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# 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*

2008 – 2009

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**Human Resources and Skills Development Canada Overview**

The Department of Human Resources and Skills Development Canada's vision (HRSDC) 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.

To deliver on its mandate, the Department provides programs and services to millions of Canadians. This includes providing income support through legislated pension benefits, temporary income support during periods of unemployment, and employment programs that enable Canadians to prepare for, find and keep employment. The Department promotes lifelong learning by encouraging skills development in workplaces and by developing and disseminating information about the labour market. Human Resources and Skills Development also financially invests in learning to facilitate access to post-secondary education and adult learning opportunities, and reduce barriers to adult learning and literacy and early childhood development. The Department's social and labour market policies and programs help to ensure that children and families, seniors, persons with disabilities, homeless persons, communities, and others who face barriers have the support and information they need to maintain their well-being and participate fully in Canadian society and its workplace.

The Labour Program works to ensure safe, fair and productive workplaces and cooperative workplace relations, as well as mediation and conciliation and effective international labour standards. To achieve these ends, it promotes occupational health and safety, respect for labour standards, and workplace equity through a coast-to-coast network of labour affairs officers. It also administers fire protection services on behalf of Treasury Board of Canada. As well, the Labour Program publishes a full range of industrial relations data, information, and developments in labour law; and manages Canada's international labour affairs.

Service Canada provides Canadians with a single point of access to a range of information, services and benefits on behalf of the Department and other government departments and agencies. Service Canada's service delivery network provides Canadians with access to more than 70 Government of Canada programs and services, which are accessible in person, at more than 600 points of service across the country, by phone (1-800 O-Canada), by mail and on-line at

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

Service Canada's commitment to service excellence is reflected in how well it is able to respond to the changing needs and expectations of individual Canadians, and by how efficiently and effectively it delivers services through efficient and effective channels. Service Canada uses informed marketing strategies and tactics to reach out to Canadians, encouraging take up of programs and services and enabling self serve options to improve speed of access. Service Canada depends on research and the feedback of Canadians to improve its ability to provide the right services at the right time in the right way.

### **Responsibilities Under Section 41 of the *Official Languages Act***

Human Resources and Skills 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) or 1-800-926-9105 (TTY) or click on [servicecanada.gc.ca](http://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](http://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, 2008 to March 31, 2009.

### 4 — Summary of Key Results

#### Awareness

The Department demonstrated leadership in raising awareness and understanding and in promoting best practices for the implementation of section 41 of the *Official Languages Act* (OLA). For example, Service Canada presented to its regional community services managers and employees global development plans for Alberta, Northwest Territories and Nunavut Francophone communities to use in planning and carrying out their activities.

Service Canada undertook various initiatives to build a culture of excellence in serving the clients in the official language of their choice and in promoting official languages values. For example, the Service Canada College integrated official languages training into its various training modules such as *Putting Citizens First*, *Putting Colleagues First*, *Leadership Development Program* as well as into its online training on the *Directive on the Active Offer of Services in Both Official Languages at Service Canada*. 1,382 employees participated in these training modules over 2008–2009.

The Department raised awareness of linguistic duality through events and activities such as the *Rendez-vous de la Francophonie*, which was widely advertised throughout the Department, both in regions and headquarters. In addition, Alberta regional staff became more aware of the diversity of today's Franco-Canadians by attending workshops on French-Canadian, Métis and Congolese cultures.

#### 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. Over the period covered, consultations on the Canada Disability Savings Regulation and Family Literacy took place, as well as regional consultations, such as the pilot community consultation with executive directors of Francophone organizations from Campbell River and Nanaimo. These consultations increased the Department's understanding of OLMC needs and priorities, allowing it to take these factors

into account in the delivery of federal government services 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.

## 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, the access to Canada Education Savings Program information was facilitated through the Department's and CanLearn web sites.

The Department also participated in important events with OLMCs, including the participation of the British Columbia regional office in an information fair hosted by the Official Languages Committee of the Federal Pacific Council to promote the programs and services offered by the Department. These modes of communication supported sustainable relationships with 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.

Under the Enabling Fund, the Department continued to provide secretariat services to 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 participate widely

in interdepartmental working groups on official languages that report directly to the federal Regional Councils. The Newfoundland and Labrador Regional Official Languages Team developed an integrated Official Languages Action Plan for the region that identifies the linkages between the initiatives undertaken under OLA Part IV (services to the public – communication of services to Francophones) and those under Part VII (awareness, consultations, communications, etc.).

## Funding and Program 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.

As a result of the 2007 Call for Proposals, the Canada Education Savings Program entered into contribution agreements with two (out of ten) organizations who serve clients in OLMCs: *La Passerelle* in Toronto received \$725,726 in funding for their three-year project which started in June 2008; and the *Conseil économique et social d'Ottawa-Carleton* received \$524,083 in funding for their two-year project which began in May 2008.

## Accountability

Activities for the implementation of section 41 of the OLA were integrated into various products of the Department's planning cycle such as the Report on Plans and Priorities and Departmental Performance Report. The criteria for evaluating the integration of OLMC needs in policies, programs and services may be subject to internal audit and/or evaluation.

## 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 web site at [www.hrsdc-rhdcc.gc.ca](http://www.hrsdc-rhdcc.gc.ca).

