



Canadian
Heritage

Patrimoine
canadien

Canada



Official Languages Annual Report 2009-10

Volume 2

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





© Her Majesty the Queen in Right of Canada, 2010

ISBN 978-1-100-51746-9

Catalogue No. CH10-2010-2

Minister's Message

As Minister of Canadian Heritage and Official Languages, it is my responsibility to ensure that all federal institutions take positive measures to implement the *Official Languages Act*. This responsibility is part of our government's pledge to enhance the vitality of official-language minority communities and enable all Canadians to fully enjoy the benefits generated by official languages in Canada.

On behalf of the 30 or so federal institutions who report to me each year, I am pleased to present the progress made by our government in supporting the vitality of English and French across the country. The institutions have demonstrated leadership in 2009–10, particularly in communicating and collaborating with the communities. Their achievements reflect the government's concrete commitments, not only under the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future* but also through the programs and policies that contribute to the development of these communities and the enhancement of official languages in Canada. They also show that each institution seeks to develop its full potential in this regard.

Nearly 40 years after the enactment of the *Official Languages Act*, federal institutions continue to pool their efforts to meet the needs of Canadians and communities in a concrete and useful manner. This report provides an overview of the work accomplished to this end.



The Honourable James Moore, P.C., M.P.



Table of contents

Introduction	2
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	14
National Capital Commission	15
National Film Board of Canada	16
Parks Canada	17
Telefilm Canada	19
Economic Sector	21
Agriculture and Agri-Food Canada	21
Atlantic Canada Opportunities Agency	22
Business Development Bank of Canada	24
Economic Development Agency of Canada for the Regions of Quebec	26
Canadian Tourism Commission	28
Industry Canada	29
Public Works and Government Services Canada	30
Western Economic Diversification Canada	32
Human Resources Development Sector	33
Canada Post Corporation	33
Canada School of Public Service	34
Health Canada	36
Human Resources and Skills Development Canada	37
Public Health Agency of Canada	39
Social Sciences and Humanities Research Council of Canada	40
Status of Women Canada	41
International and Central Agencies Sector	43
Canadian International Development Agency	43
Citizenship and Immigration Canada	45
Department of Foreign Affairs and International Trade	47
International Development Research Centre	49
Justice Canada	51
Statistics Canada	52
Treasury Board Secretariat	54
Appendix	55
Official Languages Accountability and Coordination Framework (extract relative to Part VII of the <i>Official Languages Act</i>)	55
List of National Coordinators Responsible for the Implementation of Section 41 of the <i>Official Languages Act</i>	56



Introduction

Volume 2 of the Official Languages Annual Report presents the overall results achieved by federal institutions that are designated under the 1994 Accountability Framework for the Implementation of sections 41 and 42 (Part IV) of the *Official Languages Act* (OLA).

Pursuant to section 41 of the OLA, the government is committed to promoting the use of English and French in Canadian society and enhancing the vitality of English- and French-language minority communities throughout Canada. All federal institutions must therefore take positive measures to achieve these results, and failure to do so may result in a court remedy. However, the 30 odd federal institutions designated in the Accountability Framework have additional obligations: they must prepare an action plan and a report on results achieved in implementing section 41 of the Act, and submit it to Canadian Heritage.

This year, a new partner, the Canadian Northern Economic Development Agency (CanNor), showed its commitment to Francophones in the three territories by agreeing to become a designated institution. The Agency has already formed good relations with community representatives from the region, and will consult them when preparing its action plan.

Section 42 of the Act mandates Canadian Heritage to encourage and promote a coordinated approach to the implementation by federal institutions of the government's section 41 commitment. To this end, the Interdepartmental Coordination Directorate (ICD) works closely with the institutions designated in the Accountability Framework. It also works regularly with federal institutions to ensure they understand and can fully assume their responsibilities. ICD awareness and information initiatives also help official-language minority communities (OLMCs) and the general public stay informed of the many federal activities to promote official languages and the development of OLMCs.

