



Canadian
Heritage

Patrimoine
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2 OFFICIAL LANGUAGES

Annual Report 2006-07

Volume 2

Achievements of Designated Federal Institutions
Implementation of Section 41 of the *Official Languages Act*



Canada 

TABLE OF CONTENTS

INTRODUCTION	3
Cultural Sector	6
Canada Council for the Arts	6
Canadian Broadcasting Corporation	7
Canadian Heritage	9
Canadian Radio-television and Telecommunications Commission	12
National Arts Centre	13
National Capital Commission	15
National Film Board of Canada	16
Parks Canada	17
Telefilm Canada	18
Economic Sector	20
Agriculture and Agri-Food Canada	20
Atlantic Canada Opportunities Agency	21
Business Development Bank of Canada	22
Canada Economic Development for Quebec Regions	23
Canadian Tourism Commission	24
Industry Canada	25
Public Works and Government Services Canada	26
Western Economic Diversification Canada	28
Human Resources Development Sector	29
Canada Post Corporation	29
Canada School of Public Service	30
Health Canada	31
Human Resources and Social Development Canada (including Service Canada)	33
Public Health Agency of Canada	34
Social Sciences and Humanities Research Council of Canada	35
Status of Women Canada	36
International and Central Agencies Sector	38
Canada Public Service Agency	38
Canadian International Development Agency	39
Citizenship and Immigration Canada	40
Foreign Affairs and International Trade Canada	41
International Development Research Centre	42
Justice Canada	43
Statistics Canada	45
Treasury Board Secretariat	46
DETACHABLE APPENDIX	47
Official Languages Accountability and Coordination Framework – (extract relative to Part VII of the <i>Official Languages Act</i>)	47
List of national coordinators responsible for the implementation of section 41 of the OLA	48

INTRODUCTION

Volume 2 of the *Annual Report on Official Languages* presents a summary of the main results achieved by the federal institutions designated under the 1994 Accountability Framework for the implementation of sections 41 and 42 (Part VII) of the *Official Languages Act* (OLA).

While only the designated federal institutions now report to Canadian Heritage, all federal institutions are subject to section 41 of the Act and must respect the commitment made by the Government of Canada to enhance the vitality of the official-language minority communities (OLMCs) and promote the full recognition and use of English and French in Canadian society. Their obligation in this regard is to take positive measures and therefore be accountable for the outcomes. Any alleged breach of this obligation may result in court action.

Under section 42 of the Act, the mandate of the Minister of Canadian Heritage is to create and promote a concerted approach within federal institutions to fulfil this commitment. For this purpose, Canadian Heritage coordinates the efforts of designated federal institutions and provides support to any federal institution wishing to better understand its obligations and target interventions accordingly.

Within the purview of Canadian Heritage's coordination mandate, the Interdepartmental Coordination Directorate manages a network of national coordinators responsible for the implementation of section 41 of the OLA in designated federal institutions. These national coordinators serve as the main contacts for the OLMCs in their institution. The Network of National Coordinators meets four times a year to share information and best practices, and to identify possible partnerships.

Interdepartmental coordination also depends on a network of Canadian Heritage representatives responsible for collaboration among federal institutions in their province or territory. Thanks to Canadian Heritage's Interdepartmental Coordination Network, the Department can fulfil its mandate under section 42 of the OLA, both at the national level and in the regions. Regional members of the Network collaborate to organize interdepartmental, sectoral and regional meetings, such as the one held each year with the Francophone community in Alberta or the Atlantic Symposium on Part VII of the *Official Languages Act*.

Canadian Heritage also works closely with the Canada Public Service Agency and Justice Canada to ensure that the government approach takes into account all parts of the Act in a coherent, structured and lasting way.

Institutions are aware and equipped

After amendments were made to the OLA in 2005, the Clerk of the Privy Council wrote all chief executives in federal institutions to inform them of the changes and ask them to determine how their institution would go about carrying out its obligations with respect to the amended Act. In collaboration with Justice Canada, Canadian Heritage then conducted a major awareness campaign for federal employees through a number of formal and informal networks, including those of the Canada Public Service Agency and the Treasury Board Secretariat departmental and Crown corporation's advisory committees on official languages, Official Languages Champions, regional Councils of Senior Federal Officials and their official languages subcommittees, and so on. Furthermore, the School of Public Service organized an "Armchair Discussion" session on the new provisions of Part VII of the OLA, with employees from the National Capital Region in attendance. This campaign educated hundreds of federal employees about their obligations under the Act.

In collaboration with Justice Canada and the Canada Public Service Agency, Canadian Heritage developed the *Guide for Federal Institutions* on Part VII of the OLA to ensure that the implementation of Part VII is fully incorporated into the decision-making process. Many tools for institutions are available on the Web site, such as the Guide for Implementation and Performance Measurement Tool (section 41 of the OLA), a collection of best practices, and the Official Languages Accountability and Coordination Framework.

At headquarters and in the regions, Canadian Heritage supported many federal institutions that saw the amendments to the Act as an opportunity to make official languages more prominent in their organizations. Many of them organized information sessions and gave serious thought to their current and potential contribution to the development of the OLMCs and the promotion of linguistic duality. Many others reviewed their programs and policies to ensure they were in accordance with the new provisions of Part VII of the OLA, and attempted to better incorporate official languages into their organizational culture.

Institutions are tuned in to the OLMCs

In order to build stronger ties with the OLMCs, Canadian Heritage held meetings with the national coordinators from designated federal institutions to gain a better understanding of regional realities. One of these meetings was held in Winnipeg with the Franco-Manitoban community; the other took place in Ottawa with representatives from Francophone communities in the North (3 territories). These meetings help create an atmosphere of trust between the OLMCs and federal institutions. Both community and

federal participants better understand their respective priorities and constraints, thereby leading to the identification of interesting avenues for collaboration. For example, after the meeting on issues facing Francophone communities in the North, Industry Canada conducted a feasibility study on distance-education programs in the Northwest Territories; the CBC's French-language network broadcast several programs from the Territories; representatives from the Canada Council for the Arts toured the Territories to explain Canada Council programs; the National Film Board of Canada began negotiating to develop youth activities in Francophone communities in the North; and many institutions used the local media in the North to promote their programs.

Generally speaking, all designated federal institutions intensified their formal and informal communication and consultation efforts with the OLMCs. Some of them, such as Service Canada and Industry Canada, conducted large-scale consultations, while others took the pulse of the OLMCs in visits to regional offices or interdepartmental meetings held by Canadian Heritage at the national or regional level. For example, the CRTC met with OLMCs in the regions and then worked to establish a CRTC-OLMC discussion group. Others, such as Human Resources and Social Development Canada, Health Canada, Citizenship and Immigration Canada and Justice Canada, continued to make good use of their representative advisory committees, a process that is particularly appreciated by the OLMCs, who feel better understood and involved in decisions.

Thus there is a well established dialogue between the designated institutions (and many others) and the OLMCs. The question now is how to pursue and build upon this dialogue without adding burdensome structures or exhausting federal or OLMC resources.

The OLMCs are better supported

The improved dialogue with the OLMCs has generated in partnerships and sustained collaboration. The designated institutions are increasingly adding the OLMCs to their regular clientele, adapting programs and services or creating targeted programs that reflect the realities of the OLMCs. Some show great creativity and demonstrate that any institution can implement section 41; everyone can contribute to OLMC development or the promotion of linguistic duality in their own way. Most designated institutions offer financial support, but this is not the only contribution that an institution – designated or not – can make. Some provide facilities for the OLMCs in exchange for French-language classes, while others provide expertise, materials or support for employees to upgrade their second-language skills by participating in OLMC activities. Those are only a few examples.

Conclusive results

In order to ensure a consistent and credible accountability process, the Interdepartmental Coordination Directorate made changes to its guidelines for the development of action plans and reports on achievements, and offered national coordinators a two-day training session on results-based management followed by half-day workshops by sector. The sessions were developed with the assistance of planning and evaluation experts from Canadian Heritage; participants were invited to come with experts from their own institution to make them aware of the importance of integrating official languages in departmental planning. For their annual reports on achievements, the designated federal institutions were encouraged to reflect on the outcome of their activities and on ways to better incorporate official languages into departmental accountability processes.

The 2006-07 year was characterized by a transition in matters of accountability. Federal institutions played along and made all necessary efforts to better account for their results. However, establishing common performance measures and indicators remains a challenge.

Additional information on action plans and reports on achievements is available by contacting the department or agency directly. A list of contact persons in the designated institutions is included on the inside cover of this report. This report is also available on the Canadian Heritage Web site at www.pch.gc.ca/progs/lo-ol/pubs/annual_reports.e.cfm.

ACCOUNTABILITY FRAMEWORK FOR THE IMPLEMENTATION OF SECTIONS 41 AND 42 OF THE OFFICIAL LANGUAGES ACT

Thirty-two federal institutions are designated by the Accountability Framework for the Implementation of Sections 41 and 42 of the OLA (see list on page 48). Since the adoption of this framework in 1994, these federal institutions – whose activities are of vital importance for the development of the official-language minority communities – must take special measures to fulfill the commitment of the federal government outlined in Part VII of the Act. Notably, they must:

- appoint a national coordinator, and regional coordinators as needed, for section 41 activities;
 - submit an annual status report on section 41 achievements to the Minister of Canadian Heritage; and
 - prepare and develop an action plan that covers one or more years. This action plan involves consideration of and consultation with the communities in order to identify their priorities and the programs and initiatives that can fulfil these priorities.
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Official Languages Act (Excerpt from Part VII)

Government policy

41. (1) The Government of Canada is committed to
(a) enhancing the vitality of the English and French linguistic minority communities in Canada and supporting and assisting their development; and
(b) fostering the full recognition and use of both English and French in Canadian society.

Duty of federal institutions

(2) Every federal institution has the duty to ensure that positive measures are taken for the implementation of the commitments under subsection (1). For greater certainty, this implementation shall be carried out while respecting the jurisdiction and powers of the provinces.

Regulations

(3) The Governor in Council may make regulations in respect of federal institutions, other than the Senate, House of Commons, Library of Parliament, office of the Senate Ethics Officer or office of the Conflict of Interest and Ethics Commissioner, prescribing the manner in which any duties of those institutions under this Part are to be carried out.

Coordination

42. The Minister of Canadian Heritage, in consultation with other ministers of the Crown, shall encourage and promote a coordinated approach to the implementation by federal institutions of the commitments set out in section 41.

Application for remedy

77. (1) Any person who has made a complaint to the Commissioner in respect of a right or duty under sections 4 to 7, sections 10 to 13 or Part IV, V or VII, or in respect of section 91, may apply to the Court for a remedy under this Part.

CANADA COUNCIL FOR THE ARTS

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner

Director: Robert Sirman

Official Languages Champion: Manon Dugal

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The publications and information provided by the Department of Canadian Heritage and the Office of the Commissioner of Official Languages on the amendments to the *Official Languages Act* (OLA) have been distributed internally. The responsible officials, including the Director of the Arts Division, the coordinator for the Interdepartmental Partnership with the Official-Language Communities (IPLC) and the program officers held numerous meetings on the implementation of section 41 of the OLA at the Council in order to maximize its contribution to the development of the official-language minority communities (OLMCs) and the promotion of linguistic duality.

Consultation

The Council took part in consultations with representatives of OLMC artists and arts organizations, and participated in sectoral and interdepartmental working groups coordinated by Canadian Heritage. It attended meetings with the communities to discuss the IPLC and to look into future opportunities for cooperation. Program officers met with artists and arts organization representatives on-site. The Council also took part in the update of the Study on the Positioning of the Canadian Francophonie in Major Federal Cultural Institutions. All these consultations enabled the Council to gain a better understanding of the situation of minority artists and greater awareness of the needs of OLMC artists and arts organizations.

Communications

The Council wanted to ensure that OLMC artists and arts organizations were well informed of its programs and activities and were better equipped to participate in them. The Council therefore organized three information sessions in two provinces (New Brunswick and Alberta) and made presentations at major events such as the *Forum sur l'artiste créateur* [forum on creative artists] (Caraquet, N.B.), the *Forum des émergences* [forum for emerging artists] (Moncton, N.B.), Contact Ontario and Contact Alberta. It prepared a plan for information activities in 2007-2008. The Council updated its Web site content directed at OLMC artists and arts organizations to make it more readily accessible to communities. The Council also ensured that the



MANDATE

The Canada Council for the Arts is a national arm's-length agency created by an Act of Parliament in 1957 to foster and promote the study and enjoyment of, and the production of works in, the arts. To fulfill this mandate, the Council offers grants and services to professional Canadian artists and arts organizations.

communication tools developed for the celebration of its 50th anniversary (announcements, Web site) recognized the achievements of OLMC artists and arts organizations.

Coordination and liaison

The Council took part in the meetings of the committee of signatories to the Agreement for the Development of Francophone Arts and Culture in Canada, which will expire in 2008. It participated in meetings of interdepartmental working groups coordinated by the Department of Canadian Heritage as well as in consultations with Canadian Heritage and the communities on the IPLC, which also ends in 2008. The section 41 coordinator attended meetings of national coordinators, organized by the Department of Canadian Heritage. The responsible officials, including the Director of the Arts Division, the national coordinator, the IPLC coordinator and the officials in charge of programs coordinated their efforts to implement section 41 at the Council. All these coordination

activities helped federal cultural organizations organize their initiatives supporting the OLMC more effectively.

Funding and program delivery

The Council continued supporting OLMC artists and arts organizations in the creation, production and dissemination of their works in communities throughout Canada and abroad. Additional funding enabled the Council to increase its support for the operations of OLMC organizations, which received a total of over \$3.3 million. The Council continued participating in the IPOLC, allowing it to increase its support to the projects of artists and arts organizations from Anglophone and Francophone minority communities. The Council provided relevant information to peer committees responsible for assessing applications to

ensure that they take into account the living conditions and situation of minority artists and arts organizations. Council funding helped OLMC artists attain recognition; for example, at the 2006 Governor General's Literary Awards, one laureate from Montreal, Hugh Hazelton, received an award. The *Théâtre populaire d'Acadie* received the Theatre for Young Audiences award for its co-production of *Conte de la lune*.

Accountability

The Council prepared a comprehensive report on the number of grants and amounts awarded to OLMC artists and arts organizations as well as statistics on the participation of OLMC artists in the Council's peer-assessment committees.

CANADIAN BROADCASTING CORPORATION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner

President and CEO: Robert Rabinovitch

Official Languages Champion: George C. B. Smith

Official Languages Champion: Patricia Vincent

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The 2006-07 fiscal year marked a major internal restructuring evident in the development and establishment of a new Regional Services structure within the CBC French Services. Senior management toured all of the regions to present to the employees the main strategic directions for the Canadian Broadcasting Corporation (CBC)/*Société Radio-Canada* (SRC), including those associated with the official languages. A leaders' forum saw the 100 senior managers of the CBC/SRC English and French networks meet to compare notes on the various market realities.

Consultation

Senior management for French Services played an active part in the regional panel organized to receive feedback from the regions. It expanded its discussions to include issues related to radio and the new media. During the regional visits, the Vice-President of French Services and the Director General of Regional Services took part in a business "Dinner for Eight" with community leaders. The French Television Programs Branch and the Regional Services Branch consult regularly with the members



MANDATE

As the national public broadcaster, the Canadian Broadcasting Corporation (CBC) has a mandate to provide high-quality radio and television programming that is distinctively Canadian, reflects Canada and its regions, accounts for Canada's regional diversity and serves the special needs of those regions.

of the *Alliance des producteurs francophones du Canada* (APFC) to hear their ideas. Service representatives for the Toronto-

Windsor corridor consulted with school boards in Southeastern Ontario. Senior CBC management met a number of times with creators from the independent minority Anglophone production community to outline the Corporation's strategic directions and to hear their ideas. The CBC also began discussions with the English Community Radio Association in Quebec. All these consultations provide a way of better understanding the aspirations of the official-language minority communities (OLMCs) and of exchanging ideas on CBC and SRC services.