## 6 — Signature



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**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	2008–2009 Results
<p>The Department raised the awareness of senior management and employees with respect to their responsibilities in implementing section 41, Part VII, of the <i>Official Languages Act</i> (OLA).</p>	<p>Awareness-raising activities were carried out via emails, booths and information sheets, newsletters and presentations directed toward senior management and employees. For example, the Department gave a presentation on the importance of promoting the development of official language minority communities (OLMCs) at the Homelessness Partnering Strategy Regional meeting in Newfoundland and Labrador in June 2008. Moreover, the Department organized two information sessions on the implementation of section 41 of the OLA to the Homelessness Partnering Secretariat management team. Some sessions also provided an overview of the official languages rights and obligations, including, Part VII of the OLA. Legal Services and the Department's official languages teams delivered these information sessions to senior management.</p>
<p>The Legal Services Unit gave presentations to the Department's senior management and employees on legislated obligations pursuant to Part VII of the OLA.</p> <p>The Legal Services Unit also provided assistance by providing legal review of (1) various presentations, (2) the official languages section in the Policy Development Guide, and (3) various communications directed toward senior management and employees.</p>	<p>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.</p>
<p>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.</p>	<p>New employees (including official languages coordinators) attended these orientation sessions and received information pertaining to section 41, Part VII, of the OLA.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>The Department participated in the planning, coordination and implementation of three departmental events as part of the <i>Rendez-vous de la Francophonie 2009</i>, in addition to events that took place in the regions.</p>	<p>Over 250 individuals participated in three departmental events at headquarters on March 9, 10 and 11, 2009 as part of <i>Rendez-vous de la Francophonie 2009</i>.</p> <p><i>Rendez-vous de la Francophonie 2009</i> activities were hosted in all 14 offices in the Greater Interior and Northern British Columbia Service Area as well as in the Edmonton and Calgary areas.</p> <p>Awareness raising activities included Grade 1 students performing French songs and dances for Kamloops regional office while in Nelson, the local Francophone Association provided a presentation on its organization and French culture.</p> <p>The Employment Equity Committee in the Vancouver Service Management Area informed staff of the <i>Rendez-vous de la Francophonie</i> events to promote greater awareness and appreciation of the history of the local Francophone community.</p> <p>In Alberta, staff became more aware of the diversity of today's Franco-Canadians by attending workshops on French-Canadian, Métis and Congolese cultures as well as visiting kiosks staffed by Francophone community organizations, including Edmonton's French book store.</p> <p>Bilingual Citizen Services Officers from Metro Vancouver Service Canada Centres provided information on Government of Canada services to the public at the information fair that took place during the <i>Rendez-vous de la Francophonie</i> celebrations at Library Square.</p> <p>In New Brunswick, posters were distributed in local offices to promote public awareness of activities and some offices held a game/contest. Winners were given a Canadian social fabric pin.</p>
<p>The Department continued to manage Official Languages Coordinators' Networks.</p>	<p>Regular meetings and teleconferences with official languages coordinators took place to raise awareness of Part VII of the Act and departmental priorities and OLMCs' needs.</p> <p>The Legal Services Unit attended and participated in those meetings and teleconferences and provided updates on litigation.</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 modified for 2009 to include youth from nine provinces (in comparison to five the previous assessment) to represent schools for OLMC groups.</p>	<p>The new evaluation from the 2009 Programme for International Student Assessment will provide data pertaining to OLMCs in all provinces except Newfoundland and Labrador.</p> <p>More information on the Programme for International Student Assessment is available at: <a href="http://www.pisa.gc.ca">www.pisa.gc.ca</a>.</p>
<p>Employees were kept abreast of the activities under the demonstration/research project entitled Child Care Pilot Project.</p>	<p>Presentations were given to employees and managers on the Child Care Pilot Project to raise their awareness of its importance.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>The Service Canada College integrated its official languages training into its various training modules.</p>	<p>1,382 participants took part in all <i>Service Excellence</i> programs:</p> <ul style="list-style-type: none"> <li>• 596 in the <i>Putting Citizens First</i> course (front-line employees);</li> <li>• 41 in the <i>Putting Communities First</i> course (staff responsible for program support and services for communities and partners);</li> <li>• 261 in the <i>Putting Colleagues First</i> course (internal relations staff involved in the delivery of services to colleagues and clients such as Human Resources, Financial Services, Technological Support, Specialized Consultants);</li> <li>• 125 in the <i>Leadership Development Program</i> (managers at the EX minus 1, 2 and 3 levels, as well as team leaders in all sectors); and</li> <li>• 359 in the Online course to support the <i>Directive on the Active Offer of Services in Both Official Languages at Service Canada</i> (all Service Canada employees).</li> </ul>
<p>The Quebec Region continued its work to implement an official languages governance structure.</p>	<p>The Quebec regional official languages champion and co-champion developed a governance structure to ensure that the region is taking into consideration the needs of OLMCs in its activities.</p>
<p>The Quebec Region senior management team and the official languages coordinator participated in training sessions on official languages at the Canada School of Public Service.</p>	<p>Regional senior management and the official languages coordinator are better equipped to respond to the needs of the Anglophone communities.</p>
<p>In October 2008, Graham Fraser, Commissioner of Official Languages, made his first visit to St. John's, Newfoundland and Labrador and took the opportunity to make a presentation to federal staff on linguistic duality. The Newfoundland and Labrador Region advertised the event internally and encouraged staff to attend.</p>	<p>Staff who attended the event had an increased awareness of the status of bilingualism and linguistic duality in the country, and the challenges of ensuring the vitality of OLMCs in both the province and across the country.</p>
<p>The <i>Réseau de développement économique et d'employabilité (RDÉE) de Terre-Neuve-et-Labrador</i> published the 2008–2013 community plans for the Francophone communities of St. John's metropolitan area, Labrador West and the Port-au-Port Peninsula (on the west coast of Newfoundland). The community plans are a great source of information on the priorities of the francophone community and the activities/projects that the community would like to undertake with the help of its funding partners. With the RDÉE's consent, the Newfoundland and Labrador Region had the community plans translated and then shared the English version of the documents with regional program and service delivery staff.</p>	<p>The Newfoundland and Labrador Region's regional program and service delivery staff have access to more thorough information on the areas that are of priority to the Newfoundland and Labrador Francophone community (i.e., economic and human resources development, seniors, youth, education, etc.). They also have an improved understanding of the type of activities that the community would like to undertake in those areas. They are better informed and thus able to determine the relevance of their programs and services for the Francophone community and identify opportunities to reach out to community stakeholders.</p>
<p>The New Brunswick Region promoted the activities of the 2009 World Acadian Congress.</p>	<p>Promotional pamphlets were distributed throughout the New Brunswick's Service Canada Centres.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>The Manitoba-Saskatchewan Region included an official languages agenda item at its Managers' Forum.</p>	<p>An information session on official languages was delivered in November 2008 at the Manitoba-Saskatchewan Managers' Forum. The session included detailed presentations on official language obligations from the Office of the Commissioner of Official Languages, as well as language training opportunities and programs by the Canada School for Public Service.</p>
<p>The Regional Official Languages Coordinator developed and gave a presentation for Alberta regional community services managers and employees on the topic of the Alberta, Northwest Territories and Nunavut Francophone communities' global development plans.</p>	<p>The presentation raised awareness of Alberta/Northwest Territories/Nunavut OLMCs priorities as well as the Department's responsibilities in meeting its obligations to promote the vitality and development of OLMCs.</p>