Awareness, Networking and Coordination

In various ways, the ICD helps federal institutions contribute at their full potential to the development of OLMCs and the promotion of English and French. It produces and distributes a range of information and orientation tools, facilitates national and regional networks for sharing good practices, promotes sectoral or thematic coordination, and cultivates relations between communities and federal institutions.

Hence, the ICD organized in 2009-10 three meetings of the national coordinators responsible for implementing section 41 of the OLA in designated institutions. Federal participants at the meetings learned about and discussed good practices upon which to draw to more effectively meet their obligations. These practices included Via Rail's bilingual hiring policy, Canada Post's official languages policy, Health Canada's scientific symposium on the health of Canada's OLMCs, and the Forum on Vulnerable Young Francophones in Minority Communities organized by the network of stakeholders working in the field of justice and security (Justice and Security Network).

These meetings are an important opportunity to build a dialogue between communities and federal institutions. This year, representatives of the *Fédération des communautés francophones et acadienne du Canada* (FCFA), the Quebec Community Groups Network (QCGN), and the *Assemblée de la francophonie de l'Ontario* (AFO) were able to present their issues and challenges to national coordinators. The ensuing discussions allowed participants to strengthen mutual ties and deepen their understanding of each other's issues.

The Department also works with the Treasury Board Secretariat and the Council of the Network of Official Languages Champions to organize the Forum on Official Languages Good Practices. This year, the event gave some 300 participants a unique opportunity to discuss shared issues and adopt a common and coherent vision throughout the federal government. Participants discussed two good practices relating to Part VII of the Act: the community discussion group organized by the Canadian Radio-television and Telecommunications Commission (CRTC), and the practicums in

community associations for public servants who wish to maintain their second-language skills. The Forum also highlighted the 40th anniversary of the *Official Languages Act* and the 75th anniversary of the Translation Bureau.

Hosted by the ICD for national coordinators of federal institutions, the continually updated Gateway 41 has become a vital reference to facilitate their work and revitalize their communities of practice. *Bulletin 41-42* is also a preferred tool to highlight the many concrete actions and good practices undertaken by federal institutions. This year's issues highlight the transformative effect of initiatives undertaken by federal institutions and those associated with the celebration of the 40th anniversary of the Act. They also report on the Clerk of the Privy Council's announcement of a new special day for official languages: the second Thursday of September will henceforth be *Linguistic Duality Day* throughout the federal public service.

Other tools, such as the Good Practices Compendium (updated in February 2010), help to further understanding of high-profile initiatives in different priority sectors for OLMCs and in various regions of Canada. It illustrates the vitality of federal institutions and their commitment to these communities through the years. Widely distributed in federal institutions, the Compendium is now available to the general public on the Canadian Heritage Website.

Canadian Heritage has also played a key role in national sectoral initiatives. The Agreement for the Development of Francophone Arts and Culture in Canada has not only been renewed to the satisfaction Telefilm Canada – has broadened its scope and illustrates the commitment of federal institutions to culture. Lastly, the Forum on Vulnerable Young Francophones in Minority Communities, organized by the network of stakeholders working in the field of justice and security (chaired by Justice Canada), was a chance to promote a vital dialogue between community agencies that work with this clientele and to identify other institutions (i.e. CIC, Health Canada, Correctional Service of Canada) that could join the network.

Through its liaison committee with Quebec's English-speaking community, Canadian Heritage can better understand the community's challenges and work with federal partners to determine

possible courses of action. For example, this year it looked into forming an arts and culture working group with federal cultural institutions. This group should be up and running in 2010-11.