Communications

Partnerships help form stronger ties with the OLMCs. The SRC has prepared guidelines on culture, music, film and youth for the partnerships common to all French services in the communities. In schools in the four Western provinces, the Corporation launched a campaign to promote what the schools consider the most relevant radio and television programs for young people. It provided support for Francophone songs by promoting the Granby International Song Festival, a number of whose finalists emerged from the regional galas of song. It provided targeted training for young people on using *Radio-Canada* Web sites and archives designed for them. These promotional efforts are designed to keep the OLMCs posted on SRC and CBC activities and, wherever possible, to give expression to official-language communities throughout Canada.

Coordination and liaison

For the second year, SRC collaborated in the Interdepartmental Partnership with the Official-Language Communities (IPOLC) with Telefilm Canada, the National Film Board (NFB) and Canadian Heritage. With the NFB, SRC took part in Post-Input in Moncton, Ottawa and Winnipeg; this event brings together producers, students and SRC personnel to study the world's best television productions. The SRC is a member of the Committee of Signatories of the Agreement for the Development of Francophone Arts and Culture in Canada with the NFB, the Canada Council for the Arts, the National Arts Centre, Canadian Heritage and the *Fédération culturelle canadienne-française* (FCCF) and is an active participant in its meetings. The CBC is involved in DocShop, a youth development program initiated by the NFB that produced six short documentaries shown on *CBC News at Six* in summer 2006. These partnerships strengthen and increase developmental opportunities for young people in OLMCs.

Funding and program delivery

CBC and *Radio-Canada* collaborated on "cross-cultural" radio and television joint production projects, primarily programs for young

people and documentaries, for both the Anglophone and Francophone markets. The SRC introduced a new approach for covering and integrating local news with the material broadcast on the *Réseau de l'information* (RDI) and the main channel. It began a proactive approach to development in the new media sector to better serve Canadians, and to broadcast films by independent APFC member producers.

Accountability

Performance indicators for all SRC services were harmonized in response to the submission of the special examination by the Auditor General's Office. Preparations were made to participate in the review of Canada's audiovisual industry by a Department of Canadian Heritage committee and the Canadian Radio-Television and Telecommunications Commission (CRTC) in anticipation of the general renewal of *CBC/Radio-Canada* licenses.

CANADIAN HERITAGE

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner
Official Languages Champion: Jean-Pierre Blais

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Information and training sessions were given to all sectors of the Department to create awareness as to their obligations relating to section 41 of the *Official Languages Act* (OLA), including the reinforced OLA. These included sessions on official-language minorities within ethnocultural/racial communities as well as on the Department's action plan and annual status report for the implementation of section 41. A highlight for the Department was the launching of an awareness campaign, complete with mascot and a language-buddy program, entitled "Official Languages @ PCH - Now We're Talking!", on February 28, 2007; this day is being set aside for the annual celebration of official languages in the Department, thanks to the efforts of the Working Group on Official Languages. The Department also conducted research projects and surveys on official-language minority communities (OLMCs) and shared results with colleagues, partners and networks; highlights include the development of a series of 380 regional profiles, and 135 questions inserted into a Canadian Heritage-Decima poll related to OLMCs and linguistic duality.

In the Department's five regions, in addition to enhancing awareness through meetings of official languages subcommittees of the federal councils. Furthermore, the Atlantic Region organized a very successful Symposium on Part VII of the OLA (held in Charlottetown), the Western Region coordinated efforts by its official languages, cultural and multiculturalism officers to better assist OLMCs, and Official Languages Week was organized for federal employees in New Brunswick.

Consultation

Discussions and regular consultations took place with OLMCs in key areas, such as culture, youth, early childhood development, immigration, education and economic development, to gain a better understanding of the communities' needs and priorities. In the cultural sector, consultations continued through interdepartmental working groups (e.g. media arts, song-music), coordinated by the Department, with representatives of federal institutions having a cultural mandate as well as with members of the OLMCs. The Department also supported the *Fondation canadienne pour le dialogue des cultures* in its consultations to



MANDATE

The Department of Canadian Heritage (PCH) is responsible for national policies and programs that promote Canadian content, foster cultural participation, active citizenship and participation in Canada's civic life, and strengthen connections among Canadians.

develop a national plan for the participation of Francophone and Acadian communities in the 2010 Olympic and Paralympic Winter Games; the Federal Secretariat for the Games also held discussions with the Francophone community of British Columbia to ensure its participation. Furthermore, Sport Canada's ad-hoc committee on official languages took initiatives aimed at developing an action plan in response to recommendations of an independent study on linguistic barriers to access to high-performance sport.

Numerous consultations were held with the communities through the Department's regional offices. For example, the *Cercle de collaboration*, a consultation mechanism, was organized with each of the Francophone communities of Ontario and Newfoundland and Labrador with a very high satisfaction rate for all parties. There were also action-planning sessions of the Quebec Federal Council with OLMC stakeholders to improve coordination of the federal effort on official languages issues at the regional level, as well as a high level of community participation in the planning in the 2007 Symposium on Official Languages in Ontario.

The Department also participated in consultations for the preparation of the first-ever *Sommet des communautés francophones et acadienne*, as well as in discussions for a similar summit for Anglophone communities of Quebec. Another first for the Department involved consultation with Francophone cultural representatives within and outside the Department in order to create a Francophone Secretariat, which is now in place. A variety of other consultations also took place through an array of venues in areas such as conservation, media, audio-visual products,



second-language instruction, integration of Francophone immigrants, health, justice, human-resources development and celebrations for the 400th anniversary of Quebec City.

Communications

The Department continued to provide OLMCs with a wide range of information on its programs and services through its updated Web site. It included agreements concluded with provincial and territorial governments on education and services, as well as collaboration agreements with OLMCs. It also supported and provided information for the Web sites of various provincial OLMC representative groups (e.g. in Ontario, Newfoundland and Labrador). Other effective means were also used to distribute key information to OLMCs: the *Guide for Federal Institutions*, on Part VII of the OLA, and an accompanying fact sheet, were developed and published, and information sessions were provided to community organizations on the recent amendments to the OLA; *Bulletin 41-42*, published three times a year, received a high level of approval from readers as to the pertinence of its contents and the exchange of good practices; communication tools of the Federal Secretariat for the 2010 Winter Olympic and Paralympic Games were readily made available to OLMCs; the *Annual Report on Official Languages* and a brochure entitled *Making Your Organization Bilingual* were widely distributed; a publication of Canadian Heritage financial support programs was updated; and a CD version of Sport Canada's bilingual sport lexicon was distributed to sport organizations. The Department launched the Canadian Heritage Information Network Knowledge Exchange, offering bilingual online tutorials and learning resources for heritage professionals, as well as bilingual exhibits for Community Memories and the Virtual Museum of Canada. *Culture.ca* showcased a wide range of diverse, high-quality Canadian cultural content in both official languages. Canadian Heritage makes a point of using OLMC media to promote its activities and programs in these communities.

Coordination and liaison

The Department pursued its coordination activities according to section 42 of the OLA. It held meetings of the Network of National Coordinators (section 41) of designated federal institutions in order to exchange information and share best practices; one of those meetings dealt with issues facing OLMCs in the northern territories. It also conducted training sessions for new coordinators, led a workshop on performance measurement for the preparation of results-based action plans and annual status reports (where 90 per cent of participants indicated that their understanding of the process had improved), prepared a coordinators' kit, and made numerous presentations across the country on the amendment to Part VII of the OLA. The national coordinators greatly appreciated the training as well as the assistance offered by Canadian Heritage staff. In addition, Canadian Heritage also provided support to federal departments, particularly in the regions, through the Interdepartmental Coordination Network to maximize the effects of the implementation of section 41.

The Department was also represented at meetings of the Network of Official Languages Champions and the annual Ministerial Conference on the Canadian Francophonie, and it presided over the newly organized Committee of Assistant Deputy Ministers for Official Languages. It was a participant in meetings on literacy, seniors, early childhood, training of health-care professionals, as well as in interdepartmental meetings on human resources development and employability, health, immigration to Francophone communities, public safety and the Canada Council for the Arts Roundtable. In the cultural sector, the Department provided coordination through the Agreement for the Development of Francophone Arts and Culture in Canada as well as through its five working groups. The 2010 Olympic and Paralympic Winter Games Federal Secretariat and Sport Canada participated in an interdepartmental group on official languages to prepare a vision and objectives on the participation of OLMCs in the relay for the Olympic flame.

Regional employees participated in official languages sub-committees of the federal regional councils, where participants learned how the amendment to the OLA would affect them in their support for the OLMCs, among others. The following are some examples of regional coordination activities: the Atlantic Region arranged visits of its coordinators to the OLMCs to get a better idea of their needs; the Quebec Region participated in the negotiation of a service agreement with the Quebec provincial government in the justice and health and social services sectors; the Prairies and North Region held an "official languages day" for its employees; the Western Region organized regular meetings

between its regional office and the Francophone secretariats of Alberta, British Columbia and the Yukon; and a network of official-languages coordinators was launched in Saskatchewan.

The Official Languages Support Programs Branch Research Team participated in a bilateral working session with Health Canada in which a variety of datasets and analyses were shared. It presided over the Coordination Committee for Official Languages Research, involving 15 federal institutions, and set up the Department's Policy Research Group, which dealt with, among other things, Francophone immigration to OLMCs and how to integrate official languages into research on Canadian diversity.

Funding and program delivery

Agreements pertaining to education, signed with 13 provinces and territories, were implemented and several complementary agreements were concluded for real estate projects in OLMCs across the country, thus providing improved minority-language education programs for official-language minorities. An agreement was also finalized with the Council of Ministers of Education (Canada) (CMEC) for the publication of reports on the implementation of provincial action plans relating to official languages education. In addition, CMEC bursary and monitor programs were supported by the Department and contribution agreements for the Young Canada Works program were renewed. A number of special projects were also supported, for example, the first agreement since 1998 on English-language services with Quebec. As well, ethnocultural/racial communities and their access to human rights information (e.g. research on barriers to socio-economic integration) received support from Canadian Heritage. In the interdepartmental coordination area, a transfer of \$4 million was made to 17 federal institutions under the Interdepartmental Partnership with the Official-Language Communities (Ipolc) program; this Canadian Heritage initiative thus generated a total of \$13.3 million for activities supporting the development of OLMCs. The Department also provided funding of \$1.3 million, for the participation of the Official Languages Secretariat in the Statistics Canada survey on official-language community vitality.

The promotion of linguistic duality was also the recipient of funding from the Department. For example, support was given to: translation and interpretation projects; Canadian Culture Online projects carried out by OLMC organizations; sport organizations to help them fulfill specific initiatives related to their obligations towards the OLMCs; and the *Fondation canadienne pour le dialogue des cultures* and the British Columbia Francophone minority organization to facilitate the participation of Canada's Francophones in the 2010 Winter Games.

An array of other programs received funding from the Department, including: heritage programs delivered in or for the benefit of OLMCs (e.g. the Museums Assistance Program); two-way youth exchanges focusing on official languages, where young people had the opportunity to improve their second official language (e.g. Summer Work Student Exchange Program, Katimavik program); and funding to non-governmental partners for learning materials in Canadian studies, including an official languages component (e.g. French-language material for Francophone schools in western Canada). In the cultural sector, support was provided to promote and celebrate OLMC artists, art works and publishers (e.g. Cultural Spaces Canada, Cultural Capitals of Canada, *DiverCiné*). With funding that was allocated for the promotion of the English-Language Arts Network (ELAN) in Quebec, membership in ELAN increased from a dozen to more than 900. Moreover, contributions to publishers increased an average of 33%, thanks to the Book Publishing Industry Development Program.

Accountability

In addition to the usual reports that the Department produces to show its own achievements in fulfilling Part VII of the OLA (action plan and annual status report on implementation of section 41, annual report on official languages), the Department also provided support (coordination responsibilities under section 42 of the OLA) to some 30 designated federal institutions in their quest to meet their own section 41 responsibilities. For example, it prepared analyses of the action plans and status reports that it received from these institutions, held meetings in person with each of their national coordinators to provide them with feedback, provided two days of formal training to national coordinators on results-based performance measurement, and developed a guide for the implementation of Part VII of the OLA. A final report on the evaluation of section 42 of the OLA was also completed and posted on the departmental Web site. In addition, indicators and mechanisms were developed to evaluate the Action Plan for Official Languages in terms of the Horizontal Results-based Management and Accountability Framework.

The Department also integrated accountability mechanisms into its implementation of section 41. Sport Canada was particularly active in this way: for example, it included specific clauses in multiparty agreements relating to the integration of OLMCs in major games; it revised its official languages clauses in contribution, multiparty and bilateral agreements with the provinces and territories, as well as its contribution guidelines, in order to better reflect obligations towards OLMCs; it updated its fund recipients' reporting tool to gather information on funded projects related to official languages, accomplishments and best practices; it revised the Sport Canada

Accountability Standards and performance indicators for National Sport Organizations, in consultation with the Office of the Commissioner of Official Languages; and it revised its checklist, used at major events, to better monitor compliance with official languages obligations by funded sport organizations.

In other areas of the Department, the 2010 Olympic Winter Games Federal Secretariat provided support to, and regularly evaluated, the 2010 Organizing Committee's fulfillment of its official languages obligations, as specified in the multipartite agreement. Funding requests were evaluated with an eye on OLMC needs by the Trade Routes program, a tracking system was developed for grants and contributions identifying projects supporting OLMCs, and

monitoring was done on the participation rate in Exchanges Canada programs involving official languages (66 per cent for the year, exceeding the target rate of 25 per cent). The Canada Music Fund integrated a requirement into its contribution agreements with third parties to report on their efforts to solicit more requests from OLMCs and show how funding is distributed. The planning process also took into account section 41 responsibilities: Sport Canada revised its business plan to outline official languages priorities, and the Department as a whole took into account activities undertaken with respect to section 41 in the development of various strategic documents.

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner

Acting Chairperson: Konrad von Finckenstein

Official Languages Champion: Renée Fairweather

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The CRTC organized an official languages day to raise awareness among employees, including senior management, of the significance of Canada's bilingual nature. The new Chairman was apprised of the various issues and obligations that result from the *Official Languages Act* (OLA) at various meetings, and he understands the priority that the CRTC must place on the matter.

Consultation

The CRTC's Vice-Chairpersons and Commissioners met with representatives of the official-language minority communities (OLMCs) in the regions to gain a clearer view of their realities and to ensure a better understanding of the CRTC's operations as an administrative tribunal. Moreover, in the course of a review of its televisual policy, the Commission encouraged the OLMCs to attend the public hearings and make their priorities known.

Communications

The CRTC set an objective to ensure that OLMCs receive practical and current information about its activities.

MANDATE

The Canadian Radio-television and Telecommunications Commission (CRTC) is vested with the authority to regulate and supervise all aspects of the Canadian broadcasting and telecommunications system in accordance with sections 3 and 5 of the *Broadcasting Act*, section 7 of the *Telecommunications Act*, and the *Bell Canada Act*.

Consequently, the CRTC is developing a Web page that will list its activities related to the two objectives set out in section 41 of the OLA, and complement the information provided through public notices in the media.

Coordination and liaison

The CRTC has appointed three sectoral coordinators and participates regularly in the meetings of the national coordinators of section 41 of the OLA. It is also a member of two interdepartmental working groups on culture coordinated by Canadian Heritage, the interdepartmental working group on song

and music, and the working group on media arts. The CRTC gave presentations at these meetings.