## B — Consultations

### Expected Result

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

Activities carried out to achieve the expected result	2008–2009 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. For example, the Consultative Committee on Research for the Child Care Pilot Project held two meetings.</p> <p>Planning tools as well as an information sheet pertaining to consultations with OLMCs are available on the Department's intranet site. In addition, considerations on consulting with OLMCs were included as part of a training session on stakeholder relations offered to Communications staff and will be part of any future training the Department offers to employees.</p> <p>The stakeholder database, <i>ConneXions</i>, 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 2009–2010.</p>
<p>The Homelessness Partnering Secretariat improved its capacity to engage with OLMCs.</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>Through two National Committee meetings, the Department monitored the progress of the Enabling Fund with OLMCs.</p> <p>The National Committee on Economic Development and Employability includes members from the Francophone community, as well as ten federal agencies and departments. This network includes the <i>Réseau de développement économique et d'employabilité Canada</i> as well as twelve networks in the other nine provinces and three territories.</p> <p>The National Human Resources Development Committee for the English Linguistic Minority includes members from the Anglophone community as well as nine federal agencies and departments. The Anglophone community membership includes eleven community economic development and employability communities located in eleven regions across Quebec.</p>	<p>The Department, together with the federal co-chair, continued to provide secretariat services to the two National Committees and working groups. In cooperation with federal and community members, the Secretariat coordinated three meetings of these committees and supported the federal co-chair.</p> <p>In support of National Committee meetings, the Secretariat facilitated Government Table meetings which include relevant federal members to discuss and address OLMCs' main priorities and issues. To address the OLMCs' challenges as put forth by the communities, three working groups were created for each of the Anglophone and Francophone minority communities.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>The Income Security and Social Development Branch invited stakeholders to participate in consultations at branch review committee advisory groups and round table meetings of project review committees on New Horizons for Seniors Program, as well as consultations on departmental programs dealing with vulnerable populations, such as seniors, persons with disabilities and children.</p>	<p>In Spring 2008, OLMCs participated in consultation sessions offered in both official languages on the Canada Disability Savings Regulation. In developing the concepts for the Registered Disability Savings Plan, grant and bond advertising campaign focus testing sessions were held with the general public, including OLMCs. The results were incorporated in the final concepts of the advertising campaign.</p>
<p>The Office of Literacy and Essential Skills carried out consultations with organizations dedicated to promoting literacy in French language minority communities in order to implement the Family Literacy Initiative. This initiative receives funding from the Roadmap for Canada's Linguistic Duality 2008-2013.</p>	<p>The Office of Literacy and Essential Skills consulted the <i>Fédération canadienne pour l'alphabétisation en français</i> during the summer of 2008. This organization represents eleven provincial and territorial organizations that promote literacy in Francophone minority communities.</p>
<p>Service Canada's 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 to ensure that Canadians are served in the official language of their choice.</p> <p>When necessary, the Legal Services Unit provided legal advice on policies, directives and others (e.g., the Directive on the Active Offer of Services in Both Official Languages).</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>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>The Newfoundland and Labrador Region continued to ensure Service Canada's representation on the Newfoundland and Labrador <i>Comité d'orientation aux affaires francophones</i> and at the meetings of the <i>Cercle de collaboration</i> (an expanded <i>Comité d'orientation aux affaires francophones</i>). The <i>Comité</i> and the <i>Cercle</i> bring together representatives from the Government of Canada, provincial government and Francophone community.</p>	<p>Participation in the <i>Comité d'orientation aux affaires francophones</i> and the <i>Cercle de collaboration</i> allows Newfoundland and Labrador Region to stay current on the issues that are of interest to the Francophone community, on initiatives undertaken by other federal departments/agencies and the provincial government, and, when possible, identify opportunities for partnerships.</p>
<p>The Prince Edward Island Region solicited comments on the service strategy of the Francophone Resource Development Committee. Also, Regional officials initiated a discussion with Francophone service organizations regarding the Service Canada strategy for the clientele, including OLMCs.</p>	<p>Stakeholders expressed their satisfaction regarding the approach on services offered in the Francophone minority community.</p>
<p>Local managers in the Nova Scotia Region were invited to consult 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>
<p>The New Brunswick Region was invited to take part in a meeting with the Francophone community of Fredericton to highlight the activities and priorities of their strategic plan.</p>	<p>The Francophone community strategic plan was shared with regional Senior Management.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>Senior Management from the Quebec Regional Office held a consultation session with representatives of the Quebec Community Groups Network in order to assess their needs and explore future possibilities for cooperation.</p> <p>Also, senior development officers in the Lower North Shore area held consultations with representatives of the OLMC during the biannual meeting of the network of collective and sustainable development partners.</p> <p>Departmental officials participated in the National Human Resources Development Committee for the English Minority in the Quebec Region.</p>	<p>The consultation session enabled Senior Management to assess the Quebec Community Groups Network’s needs with respect to demography, language and social class issues and to foster a partner relationship with OLMCs.</p> <p>The exchanges enabled the senior development officers to meet with regional and local players, such as the Mayor of Mécatina and the Community Economic Development and Employability Committees in order to develop a local Action Plan to respond to their needs.</p> <p>Constructive exchanges between the OLMC community members and federal partners regarding activities in the Quebec Region were conducive to creating dialogue and sharing ideas for future projects within the Region (i.e., The Outaouais region’s project on Bikes on the Bay).</p>
<p>Directors across all eleven service areas in Ontario Region undertook local consultations with Francophone organizations.</p>	<p>In 2008–2009, the Ontario Region held 26 local consultations putting Service Canada officials in touch with over 50 Francophone organizations representing colleges, women and senior groups, French heritage groups and as well as groups supporting the integration of Francophone newcomers.</p>
<p>The Manitoba/Saskatchewan Region consulted OLMCs before moving service points or opening new ones and as well as on defining and implementing positive measures in accordance with Part VII of the OLA.</p>	<p>A new bilingual service point opened in May 2008 in Bellevue, Saskatchewan.</p> <p>The Region participated in the Official Languages Theme Day organized through the Saskatchewan Federal Council in January 2009 on Active Offer and Positive Measures. The objectives of the day was to promote a tripartite approach (federal, provincial and community), and improve communication and understanding of the issues related to official languages at each of these levels, as well as providing the opportunity to better understand Saskatchewan’s Francophone community.</p> <p>Regional officials attended the <i>Assemblée communautaire francosaskoise</i> and the <i>Rendez-vous francosaskois</i> in November 2008.</p> <p>Regional Service Canada officials consulted with the OLMCs in Saskatchewan and the different OLMC organizations on their current challenges and issues and how Service Canada can work with them. Consultations were led by the national official languages champion.</p>
<p>In British Columbia, a pilot community consultation was planned for Vancouver Island by the Official languages Committee of the Pacific Federal Council and took place in Nanaimo. Official Languages Coordinators from federal departments were invited to attend.</p>	<p>A bilingual Team Leader from the Nanaimo Service Canada Centre met with Vancouver Island community representatives and exchanged information with executive directors of Francophone organizations from Campbell River and Nanaimo.</p>