Regional initiatives are a key component of these Canada-wide activities, made possible through the work of Canadian Heritage regional officers who facilitate and promote the establishment of constructive relations between OLMCs and regional representatives of federal institutions. In 2009-10, the interdepartmental meetings they organized drew a number of participants from federal institutions and helped create new ties (and strengthen existing ones) between federal institutions and OLMCs. Whether in Alberta (*Rencontre InterAction*), Nova Scotia (Tripartite Forum) or New Brunswick (*Table d'échange et de concertation communautaire*), these meetings serve to identify priorities for action and projects to follow up on during the year. For example, in Manitoba, federal, provincial and community representatives discussed (among other things) the needs of *Le Cercle Molière* theater company. Federal institutions are thus working with community agencies to address and advance priority issues in the regions.

All these networking and coordination initiatives have helped federal institutions become better informed of the priorities and needs of minority communities, and allowed OLMCs to learn about institutions and programs of possible interest while becoming more efficient in their approaches. The ongoing dialogue resulting from these activities has led to the creation of lasting partnerships that promote community development and vitality.

Diverse Initiatives Across Canada

In 2009-10, all institutions designated under the Accountability Framework implemented practical projects to promote the growth and vitality of OLMCs. For example, the Canada School of Public Service launched a pilot project in which students from some 10 Canadian universities use its English or French second-language learning support tools. Citizenship and Immigration Canada initiated employer awareness projects to promote the economic integration of French-speaking immigrants. Statistics Canada published important reference materials, including the *Statistics Canada Data Sources on*

Official-Language Minorities document, as well as an analytical report on the French-speaking immigrant population outside Quebec. Canada Economic Development for Quebec Regions has worked closely with OLMCs, most notably through the Community Table, the National Human Resources Development Committee for the English Linguistic Minority Community (NHRDC), and the Quebec Community Groups Network (QCGN).

Greater Accountability

Six years ago, the Interdepartmental Coordination Directorate proposed an implementation guide and performance measurement tool for designated institutions. The aim of the tool was to guide federal institutions through the process of developing and implementing practical measures. This approach has been proven, since most designated institutions have now adopted the process and are better able to plan activities and account for results. It has also helped the Minister of Canadian Heritage prepare an annual results-based report that better describes all interventions by designated institutions to help develop official language minority communities and promote the use of English and French.

In view of the progress made by designated institutions and the changing legal context, Canadian Heritage feels it is time to update its approach in order to, among other things, help institutions more effectively report on the results they obtain through existing processes. This work is being done in conjunction with central agencies and Canadian Heritage partner institutions.

The following pages offer an overview of all initiatives taken by the designated federal institutions to help meet their commitment to implement section 41 of the OLA. For more information on these activities, you may contact the relevant institution directly (contact information for the institutions' resource people is on the inside cover of this Report). An electronic version of this document is available on the Canadian Heritage Website at: www.pch.gc.ca.

Accountability Framework for the Implementation of Sections 41 and 42 of the *Official Languages Act*

Some 30 federal institutions are subject to the Accountability Framework for the Implementation of sections 41 and 42 of the *Official Languages Act* (see list insert). Since this Framework was adopted in 1994, these federal institutions, whose activities are deemed of crucial importance to the development of official-language minority communities, are required to make certain efforts to implement the federal government's commitment as set out in Part VII of the Act. More specifically, they must:

- appoint a national coordinator and regional coordinators as needed for activities related to section 41;
- submit a report on results concerning section 41 to the Minister of Canadian Heritage annually;
- prepare and develop an action plan that covers one or more years. These action plans require consideration and consultation with the communities to understand their priorities and identify suitable programs and initiatives.

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 of Canadian Heritage and Official Languages: **James Moore**

Director and Chief Executive Officer: **Robert Sirman**

Official Languages Champion: **Manon Dugal**

Awareness

The Board of the Canada Council for the Arts (CCA) held its annual meeting in Moncton. This allowed it to become aware of the situation of artists and arts organizations in official language minority communities (OLMCs).

Furthermore, two internal committees were set up to monitor the work done by the CCA on matters concerning official languages and OLMCs, thus helping to improve accountability in these areas.

