



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

**ANNUAL REPORT ON RESULTS**  
2010-2011





Implementation of Section 41 of the

**OFFICIAL LANGUAGES ACT**  
(Part VII)

2010-2011 Annual Report on Results

August 2011

Economic Development Agency of Canada  
for the Regions of Quebec

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for the Regions of Quebec  
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of the *Official Languages Act* (Part VII)  
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## **General** information

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Economic Development Agency of Canada for the Regions of Quebec  
Dominion Square Building  
1255 Peel Street, Suite 900  
Montréal, Quebec H3B 2T9



### **MANDATE**

Promote the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or where opportunities for productive employment are inadequate.

Promote cooperation and complementarity with Quebec and communities of Quebec.

### RESPONSIBLE FOR THE IMPLEMENTATION OF PART VII OF THE ACT:

#### **MINISTER**

Denis Lebel

Minister of Transport, Infrastructure and Communities and Minister of the Economic Development Agency of Canada for the Regions of Quebec

#### **PRESIDENT**

Suzanne Vinet

#### **VICE-PRESIDENT, OPERATIONS**

Thao Pham

#### **VICE-PRESIDENT, POLICY AND PLANNING**

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## Summary of main achievements

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### **Achievements with official language minority communities**

The Agency undertook and participated in a number of activities to better understand the needs of *Official Language Minority Communities* (OLMCs). For example, the Agency collaborated with Industry Canada in organizing the “Dialogue Day with the English Linguistic Minority of Quebec”, which led to the setting-up of a “Dialogue Committee” that maintains the links established with the OLMC representatives. The Business Offices also carried out various activities to maintain a continuous dialogue with the OLMCs.

The information gathered during the various meetings with OLMCs over the course of 2010-2011 helped fuel the process of renewing the *Agency’s Strategic Framework*.

In the pursuit of its commitments to foster the vitality of OLMCs, in 2010-2011 the Agency approved 11 new projects under the *Economic Development Initiative* (EDI) totalling \$2.5 million in financial assistance and \$6.4 million in investment value. One project the Agency supported was a Youth Employment Services (YES) pilot project aimed at helping young Anglophone entrepreneurs in the regions, patterned on the model YES uses for the English-speaking community in the Greater Montréal area.

### **Achievements in promoting Canada’s linguistic duality**

In its efforts to promote linguistic duality, the Agency supported a project of the Committee for Anglophone Social Action (CASA). This project aims to rally business people, socioeconomic organizations and the community around regional economic issues by bringing Gaspésie’s English and French communities closer together. The project will get the two linguistic communities to work in tandem, forge alliances and share their know-how so as to increase their contribution to the regional economy.

During the past year, the Agency signed contribution agreements with 78 organizations that committed to providing services in both official languages as part of the projects submitted.

### **Achievements in the regions**

The regional Business Offices launched various initiatives to enhance OLMCs’ vitality in their territories. The Gaspésie—Îles-de-la-Madeleine Business Office, for example, supported several economic development projects in the last year and participated in a number of meetings specifically aimed at supporting the community in structuring its tourism sector. The Business Office contacted 25 organizations in the English-speaking community, including representatives of Aboriginal communities, to learn more about their needs and present the Agency’s programs to them.

The Côte-Nord Business Office participated in various meetings with representatives of the region’s English-speaking communities to promote the EDI and discuss projects in the works as well as potential projects. Among others, the Agency supported a project submitted by the Harrington Harbour Tourism Association to develop and showcase the heritage of the Basse-Côte-Nord community to tourists visiting the region.

Through its activities, the Agency contributes to the attainment of the results sought by the *Horizontal Results-based Management and Official Languages Accountability Framework* of the *Roadmap for Canada’s Linguistic Duality 2008-2013: Acting for the Future*. These results include changes in Canadians’ ability to live and work in dynamic communities in the official language of their choice and an increase in the proportion of Canadians who are aware of the benefits of linguistic duality and have the tools to appreciate them.

In conclusion, the Agency intends to continue its activities by implementing its *2010-2013 Results-based Action Plan* for implementation of section 41 of the OLA, part VII and by pursuing implementation of the EDI.