<b>Activities carried out to achieve the expected result</b>	<b>2008–2009 Results</b>
<p>The New Horizons for Seniors Program officer coordinated outreach and engagement of OLMCs in the British Columbia/Yukon Region through regular contacts with the <i>Fédération des francophones de la Colombie-Britannique</i>.</p>	<p>Outreach information sessions were held in Campbell River and Revelstoke with organizations to answer questions from all participating organizations, including OLMCs.</p>



## C — Communications

### Expected Result

OLMCs 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	2008–2009 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 2008–2009, 200 materials intended for public use, including news releases and newsletters, were published in both official languages in all regions.</p> <p>Canadians can access and register for English, French or bilingual versions of the Minister’s Newsletter, the Minister of State’s Newsletter on Seniors Issues, and the Newsletter on Universal Childcare Benefits (UCCB).</p> <table border="1" data-bbox="846 846 1487 1014"> <thead> <tr> <th>Newsletter</th> <th>EN</th> <th>FR</th> <th>BI</th> <th>Total Subscriptions</th> </tr> </thead> <tbody> <tr> <td>Ministers’</td> <td>n/a</td> <td>n/a</td> <td>3,981</td> <td>3,981</td> </tr> <tr> <td>UCCB</td> <td>10,927</td> <td>1,715</td> <td>1,079</td> <td>13,721</td> </tr> </tbody> </table> <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>	Newsletter	EN	FR	BI	Total Subscriptions	Ministers’	n/a	n/a	3,981	3,981	UCCB	10,927	1,715	1,079	13,721
Newsletter	EN	FR	BI	Total Subscriptions												
Ministers’	n/a	n/a	3,981	3,981												
UCCB	10,927	1,715	1,079	13,721												
<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>Communities have access to information on seven funding streams under the Homelessness Partnering Strategy.</p>															
<p>The New Horizons for Seniors Program targeted OLMCs to provide assistance and guidance in developing project proposals that meet the program’s eligibility criteria, enabling them to be considered for funding.</p>	<p>The New Horizons for Seniors Program continued partnerships with the OLMCs and worked with them to assist in project and proposal development through mail, public notices, outreach and community presentations. Success stories and brochures were shared as well. Regions also contacted provincial and territorial organizations to establish relationships, thus building opportunities for OLMC members to take advantage of offers of guidance and assistance from departmental representatives. In 2008–2009, over 140 projects were funded that directly benefited OLMCs.</p>															