Consultations

The CCA continued to hold discussions with the OLMCs on issues such as equity, research, program design and the voluntary declaration of identity. The communities appreciated the consultations and participated actively in them, thus ensuring that the Council's actions take into account their viewpoints and their needs. The OLMCs' service organizations also participated in the Council's annual meeting along with National Arts Service Organizations. This allowed discussions and consultations on issues and priorities in the arts sector and at the Council.

Communications

The Council considers it very important to establish solid links between the program personnel and the communities. Program officers participate regularly in events and provide continuous support and information to artists and arts organizations throughout the grant application process, thus improving the presentation of applications.

MANDATE

The Canada Council for the Arts is a Crown corporation that operates independently from the government and reports to Parliament through the Minister of Canadian Heritage. The Council was created by an Act of Parliament in 1957. Under the provisions of the *Canada Council for the Arts Act*, the mandate of the Council is to "foster and promote the study and enjoyment of, and the production of works in the arts." In fulfilling its mandate, the Council supports, encourages and stimulates recognition of Canadian works of art and art organizations and promotes excellence in a wide range of arts disciplines in both official languages throughout the country.

Coordination and Liaison

The Council signed the Agreement for the Artistic and Cultural Development of the Canadian Francophonie and participates actively in its implementation through working groups and meetings with the signatories.

Funding and Program Delivery

In 2009-10, the Council granted over \$9.3 million to artists and arts organizations of the OLMCs (\$3.4 million to Francophone artists and arts organizations; \$5.9 million to Anglophone artists and organizations). Of that amount, \$800,000 came from funds specifically allocated to official languages. Furthermore, the Council maintained funding targeted to OLMCs. The artists and artistic organizations of the OLMCs therefore received essential support.

The Council also renewed its support for the *Zones théâtrales* event that offers the Francophone theatre community a unique opportunity for outreach and networking.

Finally, the Council manages the National Translation Program for Book Publishing through an agreement with Canadian Heritage. This doubled the translation budget and raised the profile of Canadian authors and their impact.

Accountability

The Council follows closely its support activities for the OLMCs and counts on the participation of the members of the communities as peer reviewers. It should be noted that they form a higher proportion of the active workforce in the arts sector at the national level.

Canadian Broadcasting Corporation

Minister of Canadian Heritage and Official Languages: **James Moore**

Chairman of the Board of Directors: **Timothy W. Casgrain**

Official Languages Champion: **Katya Laviolette**

Awareness

Throughout the Canadian Broadcasting Corporation (CBC)/*Société Radio-Canada* (SRC), the iO! Portal is the tool of choice for internal awareness-raising. During the year some 100 articles on linguistic duality, or on activities in official-language minority communities (OLMCs), were catalogued there.

In September 2009, CBC/SRC also held its first annual public meeting. In addition to updating strategies, employees had a chance to hear the issues and concerns of members of the public, including OLMC residents.

MANDATE

The Canadian Broadcasting Corporation/*Société Radio-Canada*, Canada's national public broadcaster, is mandated to provide high-quality radio and television programming that is typically Canadian. It must reflect Canada's realities and regional diversity, while addressing the specific needs of the regions.



Consultations

Radio-Canada, the CBC's French-language service, held two meetings of the Regions' Panel where participants had a chance to speak with hosts of the network's flagship programs. The achievements, needs and expectations of OLMCs were discussed and taken into account. For the next Regions' Panel, *Radio-Canada* invited three associations—the FCFA (*Fédération des communautés francophones et acadienne du Canada*), the FCCF (*Fédération culturelle canadienne-française*), and the FJCF (*Fédération de la jeunesse canadienne-française*)—to delegate a representative.

For a number of years, the CBC has held meetings with Montreal's multicultural Anglophone community to promote strong and enduring relations. *Radio-Canada's Panel des communautés multiculturelles de Toronto* (Toronto Multicultural Communities Panel), created in 2008 and composed of representatives of Francophone multicultural organizations, has held two meetings, one of which was for young people aged 17 to 24.