# Detailed report on results

## 1. AWARENESS - in-house activities

Training, information, orientation, awareness-raising, communication and other in-house activities in order to educate Agency employees and/or senior managers about linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; taking the viewpoint of OLMCs during in-house research, studies and investigations.

**Expected result**

Creation of lasting changes in the Agency’s organizational culture. All employees and managers are aware of and understand their responsibilities regarding section 41 of the *Official Languages Act* and OLMCs.

Activities carried out to achieve the expected result	Outputs
<p><b>Meetings between the different Agency directorates for discussion and approval:</b></p>	
<p><b>Meetings of the Agency’s Departmental Management Committee (DMC)</b></p> <ul style="list-style-type: none"> <li>development of a presentation and organization of a discussion at the DMC about the <i>2010-2013 Action Plan</i> for implementation of section 41 of the OLA, Part VII</li> <li>development of a presentation and organization of a discussion at the DMC about the impact on the Agency of the CALDECH (<i>Centre d’avancement et de leadership en développement économique communautaire de la Huronie</i>) decision on the Agency</li> <li>updating of an official languages accountability framework at the Agency. The <i>Framework</i> was tabled to the DMC by the Official Languages Champion and approved in March 2011</li> </ul>	<ul style="list-style-type: none"> <li><i>2010-2013 Action Plan</i> for implementation of section 41 of the OLA, Part VII presented to DMC members</li> <li>action plan for implementation of the Supreme Court ruling in the <i>Desrochers v. Canada</i> case (Industry) (CALDECH)</li> <li><i>Agency’s Official Languages Accountability Framework</i></li> </ul>

**Progress achieved toward attaining the expected result**

- sensitization of senior management to the planned activities and expected results for the period 2010-2013 concerning implementation of section 41 of the OLA, Part VII
- sensitization of senior management to the consequences of the CALDECH decision regarding Agency programs and services
- clarification of the roles and responsibilities of the various Agency stakeholders with respect to official languages

Activities carried out to achieve the expected result	Outputs
<p><b>Meetings of the Agency's Official Languages Committee</b></p> <ul style="list-style-type: none"> <li>• Organization of several meetings to: <ul style="list-style-type: none"> <li>• coordinate actions by the different Agency directorates regarding the OLA</li> <li>• develop the <i>2010-2013 Results-based Action Plan</i> for implementation of Section 41 of the OLA, Part VII as well as the <i>2009-2010 Annual Report on Results</i> concerning the implementation of section 41 of the OLA, Part VII</li> </ul> </li> <li>• discuss the implementation, at the Agency, of the action plan concerning the CALDECH decision</li> <li>• discuss the updating and implementation of the <i>Agency's Official Languages Accountability Framework</i></li> <li>• prepare the Agency's performance assessment on official languages, carried out by the Office of the Commissioner of Official Languages</li> </ul>	<ul style="list-style-type: none"> <li>• meetings on a regular basis.</li> <li>• <i>2010-2013 Results-based Action Plan</i> for implementation of section 41 of the OLA, Part VII</li> <li>• <i>2009-2010 Annual Report on Results</i> for implementation of section 41 of the OLA, Part VII</li> <li>• implementation of the <i>Action Plan</i> on the implementation of the Supreme Court ruling on the CALDECH case</li> <li>• updating and implementation of the <i>Agency's Official Languages Accountability Framework</i></li> <li>• preparation of materials regarding the Agency's performance assessment on official languages</li> </ul>

**Progress achieved toward attaining the expected result**

- development of activities by the Agency to implement section 41 of the OLA, Part VII in a consistent and integrated manner
- involvement of different Agency directorates in the development and implementation of the *Results-based Action Plan* for implementation of section 41 of the OLA, Part VII
- implementation of the Supreme Court of Canada's ruling on the CALDECH case in a consistent and integrated manner
- clarification of the roles and responsibilities of the various Agency stakeholders with respect to official languages
- awareness of actions taken by the Agency in terms of its obligations under the OLA and better knowledge of these actions by the Office of the Commissioner of Official Languages