Activities carried out to achieve the expected result	2008–2009 Results
<p>OLMCs were targeted for promoting the Canada Education Savings Programs – Canada Education Savings Grant and the Canada Learning Bond to raise awareness and facilitate access of these savings incentives.</p>	<p>Awareness activities were carried out via mailouts, public announcements, information sheets, booths and attendance at various trade shows and similar events.</p> <p>Access to Canada Education Savings Program information was facilitated through the HRSDC and CanLearn web sites. The Learning Branch updated the distribution lists to ensure that OLMCs were included.</p> <p>Service Canada distributed Canada Education Savings Program publications and contributed to awareness activities concerning the education savings program directed towards rural and remote regions, including OLMCs.</p>
<p>The Office of Literacy and Essential Skills ensured that national, provincial and territorial organizations involved in promoting literacy within OLMCs were informed of its calls for proposals for 2008–2009.</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 web site, including the documents accompanying the call for proposals.</p>
<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 Department’s 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 17,656 times per month (13,644 times for the Anglophone section and 4,012 for the Francophone section). A monthly newsletter on the Universal Child Care Plan is posted on the Department’s web site. <b><a href="http://www.universalchildcare.ca/eng/home.shtml">www.universalchildcare.ca/eng/home.shtml</a></b></p>
<p>Service Canada actively promoted the bilingual offerings of Service Canada in British Columbia.</p> <p>Citizen Services officials of Vancouver participated in an information fair with other federal government departments/agencies and Francophone organizations. The fair was hosted by the Official Languages Committee of the Federal Pacific Council on the International Day of la Francophonie.</p> <p>Service Canada staff had an opportunity to reach out to the local OLMC community through recognition of and participation in a high profile French heritage event.</p>	<p>Service Canada regional staff within Vancouver Island and Central Coast Service Area worked at a display booth to represent Service Canada at significant OLMC events.</p> <p>Nanaimo Service Canada Centre supported the Maple Sugar Festival coordinated by <i>L’Association des francophones de Nanaimo</i>.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>The Ontario Region arranged for public notices, to promote Service Canada programs and services (outreach), calls for proposals, and office moves, to appear in Francophone media.</p> <p>The Ontario Region also strategically targeted the Francophone citizen segment in all service areas using mobile outreach.</p>	<p>Access to Government of Canada programs and services was facilitated through the placement of eight public notices in community papers (e.g., <i>Le Métro Courrier</i> and <i>L'Action</i>), and service directories (e.g., <i>Association canadienne-française de l'Ontario</i>) for a total distribution of 110,845.</p> <p>OLMCs gained a greater awareness and access to Service Canada service offerings through 114 mobile outreach visits targeting Francophone clients in 2008–2009. For example, in Eastern Ontario, ties with the <i>Association canadienne-française de l'Ontario</i> have been strengthened through presentations at regular meetings for members.</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 in order to communicate their needs (e.g., the Social Development and Community Partners' Network).</p>
<p>The New Brunswick Region planned its participation in the 2009 World Acadian Congress.</p>	<p>The employees of the New Brunswick Employment Centres for Students will make a presentation on services available to some 400 young people from Canada, Belgium, Romania and France.</p>
<p>The Newfoundland and Labrador Region advertised the launch of the Canada Summer Jobs 2009 in the region's French-language newspaper <i>Le Gaboteur</i>. The Region also partnered with the <i>Fédération des francophones de Terre-Neuve-et-du-Labrador</i> to offer Canada Summer Jobs information sessions in French in St. John's, with stakeholders in Labrador City and the Port-au-Port Peninsula connected by videoconference.</p>	<p>The Francophone community received timely information on the Canada Summer Jobs 2009, with a Francophone program officer on site to answer enquiries.</p>
<p>The Newfoundland and Labrador Region maintained a weekly scheduled outreach service on the west coast of Newfoundland. The Port-au-Port Outreach Office provides services in French to the Francophone community in that area of the province.</p>	<p>Members of the Francophone community on the west coast of Newfoundland are able to access services in French on the Port-au-Port peninsula.</p>

## D — Coordination and Liaison

### Expected Result

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

Activities carried out to achieve the expected result	2008–2009 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"> <li>• 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;</li> <li>• various steering committee meetings for implementing the Citizenship and Immigration Canada action plan for promoting immigration in Francophone minority communities. The Department, 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”;</li> <li>• various meetings of the Canadian Heritage interdepartmental committee on policies for renewal of the government of Canada strategy on official languages. The Legal Services Unit played an active role in supporting these meetings; and</li> <li>• interdepartmental Official Languages Research Coordinating Committee meetings, Survey on the Vitality of Official Language Minorities Interdepartmental Working Committee meetings.</li> </ul>
<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 Service Canada official languages champion promoted OLMCs’ vitality and development by coordinating various interdepartmental initiatives.</p>	<p>The champion chaired preliminary meetings with potential interdepartmental partners. Through her presence and work with multiple partners, senior officials gained a better understanding of the importance of integrating official languages in Service Canada’s activities.</p> <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, meetings of the Federal Departmental Official Languages Champions, an annual meeting of the Official Languages Champions, a working committee, and meetings of the Council of the Network of Champions.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>Among its coordination and liaison activities, Service Canada has:</p> <ul style="list-style-type: none"> <li>• organized regular conference calls with headquarters and regions in support of the Official Languages Coordinators' Network;</li> <li>• developed tools that will be used by the Department to assist in identifying and better targeting OLMCs' needs in the preparation of Service Canada's strategy documents;</li> <li>• coordinated relevant horizontal activities with all Department's sectors, various target groups, service sectors and Service Canada's regional offices (Part VII of the OL coordinators at Service Canada);</li> <li>• managed the Official Languages Coordinators Network within the Citizens Services Branch; and</li> <li>• organized and coordinated meetings of the Official Languages Working Group. These meetings were chaired by the Official Languages Champion at Service Canada.</li> </ul>	<p>Evaluations of conference calls show that the information presented to the network is satisfactory and practical. Activities within the network included information sessions and conference calls.</p> <p>The Official Languages Coordinators' Network was strengthened and trained in official language expertise. All senior leaders from the regions and branches at headquarters appointed an official languages coordinator who provided links with the OLMCs.</p> <p>Service Canada held meetings with various stakeholders and the Working Group expanded through the inclusion of executives and assistant deputy ministers.</p>
<p>The Interdepartmental Partnerships Directorate worked in close collaboration with multiple partners to foster the development of OLMCs.</p>	<p>Interdepartmental Partnerships Directorate officials participated in various forums on OLMCs, such as the national committees and government tables. In addition, officials were actively involved in OLMC activities, and worked in close collaboration with them, in order to address their needs. For example, these activities resulted in the development of a training module on official languages offered by Service Canada College.</p>
<p>The Integrity Services Branch took into account OLMCs' needs and priorities when working with various partners (e.g., other government departments, branches, regions) on policy matters related to service excellence delivery in the Government of Canada.</p>	<p>The Integrity Services Branch ensures proactive planning research, intelligence gathering and option analysis as well as working with the regions to ensure that the Department's corporate strategy is coordinated and properly executed for client groups (i.e., OLMCs).</p>
<p>The Newfoundland and Labrador Region continued to participate in the meetings of the Official Languages Committee of the Federal Council, the <i>Comité d'orientation aux affaires francophones</i> and the <i>Cercle de collaboration</i> (extended <i>Comité d'orientation aux affaires francophones</i>), and continued its work with federal departments to meet OLMCs' needs.</p>	<p>Participation in these meetings allowed partnerships to be formed and the exchange of information for meeting OLMCs' needs.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<p>The Newfoundland and Labrador Region set up a Regional Official Languages Team, including coordinators for Part VII of the OLA as well as program officers who liaise with the Francophone community. The mandate of the Regional Official Languages Team is to enhance communication between the coordinators to ensure that they are aware of regional initiatives/activities or issues in the other official languages areas, identify linkages or possible cross-cutting impacts, and coordinate their strategies.</p>	<p>The Regional Official Languages Team developed an integrated Official Languages Action Plan for the region that identifies the linkages between the initiatives undertaken under OLA Part IV (services to the public – communication of services to Francophones) and those under Part VII (awareness, consultations, communications, etc.). Moreover, program officers who liaise with the Francophone community are now able to communicate with the community not only from the perspective of employment programs but also from the wider perspective of Service Canada’s service offerings.</p>
<p>Nova Scotia and Prince Edward Island Regions took steps during 2008–2009 to strengthen linkages between official languages leads, enhance consistency around the management of the official languages file in each province and share best practices.</p>	<p>Regional leads for Nova Scotia and Prince Edward Island Regions prepared and jointly delivered an official languages presentation for Regional Management Board on a more integrated framework for the official languages file.</p>
<p>In the Quebec Region, Senior Management participated in the Quebec Federal Council for Official Languages. The Regional Office also ensured participation in the Official Language Interdepartmental Network Meetings.</p>	<p>Constructive exchanges between the OLMC community members as well as federal partners regarding activities in the Quebec Region allowed for dialogue and shared ideas for future projects within the region.</p> <p>Service Canada delivered a bilingual presentation on the structure of Service Canada’s official languages services with respect to Part VII in the Quebec Region.</p>
<p>The Manitoba and Saskatchewan representatives sat on both interdepartmental Official Language Coordinators’ Network and the Saskatchewan Federal Council Leaders Advisory Board on Official Languages.</p>	<p>Service Canada Manitoba and Saskatchewan officials assisted in the planning of Saskatchewan Federal Council Support of Official Languages Communities Sub-Committee to plan the 2009 Government and Community Fair to be held on May 8, 2009.</p> <p>Service Canada Manitoba and Saskatchewan officials worked with the Manitoba provincial Government’s Entry Program for New Immigrants, including Francophone immigrants, to include the Service Canada Centre for Youth in Winnipeg on the tour for new immigrants. The Centre was chosen for the tour because it is located close to other service providers highlighted by the program.</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; OLMCs’ needs (e.g., geographic dispersion, development opportunities) are taken into account.**