Communications

The September 2009 annual meeting, broadcast on the Internet site, allowed Canadians across the country to learn about their public broadcaster's activities and strategic direction and to ask questions live online.

Aside from traditional means of communicating with the public, CBC/SRC is making greater use of cross promotion through its radio, television and Internet programming. It is also turning increasingly toward social networks (Facebook and Twitter) to interest young people, especially those in minority communities.

Coordination and Liaison

The signing, with the FCCF and its member organizations, of the Agreement for the Development of Francophone Arts and Culture in Canada illustrates *Radio-Canada's* commitment to pursue common objectives for the development of arts and culture in Canada. Participants at the March 2010 bilateral meeting with the FCCF gave high marks to activities conducted by *Radio-Canada*.

Funding and Program Delivery

In consultation with the "SOS CBEF" Windsor Francophone community, CBC/SRC has worked to improve service within its financial framework. Since September 2009, the CRTC's Local Programming Improvement Fund (LPIF) has allowed the CBC's French-language service to speed up implementation of its regional strategy and fill certain gaps in its regional presence. This improvement in the programming of seven stations that serve OLMCs is already apparent, and is appreciated by viewers.

The *Congrès mondial acadien* and the 2010 Olympic and Paralympic Winter Games were two events that led to large-scale partnerships and special radio, television and Internet programming.

Despite strained financial circumstances, funds have been set aside for cross-cultural programming (CBC/SRC joint endeavours) and hundreds of partnerships have been maintained in OLMCs.

Canadian Heritage

Minister of Canadian Heritage and Official Languages: **James Moore**

Deputy Minister: **Judith A. LaRocque**

Official Languages Champion: **Nicole Bourget**

Awareness

The Department of Canadian Heritage (PCH) has provided advice and developed tools to guide employees in the implementation of section 41 of the *Official Languages Act* (OLA) when developing and implementing programs and policies. PCH has also insured that its Treasury Board submissions and Memoranda to Cabinet met the requirements of the OLA. PCH piloted a language proficiency retention project by encouraging employees to take part in second language practicum within official language minority community (OLMC) organizations. The Department also offered training sessions to employees on the new transfer payment policy and directive and their impact on official languages requirements. As a result, most funding agreements include linguistic clauses adapted to program objectives and targeted clients.

Consultation

PCH utilized consultation mechanisms to strategically align its efforts to best promote English and French and to support OLMC development. For example, Sport Canada commissioned a survey of elite athletes in a minority situation to measure their level of satisfaction with services offered in their official language by funded organisations, such as the National Sport Organisations, the Multisport Service Organizations and the Canadian Sport Centres. On the other hand, OLMC heritage organizations provided feedback on the criteria and delivery of the Museums Assistance Program.

MANDATE

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

Through a communications strategy, PCH strongly encouraged OLMCs to participate in the 2009 Copyright consultations. Moreover, several meetings were held with key stakeholders to discuss departmental support for book publishing.

In 2009, OLMC representatives were invited to two national coordinators' meetings. The Quebec Community Groups Network, *l'Assemblée de la Francophonie de l'Ontario* and the *Fédération des communautés francophones et acadienne du Canada* shared their priorities and helped identify opportunities for future government and OLMC collaboration.

Communications

Bulletin 41-42 published a special issue commemorating the 40th anniversary of the OLA. It highlighted a wide range of government measures that served to implement Part VII of the OLA and also featured federal initiatives that aimed at integrating French language and culture in the 2010 Olympic and Paralympic Winter Games (2010 Winter Games). The Official Languages Secretariat communicated progress



on initiatives originating from the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future* on its interactive website. Moreover, the Department raised OLMC organizations' awareness of opportunities provided by the Canada-France Agreement on Museum Cooperation and Exchanges.