Activities carried out to achieve the expected result	Outputs
<p><b>Meetings of the Agency community of practice on official languages</b></p> <ul style="list-style-type: none"> <li>meetings of the Agency’s OL community of practice consisting of the Agency’s Champion of OL, the Agency’s national coordinator responsible for the implementation of section 41 of the OLA, the Agency’s Business Office OL champions, and head office representatives</li> </ul>	<ul style="list-style-type: none"> <li>participation by the Agency’s OL community of practice in the “Dialogue Day with the English Linguistic Minority of Quebec”</li> <li>meetings via conference call on an ad hoc basis with the OL champions in the 14 Business Offices</li> </ul>

**Progress achieved toward attaining the expected result**

- sensitization of the Agency to the needs of OLMCs

Activities carried out to achieve the expected result	Outputs
<p><b><i>Linguistic Duality Day</i></b></p> <ul style="list-style-type: none"> <li>information session and roundtable for Agency employees on the <i>Official Languages Act</i> as part of <i>Linguistic Duality Day</i></li> <li>dissemination of a message from the Official Languages Champion concerning <i>Linguistic Duality Day</i> on the intranet</li> </ul>	<ul style="list-style-type: none"> <li>participation by about 10 employees, including new employees, in the information session and by about 50 employees in the roundtable</li> <li>message to employees from the Agency’s Official Languages Champion</li> </ul>

**Progress achieved toward attaining the expected result**

- better knowledge by Agency employees of the OLA
- sensitization of employees to linguistic duality

Activities carried out to achieve the expected result	Outputs
<p><b>In-house information tools</b></p> <ul style="list-style-type: none"> <li>• posting of the <i>Results-based Action Plan</i> for implementation of section 41 of the OLA, Part VII on the Agency’s intranet site and distribution of copies to the Agency’s delegated managers and Business Offices</li> <li>• posting on the Agency’s Web site of the <i>2009-2010 Annual Report on Results</i> for implementation of section 41 of the OLA, Part VII and distribution of copies to the Agency’s delegated managers and Business Offices</li> <li>• writing and posting on the Agency’s intranet site of a management note signed by the Official Languages Champion to promote the new accountability framework</li> <li>• publication in fall 2010 of an article on official languages in <i>Kaleidoscope</i>, the Agency’s in-house newsletter; this newsletter is also posted on the Agency’s intranet.</li> <li>• posting in the intranet’s G@zette of a message from the OL Champion and a link to an intranet page recalling the rights and responsibilities of Agency employees and delegated managers</li> <li>• posting of a message in the G@zette and a guide on the intranet inviting employees to consult the section on OL on the intranet</li> <li>• production and in-house dissemination of information materials describing and explaining the socioeconomic situation of OLMCS in Quebec</li> </ul>	<ul style="list-style-type: none"> <li>• <i>2010-2013 Action Plan</i> for implementation of section 41 of the OLA, Part VII circulated to the Agency’s employees</li> <li>• <i>2009-2010 Annual Report on Results</i> for implementation of section 41 of the OLA, Part VII circulated to Agency employees</li> <li>• senior management’s note to employees</li> <li>• article on official languages published in <i>Kaleidoscope</i>.</li> <li>• message in the electronic newsletter G@zette and the telephone reference guide <i>From Bonjour to Au Revoir – Usual Expressions on the Telephone</i></li> <li>• message from the OL Champion to the Agency’s employees and delegated managers</li> <li>• message to Agency employees</li> <li>• descriptive documents providing a socio-economic analysis of OLMCs in Quebec</li> </ul>

**Progress achieved toward attaining the expected result**

- sensitization of employees to the OLA
- better knowledge by Agency employees of the OLA, the Agency’s responsibilities and achievements in that regard, as well as the activities planned
- better knowledge, by Agency employees and delegated managers, of the roles and responsibilities of the Agency’s various stakeholders regarding official languages
- consideration of the needs of OLMCs in the reflection on renewal of the Agency’s programs