Activities carried out to achieve the expected result	2008–2009 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>	
<ul style="list-style-type: none"> <li>Conducted in 2008–2009, under the Homelessness Partnering Strategy, a project entitled <i>Migratory and Transient Homelessness in Northern Ontario: A Study of the Pathways to Becoming Homeless in Sudbury and the Related Impacts</i>;</li> </ul>	<p>The Homelessness Partnering Strategy officials conducted focus groups and a survey with Anglophone, Francophone and Aboriginal peoples in Northern Ontario. The purpose of both the survey and focus groups was to obtain qualitative data regarding the policy questions guiding the project, including definition, extent of the issue, nature of the issue, impact of the issue and issue mitigation. The survey was conducted between February and March 2009 in agencies serving homeless persons. Service providers and research assistants administered the questionnaire to clients who agreed to participate.</p>
<ul style="list-style-type: none"> <li>Took into consideration OLMC vitality and development during the development, approval, implementation and evaluation of projects for fighting homelessness and other policies and programs within the Income Security and Social Development Branch;</li> </ul>	<p>A guide for regional staff on the Homelessness Partnering Strategy calls for proposals was developed and administered, indicating that the vitality of OLMCs should be taken into consideration in funding applications.</p> <p>Homelessness Partnering Strategy contribution agreements contained a clause informing the recipient of their responsibilities for service and program delivery in both official languages when appropriate.</p> <p>In the development of the Canada Disability Savings Program, an official languages impact analysis was completed and the following elements have been designed in light of the needs of OLMCs: program web site, printed promotional products, information sheets, presentations, application forms, announcements, public notices, and contact centres. OLMCs access the Program in the language of their choice.</p> <p>In planning and developing the proposed Enabling Accessibility fund, OLMCs were consulted. The program web site, application, promotional material, lines of communication and public notices have been designed in consideration of OLMCs’ needs.</p> <p>The Homelessness Partnering Secretariat inserted information on Part VII of the <i>Official Languages Act</i> in the orientation material distributed to new employees.</p>
<ul style="list-style-type: none"> <li>Conducted the Child Care Pilot Project which received \$2.7 M in 2008–2009 from the Roadmap for Canada’s Linguistic Duality 2008–2013;</li> </ul>	<p>Work continued on the demonstration/research project.</p>