Coordination and Liaison

The Department coordinated a concerted approach with 50 federal institutions as they worked to integrate section 41's requirements into their program and policy development and implementation. It also coordinated a regional network of official languages departmental coordinators which assisted other federal colleagues in all regions of Canada. PCH organized interdepartmental meetings for some 80 section 41 national coordinators, analyzed and commented on action plans and report on results of some 30 designated federal institutions. In addition, PCH held intradepartmental meetings and information sessions on performance measurement.

To better understand mutual needs, to promote best practices and positive measures, PCH in collaboration with federal, provincial and community leaders helped organize roundtable discussions and interdepartmental meetings which focused on the development of arts and culture in OLMCs. For example, one meeting addressed issues relating to the music industry in OLMCs.

PCH coordinated the participation of the federal institutions in the 2010 Winter Games. Several meetings were held with the Vancouver Organizing Committee and with key stakeholders to maximize the participation of OLMCs and to increase the visibility of the French language and culture in all aspects of the Games. The 2010 Olympic and Paralympic Torch Relays also provided a unique opportunity to engage and unite all Canadians in a celebration of its culture and diversity. The Torch Relays visited communities in every province and territory and an estimated 1.5 million Canadians were reached by activities related to the relays. The Department also coordinated Canada's participation in the cultural component of the 2009 *Jeux de la Francophonie* held in Lebanon.

Funding and Program Delivery

PCH renewed its agreements for education and services in the minority language along with maintaining the cooperation with the community sector in each of the provinces and territories. Departmental programs were vehicles that enable Canadians to volunteer, to live, to work and to study in their second official language across Canada. Interactive websites, social networks and other communications tools were utilized, in collaboration with key stakeholders, to engage and teach Canadians about their rights, about Canadian history and on how government works. In addition, investment was provided for the staging of festivals promoting OLMCs' heritage; and at least two OLMC organizations (the Gatineau Valley Historical Society and the Pontiac Historical Museum) launched online products made possible by the Virtual Museum of Canada's Investment Programs.

Sport Canada in its program guidelines and funding agreements has outlined its expectations regarding languages of communication with carded athletes while the 2010 Olympic and Paralympic Winter Games Federal Secretariat (2010 Federal Secretariat) worked with key stakeholders to ensure that the French language and culture were represented during the 2010 Winter Games. An example of this was the *Place de la Francophonie 2010*, located on Granville Island, which provided an opportunity for visitors to discover the francophone culture and artistic wealth of Canada.

With the funding from PCH, TV5 Quebec Canada launched a number of initiatives that enriched the programming offered to Francophones across the country and stimulated the growth of the audiovisual productions in OLMCs. Examples of these are: achievement of five specific projects to support the francophone producers outside Quebec; original production of a variety show on the 100th anniversary of Saint-Boniface and endorsement to the *Festival Franco-Ontarien* in Ottawa, the *Festival d'été francophone de Vancouver*, the *Festival international du cinéma francophone en Acadie* and *Franco-fête* in Toronto.

Furthermore PCH supported research on the vitality of OLMCs, such as a study entitled *Vitality of Francophone Communities in the Territories: Updates, Issues and Perspectives*. This study further identified factors that help or hinder the linguistic vitality of Francophones in the territories and also indicated courses of action that could guide federal and territorial institutions and community organizations to support this vitality.

In 2009, Caraquet (New Brunswick) was named Cultural Capital of Canada. It was the second nomination for Caraquet under the Cultural Capitals of Canada program. It also received the title in 2003, the year of the program's inception.

Accountability

Summative evaluations of the Official Languages Support Programs and of the Museums Assistance Program were carried out to assure that OLMC perspectives and needs are taken into consideration and that section 41 requirements of the OLA are fully implemented into funding evaluations. Furthermore, in order to set references and targets for OLMC services, the Department's Canadian Conservation Institute developed performance measurement and data collection tools and integrated them into its information management system.