**Activities carried out to achieve the expected result*****Bulletin 41/42***

- distribution to Agency employees of Canadian Heritage's *Bulletin 41-42* (Volume 15, No.1), describing the needs of *Official Language Minority Communities* (OLMCs), including a section specifically on the English-speaking communities of Quebec

**Outputs**

- announcement and posting of *Bulletin 41-42* on the Agency's intranet site

**Progress achieved toward attaining the expected result**

- sensitization of employees to OLA issues and the needs of OLMCs

## 2. CONSULTATIONS - Sharing of ideas and information with OLMCs

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

### Expected result

Creation of lasting relationships between the Agency and OLMCs and understanding of respective needs and mandates.

Activities carried out to achieve the expected result	Outputs
<p><b>Joint action mechanisms</b></p> <ul style="list-style-type: none"> <li>• collaboration, with Industry Canada, on the organization of the “Dialogue Day with the English Linguistic Minority of Quebec”, held on October 6, 2010 and bringing together representatives of organizations from Quebec’s English-speaking minority communities, Industry Canada and the Agency</li> <li>• organization of meetings with representatives of the umbrella organizations of Quebec’s English-speaking communities with a view to hosting the “Dialogue Day with the English Linguistic Minority of Quebec”</li> <li>• following the “Dialogue Day with the English Linguistic Minority of Quebec”, a “Dialogue Committee” was struck, made up of representatives of minority English-speaking organizations in Quebec [QCGN, YES, Dobson-Lagassé, Community Economic Development and Employability Committee (CEDEC)], Industry Canada and Canada Economic Development. The Agency took part in Dialogue Committee discussions.</li> <li>• organization, at the Agency, of a meeting between the Agency community of practice on Official Languages and two organizations representing the English-speaking community of Quebec, the CEDEC and the QCGN</li> <li>• Agency participation in the meeting, “Dialogue on Official Languages and Canada’s Linguistic Duality” organized by Canadian Heritage’s Official Languages Secretariat (PCH-OLS) in May 2010</li> <li>• Agency participation in the meetings of the National Human Resources Development Committee for the English Linguistic Minority (NHRDC)</li> </ul>	<ul style="list-style-type: none"> <li>• day of dialogue with Quebec English-speaking community organizations</li> <li>• two meetings with Quebec English-speaking organizations to prepare the “Dialogue Day with the English Linguistic Minority of Quebec”</li> <li>• four “Dialogue Committee” conference calls</li> <li>• one meeting</li> <li>• sharing of information and documents</li> <li>• two meetings</li> </ul>



**Progress achieved toward attaining the expected result**

- better knowledge by the Agency of the needs and priorities of Quebec's English-speaking communities
  - better knowledge by the communities of the opportunities afforded by the Agency's programs
  - identification of present and future issues related to official languages
  - establishment and maintenance of good relationships with the OLMCs and better knowledge of their needs
  - better knowledge by the Agency of public trends and changes in the area of official languages
-

## Activities carried out to achieve the expected result

### Business Offices' joint action mechanisms

- casual meetings to establish or strengthen communications between the Agency's Business Offices and English-speaking community organizations in their respective territories, including Aboriginal communities whose first official language is English. This continuous dialogue between the Business Offices and these communities are intended to gain new insight into the needs of OLMCs, raise awareness of the Agency's programs, discuss potential projects and offer OLMCs sustained support in developing projects.

## Outputs

- **Abitibi-Témiscamingue Business Office**  
three telephone contacts with the CEDEC
- **Côte-Nord Business Office**  
three trips to the Basse-Côte-Nord region to follow-up on projects in progress, discuss potential projects and promote the EDI
- **Estrie Business Office**  
five formal joint action meetings with OLMCs in the territory: Dobson-Lagassé Entrepreneurship Centre, the Quebec Anglophone Heritage Network and one firm
- **Gaspésie—Îles-de-la-Madeleine Business Office**  
twenty-five contacts with the OLMCs, including nine formal presentations of the Agency's programs and services, of which two made to representatives of Gaspésie Aboriginal communities
- **Île-de-Montréal Business Office**  
four meetings with YES whose mission is to support entrepreneurship in the English-speaking community of the Greater Montréal area
- **Laval Business Office**  
meeting with the CEDEC during which the Agency's programs were discussed
- **Montérégie Business Office**  
meeting with the Community Table of National Human Resources in connection with a project
- **Nord-du-Québec Business Office**  
several meetings with clients of the Nord-du-Québec office, largely from the Aboriginal and English-speaking communities
- **Outaouais Business Office**  
several meetings with the CEDEC to develop projects, a meeting with the Kitigan Zibi Aboriginal community and meetings with NPOs and private enterprises