Funding and program delivery

The CRTC is an administrative tribunal; it does not manage programs or services, nor does it fund any activities. However, a number of CRTC activities, such as issuing, renewing or amending licences, developing policies, regulating and monitoring all aspects of the Canadian broadcasting system—activities carried out under the *Broadcasting Act* and the *Telecommunications*

Act—help achieve the objectives set out in section 41 of the OLA. In 2006–07, for example, the CRTC approved a number of Francophone broadcasting services and issued two radio licences to the OLMCs.

Accountability

The CRTC mentions its obligations under section 41 of the OLA in its main planning mechanisms. After it sets up its working group with the OLMCs, the CRTC will review its action plan to ensure that the appropriate actions are included.

NATIONAL ARTS CENTRE

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner
President and Chief Executive Officer: Peter A. Herrndorf
Official Languages Champion: Anne Tanguay

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

NAC management placed considerable emphasis on official-language minority communities in preparing its many artistic and educational programs. A greater understanding of the NAC's obligations concerning linguistic duality and OLMC expansion was achieved by the publication of internal memos and bulletins. The signature of a memorandum of understanding with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC) created a synergy around the Centre's national mandate and the importance of reaching the OLMCs. The national coordinator responsible for implementing section 41 of the *Official Languages Act* (OLA) put forth a considerable effort to raise awareness among managers of the need to focus on NAC initiatives.

Consultation

Numerous meetings between those responsible for NAC programs and representatives of OLMC artists and artistic organizations set the stage for a consolidation of relations between the Centre and the OLMCs and discussion on projects such as British Columbia Scene, an event on the NAC roster for 2009. The French Theatre held ongoing consultations with the *Association des théâtres francophones du Canada* (ATFC) and the theatre companies of the Canadian Francophonie. The NAC's English Theatre aided in the development of Quebec's



MANDATE

The mandate of the National Arts Centre (NAC) is to develop and promote performing arts by creating partnerships with artists and artistic organizations in the National Capital Region, the regions and elsewhere in Canada by focusing on artistic expansion and innovation, fostering new talent and making the NAC a world-class centre of artistic excellence.

Anglophone theatre by way of projects conducted with the Montreal Playwrights Workshop and collaborated with the Anglophone segment of the National Theatre School.

Communications

A number of bilingual press conferences, news releases, television programs and news features were dedicated to promoting Quebec Scene, which featured numerous Anglo-Quebec artists. For example, three programs were broadcast on the CBC Montreal and Ottawa television network. The NAC distributed information on its educational activities and programs throughout Canada, including the OLMCs. Workshops were held to promote the ArtsAlive.ca site, which is devoted to arts education for young people and contains information and resources on music, English and French theatre and dance.

Coordination and liaison

The NAC took part in the meetings of the committee of signatories of the Agreement for the Development of Francophone Arts and Culture in Canada and in the meetings of the Network of National Coordinators responsible for implementing section 41 of the OLA. It also maintained close ties with the Canada Council for the Arts and the *Conseil des arts et des lettres du Québec* in respect to Quebec Scene, which enabled it to stage quality performances in both of Canada's official languages.

Funding and program delivery

Quebec Scene is an excellent example of the efforts put forth by the NAC in 2006–07 to reach the OLMCs, and, in particular, to showcase Anglo-Quebec artists. The programming launched in

February 2007 announced no fewer than 25 events of all kinds featuring Quebec Anglophone artists. In the Music Ambassador Program of Alberta and Saskatchewan, a number of OLMC schools from the two provinces were visited by teaching musicians in 2006–2007. The 2006 Quebec tour of the NAC Orchestra gave a number of young Anglophones in Quebec the opportunity to attend master classes by Pinchas Zukerman and other Orchestra musicians. The Fourth Stage's regional programming continued to feature promising OLMC artists, with IPOLC financial support.

Accountability

The NAC created an internal accountability mechanism to more effectively take stock of the various initiatives to promote OLMC development and expansion. This mechanism applies to the NAC annual report, the NAC Orchestra touring report and the Music Education report. The NAC also prepared an action plan and an annual achievement report on the implementation of section 41 of the OLA.

NATIONAL CAPITAL COMMISSION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Transport, Infrastructure and Communities: Lawrence Cannon

Chairman: Russell Mills

Official Languages Champion: Diane Dupuis

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In the course of activities surrounding the *Rendez-vous de la Francophonie*, a message was sent to NCC employees, and awareness activities were held to highlight the event. The official languages champion distributed *Bulletin 41-42* to the members of the Executive Committee.

Consultation

The official languages champion submitted the 2005–06 progress report and 2006–09 action plan to all the provincial associations in the official-language minority communities (OLMCs) for their suggestions on activities of common interest and to raise their awareness of the Commission's mandate. The NCC has added the names of a number of individuals from the OLMCs to the database of people it calls on for public consultations.



MANDATE

The National Capital Commission (NCC) prepares, plans for, and assists in the development, conservation and improvement of the National Capital Region in order that the nature and character of the seat of the Government of Canada may be in accordance with its national significance; it organizes, sponsors or promotes such public activities and events in the National Capital Region as will enrich the cultural and social fabric of Canada.

Communications

The NCC's media relations team forwards news releases in both official languages to each of the provinces and territories in Canada. The media contact lists are established to include the largest number of media possible from the OLMCs.

Coordination and liaison

The Canadian Heritage Business Assistance Project has enjoyed the participation of numerous partners, including the NCC, Public Works and Government Services Canada, and the City of Ottawa; it has provided businesses with the practical tools they need to improve the quality of their services in French. In a speech on the project's renewal given on October 25, 2006, the former NCC Chairman reminded the public of the importance of linguistic duality in the National Capital Region.

Funding and program delivery

The NCC has made a concerted effort regarding the consultation and participation of OLMCs in its two feature programs,

Winterlude and Canada Day; it has fulfilled its commitment to present artists from the OLMCs during the two events. In September 2006, the NCC introduced a new bilingual teaching tool, *The Gathering Place, An Exploration of Canada's Capital*. This product is intended for teachers around the country and presents the capital's role in the history of our nation and the establishment of our national identity, including the linguistic duality of Canada.

Accountability

The Human Resources Management Integrated Framework identifies official languages as one of the NCC's fundamental values and serves as an accountability framework. It addresses the NCC's responsibilities with regard to official languages, language training, equitable participation, and internal communications.

NATIONAL FILM BOARD OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner

Government Film Commissioner and Chairperson: Tom Perlmutter

Official Languages Champion: Deborah Drisdell

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Throughout 2006-07, the National Film Board worked to raise senior managers' awareness of the significance of linguistic duality in Canada and of the impact on their activities of the amendments to the *Official Languages Act* (OLA). An official languages accountability framework was developed to help the NFB's Commissioner, official languages Champion, senior managers, managers and employees gain a better understanding of their roles and responsibilities concerning the implementation of section 41 of the OLA.

Consultation

The NFB held regular consultations with official-language minority communities (OLMCs) and their representative associations, including the Quebec Community Groups Network. The executive



MANDATE

The National Film Board's (NFB) mandate is to produce and distribute distinctive, challenging and relevant audiovisual works reflecting cultural diversity and presenting Canada and the world with an authentically Canadian viewpoint.

producers for the Ontario, Western and Acadian regions consulted the Francophone communities. The NFB was also in contact with the *Fédération des communautés francophones et acadienne du Canada* and attended a bilateral annual meeting with the *Fédération culturelle canadienne-française* and its members, including the *Front des réalisateurs indépendants du Canada* and the *Alliance des producteurs francophones du Canada*. These meetings enabled the NFB to obtain a better understanding of the issues, difficulties and needs of Francophone minority filmmakers. The executive producers of the NFB's French Program were also active participants in the Interdepartmental Working Group on Media Arts coordinated by Canadian Heritage.

Communications

The NFB used various information tools to communicate with the OLMCs, providing them access to a wide range of services: the NFB Web site, its *Focus* magazine for the 32,000 members of the NFB Film Club, its network of 50 partner libraries, and OLMC media. In addition, the NFB announced in the *Journal des Rendez-vous de la francophonie* the films screened as part of the *Rendez-vous*.

Coordination and liaison

Regional office representatives cooperated with government partners on a number of initiatives, including the Mentorship project with the Ontario Arts Council and the Interdepartmental Partnership with the Official-Language Communities (IPOLC), in cooperation with Telefilm Canada, CBC/*Radio-Canada* and Canadian Heritage. The national coordinator consistently attended the meetings of the Network of National Coordinators responsible for the implementation of section 41 of the OLA.

Funding and program delivery

The NFB continued its efforts under a second IPOLC memorandum of understanding (2005-2008), enabling the communities to focus on structuring activities. Artists created a large number of audio-visual works addressing social issues,

contributing to the growth of Canadian cultural diversity. For example, the Acadia Studio completed the first stages of producing five animated shorts under the *ANIMACADIE* competition. The Studio also launched a new competition, *TREMLIN*, for "Kinoists" and aspiring filmmakers. The NFB *Mediatheque* in Toronto organized a number of custom workshops on animation and documentaries for Francophone and French-immersion school groups. These efforts enable the NFB to contribute to the growth of a new generation of Canadian filmmakers. Furthermore, the Acadia Studio finalized a feature film, *Les Chemins de Marie* (On the Road with Mary), from documentary filmmaker Monique Leblanc. The Ontario and West Studio completed six film projects. The NFB provided funding for the first edition of the *Festival de films par et pour les jeunes* [films by and for young Canadians] in Edmundston, New Brunswick, and for another 17 training and professional-development projects, carried out with the help of IPOLC funding. The third edition of Doc Shop showed 70 Anglophone students from the Montreal region how a four-minute video is produced.

Accountability

The NFB produced its 2006-07 achievements report and drafted a report of the activities carried out under the IPOLC. In addition, the NFB took the OLMCs into consideration in its 2006-07 plans and priorities report, and included a record of the initiatives targeting these communities in its departmental performance report.

PARKS CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of the Environment: John Baird

Chief Executive Officer: Alan Latourelle

Official Languages Champion: Michel Latreille

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Nearly all field units organized activities for the *Rendez-vous de la Francophonie* or took part in local events organized by official-language minority communities (OLMCs). Parks Canada believes these types of activities give employees from OLMCs an opportunity to share their culture with their colleagues, reinforcing appreciation of the communities' contribution.

Consultation

Like last year, many field units consulted OLMCs when drafting or revising their management plans. They also held regular consultations with local OLMCs; for instance, many participated in regional tourism and economic development committee meetings. The constant contact Parks Canada employees have with local communities allows the Agency to identify and understand the needs of OLMCs as well as to meet those needs.

Communications

Parks Canada field units are aware of the importance to promote their programs and services, particularly to OLMCs, which are often among the key players in the local tourism industry. The Agency contacts OLMC media regularly when it must take out ads or send news releases. Some of the Agency's resources are available to OLMCs to ensure that news releases, announcements and tourism guides reach as many visitors from the official-language minority communities as possible. Moreover, Parks Canada places bilingual job offers and ads in OLMC newspapers as well as in Anglophone and Francophone employment centres and recruitment agencies. The Agency also communicates its job offers to minority and immersion schools, and to local or provincial Anglophone and Francophone associations. The Agency encourages commercial leaseholders throughout Canada to comply with the terms of their leases as they apply to official languages, and to provide services to the public in both official languages.

Coordination and liaison

Many field units play an active role in regional federal councils and their official languages sub-committees. They support and encourage the councils in their actions by participating in



MANDATE

Parks Canada protects and presents nationally significant examples of Canada's natural and cultural heritage and fosters public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations.

monthly meetings, providing advice on official languages issues and exchanging best practices on communication with the public and the promotion of English and French. In addition, the national coordinator responsible for the implementation of section 41 of the *Official Languages Act* regularly attends the national coordinators' meetings organized by Canadian Heritage.

Funding and program delivery

Field units within the Agency actively support OLMCs. The type of support varies with OLMC needs and field unit resources. For instance, a number of field units will give the community access to their facilities at no charge. Others will provide translation services to local tourism associations so that they may translate their promotional material to provide a better service to visitors who speak the official language of the local minority.

Accountability

Senior managers at the National Office, in field units and in service centres are showing leadership and commitment with regard to the Official Languages Program. They report on their accomplishments, monitoring activities and efforts to improve results in an annual report.

TELEFILM CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner

Executive Director: S. Wayne Clarkson

Official Languages Champion: Stella Riggi

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

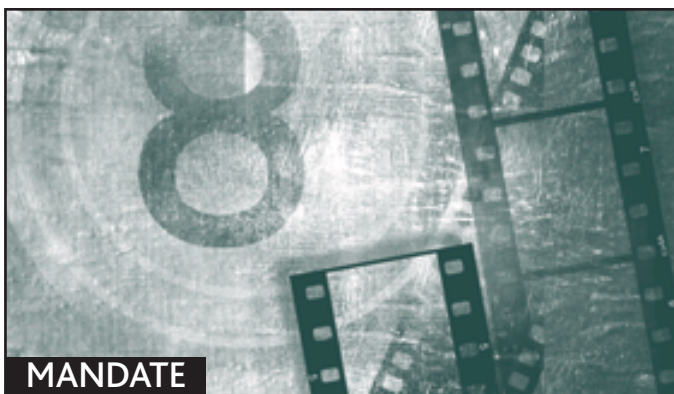
During 2006-07, Telefilm Canada reminded its employees and managers of the Corporation's responsibilities concerning the implementation of the *Official Languages Act* (OLA). In particular, Telefilm's senior management was informed of the amendments to Part VII of the OLA and of the new obligations derived from such amendments. In May 2006, Telefilm distributed internally its 2006-09 action plan for the implementation of section 41 of the OLA, which reflects the collective commitment of management, operations and administration to implement proactive measures aimed at advancing the goals of the OLA as part of Telefilm Canada's mandate.

Consultation

In addition to holding public consultations conducted by the Corporation's regional offices, Telefilm Canada surveyed its clients as part of an external evaluation primarily focused on training initiatives developed through the Interdepartmental Partnership with the Official-Language Communities (Ipolc). Telefilm Canada held several consultative meetings with representatives from the English-Language Arts Network (ELAN) and the English-Language Film/TV Council of Quebec in order to develop two new Ipolc initiatives for Anglophone professionals working in Quebec. Telefilm also took advantage of several industry-related gatherings, specifically the Interdepartmental Working Group on Media Arts and the Annual General Meeting of the *Alliance des Producteurs Francophones du Canada*, where it heard the recommendations and views of official-language minority community (OLMC) representatives. Telefilm Canada also held five other meetings with working groups on feature films, where a voting seat is reserved for the representative of OLMC content creators within each of the two linguistic groups.

Communications

All of Telefilm's publications are published simultaneously in both official languages. This includes program guidelines, press releases, industry advisories and its *Connected* and *Infoflash* newsletters, which announce important news related to funds, programs, events and other information related to the Corporation. Telefilm Canada worked together with its partners



Telefilm Canada is a Crown corporation reporting to Parliament through the Department of Canadian Heritage. Telefilm Canada is dedicated primarily to the development and promotion of the Canadian audiovisual industry and acts according to the agreements concluded with Canadian Heritage in relation to program and service delivery pertaining to audiovisual industries. Telefilm Canada supports Canada's audiovisual industries that stimulate the creation of cultural works and products that are a reflection of Canadian society, its linguistic duality and cultural diversity for Canadian audiences. Telefilm's various programs support three sectors of the Canadian audiovisual industry: film, television and new media.

from the Canadian Broadcasting Corporation (CBC)/Radio-Canada (SRC) and the National Film Board (NFB) to communicate more effectively on the initiatives developed for official-language minority communities under the Ipolc.