The Official Languages Secretariat has implemented the Horizontal Results-based Management and Accountability Framework to ensure proper governance and to maintain constructive dialogue with stakeholders. To further support this framework, a governance structure was developed to clearly identify the roles and responsibilities of the *Roadmap* federal partners, to generate informed decisions and to develop reporting mechanisms to ensure that the results are achieved.





Canadian Radio-television and Telecommunications Commission

Minister of Canadian Heritage and Official Languages: **James Moore**

Chairman: Konrad Von Finckenstein Secretary General: **Robert Morin**

Official Languages Champion: **Renée Fairweather**

Awareness

A series of presentations concerning *Lens 41* (integration of the objectives of section 41 of the *Official Languages Act* [OLA] through impact analysis) were delivered across the Canadian Radio-television and Telecommunications Commission (CRTC). This procedure helps analyse the impact of the Commission's requests and decisional processes on official-language minority communities (OLMCs).

Moreover, the inclusion of a provision related to section 41 of the OLA in senior management performance contracts will help senior management better understand their responsibilities with regard to the implementation of section 41 objectives.

Consultations

During the meeting of the CRTC-OLMC discussion group held in Winnipeg on September 24 and 25, 2009, the OLMCs had an opportunity to inform the Commission of their needs and priorities. They also filled out a survey showing their level of satisfaction with the group.

Communications

There is an OLMC page on the Commission's Web site, where OLMC representatives can access annual reports, action plans, minutes of meetings and the calendar of pertinent proceedings. The calendar was also distributed at the meeting of the CRTC-OLMC discussion group to provide OLMC representatives with information and facilitate their participation in the proceedings relevant to them. Visits to OLMCs and broadcasters in linguistic minority communities allowed the Chairman and commissioners to better understand the realities of communities.

MANDATE

The Canadian Radio-television and Telecommunications Commission regulates and supervises all aspects of the Canadian broadcasting system. The CRTC derives its regulatory authority over broadcasting from the *Broadcasting Act* (S.C. 1991, c. 11, as amended). Its telecommunications regulatory powers are derived from the *Telecommunications Act* (S.C. 1993, c. 38, as amended) and the *Bell Canada Act* (S.C. 1987, c. 19, as amended).

Coordination and Liaison

In 2009-10, the Commission participated in the meetings of national coordinators, best practices workshops and the 40th anniversary of the Official Languages Act, as well as in regional meetings with OLMCs. The Commission also worked closely with the Office of the Commissioner of Official Languages in preparation for the release of the 2007 audit follow-up report.

Funding and Program Delivery

As an administrative tribunal, the CRTC does not have sponsorship, grant or contribution programs. However, some of its regular activities contribute to the achievement of objectives set out in Section 41 of the OLA. During 2009-10, the Commission's ongoing activities made it possible,

among others things, to grant a licence for the first French-language community radio station in the Ottawa region, to review the policies for campus and community radio affecting several stations operating within OLMCs, to ensure that private broadcasters including Astral Media Radio Inc. contribute annually to Canadian content development, and to broadcast French-language coverage of the 2010 Winter Olympic and Paralympic Games across Canada.

In accordance with its duties as a federal institution pursuant to section 41 of the OLA, the Commission prepares a detailed status report and submits it annually to the Department of Canadian Heritage.

Accountability

Integrating the objectives of section 41 into the managers performance framework has had as an effect to better define the accountability structure while allowing managers to ensure the implementation of *Lens 41* within their divisions. *Lens 41* is used systematically across the Commission.



National Arts Centre

Minister of Canadian Heritage and Official Languages: **James Moore**

President and Chief Executive Officer: **Peter A. Herrndorf**

Official Languages Champion: **Anne Tanguay**

Awareness

In 2009, the National Arts Centre (NAC) adopted an action plan for speeches on stage aimed at providing a better ratio of French / English in speeches, in particular during galas. The plan was submitted to the senior management members in order to increase their awareness of the necessity to communicate systematically in both official languages.