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## Progress achieved toward attaining the expected result

- better knowledge by the OLMCs of the Agency's programs (including the EDI)
- better knowledge by the Agency of the needs of OLMCs

### 3. COMMUNICATIONS - Transmission of information to OLMCs

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

#### Expected result

OLMC culture reflects a broad understanding of the Agency’s mandate; OLMCs receive up-to-date and relevant information about the Agency’s programs and services.

Activities carried out to achieve the expected result	Outputs
<p><b>Agency Web site</b></p> <ul style="list-style-type: none"> <li>• updating of information on the Agency’s programs and services. Posting of the eligibility criteria for the EDI through specific Agency programs.</li> <li>• publishing of information concerning a YES project in the “Feature” section, which highlights the success stories of certain Agency clients</li> <li>• posting of news releases announcing Agency funding for projects carried out by organizations belonging to Quebec’s English-speaking community. For example:               <ul style="list-style-type: none"> <li>• posting of a news release on the Committee for Anglophone Social Action (CASA). The project involves mobilizing business people, socioeconomic organizations and the community around regional economic issues by getting the English and French communities to work together.</li> <li>• posting of a news release about a project carried out by the <i>Association des côtiers de la Basse-Côte-Nord</i>, which represents the interests of the English community of 15 coastal municipalities. The project involves the development of a new economic sector based on the enhancement of small wild fruits that grow in this region of Quebec.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• sharing information with the public, including OLMCs, on Agency programs and services</li> <li>• posting of an article presenting a success story about a project funded by the Agency under the EDI</li> <li>• transmittal of this article to nearly 2,000 people subscribed to the Agency’s <i>E-Newsletter</i></li> <li>• posting on the Agency’s Web site of a news release about an EDI project funded by the Agency</li> </ul>

#### Progress achieved toward attaining the expected result

- better knowledge of Agency programs, services and activities, more specifically knowledge of the EDI by English-speaking communities in Quebec
- showcasing of English-speaking community projects

Activities carried out to achieve the expected result	Outputs
<p><b>Documentation distributed to OLMCs</b></p> <ul style="list-style-type: none"> <li>• publication on the Agency’s Web site of the multi-year <i>2010-2013 Results-based Action Plan</i> for implementation of Section 41 of the OLA, Part VII and distribution of copies to English-speaking community organizations in Quebec</li> <li>• posting on the Agency’s Web site of the <i>2009-2010 Annual Report on Results</i> for implementation of Section 41 of the OLA, Part VII and distribution of copies to English-speaking community organizations in Quebec</li> <li>• distribution to various stakeholders of English-speaking communities in Quebec of a contact list of resource-persons at the Agency’s Business Offices</li> </ul>	<ul style="list-style-type: none"> <li>• distribution of the multi-year <i>2010-2013 Results-based Action Plan</i> for implementation of Section 41 of the OLA, Part VII to more than 100 organizations, including the member organizations of the two large OLMC umbrella organizations, namely, the CEDEC and the QCGN</li> <li>• distribution of the <i>2009-2010 Annual Report on Results</i> for implementation of Section 41 of the OLA, Part VII to more than 100 organizations, including the member organizations of the two large OLMC umbrella organizations, namely, the CEDEC and the QCGN.</li> <li>• list of contact persons at the Agency’s Business Offices</li> </ul>

**Progress achieved toward attaining the expected result**

- better understanding of the measures taken and planned by the Agency for the English-speaking community of Quebec
- knowledge by stakeholders of the English-speaking community in Quebec of the Agency’s contact points for presenting projects and making inquiries