Coordination and liaison

In 2006-07, Telefilm's national coordinator responsible for the implementation of section 41 of the OLA attended meetings of the Network of National Coordinators organized by the Department of Canadian Heritage. Telefilm Canada, in partnership with Radio-Canada and the NFB, and in cooperation with the *Institut national de l'image et du son* (INIS), issued a call asking French-language creators working outside Quebec to submit funding applications for projects of predevelopment, development and production of short dramas for television. The Corporation also called on the Canada Council for the Arts, the

NFB, TV5, TFO, ARTV, RDI, *Chaînes Astral*, *Télé-Quebec*, TQS and TVA in its external evaluation of the IPOLC.

Funding and program delivery

The Corporation provides assistance for professional and industrial development to audiovisual companies and creators working in official-language minority situations. Telefilm also supports the versioning of Canadian productions into the second official language. During 2006-07, Telefilm Canada extended existing initiatives to support the development of projects from Francophone creators outside Quebec, and introduced two new initiatives for Anglophone professionals working in Quebec. The Corporation also launched a new initiative for the French-language market aimed at applicants in the Quebec regions (outside Montreal) and outside Quebec to support the development and production of French-language fiction feature films. Telefilm also continued to fund audiovisual festivals and other initiatives supporting the promotion and distribution of Canadian productions in OLMCs. To foster the bilingual character of Canada, Telefilm also provided an incentive for bilingualism in some of its programs and initiatives aimed at promoting the versioning of audiovisual products in both official languages.

Accountability

Telefilm Canada is committed to fostering the development and ensuring the promotion of the audiovisual industry in the two official-language markets in Canada. Accordingly, the Corporation allocates resources to each language market through asymmetrical policies that recognize the different needs of such markets. These policies also enable Telefilm to closely monitor its level of investment by language and to track the overall amount of financial resources devoted to production in linguistic-minority situations. Telefilm's ability to identify these allocations made it possible to monitor the development of initiatives that benefit these minority communities. In 2006, Telefilm Canada conducted a comprehensive evaluation focused on the training component of the IPOLC program. The results of this evaluation helped establish an action plan for the development of a new strategic framework to be implemented in 2007-2008.

AGRICULTURE AND AGRI-FOOD CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Agriculture and Agri-Food and Minister for the Canadian Wheat Board: Gerry Ritz

Official Languages Champion: Rita Moritz

Official Languages Co-champion: Donna Mitchell

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

AAFC continued to increase awareness of its responsibilities under section 41 of the *Official Languages Act* (OLA) and in particular with regard to the amendment requiring the application of positive measures to benefit the communities. Meetings were held and presentations were given by the Official Languages Champion to senior staff and management. These activities have led to more employees being aware of their Department's responsibilities under the OLA.

Consultation

Consultations with both Anglophone and Francophone minority communities were held during the regular scheduled meetings of the national committees on human resources development, economic development and employability in St. John's, Rouyn-Noranda, Gatineau and Ottawa. Strategic Policy officials consulted the official-language minority communities (OLMCs) regarding the development of the next generation of the Agriculture Policy Framework. These consultations were held across Canada and provided information for AAFC's policy officers to consider in the development of programs and services.

Communications

AAFC's Web site contains information on programs and services available to the OLMCs in both official languages. A communications plan is being developed according to Treasury Board Secretariat guidelines. This will increase the visibility of AAFC programs and services available to OLMCs.

Coordination and liaison

AAFC continued its representation on two national committees for human resources and economic development and participated regularly in the meetings of the national coordinators responsible for section 41 of the OLA. It also continued its collaboration with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC) through its Rural Secretariat.



Agriculture and Agri-Food Canada (AAFC) provides information, research and technology, and policies and programs to achieve security of the food system, health of the environment and innovation for growth.

Funding and program delivery

AAFC's Rural Secretariat provided financial support of approximately \$934,000 through its Models for Rural Development and Rural Community Capacity Building programs in collaboration with Canadian Heritage. Projects under these programs were funded in eight provinces and the Yukon. AAFC also assisted the Anglophone minority community in Quebec with projects such as youth apprenticeship "Challenge Days" and the "Twinning" project.

Accountability

AAFC's Corporate Services and Systems Board, Executive Council and departmental officials have been informed and apprised of its responsibilities and obligations under section 41 of the OLA.

ATLANTIC CANADA OPPORTUNITIES AGENCY

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of National Defence and Minister of the Atlantic Canada Opportunities Agency: Peter G. MacKay

President: Monique Collette

Official Languages Champion: Alex Smith

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Awareness activities for all employees were focused on the amendments to the *Official Languages Act* (OLA) and the implementation of "positive measures" in enhancing the vitality of official-language minority communities (OLMCs). An integrated Official Languages Committee was formed to implement a coherent approach to sections IV, V, VI and VII of the OLA and to enable the sharing of all information related to official languages within the Agency. Internal articles are published on the Agency's intranet to showcase official languages to employees.

Consultation

Agency employees continued to facilitate collaboration between ACOA and various community organizations. This also enabled the sharing of priorities, and facilitated discussions to develop possible solutions within the Agency's mandate. A number of partnerships were established within the communities, and the Agency continued to work closely with its different partners.

Communications

ACOA's official languages action plan and status reports are available on the Agency's Web site along with other Agency information, in both official languages. The site also has a link to information on official languages in its Community Development section.

Coordination and liaison

ACOA continues its participation in the Network of National Coordinators responsible for the implementation of section 41, the National Committee on Economic Development and Employability, as well as the steering committee of Citizenship and Immigration Canada for immigration within Francophone minority communities. In order to strengthen its ties and partnerships with other federal departments, ACOA organizes regular meetings with its Official Languages Champions Committee, as well as with the Agency's Official Languages Committee. Regional coordinators participate in the Federal Council official languages sub-committee and ACOA employees participate in various forums and conferences where the priorities of OLMCs are discussed.



The Atlantic Canada Opportunities Agency (ACOA) is responsible for helping to build economic capacity in the Atlantic Provinces by working with the people of the region – in their communities, through their institutions and with their local and provincial governments and businesses – to create jobs and enhance earned incomes.

Funding and program delivery

ACOA supported a total of 77 projects in priority areas such as youth retention, enhancement of community vitality, forums with the cultural industry and global competitiveness training, for a total of \$17,418,585. A memorandum of understanding (MOU) between Industry Canada and ACOA enabled the administration of seven other projects for postsecondary Francophone educational institutions for content development in e-learning for a total value of \$2,010,156. The same MOU introduced an internship component allowing Francophone economic development organizations to hire young interns to work within the OLMC.

Accountability

ACOA respected its reporting requirements to Canadian Heritage, submitting an annual report and action plan. Efforts were also focused on integrating the official languages file into the Agency's Program Activity Architecture, where it figures prominently and will be reported on separately in the Agency's departmental performance report.

BUSINESS DEVELOPMENT BANK OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Jim Prentice

President: Jean-René Halde

Official Languages Champion: Mary Karamanos

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

BDC kept its employees informed of its activities for part VII of the *Official Languages Act* (OLA) by making its annual report available on its corporate Web site and by distributing the *Bulletin 41-42* to its branches and head office. New employees were given presentations on BDC's responsibilities and participated in the Official Languages component of the Transitional Leadership Program. The BDC Newsletter published articles to enhance employee knowledge of the OLA.

Consultation

BDC continued its focused consultation with the Francophone community in Ontario and participated in meetings with the Francophone communities organized by Industry Canada. Several provincial and local initiatives also took place during the year, resulting in BDC representatives increasing their knowledge of community priorities and challenges.

Communications

To ensure that official-language minority communities (OLMCs) were provided with up-to-date information, BDC placed advertisements in numerous periodicals across the country as part of its advertising strategy. Its employees gained better knowledge of the communities by participating in many community events, such as the Entrepreneur Fair in Halton (Ontario) where they acted as judges for about 90 exhibits.

Coordination and liaison

The BDC national coordinator continued to attend all meetings pertaining to official languages and appointed a representative to the National Committee for Economic Development and Employability. These activities gave BDC more insight into best practices shared with other federal institutions and permitted the strengthening of partnerships at the federal level. BDC continued to pursue partnerships with organizations that serve the OLMCs, signing agreements in Prince Edward Island, Nova Scotia, New Brunswick, Ontario, Manitoba and Alberta.



MANDATE

The Business Development Bank of Canada (BDC) offers financial services, consulting services, subordinate financing and venture capital; it has a particular focus on the emerging and exporting sectors of the economy.

Funding and program delivery

BDC continued to support the development of community vitality by providing small- and medium-sized businesses with flexible financing, affordable consulting services and venture capital, and supported the needs of entrepreneurs at every stage of growth. BDC also sponsored many community initiatives like *L'écho d'un peuple* show in Casselman (Ontario), the *Festival d'été francophone de Vancouver* and many more.

Accountability

BDC has integrated the application of Part VII in its daily operations and in its mandate and organizational priorities. It maintained an active presence nationwide in relation to the OLMCs and submitted its action plan and status report to Canadian Heritage.

CANADA ECONOMIC DEVELOPMENT FOR QUEBEC REGIONS

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Labour and Minister of the Economic Development Agency of Canada for the Regions of Quebec:

Jean-Pierre Blackburn

Official Languages Champion: Rita Tremblay

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Agency employees and managers were made more aware of their responsibilities with respect to the implementation of section 41 of the Official Languages Act (OLA) through a training tour, which included 82 per cent of office employees. Awareness-building sessions for senior management and managers addressed the implementation of positive measures and accountability, increasing the number of executive-level employees aware of CED's obligations under the OLA.

Consultation

The Agency initiated and took part in numerous formal and informal consultations and discussions with Anglophone communities and, in doing so, has become more aware of community expectations and concerns. This will enable it to develop initiatives that reflect the priorities identified, such as entrepreneurship and the retention of youth. The Agency worked with Industry Canada to organize and host a sectoral consultation and a forum targeting Anglophone communities in response to the particular needs of these communities.

Communications

The official-language minority communities (OLMCs) have greater access to information about the Agency's activities, programs and policies as a result of presentations, publication and distribution of plans and reports, and announcements of initiatives. An annual client survey showed that Anglophone clients are very satisfied with the quality of written information (100%), telephone service (97.6%) and in-person service (97.4%). Anglophone communities were informed of six new Agency initiatives, the progress of pilot projects under way (Community Vitality Index and the Social Investment Network) and of the Agency's annual OLA status report.

Coordination and liaison

The coordination and liaison mechanisms adopted by the Agency and other federal partners have fostered the development and implementation of horizontal initiatives such as the renewal of internships with Youth Employment Services (YES) and Phase II of the social development project on the Lower North Shore. The



MANDATE

Canada Economic Development (CED) for Quebec Regions promotes the long-term economic development of the regions of Quebec by giving special attention to those in which slow economic growth is prevalent or where opportunities for productive employment are inadequate, and promotes cooperation and complementarity with Quebec and communities in Quebec.

Agency participated in various horizontal initiatives, such as the OLMC Support Fund (Human Resources and Social Development Canada) and continued the cooperation agreement between Industry Canada and the Agency with regard to Component III (Economic Development) of the federal government's Action Plan for Official Languages.

Funding and program delivery

The Agency encouraged, guided and supported development projects aimed at increasing opportunities for participation and economic contribution by OLMCs in the regions of Quebec. In 2006-07, the Agency approved 76 new projects (\$16.8 million). The size and scope of projects carried out with Anglophone clients have increased, with average assistance from the Agency up by 75 per cent over last year.

Accountability

Section 41 of the OLA and the OLMC perspective have become integrated into Agency policies, programs and services, and the obligations of section 41 are now an integral part of departmental planning and reporting documents. Considerable emphasis will be placed on OLMCs.

CANADIAN TOURISM COMMISSION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Jim Prentice

President and Chief Executive Officer: Michèle McKenzie

Official Languages Champion: Chantal Péan

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

All CTC employees in Canada are informed of the needs of the official-language minority communities (OLMCs) and the CTC's responsibilities under section 41 of the *Official Languages Act* (OLA) through regular presentations given to all personnel in Canada and information sessions for new employees. In March 2007, the CTC held a lunch meeting to present the new action plan and official languages policies to all the employees in Canada. The Official Languages Committee also offered a training seminar for the CTC Management Committee to ensure that the Commission takes the requirements of section 41 into account when developing policies and programs.

Consultation

The CTC participated in many OLMC meetings and created its own meeting opportunities. For example, OLMC stakeholders from the tourism industry were invited to the 2006 CTC Tour (a series of roundtables on tourism that provide an opportunity to meet various stakeholders from the tourism industry and learn about their concerns); 52 new OLMC stakeholders from seven different provinces accepted the invitation. The CTC also took the opportunity to talk with thirty Francophone British Columbian business people from the tourism industry at a reception for the Commissioner of Official Languages, organized jointly with the *Société de développement économique de la Colombie-Britannique*.

Communications

The CTC produces a number of communication tools and products to inform the tourism industry about relevant trends, resources and events for business development. The CTC ensures that tourism companies and media from OLMCs have equal access to information from the CTC in the language of their choice. The CTC's official languages database, updated in 2006-07, now contains contact information for more than 400 public and government contacts.

Coordination and liaison

Given the number of parties interested in the tourism industry, collaboration is integral to many of the CTC's efforts. In 2006-07,



MANDATE

The mandate of the Canadian Tourism Commission (CTC) is to sustain a vibrant and profitable Canadian tourism industry, market Canada as a desirable tourist destination, support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories regarding tourism in Canada, and provide information on Canadian tourism to these governments and the private sector.

the CTC joined other federal institutions to develop strategies to ensure full participation from OLMCs in contracts related to the 2010 Olympic and Paralympic Winter Games. There was a great deal of discussion with various public and private stakeholders, including Canadian Heritage, to ensure that the federal contribution was directed towards achieving the development objectives established by the communities and ensuring a successful Olympics.

Funding and program delivery

The CTC has supported business people from OLMCs in many ways. For example, it supported the work of the Canadian Foundation for Cross-Cultural Dialogue by participating in a one-day planning workshop to develop the Foundation's action plan to ensure participation from the Canadian Francophonie in the success of the 2010 Games. The CTC also worked with *Le corridor touristique francophone de l'Ouest*, the *Société de développement économique de la Colombie-Britannique* and the *Association canadienne-française de l'Alberta* to organize an eight-day orientation session for Francophone media outside the province. This sponsoring initiative allowed six media organizations to travel to more than 16 communities that provide tourism-related

products in British Columbia and Alberta. Support from the CTC generated tens of thousands of dollars in free publicity for OLMCs in 2007.

Accountability

The CTC's action plan is its main tool to ensure accountability in its obligations under section 41 and its support to OLMCs. CTC's

new Official Languages Committee closely monitors the implementation of the action plan, which was updated in 2007-08. A performance evaluation conducted by the Committee found that 70 per cent of the measures related to the 2006-09 official languages action plan had been implemented. The CTC's five-year strategic plan, the 2006 annual report and the business plan all make reference to the requirements under section 41 of the OLA.

INDUSTRY CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Jim Prentice

Deputy Minister: Richard Dicteri

Official Languages Champion: Rachel Larabie-LeSieur

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Employees at Industry Canada (IC) are better informed about community needs and priorities through several activities initiated at various levels of responsibility. The Official Languages Champion made a presentation to the Deputy Minister's Management Committee about the institution's obligations under the *Official Languages Act* (OLA). An integrated departmental awareness campaign began in 2006-07. The Economic Development Unit of Official Language Minority Communities and the Official Languages Unit of the Human Resources Branch are pooling their efforts to meet the many challenges relating to official languages; namely, to better prepare the Department to address amendments to the OLA.