Activities carried out to achieve the expected result	2008–2009 Results
<ul style="list-style-type: none"> <li>• Supported national organizations in their efforts to develop a shared vision and strategy for Early Childhood Development under the Community Development and Partnerships Directorate. Activities included:                             <ul style="list-style-type: none"> <li>▪ a collaborative process to ensure that the vision and strategy are understood by all OLMC partners/stakeholders;</li> <li>▪ a definition of the concept/notion of quality in the area of early childhood development in OLMCs;</li> <li>▪ alliances and partnerships across a range of community organizations focused on early childhood development;</li> </ul> </li> </ul>	<p><i>La Commission nationale des parents francophones</i> received funding under the initiative entitled <i>Strengthening NGO Capacity for Early Childhood Development in Official Language Minority Communities</i>, a component of the <i>Roadmap for Canada’s Linguistic Duality 2008–2013: Acting for the Future</i>.</p> <p>The Department’s support enabled the <i>Commission nationale des parents francophones</i> to produce an environmental scan with baseline data on the extent of French language services for families in OLMCs across Canada and to develop a strategic vision to promote Francophone Early Childhood Development in Canada (<i>National Framework for Collaboration on Early Childhood Development in Minority Francophone Communities in Canada</i>).</p> <p>A national framework on early childhood development and a harmonized national action plan for implementing the framework were developed. These documents supported the development of tools to assist parent organizations in Francophone OLMCs with early childhood development; ensured the long-term continuity of projects undertaken through strengthened partnerships; and coordinated inter-provincial forums on Early Childhood Development.</p> <p>Educational tools and products for use in homes and centre-based settings in OLMCs included: <i>Dream Big Little by Little</i>, <i>a Simple Guide to Building a Francophone identity at Home</i>; <i>Summary for Parents of the Convention on the Rights of the Child</i> and a <i>Guide on Inter-Sectoral Collaboration</i>.</p>
<ul style="list-style-type: none"> <li>• Continued to place an emphasis on promotion to OLMCs, under the New Horizons for Seniors Program. Grant writing workshops were also provided to OLMCs, and further sessions are planned in 2009–2010;</li> </ul>	<p>The New Horizons for Seniors Program manager coordinates with the national Francophone seniors’ organization to ensure program success in the OLMCs. Regular meetings were held to discuss opportunities to enhance take-up of the program by OLMC seniors’ organizations. Departmental representatives in the regions made similar efforts with provincial and territorial OLMC organizations to ensure that every effort to reach out is made.</p> <p>In 2008–2009, over 140 projects were funded that directly benefited OLMCs.</p>



Activities carried out to achieve the expected result	2008–2009 Results
<ul style="list-style-type: none"> <li>• Allocated \$0.78 million to literacy groups in OLMCs and \$2.0 million for projects related to essential skills including the development of products and documents in both official languages. This funding mainly targeted:               <ul style="list-style-type: none"> <li>▪ raising awareness among parents and practitioners on the importance of literacy;</li> <li>▪ skills training for literacy practitioners;</li> <li>▪ the development of tools and models for family literacy;</li> <li>▪ pilot training workshops for parents in OLMCs;</li> <li>▪ research projects;</li> <li>▪ the development and evaluation of literacy and essential skills-related tools in and for the workplace.</li> </ul> </li> <li>• Allocated \$0.18 million, through the Family Literacy Initiative (Action Plan for Official Languages), to help literacy organizations in OLMCs continue the work of the <i>Réseau d'experts en alphabétisation familiale</i> (i.e., improving organizational abilities of literacy groups, exchanging knowledge and skills, researching conditions leading to success and the impact of family literacy; and developing literacy skills for practitioners through the basics of family literacy training, etc.);</li> <li>• Funded \$0.7 million in funding for a national organization to promote literacy in Francophone minority communities and for provincial literacy coalitions in Francophone and Anglophone minority communities;</li> </ul>	<p>Some projects received funding through calls for proposals in light of needs identified by OLMCs (delivery of services and programs).</p> <p>Annual reports were presented to HRSDC on all the recipients' activities. The outcomes of the activities were evaluated on the basis of a number of indicators.</p> <p>Monthly, quarterly or semi-annual reports (depending on the organization) were submitted to HRSDC.</p>
<ul style="list-style-type: none"> <li>• Allocated funding under the Foreign Credential Recognition Program and with the objective of fulfilling the recommendations of the action plan for promoting immigrants within Francophone minority communities:               <ul style="list-style-type: none"> <li>▪ \$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;</li> <li>▪ Undertook the study, through the Council of Atlantic Ministers of Education, of the feasibility of establishing a credential assessment agency serving immigrants across the Atlantic region;</li> <li>▪ Developed a web portal through the <i>Centre spécialisé du transfert des connaissances</i>, with resources helping Francophone immigrants access employment within Francophone colleges (including CEGEPs) across Canada.</li> </ul> </li> </ul>	<p>The action plan is now available for appropriate health services in French in OLMCs as a result of qualified Francophone labour.</p> <p>Discussions are ongoing with the Council in view of implementing this agency. Recent statistics demonstrate an increase in immigrant settlement in the Atlantic region and this service would assist immigrants choosing to settle in the Atlantic provinces, whether they choose an Anglophone or a Francophone community.</p> <p>Main partners include the <i>Collèges communautaires du Nouveau-Brunswick</i>, <i>Collège Boréal</i>, <i>Université Sainte-Anne</i> and the <i>Collège de l'Acadie</i>.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<ul style="list-style-type: none"> <li>• Raised awareness with low and middle-income Francophone families outside Quebec and Anglophone families in Quebec about the importance of saving early for post-secondary education by funding organizations in OLMCs through the Education Savings Community Outreach contribution program of the Learning Branch;</li> </ul>	<p>As a result of the 2007 call for proposals, the Canada Education Savings Program entered into contribution agreements with two (out of ten) organizations who serve clients in OLMCs.</p> <ul style="list-style-type: none"> <li>• <i>La Passerelle</i> in Toronto received \$725,726 in funding for their three-year project which commenced in June 2008</li> <li>• <i>Conseil économique et social d'Ottawa-Carleton</i> received \$524,083 in funding for their two-year project which commenced in May 2008.</li> </ul>
<ul style="list-style-type: none"> <li>• Initiated development of an Official Languages Costing – Guidelines tool designed to assist each branch and each region benchmark their 2007–2008 direct costs associated with delivering service excellence in official languages. The exercise includes any costs to the branch or region incurred to meet minimum requirements of the <i>Official Languages Act (OLA)</i>, as well as other actions taken to fulfill Service Canada’s commitment to Canadians, through the Service Charter, to offer service excellence in official languages;</li> </ul>	<p>The Operations Branch initiated the development of the Official Languages Costing – Guidelines tool in partnership with the Chief Financial Officer Branch in 2008–2009 with continued development to take place in 2009–2010.</p>
<ul style="list-style-type: none"> <li>• Encouraged service channels of Service Canada to comply with the statutory requirements of the OLA and to take into account the needs of OMLC client groups;</li> </ul>	<p>The points of service strategy and the service experience model took into consideration the needs of OLMCs from the outset of the project. For example, during the pilot project on the service experience model, official languages were identified as a priority in order to comply with the <i>Official Languages Act</i>. As another concrete example, during development of the ecoAUTO or Passport service strategy, the Official Languages Service for Citizens and Communities provided expertise on OLMCs to ensure that these communities’ needs were also taken into consideration.</p>
<ul style="list-style-type: none"> <li>• Undertook the development of mapping OLMCs, through the Interdepartmental Partnerships Directorate within Citizen Service Branch, in order to better understand their situation and their locations. This will also be helpful for updating the various profiles of OLMCs;</li> </ul>	<p>The project is currently under development is now at the stage of presentation to the Management Committee for inclusion in the various service segments.</p>