Activities carried out to achieve the expected result	Outputs
<p><b>Business Office events</b></p> <ul style="list-style-type: none"> <li>• participation by Gaspésie—Îles-de-le-Madeleine employees in a mentoring activity with English-speaking high school students organized by Service Canada and highlighting the OLA</li> </ul>	<ul style="list-style-type: none"> <li>• two mentoring sessions</li> </ul>

**Progress achieved toward attaining the expected result**

- better knowledge of the Agency’s mission and programs as well as career opportunities

#### 4. COORDINATION AND LIAISON

(Does not include funding – Internal coordination and liaison with other government institutions.)

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

##### Expected result

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

Activities carried out to achieve the expected result	Outputs
<p><b>Collaboration with Canadian Heritage</b></p> <ul style="list-style-type: none"> <li>• exchange of information on the change in governance of the Committee and Sub-committees of Assistant Deputy Ministers on Official Languages</li> <li>• participation in:               <ul style="list-style-type: none"> <li>• interdepartmental meetings of the national coordinators for Official Languages</li> <li>• interdepartmental meetings on economic development and official language minority communities</li> <li>• meetings of the Committee of Assistant Deputy Ministers on Official Languages (CADMOL)</li> <li>• meetings of the Interdepartmental Management Committee for the Official Languages Program (IMCOLP)</li> <li>• meetings of the Official Languages Secretariat concerning the Horizontal Results-based Management and Accountability Framework of the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• sharing of mandates of the Committee of Assistant Deputy Ministers on Official Languages (CADMOL), the Executive Subcommittee of Assistant Deputy Ministers on Official Languages (EX-CADMOL) and the Official Languages Program Interdepartmental Coordination Steering Committee (OLPICSC)</li> <li>• meetings</li> <li>• exchange of information and documentation</li> </ul>

##### Progress achieved toward attaining the expected result

- better knowledge, at the Agency, of the mandates of the Committee and Sub-committees of Assistant Deputy Ministers on Official Languages
- better understanding of the issues and good practices concerning the implementation of section 41 of the OLA
- decision making on major strategic directions for official languages
- information-sharing regarding the *Roadmap for Canada's Linguistic Duality 2008-2013*

Activities carried out to achieve the expected result	Outputs
<p><b>Collaboration between the Agency and other federal institutions</b></p> <ul style="list-style-type: none"> <li>• participation in meetings:               <ul style="list-style-type: none"> <li>• of regional development agencies and Industry Canada (EDI partners) to implement the EDI</li> <li>• of the Quebec Federal Council’s Official Languages Committee (QFC-OL)</li> <li>• of the Commissioner of Official Languages’ Discussion Forum</li> <li>• of Official Languages Champions in Whitehorse</li> <li>• of the Official Languages Information Network (OLIN)</li> <li>• of the steering committee of the Symposium 2011 on Research and Official Languages</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• meetings</li> <li>• exchange of information, documentation and good practices between federal departments</li> <li>• organization of a symposium on research and official languages</li> </ul>

**Progress achieved toward attaining the expected result**

- better knowledge of the issues of English-speaking communities in Quebec

Activities carried out to achieve the expected result	Outputs
<p><b>Monitoring of the status of Anglophones in Quebec</b></p> <ul style="list-style-type: none"> <li>• monitoring of the status of Anglophones in Quebec</li> <li>• information-sharing with Industry Canada on the status of Anglophones in Quebec in the major media</li> </ul>	<ul style="list-style-type: none"> <li>• sharing of documents with other departments, including the Official Languages Secretariat</li> <li>• daily exchange of press clippings between Industry Canada and the regional development agencies of Canada</li> </ul>

**Progress achieved toward attaining the expected result**

- better knowledge of the issues of English-speaking communities in Quebec

## 5. FUNDING AND PROGRAM DELIVERY

Implementation of the Agency's programs and delivery of its services; funding of OLMC projects by the Agency on its own or in cooperation with other federal institutions; inclusion of OLMCs' needs in the delivery of the Agency's programs and services.