Consultation

Ongoing dialogue allowed the collection of constructive comments, and will result in the improvement of the application of the OLA within the Department. Formal consultations were held with both the Francophone and Anglophone minority communities and the agendas were developed jointly with community input. Information and presentation sessions were held during the consultations. In Industry Canada's Prairie and Northern Region, emphasis was placed on consultations with the communities of Nunavut and the Northwest Territories in March 2007 to gather information on the specific needs of those Northern regions and to discuss potential projects. These consultations resulted in the creation of a comprehensive list of community and economic development issues.



MANDATE

Industry Canada's mandate is to help make Canadians more productive and competitive in the knowledge-based economy, thus improving the standard of living and quality of life in Canada. The Department helps to grow a dynamic and innovative economy.

Communications

The Industry Canada network of regional advisors and coordinators was provided with new communication tools, such as an external communications strategy, a fact sheet and promotional materials, to support the work dedicated exclusively to official-language minority communities (OLMCs). A forum for organizations and businesses in OLMCs raised awareness about initiatives undertaken by IC and by regional development agencies. The Commu-Action.ca Web site was improved and promoted as a virtual resource centre for OLMCs. Articles were printed in the national newsletter *This Week@IC* covering official languages activities, as well as in the *Bulletin 41-42*.

Coordination and liaison

Throughout all its activities, the Department has strengthened its partnerships with the regional development agencies to ensure a coordinated presence within the official-language minority communities. In the regions, IC also maintains working relations with provincial and municipal organizations. The Department actively participated in meetings of the Network of National Coordinators responsible for the implementation of section 41 of the OLA to share good practices, network, and remain informed of activities in other federal institutions.

Funding and program delivery

A formative evaluation was completed on all departmental programs that were implemented to support OLMCs. Interactive geographic maps showing the locations of OLMCs across the country were developed as a DVD. This tool provides

comprehensive statistical information which will be of use to other federal institutions as well as to community organizations. Industry Canada and the Regional Development Agencies continued to carry out activities related to the federal government's Action Plan for Official Languages, such as internships, distance education and learning pilot projects, for which it received funding.

Accountability

The recommendations from the formative evaluations of IC's programs were accepted and are being enacted. A status report was prepared and submitted to Canadian Heritage.

PUBLIC WORKS AND GOVERNMENT SERVICES

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Public Works and Government Services: Michael Fortier
Official Languages Champion: Francine Kennedy

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In 2006–2007, PWGSC created its own Official Languages Accountability Framework to enhance the visibility of the Official Languages Program and to reaffirm senior management's leadership in matters of linguistic duality. This document is a guide for managers at all levels in implementing Part VII and all of the *Official Languages Act* (OLA). PWGSC contributed to the *Rendez-vous de la Francophonie* by holding a national poetry competition for its employees. In addition, media lines on official languages have been published weekly since July 2006 on the PWGSC intranet site. The Ontario and Atlantic regions raised awareness by using their intranet site to apprise employees of PWGSC's official languages initiatives.

Consultation

PWGSC attended various meetings organized by the OLMCs to learn more about their needs and priorities; consequently, it has a better understanding of the realities and challenges of these communities. PWGSC works closely with OLMC media representatives to respond to their concerns and to maintain a



MANDATE

The mandate of Public Works and Government Services Canada (PWGSC) is to provide the infrastructure and common services the government needs to carry out its program, thus enabling the individual departments to meet the needs and expectations of Canadians.

continuous dialogue with the OLMCs. For example, two organizations in the Francophone minority community in Manitoba were consulted, including *Accueil francophone*, whose mandate is to provide services to new Francophone arrivals.

Communications

PWGSC organized two information sessions for the members of the Interdepartmental Network of Official-Languages Coordinators of Manitoba to inform them of their responsibilities under sections 11, 30, and 41 of the OLA in advertising initiatives; an information session was held for 35 employees representing 15 departments and agencies in Ottawa. PWGSC's Western Region established a new information management system on reforms in government advertising. This system makes media spending public in its annual reporting on advertising and in its annual report, as part of its obligations under section 41 of the OLA. The Department also held information sessions entitled "How to do Business with the Federal Government" and "Writing an Effective Proposal", to help make it easier for OLMC agencies to work with the Government.

Coordination and liaison

PWGSC communicates regularly with its regional and sectoral coordinators and attends meetings of the Network of National Coordinators for the implementation of section 41 organized by Canadian Heritage. PWGSC created a working group on official-language minority media and advertising. It has agreed to continue attending the meetings of the National Committee on Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority of Quebec as an official member.

Funding and program delivery

PWGSC ensures that the activities set out in its 2005–08 action plan on the implementation of section 41 of the OLA are completed. Its financial support of the OLMCs comes in various forms: subscriptions to TERMIUM®, which is an online terminology search tool offered at no charge to the OLMCs; distribution of some 50 hotel discount cards to OLMCs to receive reduced rates; terminology services provided by the Translation Bureau; and donations of computer equipment.

Accountability

PWGSC conducted monthly follow-ups of some activities in its record of achievements, such as donations of computer equipment to the OLMCs. It also performed individual follow-ups with the regional coordinators of some activities organized in the regions. PWGSC uses a well-established complaint-resolution system; as a result, the Department did not receive any new complaints regarding Part VII of the OLA in 2006–07. PWGSC also implemented an information management monitoring system that enables it to identify advertising expenses earmarked specifically for official-language minority media.

WESTERN ECONOMIC DIVERSIFICATION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Intergovernmental Affairs and Minister of Western Economic Diversification: Rona Ambrose

Deputy Minister: Oryssia J. Lennie

Official Languages Champion: Keith Fernandez

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Western Economic Diversification (WD) continued to increase the awareness about section 41 of the *Official Languages Act* (OLA) within the Agency through its intranet site and Employees' Orientation Module, thus ensuring that more employees are aware of the Department's action plan and its responsibilities under part VII of the OLA. It also held information sessions, workshops and other activities, such as the weekly *Dîne à mots* lunch-hour conversations, screening of French movies and the draw of tickets to *Le Cercle Molière*; these are all activities that help WD employees maintain and improve their level of bilingualism and promote linguistic duality.

Consultation

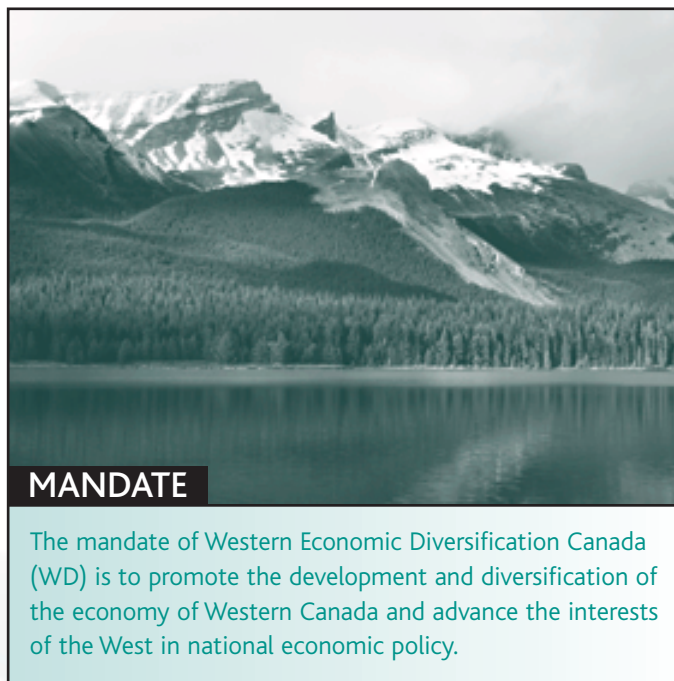
WD held or participated in fifteen regional and three pan-west consultations during 2006-07. These consultations led to more projects being submitted by official-language minority communities (OLMCs) and increased investments by WD for each region. The Department also attended board of director meetings and the annual general assemblies of Francophone community organizations to ensure that it has up-to-date information on the priorities of the OLMCs.

Communications

To increase OLMCs' knowledge about WD's programs and services, the Department re-designed the navigational capacity of its official languages Web site which will be automatically updated in the future. It also covered the launch of *Campus Virtuel* at the *Collège Éducacentre* in Vancouver, and provided articles for the newsletters *Business Services for You*, the *Conseil de développement économique des municipalités bilingues du Manitoba* (CDEM) and *Bulletin 41-42*.

Coordination and liaison

To strengthen its partnerships with other federal institutions, WD coordination activities included participation in four western Federal Councils, the continuation of the Interdepartmental Partnership with the Official-Language Communities (IPOLC), and the continuation of a partnership with Industry Canada to implement initiatives under the Action Plan



MANDATE

The mandate of Western Economic Diversification Canada (WD) is to promote the development and diversification of the economy of Western Canada and advance the interests of the West in national economic policy.

for Official Languages. WD also partnered with Statistics Canada to support the Survey on the Vitality of Official-Language Minorities. Agency representatives continued to participate in or facilitate interdepartmental meetings; for example, with the Network of National Coordinators, organized by Canadian Heritage and the National Committee for Economic Development and Employability.

Funding and program delivery

WD provided financial and collaborative assistance to economic-development projects across the four Western provinces that it is mandated to support. A few of those initiatives include the *Corridor touristique francophone de l'Ouest*, which promotes tourism in Western Canada; four pilot projects that provided increased access to Francophone tele-education in OLMCs; and numerous internships, such as research assistants with the *Collège universitaire de Saint-Boniface* (Manitoba).

Accountability

WD continued to implement many of the activities recommended by Canadian Heritage; it submitted an action plan and an annual status report.

CANADA POST CORPORATION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Transport, Infrastructure and Communities: Lawrence Cannon

President and Chief Executive Officer: Moya Greene

Official Languages Champion: Bonnie Boretsky

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Canada Post made significant efforts to raise awareness about linguistic duality among the Corporation's employees. For example, it promoted the 2007 *Rendez-vous de la Francophonie* and launched a national French spelling contest entitled *Participer sans fautes*. Over 2000 employees of both linguistic groups participated in spelling contests. To increase employee awareness of Part VII of the *Official Languages Act* (OLA), various pertinent reports were distributed and made available to all executives and employees to inform them of their responsibilities as well as the Corporation's achievements on Part VII.

Consultation

Canada Post attended meetings of the Network of National Coordinators organized by Canadian Heritage, where it heard from Francophone community representatives of the three territories as well as from the Francophone communities of Manitoba, enhancing its awareness about minority-community needs. In April 2007, Canada Post participated in the Government and Community Fair in Regina, which improved institutions' understanding of the issues and needs of the Fransaskois community.

Communications

Initiatives have been taken to provide information to OLMCs on literacy and Canada Post's bilingual retail network across the country. In June 2006, all OLMCs at the provincial and territorial levels were contacted with information on the locations of designated bilingual post offices, as well as the coordinates of national and regional coordinators to discuss any matter relating to official languages. They were also provided with the Corporation's action plan and status report, which are also displayed on Canada Post's Web site, as well as information on the Canada Post Community Literacy Awards (five awards in 2006-07 were presented to OLMCs). Advertisements were published in the language of each newspaper and every attempt was made to ensure that Canada Post's advertising campaigns include the minority media.



MANDATE

Canada Post is a Crown corporation with a mission to serve all Canadians, all businesses and all organizations by providing secure delivery of messages, information, and parcels throughout Canada, and providing quality and added value that will earn customers' loyalty.

Coordination and liaison

Canada Post provided information concerning its mandate, its literacy initiatives, as well as its products and services at meetings of the Network of National Coordinators organized by Canadian Heritage. Its representatives also attended interdepartmental meetings to discuss measures for the effective implementation of Part VII of the OLA. For example, national and regional coordinators attended regular interdepartmental meetings organized by Canadian Heritage as well as meetings of regional federal councils, and the official languages champion attended the champions' meetings held in Vancouver and Prince Edward Island. This provided an ideal opportunity to share information on community development and vitality as well as on best practices.

Funding and program delivery

Canada Post supports official-language minority communities mainly through its literacy initiatives. These include support for the *Rendez-vous de la Francophonie*, where up to 10,000 Francophones and Francophiles participated in a French-language writing contest, rendering it a major success. The Canada Post Literacy Awards, a national program to encourage local literacy initiatives, produced four winners from OLMCs, and almost a quarter of the awards presented went to members of OLMCs. It

also launched a national advertising campaign to promote *La Dictée PGL* in French-language weeklies across Canada, where creating awareness about literacy among children has had very positive effects. There have also been sponsorships and donations programs recognizing literacy and other initiatives that support OLMCs, including the Centre for Literacy of Quebec Inc., the *Coalition francophone pour l'alphabétisation et la formation de base en Ontario*, the *Service fransaskois de formation aux adultes* and the *Centre culturel francophone de Vancouver*. These initiatives provided opportunities for both linguistic groups, including OLMCs, to participate in literacy contests in their official language of choice. Canada Post also contributed to the vitality of the English-speaking community of Quebec by issuing a commemorative stamp to celebrate the centenary of MacDonald College, a world-class English-language teaching and research institution in Montreal.

Accountability

The Corporation's submissions to Treasury Board or briefs to Cabinet are reviewed to ensure that linguistic duality receives consideration; the national coordinator also examined major projects in the context of community development. Canada Post's business plan, submitted to Treasury Board, contains a separate statement on the Corporation's commitment to the implementation of Part VII of the OLA. In his 2006-07 annual report, the Commissioner of Official Languages gave Canada Post an "exemplary" rating, for the third consecutive year, in the "Development of Official Language Minority Communities and Promotion of Duality" category.

CANADA SCHOOL OF PUBLIC SERVICE

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

President of the Treasury Board: Vic Toews

President and Chief Executive Officer: Ruth Dantzer

Official Languages Champion: Donna Archimov

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The School's main contribution is to raise awareness among federal employees of the federal commitment described in section 41 of the *Official Languages Act* (OLA). Two achievements in 2006-07 merit special attention. Through its information sessions known as Armchair Discussions, the School worked with Canadian Heritage and the Department of Justice to organize a session on the implementation of section 41 of the OLA. This event brought together some 100 employees who work in the 47 federal institutions and allowed them to exchange practical advice on fulfilling their responsibilities. The School also revised the curriculum for its course, "Introduction to Official Languages", adding a component on Part VII of the OLA, and ensuring that federal employees understand the federal commitment described in section 41.

Consultation

Through its Living Leadership program, the School organized learning events in Nunavut, British Columbia, New Brunswick,



MANDATE

The Canada School of Public Service ("the School") plays a central role in ensuring an effective and accountable federal Public Service through the development of an integrated approach to learning, training and development. By providing public servants with the appropriate tools, skills and knowledge, the School is an essential contributor to building excellence and ensuring renewal in the Public Service.

and Quebec to give participants an opportunity to meet the official-language minority community (OLMC) representatives. In most of the regions, the School works with various discussion groups and organizations to support community activities that provide employees who are learning the second language with an

opportunity to practise and maintain that language and establish a dialogue with the OLMCs. For example, a number of employees participated in events organized for the *Rendez-vous de la Francophonie* in the National Capital Region.

Coordination and liaison

The School cooperated actively with other government partners to promote linguistic duality, particularly within the Regional Federal Council in western Canada. For example, the School worked with the Federal Council of Alberta to develop a monthly information bulletin, *Coup de pouce*, whose purpose is to enhance the visibility of the Franco-Albertan community among federal employees in the province.

Funding and program delivery

The School worked with its partners in the public and educational sectors to offer the training necessary to federal

employees. It worked closely with the *Université Sainte-Anne*, the *Collège universitaire de Saint-Boniface*, the University of Regina's *Institut français*, and the University of Saskatchewan's St. Thomas More College to deliver French-language training. The School also ensured that the design and development of its learning products give due consideration to the provisions of section 41 and the role of federal employees in supporting the OLMCs and promoting linguistic duality.