Activities carried out to achieve the expected result	2008–2009 Results
<ul style="list-style-type: none"> <li>Maintained support to OLMCs through the allocation of funding and delivery of programs to assist youth, unemployed citizens and seniors in the British Columbia, Alberta and the Territories Region. This was achieved in part by a youth project in the Metro Vancouver area, an employment assistance project in the Yukon and projects for seniors in Maillardville, Coquitlam and Powell River;</li> </ul>	<p>Funding was allocated by the Metro Vancouver Service Canada Centre to <i>College Éducacentre</i> to deliver a Youth Employment Strategy – Skills Link project for 20 Francophone youth at risk. Through group-based employability skills workshops and work experience placements, these Francophone youth obtained skills and experience essentials for successful transition into the labour market.</p> <p>The local Whitehorse Service Canada office continued funding to the <i>Association franco-yukonnaise</i> to operate the Yukon’s only Francophone employment assistance service, <i>Services d’orientation et de formation aux adultes</i>.</p> <p>This employment assistance project has assisted over two hundred unemployed French speaking individuals to prepare for employment.</p> <p>Through the New Horizons for Seniors Program, Social Development Programs, the Regions funded <i>Pensionnés de Maillardville</i> in Coquitlam, to enable approximately 185 seniors to collect and archive historic documents that were used in the Centennial celebrations of the community. <i>Bon Accueil</i> in Powell River was also funded through the New Horizons Program to renovate facilities used by approximately 1,800 seniors.</p> <p>In Alberta/Northwest Territories/Nunavut, Francophone organizations were provided funding under the Community Participation Leadership Program to encourage Francophone seniors to participate in the community and to reduce social isolation for vulnerable Francophone seniors.</p>
<ul style="list-style-type: none"> <li>Implemented a number of projects in the Canada Summer Jobs, Skills Link, Youth Awareness, Opportunities Fund, Homelessness Partnership, and New Horizons for Seniors, programs intended for OLMCs within the Quebec Region;</li> </ul>	<p>Project directed to OLMCs provided economic assistance. A total of 774 projects under various departmental initiatives received funding totalling \$6.3M. The vast majority of these projects were funded through the Canada Summer Jobs Program.</p>
<ul style="list-style-type: none"> <li>Supported youth in OLMCs through programs such as Canada Summer Jobs and Targeted Wage Subsidies in the Newfoundland and Labrador Region;</li> </ul>	<p>Six Francophone community projects (in St. John’s area) obtained funding through Service Canada, including five Canada Summer Jobs projects and one Targeted Wage Subsidy Project.</p>
<ul style="list-style-type: none"> <li>Ensured New Brunswick Region local office managers were kept abreast when new calls for proposals were launched;</li> </ul>	<p>OLMCs in New Brunswick are informed and supported through various departmental programs delivered in regions.</p>
<ul style="list-style-type: none"> <li>Supported OLMCs in Saskatchewan through programs such as Skills Link Program that provided employability skills workshops;</li> </ul>	<p>Funded a pilot project under the Skills Link Program with the <i>Assemblée communautaire fransaskoise</i> that provided employability skills workshops tailored to meet the skills gap of six young Francophone immigrants.</p>

## F — Accountability

### Expected Result

Full integration of the OLMCs' 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 OLMCs' perspective.

Activities carried out to achieve the expected result	2008–2009 Results
<p>The Department has developed a three-year action plan for the period 2007–2010, taking OLMCs' 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: <a href="http://www.hrsdc-rhdcc.gc.ca">www.hrsdc-rhdcc.gc.ca</a>.</p>
<p>The Department developed the 2007–2008 annual Report on Results 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 available in downloadable format on the Department's web site at: <a href="http://www.hrsdc-rhdcc.gc.ca">www.hrsdc-rhdcc.gc.ca</a>.</p>
<p>The Department sat on the Interdepartmental Evaluation Committee on the Action Plan for Official Languages. This Committee was led by Canadian Heritage as part of the 2003–2008 Action Plan for Official Languages, In preparation for the Roadmap for Canada's Linguistic Duality: 2008–2013 that was launched in June 2008. The Department provided input to the results of the evaluations of the initiatives that OLMCs are addressing.</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.</p> <p>The final report of the formative evaluation is pending approval.</p>
<p>The Interdepartmental Partnerships Directorate was given the mandate to develop a Results-Based Management and Accountability Framework for the implementation of the <i>Official Languages Act</i> at Service Canada. This Framework will help to improve the ability to evaluate and recognize official languages performance within Service Canada.</p>	<p>The process of telephone interviews with the organization's key stakeholders was mostly completed by March 2009. The Directorate developed an approach for presenting the interview results and validating the results with members of the Network of Official Languages Coordinators. The final version of the Framework is planned to be presented for approval in fall 2009.</p>
<p>The Department conducted an annual survey of Canada Student Loans Program on client satisfaction. This survey was developed using the Common Measurements Tool approved by the Treasury Board, and Included a question on satisfaction level regarding accessibility of services In the official language of choice.</p>	<p>The data collection on the survey has been completed. The results, including satisfaction levels with accessibility of services in the official language of choice, will be published before the end of September 2009.</p>