### Expected result

OLMCs are part of the Agency's regular clientele and have adequate access to its programs and services. Their needs (e.g. geographic dispersal, development opportunities) are taken into consideration.

Activities carried out to achieve the expected result	Outputs
<ul style="list-style-type: none"><li>• funding of OLMC projects as part of the Agency's programs</li></ul>	<ul style="list-style-type: none"><li>• in 2010-2011, the Agency approved 11 projects under the EDI, totalling \$2.5 million in financial assistance and \$6.4 million in investment value</li><li>• since the beginning of the EDI, the Agency has funded 21 projects supporting the development of OLMCs, totalling \$5.7 million in financial assistance and \$13.2 million in investment value.</li><li>• the Agency also funded projects in support of OLMCs through its regular programs</li></ul> <p>Examples of new projects supported in 2010-2011:</p> <ul style="list-style-type: none"><li>• Youth Employment Services: pilot project to support English-speaking entrepreneurs outside of the Greater Montréal area</li><li>• Harrington Harbour Tourism Association: project to develop and showcase to tourists the heritage of Quebec's Lower North Shore</li></ul>
<ul style="list-style-type: none"><li>• signing of agreements with organizations that commit to providing services in both official languages as part of their projects</li></ul>	<ul style="list-style-type: none"><li>• in the past year, the Agency signed contribution agreements with 78 organizations committed to providing services in both official languages as part of their projects</li></ul>

### Progress achieved toward attaining the expected result

- economic development projects were carried out with OLMCs
- adequate public access to the programs and services of the organizations funded by the Agency

Activities carried out to achieve the expected result	Outputs
<p><b>Tool developed in connection with the OLA for the Business Offices</b></p> <ul style="list-style-type: none"> <li>development of a tool that takes a census of the OLMCs in Quebec's RCMs and regions and of a form that helps the Business Offices assess whether or not the organization is likely to provide its services in both official languages</li> </ul>	<ul style="list-style-type: none"> <li>OLMC census tool for Quebec's RCMs and regions and evaluation form linked to the OLA</li> </ul>

**Progress achieved toward attaining the expected result**

- better support for the Business Offices in integrating section 41 of the OLA, Part VII for Agency-funded projects

Activities carried out to achieve the expected result	Outputs
<p><b>Business Offices</b></p> <ul style="list-style-type: none"> <li>formal and informal meetings held by Business Offices with English-speaking community organizations in Quebec to obtain feedback from the OLMCs on the Agency's programs</li> <li>inclusion of measures related to the OLA in the Business Offices' business plans</li> </ul>	<ul style="list-style-type: none"> <li>meetings</li> <li>list of opportunities for exchanging with English-speaking community organizations updated by the Business Offices</li> <li>the nine Business Offices having OLMCs in their territory included OLA-related measures in their business plans</li> </ul>

**Progress achieved toward attaining the expected result**

- feedback from the OLMCs is taken into consideration for decision-making by the Agency's Business Offices (business plans), the Agency's LO community of practice (discussions) and senior management
- planning of interventions with OLMCs by the Agency's Business Offices



## 6. ACCOUNTABILITY

Activities through which the Agency integrates its work on the implementation of Section 41 of the OLA with the institution's planning and accountability mechanisms (e.g. Report of Plans and Priorities, Departmental Performance Report, departmental business plan, report on results from the implementation of Section 41 of the OLA, etc.); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by the Agency's senior management to ensure implementation of section 41 of the OLA.