Accountability

The School has prepared a 2006-07 record of achievements and a 2007-2009 action plan, and has submitted them to Canadian Heritage in accordance with the Accountability Framework for the Implementation of Sections 41 and 42 of the *Official Languages Act*.

HEALTH CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister of Health: Tony Clement

Official Languages Champion: Marcel Nouvet

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Health Canada has continued its activities to raise awareness among management and employees at the national and regional levels. HC has used various methods, including hosting presentations and information sessions on official languages, establishing a prize for promoting linguistic duality, and distributing various documents on official-language minority communities (OLMCs) and linguistic duality. The Department has also demonstrated creativity by devoting an entire section of one of its regional libraries to official languages. HC has shown leadership by creating the title of Official Languages Sponsor in one of its regions, by developing a regional intranet page on official languages and by preparing a questionnaire on OLMCs and linguistic duality, to be distributed to departmental employees. Furthermore, several Anglophone regions have marked the International Day of La Francophonie and have organized *journées en français* (generally one day per week or per month when employees are invited to speak French for the day).



MANDATE

Health Canada (HC) is the federal department responsible for helping the people of Canada maintain and improve their health. It plays an important role in policy development and program and service delivery. It works in partnership with the provincial and territorial governments, First Nations and Inuit communities, and other interested parties.

Consultation

The work of Health Canada's official languages advisory committees has allowed it to establish the priorities for the next phase (after March 2008) of the Contribution Program aimed exclusively at OLMCs. Health Canada has listened attentively to OLMCs by attending meetings of the board of directors of the *Société Santé en Français* (SSF) and of the board of directors of the *Consortium national de formation en santé*, and by participating in the activities and the annual general meetings of OLMC community organizations across the country. These meetings allow HC to better understand OLMC concerns and to better respond to their health-related needs.

Communications

Health Canada has developed a communication plan in order to overhaul the Official Language Community Development Bureau's Web site, to better reach OLMCs and support their development, and to better promote linguistic duality. Regional coordinators ensure that Health Canada provides the relevant documentation in the client's language.

Coordination and liaison

Health Canada has worked with various stakeholders, such as Canadian Heritage, the Public Health Agency of Canada and Justice Canada, to better support OLMCs. In Alberta, Health Canada, along with the Deputy Minister of Alberta Health and Wellness, participated in meetings of the Regional Executive Committee to discuss OLMC issues. In New Brunswick, Health Canada established links with the *École de médecine à Moncton* [Moncton school of medicine], affiliated with the *Université de Sherbrooke*. At the national level, Health Canada hosted a meeting of the Network of National Coordinators responsible for the implementation of section 41 of the *Official Languages Act* (OLA) and cooperated with Canadian Heritage to develop a performance-measurement framework for the implementation of section 41. HC has also continued its work with Statistics Canada in the context of the post-Census Survey on the Vitality of Official-Language Minorities. The Champion also attended meetings of the Official Languages Champions Committee and the Committee of Assistant Deputy Ministers on Official Languages.

Funding and program delivery

In 2006-07, Health Canada invested more than \$40 million to improve access to health services for OLMCs. Of this amount, \$10 million in additional funding was added to the OLMC Envelope of the Primary Health Care Transition Fund.

Accountability

The formative evaluation of the Program to Improve Access to Health Services for Official Language Minority Communities was conducted, while the summative evaluation of the OLMC Envelope of the Primary Health Care Transition Fund was completed. Moreover, HC has developed assessment tools to monitor the effectiveness of its OLMC support policy, and to improve the policy, if required. In this regard, HC Quebec has created a questionnaire and distributed it to OLMCs to measure their degree of knowledge about Health Canada, as well as their satisfaction with the information provided and with the methods of contacting them. These measures will be assessed in 2007-08 and will facilitate improved accountability in the relationship between HC and OLMCs in terms of program and service delivery before a new action plan is implemented.

HUMAN RESOURCES AND SOCIAL DEVELOPMENT CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister of Human Resources and Social Development: Monte Solberg

Official Languages Champion: Élisabeth Châtillon (Service Canada)

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The Department continued to increase internal awareness of its responsibilities under section 41 of the *Official Languages Act* (OLA) through workshops and events such as the *Rendez-vous de la Francophonie*. Other tools used to raise internal awareness included information sessions for departmental coordinators and briefings for senior management. A formal Departmental Coordinators' Network for Part VII of the OLA was established at HRSDC to increase awareness within branches on the needs and priorities of the official-language minority communities (OLMCs). Service Canada integrated its network of official languages coordinators at the national and regional levels to ensure that it meets its objectives through close collaboration, where everyone shares common objectives and acts to achieve them, both at head office and in the regions.

Consultation

The Department improved its understanding of OLMCs' needs and priorities by consulting with them and their representatives at both regional and national levels, and ensured that these priorities are taken into account when policies and services are being developed. Service Canada undertook consultations with OLMCs aimed at developing a service strategy targeting their needs. The consultations report was tabled and five guiding principles related to services were identified. Those principles will guide improvements to access services for OLMCs. A final report, entitled *Service and Access Guidelines for the Official Language Minority Communities Segment*, was made public in 2007.

Communications

The Department ensured that the OLMCs remained aware of its programs and services through the departmental Web site, targeted mailings, presentations to key community organizations and individuals, and fact sheets, as well as publication of articles in Canadian Heritage's *Bulletin 41-42*.

Coordination and liaison

The Department continued its involvement in various interdepartmental forums and committees pertaining to OLMC issues, such as the Citizenship and Immigration Canada Steering



MANDATE

Human Resources and Social Development Canada (HRSDC) is responsible for providing Canadians with the tools to thrive and prosper in society and the economy through access to learning and training opportunities, safe and productive working conditions and labour-management relations, as well as for policies, programs and services that support the social well-being of individuals and families and their participation in society and the economy.

Service Canada's mandate is to work in collaboration with federal departments, other levels of government and community service providers to bring services and benefits together in a single service-delivery network.

Committee for the Integration of Francophone Immigrants in OLMCs, the Coordinating Committee on Official Languages Research, the Network of Official Languages Champions, and the Network of National Coordinators responsible for the implementation of section 41 of the OLA. The Department maintained its secretariat support for the two national committees: the National Committee for Economic Development and Employability of the Francophone Minority Communities, and the National Human Resources Development Committee for the English Linguistic Minority of Quebec.

Funding and program delivery

The Department focused on funding activities designed to strengthen the ability of non-governmental organizations representing the OLMCs in areas such as early learning and child care, seniors, homelessness, internships, literacy, employability and economic development. The Department negotiated two-year agreements with Enabling Fund sponsors to allow them to implement their OLMC strategic planning. These contributions allowed the *Réseau de développement économique et*

d'employabilité (RDÉE) and the Community Table and the network of Community Economic Development and Employability Committees (CEDECs) in Quebec to continue their work in community economic development. The Department created a Tripartite Committee composed of federal representatives, the Community Table and the RDÉE to develop new data collection tools and systems that would facilitate the reporting requirements of the OLMCs in meeting the goals and objectives set for the Enabling Fund.

Accountability

The department incorporated the implementation of section 41 of the OLA in numerous reporting mechanisms, including its 2006-07 Business Plan, Report on Plans and Priorities and the Departmental Performance Report. Service Canada developed an official languages governance structure to demonstrate its commitment to official languages in service delivery. This structure was adopted by the management committee in November 2006.

PUBLIC HEALTH AGENCY OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Health: Tony Clement

Chief Public Health Officer: Dr. David Butler-Jones

Official Languages Champion (Parts IV, V, VI): Sylvie Stachenko

Official Languages Co-champion (Part VII): Chantal J. Morin

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The PHAC helped promote official languages by taking part in the organization and celebration of the *Rendez-vous de la Francophonie*. The information sessions on official languages and official-language minority communities (OLMCs) offered to senior executives and employees involved taking the OLMCs into consideration in the Agency's new priorities, initiatives, policies and programs. In addition, official languages objectives were incorporated into the senior executives' performance agreements.

Consultation

In 2006-07, the Agency worked nationally and regionally to better understand how OLMC issues relate to promoting and protecting public health. The PHAC worked with Health Canada through its advisory committees and regional offices, which consulted with the OLMCs on their priorities and needs.

Communications

The Agency adopted an innovative approach to reaching the OLMCs by inviting regional offices designated as non-bilingual to distribute Agency publications and information in both official languages. The Agency supported the OLMC media by purchasing air time and advertising space, and by subscribing to community newspapers.



MANDATE

The mandate of the Public Health Agency of Canada (PHAC) is to promote and protect the health of Canadians through leadership, partnership, innovation and action in public health.

Coordination and liaison

In addition to working closely with Health Canada, the Agency also collaborated with Canadian Heritage through the Network of National Coordinators responsible for the implementation of section 41 of the *Official Languages Act* (OLA) and through the Interdepartmental Partnership with the Official-Language

Communities (IPOLC) initiative which supported ongoing or new projects during the financial year, to a total of \$563,164.

Funding and program delivery

The OLMCs were informed of the Agency's mandate and their requests were better suited to the Agency's programs. Accordingly, the OLMCs received \$3.8 million in programs and services in 2006-07. The Quebec Anglophone community received \$892,269 of this amount through various programs, including the Population Health Fund.

Accountability

The Agency developed a new tool for sorting requests from the OLMCs to better document the progress made in supporting them. This tool is available to Agency employees in British Columbia and the Yukon. Some regional offices now include implementation of section 41 of the OLA in their action plans.

SOCIAL SCIENCES AND HUMANITIES RESEARCH COUNCIL OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Jim Prentice

President: Chad Gaffield

Official Languages Champion: Rachel Larabie-Lesieur

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

SSHRC continued to create awareness among staff about research on bilingualism and official-language minority issues and the development of the research capacities of small universities. The national coordinator responsible for the implementation of section 41 of the *Official Languages Act* (OLA) also raised awareness at SSHRC about interdepartmental discussions and initiatives on issues relating to bilingualism and official-language minority communities (OLMCs), and continued to brief and advise SSHRC's management and Board on these issues.

Consultation

SSHRC regularly consults with its many stakeholders, both on an *ad hoc* basis and formally. These consultations help ensure that SSHRC's programs and processes best serve the needs of its client communities—including researchers who work on official-language minority issues. The consultations also help the Council determine its strategic priorities, both at the corporate level and in terms of program offerings. SSHRC seeks advice and input from such stakeholders as universities in OLMCs (e.g. *Collège universitaire de Saint-Boniface*, McGill University, *Université Sainte-Anne*) and research institutions and professional associations (e.g. *Association des universités de la francophonie canadienne*, *Association francophone pour le savoir* and the *Institut canadien de recherche sur les minorités linguistiques* at the *Université de Moncton*).



MANDATE

The mandate of the Social Sciences and Humanities Research Council of Canada (SSHRC) is to promote and assist research and scholarship in the social sciences and humanities, and to advise the Minister in respect of such matters relating to such research as the Minister may refer to the Council for its consideration.

Communications

As in the past, SSHRC informed its client communities about its programs and related topics, both through the corporate Web site and e-mail, and through regular mail-outs. Specifically, in the field of bilingualism and official-language minority research, SSHRC distributed program and other information to individual researchers, to universities in OLMCs, and to associations such as the *Association des universités de la francophonie canadienne*. SSHRC also reaches its primary client communities (researchers) through periodic university visits. In 2006-07, SSHRC conducted visits to 20 universities, including the *Université de Moncton* and Concordia University.

Coordination and liaison

SSHRC continued to work with several governmental bodies on initiatives concerned with research on bilingualism and OLMCs.

These included: the Interdepartmental Coordinating Committee on Official Languages Research; the Canadian Institutes of Health Research Consultative Committee on Official Languages Research; the Office of the Commissioner of Official Languages, in its initiative aimed at identifying best practices of federal granting agencies that effectively promote linguistic duality and the vitality of OLMCs; the Network of National Coordinators responsible for implementing section 41 of the OLA; and the partnership with the Department of Canadian Heritage that developed the strategic joint initiative Official Languages Research and Dissemination program. In May 2006, SSHRC's interim president represented the Council at the Language Acquisition and Bilingualism: Consequences for a Multilingual Society conference, funded through the Official Languages Research and Dissemination program, which allowed scholars to share recent findings with researchers, educators and practitioners who work with bilingual and multilingual children.

Funding and program delivery

The Council awarded approximately \$2.4 million for research and related activities in the areas of bilingualism and official-language minority issues across the spectrum of SSHRC's

programs: research training programs (at the masters', doctoral and postdoctoral levels); the Standard Research Grants program; and the Official Languages Research and Dissemination program. Furthermore, several Canada Research Chairs focused on or examined questions related to bilingualism and official-language minority issues (e.g. studying bilingual speech in immigrant communities, conserving and analyzing the oral heritage of Francophone and Acadian minority communities in Canada, and factors inhibiting literacy among ESL learners and French immersion students).

Accountability

In 2006-07, SSHRC's national coordinator responsible for the implementation of section 41 of the OLA continued to monitor and co-ordinate the implementation of section 41 at the Council, brief and advise management and program officers on related issues, and draft the annual status report on the implementation of section 41 in line with the multi-year action plan. The status report, which includes a compendium of the individual SSHRC-funded fellowships and research projects on official-language minority questions, is made available on SSHRC's Web site.

STATUS OF WOMEN CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister of Canadian Heritage, Status of Women and Official Languages: Josée Verner
Official Languages Champion: Clare Beckton

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

SWC is committed to meeting its responsibilities under section 41 of the *Official Languages Act* (OLA) through the effective implementation of the 2006-09 action plan, including increasing staff knowledge and providing timely information on recent developments regarding section 41. In 2006-07, there was visible leadership and management support for section 41 and an increased exchange of information among directorates. Various tools and resources were shared with managers and other staff, including: Canadian Heritage's performance measurement tool and guide for the preparation of status reports and action plans; the *Bulletin 41-42*; the 2005-2006 annual report of the Commissioner of Official Languages; and reports and presentations by official-



MANDATE

The mandate of Status of Women Canada (SWC) is to coordinate policy with respect to the status of women and administer related programs. Its vision is to foster the full participation of women in the economic, social and cultural life of Canada.

language minority communities (OLMCs) and by federal departments at meetings of national and regional coordinators.

Consultation

SWC continued its efforts to provide opportunities for official-language minority women to raise issues unique to their communities. For example, the agency proposed three Manitoba women's organizations as participants at the meeting of national and regional coordinators for the implementation of section 41, held in Winnipeg in June 2006, where federal participants met with the Franco-Manitoban community. This event provided an opportunity to learn more about the concerns and issues of minority women in Manitoba. SWC also heard from OLMC representatives of the three territories at the October 2006 meeting of national coordinators, who spoke about the unique challenges they face. As well, SWC attended several activities of minority women's organizations, including the forum *Le pouvoir, c'est osé! Jeunes femmes francophones, relevons les défis*, organized by the *Alliance des femmes de la francophonie canadienne*. Hearing what young Francophone women have to say has a particular relevance on future program and policy directions. SWC also continued to encourage the involvement of minority women and their organizations in activities commemorating key dates, including International Women's Day, Women's History Month, and the National Day of Remembrance and Action on Violence against Women.

Communications

In response to the need identified by OLMC women for greater access to government programs, services and information, SWC used different communication mechanisms to inform them, including its Web site, news releases and fact sheets. SWC staff also participated in various OLMC events and established contacts between staff and various minority organizations. Women, including OLMC women, were able to use a toll-free number to contact SWC staff to obtain information and news relevant to them.

