led by Canadian Heritage. As part of the 2003–2008 Action Plan for Official Languages, the Department provided the results of the evaluations of initiatives targeting OLMCs. The Department completed a formative evaluation for the OLMC Enabling Fund.</p>	<p>A formative evaluation of the Enabling Fund covering the period from 2005 to 2008 was carried out from spring 2007 until winter 2008 and dealt with the program's design, delivery, implementation, governance and achievement of short- and long-term objectives. The evaluation also studied horizontal issues and follow-up of observations and findings of the Support Fund formative evaluation. The Support Fund was the predecessor of the Enabling Fund. The Enabling Fund formative evaluation is in draft form and awaiting approval.</p>

Activities carried out to achieve the expected result	2007 – 2008 Results
<p>The Department completed an evaluation of the initiative on family literacy in Francophone minority communities. This initiative is part of the 2003–2008 Action Plan on Official Languages.</p>	<p>In short, the evaluation revealed positive results:</p> <ul style="list-style-type: none"> • a national training program was developed with 134 new trainers and stakeholder participants; • programs and tools were developed and over 3,427 individuals completed training sessions; • A <i>Réseau d'experts en alphabétisation familiale</i> was established, including representatives from 12 provincial and territorial organizations; 9 networks were created; • research was conducted and demonstrated the benefits and impacts; the research was shared and exchanged in supporting the development of programs and tools.
<p>The Department took the corrective measures for complaints imposed under section 41, Part VII, of the OLA.</p>	<p>Two complaints under Part VII were filed with the Department citing support to the development of OLMCs and promotion and full recognition and use of French and English in Canadian society. These complaints were reviewed by the Department's senior management and were settled satisfactorily.</p>
<p>The Prince Edward Island region studied the three-year action plan regarding implementation of section 41, Part VII, of the OLA in consultation with the OLMCs during a meeting of PEI's Francophone Resources Development Committee for the purpose of evaluating progress and adjusting to identified needs expressed.</p>	<p>The three-year action plan was reviewed in order to adapt the activities planned by this region in light of the needs identified by the members of the Francophone Resources Development Committee. This initiative demonstrated the Department's commitment to official languages for the Francophone community on the Island.</p>