### Expected result

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

Activities carried out to achieve the expected result	Outputs
<p><b>Development and implementation of the results-based action plan</b></p> <ul style="list-style-type: none"> <li>development and submission to the Agency's Departmental Management Committee (DMC) of a multi-year action plan for the implementation of section 41 of the OLA, Part VII</li> </ul>	<ul style="list-style-type: none"> <li><i>2010-2013 Results-based Action Plan</i> for implementation of section 41 of the OLA, Part VII</li> </ul>

### Progress achieved toward attaining the expected result

- integration of section 41 of the OLA, Part VII in implementation of the Agency's programs

Activities carried out to achieve the expected result	Outputs
<p><b>Preparation of reports on results</b></p> <ul style="list-style-type: none"> <li>production and submission to the Agency's Departmental Management Committee (DMC) of the <i>2009-2010 Annual Report on Results</i> for the implementation of section 41 of the OLA, Part VII</li> <li>contribution to the content of the <i>2010-2011 Report on Plans and Priorities (RPP)</i> and the <i>2009-2010 Departmental Performance Report (DPR)</i> of Canadian Heritage for the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i></li> </ul>	<ul style="list-style-type: none"> <li><i>2009-2010 Annual Report on Results</i> for implementation of section 41 of the OLA, Part VII</li> <li>excerpts from the Agency's action plan and annual report contributing to the expected results within the framework of the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i></li> </ul>

### Progress achieved toward attaining the expected result

- compilation of results for subsequent decision-making
- timely submission of the Agency's *2009-2010 Annual Report on Results* to Canadian Heritage and Canadian Heritage gives a positive mark to the report
- timely production of a document contributing to the RPP and DPR of Canadian Heritage

Activities carried out to achieve the expected result	Outputs
<p><b>Economic Development Initiative</b></p> <ul style="list-style-type: none"> <li>• application, at the Agency, of a performance measurement common to all departments delivering the EDI</li> <li>• writing of reports and sharing of information on specific Industry Canada issues regarding the EDI</li> <li>• participation of the Agency in the meeting of the Interdepartmental Evaluation Steering Committee (IESC) of the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> to discuss individual evaluations of the initiatives and the horizontal evaluation of the <i>Roadmap</i></li> <li>• participation of the Agency in activities and discussions with the other regional development agencies and with Canadian Heritage for the EDI assessment process, under the coordination of Industry Canada</li> </ul>	<ul style="list-style-type: none"> <li>• common or equivalent indicators for all departments involved in the delivery of the EDI</li> <li>• regular reports on the progress of the EDI and information on projects funded by the Agency</li> <li>• collaboration and participation in the horizontal evaluation of the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i> undertaken by Canadian Heritage</li> <li>• transmittal of the data for the Industry Canada EDI assessment process</li> <li>• collaboration in and support for the Industry Canada EDI assessment process</li> </ul>

**Progress achieved toward attaining the expected result**

- use of reliable indicators common (or equivalent) to all departments involved in reporting on projects funded under EDI
- better knowledge of the Agency's actions with respect to the EDI
- better knowledge of the *Horizontal Management and Accountability Framework* of the *Roadmap for Canada's Linguistic Duality 2008-2013* and the different timelines related to evaluations of the *Roadmap*
- increased interdepartmental coherence on EDI management and evaluation activities

Activities carried out to achieve the expected result	Outputs
<p><b>Office of the Commissioner of Official Languages</b></p> <ul style="list-style-type: none"> <li>• meetings with the representatives of the Office of the Commissioner of Official Languages concerning the <i>2010-2011 Report Card</i></li> </ul>	<ul style="list-style-type: none"> <li>• collection and sharing of information with the Office of the Commissioner of Official Languages on the Agency's activities as they pertain to the OLA</li> </ul>

**Progress achieved toward attaining the expected result**

- sensitization to the Agency's activities in relation to its obligations under the OLA and better knowledge of these actions by the Office of the Commissioner of Official Languages

## List of acronyms

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<b>CALDECH</b>	<i>Centre d'avancement et de leadership en développement économique communautaire de la Huronie</i>
<b>CEDEC</b>	Community Economic Development and Employability Committee
<b>DMC</b>	Departmental Management Committee
<b>EDI</b>	Economic Development Initiative
<b>NHRDC</b>	National Human Resources Development Committee for the English Linguistic Minority
<b>NPO</b>	Non-profit Organization
<b>OL</b>	Official Languages
<b>OLA</b>	<i>Official Languages Act</i>
<b>OLMC</b>	Official Language Minority Community
<b>YES</b>	Youth Employment Services