Coordination and liaison

Official-language minority women benefited from SWC's role of influencing public policy development through gender-based analysis and the provision of advice and recommendations to other federal government departments. SWC maintained its ongoing communication, consultation and partnership with Canadian Heritage, by participating in the meetings of the Network of National Coordinators responsible for the implementation of section 41 of the OLA. The training opportunities made available to national coordinators on the performance measurement tool and guide helped in the preparation of the SWC annual status report. The national coordinator attended, in December 2006, the second Forum on Official Languages Good Practices, which united official languages champions as well as all persons responsible for Parts IV, V, VI and VII of the OLA. Personnel from the Atlantic Region also

participated in the Symposium on Part VII of the OLA, which was organized by the Federal Councils of the Atlantic Region in Charlottetown in May 2006, allowing very useful interaction between SWC regional staff with those of other departments. Due to the challenges associated with SWC's transition period, partnership activities were limited; however, the funding collaboration with Canadian Heritage through the Interdepartmental Partnership with the Official-Language Communities (IPOLC) continued, thus providing financial and technical support to projects carried out by OLMC women's organizations to address challenges faced by the target group.

Funding and program delivery

In 2006-07, SWC approved funding totaling \$794,502 and provided technical assistance for 12 projects, designed to facilitate the participation of OLMC women in Canadian society by addressing their economic, social and cultural situation through Canadian organizations. This support included more than half a million dollars for seven projects carried out by OLMC women's organizations. OLMC women also benefited from other SWC-supported projects that had a direct impact on women in their communities. SWC continued, for a third year, to partner with Canadian Heritage through the IPOLC and co-funded six projects related to: addressing institutional violence against women; skills development for women within the *Agence de promotion et de développement des francophones de Toronto*; expanding the space of Francophone women in Manitoba; access to equality and equity; economic equity of Acadian and Francophone women in the Atlantic Provinces; and profiling Francophone women with disabilities. SWC also funded a project of the Coalition for Pay Equity in New Brunswick to promote a better understanding of the benefits of pay equity among decision-makers, partners, women and the general public. Its work toward passing a provincial law is achieving results through forums, targeted meetings, involvement with other Francophone and Anglophone women's organizations, and effective news releases.

Accountability

There was a greater integration of SWC's action plan on the implementation of section 41 of the OLA in the corporate planning and reporting/accountability activities. SWC also applied a section-41 lens in its submission to Treasury Board for renewal of the Women's Program. The performance measurement tool and guide, provided by Canadian Heritage, were used to prepare the 2006-07 results-based status report.

CANADA PUBLIC SERVICE AGENCY

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

President of Treasury Board: Vic Toews

Official Languages Champion: Catherine MacQuarrie

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In 2006-07, the CPSA provided the Treasury Board Secretariat with revised analysis tools to ensure that Treasury Board submissions respect official languages guidelines, especially with regard to service to the public, language of work and official-language minority community (OLMC) development. These tools, a guide and an official-language evaluation form, are included in *A Guide to Preparing Treasury Board Submissions*. They reflect the new obligations under Part VII of the *Official Languages Act* (OLA) to take positive measures to promote English and French. Two information sessions were organized by the CPSA, which coordinates both networks of official languages champions, to inform new champions of the Government of Canada's responsibility towards OLMCs, and to raise awareness for the promotion of Canada's linguistic duality.

Consultation

The CPSA is responsible for the departmental (DACOL) and Crown corporations' (CCACOL) advisory committees on official languages. Each year these committees hold a regional retreat where they can meet representatives from OLMCs and federal councils to learn about their achievements, become familiar with regional issues, and discuss vitality and leadership shown both in communities and in the federal government. In May 2006, the CCACOL met with the *Fédération acadienne de la Nouvelle-Écosse*. The CPSA also participated in OLMC consultations held by the Official Languages Secretariat, which is part of Canadian Heritage. As a result of these consultations, the CPSA agreed with the Treasury Board Secretariat to incorporate the Policy on Grants and Contributions into the Policy on Transfer Payments to reinforce obligations under Part VII and accountability in transfer payment programs.

Communications

As a member of a special interdepartmental committee chaired by Canadian Heritage, the CPSA was actively involved in the development of a strategic guide to provide institutions with clear guidelines on how to fulfill the federal government's commitments with regard to Part VII of the Act.



MANDATE

The Canada Public Service Agency (CPSA) works towards establishing a workforce and workplace that is second to none. To achieve this goal, the Agency exercises leadership through policy and partnerships; delivers services that support public servants, managers and the human-resources community; and maintains the integrity of the human-resource management system through monitoring, measuring and accountability. These are the tools the Agency uses to support federal departments, agencies and institutions in delivering advice to the Government and to Canadians.

Coordination and liaison

The CPSA invites Canadian Heritage to DACOL and CCACOL meetings to raise awareness of Part VII of the OLA. In December 2006, the CPSA, in collaboration with Canadian Heritage and the Council of the Network of Champions, organized the 2nd Official Languages Good Practices Forum, under the "Moving Forward Together With Good Practices" theme. Participants attended dynamic and informative presentations on how the official languages program is managed within federal institutions. In partnership with eight departments, agencies and Crown corporations, the CPSA started developing an official languages information campaign for the entire Public Service. The goal of this campaign is to cement the importance of official languages in the core values of the Public Service; to inform employees of their rights and obligations; and to inform employees of the Government of Canada's responsibilities with regard to the offer of service in both official languages, language of work, OLMCs and the promotion of linguistic duality. The campaign will pave the way for a change of culture and will have a positive influence on employees' behaviours and attitudes towards official languages.

Accountability

The CPSA reports on its contribution to the implementation of section 41 in its status report. The CPSA recognizes that the implementation of section 41 must be integrated in the Department's reporting mechanisms. The integration will be concurrent with the development of the multi-year action plan.

CANADIAN INTERNATIONAL DEVELOPMENT AGENCY

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of International Cooperation: Beverley J. Oda

President: Robert Greenhill

Official Languages Champion: Gilles Rivard

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Awareness of and interest in section 41 of the *Official Languages Act* (OLA) increased during 2006-07, among both employees and senior management, through the production and distribution of internal information tools.

Consultation

CIDA's various exchanges and partnerships with Canadian organizations have included those involved with official-language minority communities (OLMCs). CIDA was able to build on the previous year's progress and achieved the objectives set out in its 2006-07 action plan. For example, the CIDA regional offices maintained ties with OLMCs through sharing of information about international development. Also, a number of OLMC members took part in the 2006 International Cooperation Days, which the CIDA Canadian regional offices promoted extensively.

Communications

Every year CIDA strengthens its communications with the Canadian public and OLMCs, particularly through its Web site, electronic newsletters from its Canadian regional offices, the Speakers Program and its Youth Program, as well as through the business opportunities it publishes (on MERX)TM and calls for proposals from the private sector, civil society, colleges and universities.

Coordination and liaison

In 2006-07, CIDA achieved its coordination and liaison objectives, particularly through the activities of the national coordinator responsible for the implementation of section 41 of the OLA and of the official languages champion. The coordinator took part in various meetings organized by Canadian Heritage and shared information with CIDA staff and officials from the regional offices.

Funding and program delivery

As part of its mandate, CIDA helps fund Canadian organizations to support international development initiatives. For example, in 2006-07, nine OLMC universities and two OLMC colleges received funding to carry out international development projects through



MANDATE

The Canadian International Development Agency (CIDA) has a mandate to reduce poverty and contribute to a more secure, equitable and prosperous world. CIDA's purpose is to reduce poverty, promote human rights and expand sustainable development. CIDA works with partners worldwide to support sustainable development in developing countries and provide humanitarian assistance in regions where it is needed.

bilateral programs and partnerships; 32 media and education initiatives supported by the Development Information Program were accessible to OLMC agencies or audiences; and about one-third of those who received funding from the Canadian Francophone Scholarship Program enrolled in OLMC colleges and universities.

Accountability

CIDA based its 2006-07 status report on Canadian Heritage recommendations and the action plan developed in 2005-06. Moreover, CIDA will implement its 2007-08 action plan, which is based on recent information exchanges with OLMCs.

CITIZENSHIP AND IMMIGRATION CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister of Citizenship and Immigration: Diane Finley
Official Languages Co-champion: Gina Rallis

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Raising awareness of the importance of linguistic duality and of the priorities of Francophone Minority Communities (FMC) is an integral part of the initiatives carried out by CIC. Events, discussions and publications continue to promote understanding within the Department of our institutional obligations. CIC has also integrated the FMC perspective and section 41 of the *Official Languages Act* (OLA) into a number of its policies, programs and reporting structures.

Consultation

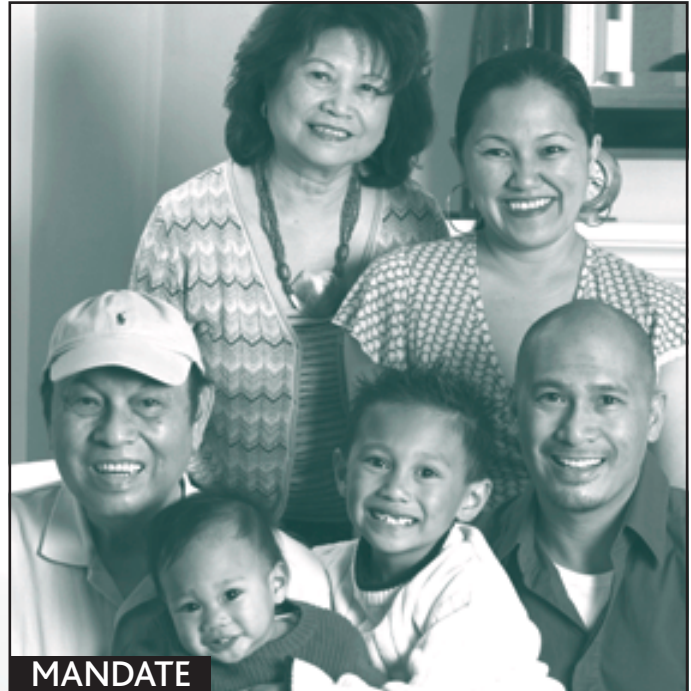
CIC is engaged in a consultative process to develop priorities, initiatives, policies and programs aimed at enhancing the vitality of FMCs. For example, the CIC-FMC Steering Committee, co-chaired by the Department and a community representative, has adopted a collaborative approach to encourage immigration to FMCs. The Department is consolidating lasting and effective relationships with FMCs, which allows it to ensure a mutual understanding of mandates and needs and to identify avenues for cooperation and follow-up.

Communications

CIC has adopted an innovative approach to recruitment that not only connects potential French-speaking immigrants with FMCs but allows them to get accurate and realistic information about living and working in Canada. One example of this approach is the expansion of the mentoring component on the Web site of the *Société franco-manitobaine*. This site puts persons interested in coming to Canada in direct contact with volunteer Canadian mentors.

Coordination and liaison

The CIC-FMC Steering Committee's mandate has been renewed for five years with the launch of the *Strategic Plan to Foster Immigration to Francophone Minority Communities* in 2006 and the subsequent creation of the Implementation Committee. Several regional committees have also continued their work at the regional level. These committees are made up of representatives from various levels of government and of



MANDATE

Citizenship and Immigration Canada's (CIC) mandate is to build a stronger Canada by deriving maximum benefit from the global movement of people; protecting refugees at home and abroad; supporting the settlement, adaptation and integration of newcomers; and managing access to Canada.

members of FMCs; their purpose is to ensure the consistency of the activities undertaken.

Funding and program delivery

In pursuing Canada's tradition of protecting refugees and persons at risk, CIC has also supported activities for the referral of French-speaking refugees to Canada. A particularly successful project involved the referral of 149 refugees from the Great Lakes region in East Africa to French-speaking communities in Canada. CIC also supports projects that build awareness and the capacity of FMCs to receive and welcome refugees. To promote the integration of French-speaking newcomers into Canadian society, CIC has funded numerous projects through support to provinces and territories and directly to service providers. For example, CIC's Enhanced Language Training Initiative funded educational institutes to provide language and labour-market training to

French-speaking immigrants in Ontario. Tools and services have also been developed to meet the specific needs of women and youth in FMCs. In collaboration with provinces, CIC has also organized delegations of employers to travel to French-speaking countries to facilitate immigration through the Provincial Nominee Program. Such tours have led to offers of employment in Canada. Furthermore, CIC is working with Canadian universities to attract potential Francophone student immigrants from overseas.

Accountability

In 2006, CIC undertook a formative evaluation of its initiatives to foster immigration to FMCs and to examine the process in place to collect data for the summative evaluation scheduled for 2008.

The formative evaluation showed that, before undertaking the summative evaluation, CIC must better define its data-collection strategy in order to better measure the progress achieved with national and regional initiatives. Therefore, the summative evaluation originally scheduled for 2008 will be postponed until a later date. At the same time, CIC is working with the Department of Justice to examine the impact of the strengthening of the OLA on its policies and programs, and facilitate planning of the measures to be adopted.

FOREIGN AFFAIRS AND INTERNATIONAL TRADE CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Foreign Affairs: Maxime Bernier

Minister of International Trade and Minister for the Pacific Gateway and the Vancouver-Whistler

Olympics: David Emerson

Official Languages Champion: Ferry de Kerckhove

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

In 2006-07, the Department of Foreign Affairs played a key role in promoting the Francophonie both in Canada and in Canadian missions overseas. For example, the *Journée internationale de la Francophonie* included a number of promotional activities that highlighted the presence of the French fact in Canada and the country's contribution to the work of the *Organisation internationale de la Francophonie*.

Consultation

The Department worked in cooperation with the *Société franc-manitobaine* to organize the program for a Foreign Affairs Ministers' Conference of all member countries of the Francophonie. It also ensured that representatives of the Francophone minority communities were included in the Canadian delegations at the *Summit of the Francophonie* and other Francophonie events.

Communications

DFAIT uses different approaches to communicate its mandate and priorities to members of the official-languages minority



MANDATE

The mandate of the Department of Foreign Affairs and International Trade (DFAIT) is to govern all of Canada's diplomatic and consular relations, ensure official communication between the Government of Canada and foreign governments or international organizations, conduct and manage international negotiations in which Canada is involved, coordinate Canada's economic relations, stimulate Canada's international trade, coordinate directions set out by the Government of Canada to the heads of Canada's diplomatic and consular missions and manage these missions, manage the Foreign Service group, and encourage the development of international law and its application in Canada's foreign relations.

communities (OLMCs). These include the Department's Web site, news releases and media placements, also featured in the OLMC media.

Coordination and liaison

DFAIT works in cooperation with federal partners such as Canadian Heritage, Industry Canada and Export Development Canada, and with other partners at the provincial level. These partners help the Department provide programs that benefit Canada's arts community and business world, including the OLMCs. DFAIT also continues to promote Canadian linguistic duality on the international stage, for example within the Organization of American States.

Funding and program delivery

The Francophonie Affairs Division consistently pursues every opportunity provided to support and promote the interests of Francophone minority communities. Furthermore, the Team

Canada Directorate is well aware of the importance of including OLMC business representatives as members of international trade missions.

Accountability

Internal audits include a section on results pertaining to official languages. For example, during audits of the missions' programming, the auditors look to see whether the missions' activities reflect Canada's linguistic duality. The Department also produces an annual report for Canadian Heritage as well as a multi-year action plan describing the actions to be taken and the results expected.

INTERNATIONAL DEVELOPMENT RESEARCH CENTRE

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Foreign Affairs: Maxime Bernier

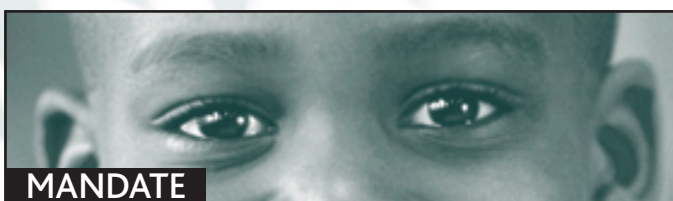
President: Maureen O'Neil

Official Languages Champion: Chantal Schryer

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

IDRC continued to raise its directors' and employees' awareness by informing them of the official languages and official-language minority communities (OLMCs). The officials responsible for the Awards Program are aware of the issues affecting OLMCs, and membership in one of those communities is one of the selection criteria. The annual status report is distributed to staff, bringing to their attention IDRC success stories and areas for improvement. In other respects, senior management and representatives of employees who are members of IDRC's Advisory Committee on Regional Offices (ACRO) and Human Resources Management Committee (HRMC) were put in charge of issues related to IDRC's obligations under the *Official Languages Act* (OLA) and the progress of the Centre's efforts to update its official languages policies and practices. A number of best practices were included in an action plan presented to the ACRO and the HRMC.



MANDATE

The International Development Research Centre (IDRC) is a Canadian Crown corporation committed to building a sustainable and equitable world. Through the research it supports, IDRC helps its partners in the developing world identify long-term, practical solutions to their pressing development problems. Projects are designed to use local materials and to strengthen resident human resources and institutions. The Centre also maintains information networks and forges linkages that allow Canadians and their developing-world partners to benefit equally from a global sharing of knowledge. Led by the dedication and innovative approach of the people of the South, IDRC is helping others help themselves.

Consultation

The national coordinator continues networking efforts by attending national coordinators' meetings. IDRC continues to look for all formal and informal opportunities to consult the OLMCs.

Communications

As part of the Centre Training and Awards Program, IDRC continued its efforts to attract OLMC members. Through a targeting initiative that involves providing information, speaking engagements and participation in fairs and general meetings, IDRC focused especially on universities serving OLMCs and offering masters and PhD programs related to the Centre's mandate, particularly the *Université de Moncton* and the University of Ottawa, while continuing to look for new opportunities to work with other OLMC universities. IDRC continues to distribute its annual report to many groups and universities to ensure they are fully informed about the Centre's interest in official-language minority communities.

Coordination and liaison

The national coordinator and the official languages champion maintained ties with other federal departments and agencies by taking part in the meetings of their respective networks. The Centre also consulted with other federal agencies with which it

exchanges information on current practices in official languages management. It continues to work with other federal departments and agencies in managing research projects.

Funding and program delivery

Again this year, IDRC maintained its relations with its federal public service partners and funded research projects with five of them (the Canadian International Development Agency, Foreign Affairs and International Trade Canada, Health Canada, Environment Canada and Natural Resources Canada). Four English-speaking grant recipients were students at Quebec universities (McGill University and Concordia University). A Francophone from outside Quebec received a grant from the Centre this year. The recipient was a student at Saint Paul University in Ottawa. Three activities sponsored by the OLMCs were taken over during the targeted period.

Accountability

IDRC continues to produce an annual status report and to request feedback from Canadian Heritage. As in previous years, the status report was presented to the HRMC and Board of Governors to confirm the Board's commitments to the OLA and to OLMCs in particular.

JUSTICE CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister of Justice: Robert Douglas Nicholson

Official Languages Champion: Michel Bouchard

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

Justice Canada has conducted information and awareness-raising activities with Department staff and supported the Network of National Coordinators responsible for the implementation of section 41 of the *Official Languages Act* (OLA). These efforts have helped to improve the departmental and federal commitment to official languages, as well as to enhance the Department's program and service delivery to official-language minority communities (OLMCs).

Consultation

The Department has conducted various types of consultations at the national and regional levels. For example, the meeting of the



MANDATE

The mission of the Department of Justice is to ensure that Canada has a system of justice that is as fair, accessible and efficient as possible. Rather than dealing with the personal or individual affairs of Canadians, it serves them indirectly by acting as the Government's law firm. The Department's responsibilities reflect the dual role of the Minister of Justice, who is also the Attorney General of Canada.

Advisory Sub-Committee on Access to Justice in Both Official Languages dealt with the priorities of youth and women in Francophone minority communities. Furthermore, the Department consulted with the Francophones of Newfoundland and Labrador in the context of a new family-justice initiative in their province. Community feedback has fuelled federal-provincial negotiations on divorce law. In addition to these formal consultations, Justice Canada participated in the annual general meeting of the regional *Associations des juristes d'expression française*, which allowed the Department to continue the dialogue with these legal professionals on the justice-related needs and priorities of OLMCs.

Communications

Justice Canada has continued its public legal education activities in OLMCs. For example, the Department offered an information session on Part VII of the OLA in the context of the annual general meeting of the *Association des juristes d'expression française de l'Ontario*, as well as during the annual meeting of Health Canada's Consultative Committee for French-Speaking Minority Communities. The Department has also updated the official languages information on its Web site in order to inform OLMCs about the Department's official languages commitments and activities.

Coordination and liaison

In 2006-07, the Department continued to focus on its communication activities related to the *Act to Amend the Official Languages Act*. The purpose of these activities was to raise the awareness of federal institutions, regarding their obligations and responsibilities under section 41 of the OLA. In cooperation with Canadian Heritage, the Department reached more than 1600 public servants during its numerous information sessions. The Department also actively participated in various networks concerned with official languages, including provincial-territorial working groups and committees, touching on such issues as youth justice and the improvement of service delivery in French.

Funding and program delivery

In terms of its accomplishments, Justice Canada finalized agreements, within the context of the Youth Justice Services Funding Program, aimed at granting preferential financial treatment to youth-rehabilitation services in OLMCs. The Department also allocated an additional \$250,000 to the Child-Centred Family Justice Fund in the following two fiscal years (2006-07 and 2007-08) to strengthen its support for the development and vitality of OLMCs.

Accountability

Justice Canada has reviewed and updated its action plan for the implementation of section 41 to reflect the changes to its programs. Moreover, the addition of a question regarding the implementation of section 41 to the Grants and Contributions Information Management System will help to measure the number of funding applications submitted by OLMCs. A section has also been added to the funding application form for the Youth Justice Services Funding Program in order to determine how the proposed activities will meet the OLMCs' needs.

STATISTICS CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Jim Prentice

Chief Statistician: Ivan P. Fellegi

Official Languages Champion: Paul Johanis

MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

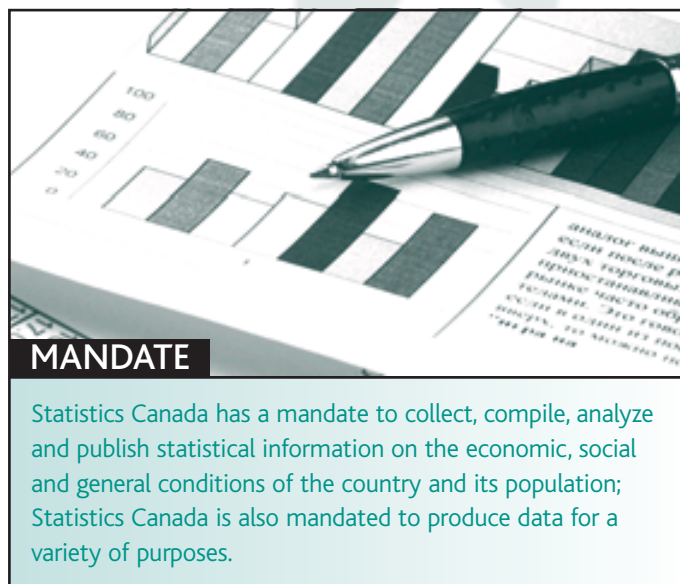
Statistics Canada's managers and their staff were kept informed of the needs of the official-language minorities communities (OLMCs) through participation in the Coordinating Committee on Official Languages Research (CCOLR). Several presentations were also made on the implementation of section 41 of the *Official Languages Act* (OLA) and on the Survey on the Vitality of Official-Language Minorities (SVOLM) before the official languages champion, the Official Languages Committee and Statistics Canada's senior management. Also, the in-house committee of representatives from key divisions that develop surveys of significant interest to OLMCs promoted and facilitated information-sharing of statistics on OLMCs. Employees were also sensitized to Canada's Francophonie through several activities organized within the context of the *Rendez-vous de la Francophonie*.

Consultation

Statistics Canada is continuing to consolidate and improve its present program of consultation and liaison with OLMC representatives in order to create awareness about their priority data needs and to make research and analytical results that concern them easy to understand. Also, Statistics Canada's head office has continued to provide active support to regional coordinators for the implementation of section 41. Examples of Statistics Canada's consultation activities include with representatives of the *Consortium national de formation en santé*, concerning the integration and training of immigrant workers in the health field; with the *Réseau de recherche interdisciplinaire sur la santé des francophones en milieu minoritaire*; with the *Fédération des communautés francophones et acadienne du Canada*, regarding dissemination of the initial research report based on data from the SVOLM; and with the Quebec Community Groups Network on the demographic future, needs and challenges of the Anglophone communities of Quebec.

Communications

Statistics Canada distributed a leaflet providing OLMCs with general information on the availability and use of data about them, and published short articles on subjects of interest to minority communities in Canadian Heritage's *Bulletin 41-42*.



MANDATE

Statistics Canada has a mandate to collect, compile, analyze and publish statistical information on the economic, social and general conditions of the country and its population; Statistics Canada is also mandated to produce data for a variety of purposes.

Several working papers on the SVOLM and on the structure of the research report (to be disseminated in December 2007) have also been presented and distributed to several representatives of the OLMCs. Other examples include: a revamped Statistics Canada Internet site, providing linguistic statistics easily accessible to the public; a CD-ROM containing 2001 Census data of interest to OLMCs; research reports disseminated to Francophone associations on such important topics as adult literacy and a survey of immigrants to Canada.

Coordination and liaison

In cooperation with other federal institutions (e.g. Commissioner of Official Languages, Justice Canada, Citizenship and Immigration Canada), Statistics Canada is identifying needs for new and existing data to address the concerns of the OLMCs. There has also been excellent collaboration between Statistics Canada and other federal institutions on section 41 issues (including the SVOLM) with such groups as the Network of National Coordinators and Canadian Heritage's Official Languages Secretariat. As well, a monograph on the literacy situation within OLMCs was released in December 2006 as a result of a partnership with Canadian Heritage and the National Literacy Secretariat.

As an initiative of Statistics Canada, the CCOLR has created a steering committee with the goal of organizing a national symposium on research in the field of official languages. One of the primary objectives of this symposium, to be held in January 2008, is to provoke discussions on the linkage of research and the development of programs and policies on official languages by the federal government.

Funding and program delivery

To facilitate the use of the CD-ROM containing 2001 Census data of interest to OLMCs, Statistics Canada has continued to offer, throughout Canada, a one-day training workshop tailored to users in associations, government departments and universities.

Accountability

The action plan and status report were widely distributed, notably to national associations representing the minority communities, the Commissioner of Official Languages, and the parliamentary Standing Committees on Official Languages. At Statistics Canada, these documents were made available electronically to all managers and staff via the internal communications network. Once a year, these reports are presented to the members of the Statistics Canada's Official Languages Committee.

TREASURY BOARD SECRETARIAT

MINISTER AND RESPONSIBLE SENIOR OFFICIAL

President of Treasury Board: Vic Toews

Secretary: Wayne G. Wouters

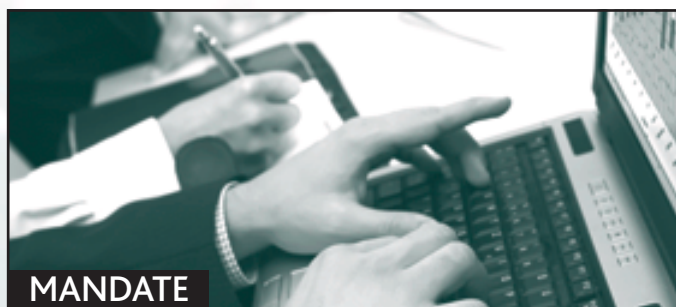
MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

Awareness

The Treasury Board Secretariat (TBS) worked together with the Canada Public Service Agency in developing an analysis tool for official languages issues. This tool is incorporated in the *Guide to Preparing Treasury Board (TB) Submissions*. The TBS guide reminds federal organizations that prepare TB submissions of their obligation to analyze the impact of their proposals on institutional bilingualism (parts IV, V and VI of the *Official Languages Act* (OLA)). They should also analyze the impact of their proposed initiatives in terms of the provisions of Part VII of the OLA (development of official-language minority communities and promotion of linguistic duality). In their TB submissions, the federal organizations must describe the measures taken, if any, to consult the segments of the public affected by the proposals at issue.

Consultation

In 2006-07, the TBS created an independent blue-ribbon panel to recommend measures to make the delivery of grant and contribution programs more efficient while ensuring greater accountability. This panel conducted online consultations and organized meetings with representatives of official-language minority communities (OLMCs), whose participation ensured that policy reviews, especially the review of the policy on transfer payments, took into account the concerns of OLMCs.



MANDATE

The Treasury Board Secretariat (TBS) is tasked with providing advice and support to Treasury Board Ministers in their role of ensuring value for money as well as providing oversight of the financial management functions in departments and agencies.

Coordination and liaison

The federal government's Independent Blue Ribbon Panel on Grant and Contribution Programs heard from government officials, grants and contributions applicants and those organizations that deliver grants and contributions on behalf of the Government. The TBS ensured that official-language key stakeholders, including Canadian Heritage, were actively involved from the onset of the process so that the revised policies take into account the federal government's obligations to the OLMCs and the promotion of linguistic duality.

Official Languages Accountability and Coordination Framework (extract relative to Part VII of the *Official Languages Act*)

All federal institutions are subject to the accountability and coordination framework adopted in the Government of Canada's Action Plan for Official Languages.

OBLIGATIONS OF ALL FEDERAL INSTITUTIONS UNDER PART VII OF THE *OFFICIAL LANGUAGES ACT*

The accountability framework describes the steps each federal institution must undertake in its strategic planning and in the implementation of its mandate towards official languages:

- **Make** employees **aware** of the needs of minority communities and of government commitments, as outlined in Part VII of the *Official Languages Act* (OLA);
- Determine whether its policies and programs have **impacts** on the promotion of linguistic duality and official-language minority community (OLMC) development, from the initial stages of their inception through to the implementation process, including the devolution of services;
- **Consult** affected publics, if necessary, in particular the representatives of the OLMCs in developing and implementing programs and policies;

- Be able to describe its approach and **show that it has considered the needs** of the OLMC;
- Once impacts have been identified, **plan** the activities according to the coming year and in the long term, present the expected results, taking into account budget considerations, and provide for results assessment mechanisms.

All federal institutions must analyze the impact of proposals contained in memoranda to Cabinet on the linguistic rights of the general public and of federal employees, as well as on the promotion of French and English. They must also, for all presentations to Treasury Board, analyze all impacts relating to the development of the OLMCs. They are required to consider the impact of the various modes of service delivery on official languages and consult the OLMCs when changes in service delivery might affect the development of these communities. Finally, the purchase of media space or time must include organs that serve the Anglophone or Francophone minority in a community.

OBLIGATIONS OF THE INSTITUTIONS DESIGNATED BY THE ACCOUNTABILITY FRAMEWORK – IMPLEMENTATION OF SECTIONS 41 AND 42 OF THE *OFFICIAL LANGUAGES ACT*

Thirty-two federal institutions designated under the Accountability Framework are obligated to develop an action plan for the implementation of section 41 (part VII) of the OLA. These plans are prepared in consultation with the OLMC in order to enable the federal institutions to take into account the priorities of the communities in the planning of activities while respecting the limitations of their mandate. Each year, the designated institutions are required to submit to the Department of Canadian Heritage their action plans as well as a report on the results of their activities. These reports on the implementation of section 41 of the OLA are included in the *Annual Report on Official Languages* tabled in Parliament each year.

National Coordinators Responsible for the Implementation of Section 41 of the OLA

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