Consultations

The NAC and the *Fédération culturelle canadienne-française* (FCCF) held a very important bilateral meeting attended by ten key members of the NAC, an unprecedented participation. The NAC's commitments were reaffirmed by the President, in particular as regards the *Zones théâtrales*.

The surveys undertaken by the NAC are always an excellent way to take the pulse of audiences, be it for the programs of the artistic seasons, such as the *TD Family Adventures* with the NAC Orchestra, or for educational activities such as the school matinees at the NAC and the visits of NAC Orchestra musicians in schools. The surveys include one or more questions on official languages.

Communications

The NAC has made full use of traditional media forms (press releases and publicity) and other more innovative types (podcasts and blogs) to advertise its activities, in particular at the *Zones théâtrales* biennial, the focal event of the year.

Information sessions for teachers, from official-language minority communities (OLMCs) among others, have increasingly proved to be an effective way of communicating NAC programs. Gifts of tickets to various events as well as discount

MANDATE

The National Arts Centre develops and promotes performing arts by creating partnerships with artists and communities in the National Capital Region and elsewhere in Canada, and by seeking out excellence in performing arts, fostering new talent and making the NAC a world-class centre of artistic excellence.

prices are effective strategies to attract new spectators. One example of this approach is *Elephant Wake*—a play describing a situation unique to small Western Francophone communities—for which the NAC offered an attractive discount.

Coordination and Liaison

The NAC took advantage of the conference launching the *Zones théâtrales* festival to highlight the signing ceremony for the renewal of the Agreement for the Development of Francophone Arts and Culture in Canada. The organization of the bilateral meeting with the FCCF is also worthy of mention.

The NAC is continuing its special partnership with other institutions such as the CBC, Canadian Heritage, the Canada Council and the National Capital Commission in order to support OLMCs.

Funding and Program Delivery

The *Zones théâtrales* biennial, the English Theatre works translation projects, the French Theatre Associated Authors initiative and the statistics on delivery of educational programs show that the NAC is determined to reach the OLMCs as indicated in its 2008-13 strategic plan.

Accountability

Official documents, such as the NAC's 2008-09 Annual Report and the Report on the 2009 *Zones théâtrales*, show the positive and practical measures taken by the NAC to promote linguistic duality and

the artistic vitality of official-language minority communities. A review of the surveys on the various components of programs and services offered allowed us to measure the degree of satisfaction of the various publics and to act accordingly.

National Capital Commission

Minister of Transport, Infrastructure and Communities: **Chuck Strahl**

Minister of Foreign Affairs and Minister of State (National Capital Commission): **Lawrence Cannon**

Chief Executive Officer: **Marie Lemay**

Official Languages Champion: **Diane Dupuis**

Awareness

The National Capital Commission (NCC) organized many awareness activities as part of the 40th anniversary of the *Official Languages Act* (OLA); these activities included the publication of banners and messages on its intranet and Internet sites, an event for its employees, as well as the mention of the anniversary in a monthly video by the Chief Executive Officer, intended for employees.

The Commission also reviewed its second-language training program to better meet the needs of its employees. To this end, the Official Languages Coordinator set up discussion groups and prepared a short questionnaire. The new program will henceforth offer each student a personalized training program, a reference guide as well as regular progress assessments.

Consultations

The Official Languages Coordinator receives, on a regular basis, press releases and bulletins from official-language minority communities (OLMCs) in the National Capital Region (NCR). This practice helps establish durable links as well as providing the opportunity to create partnerships with organizations that are part of the OLMCs. The NCC also presented its 2008-09 Report on Results and its 2009-10 Action Plan to all OLMC provincial associations to receive their suggestions regarding activities of common interest.

MANDATE

The National Capital Commission prepares plans for the development, conservation and improvement of the National Capital Region (NCR). The NCC works to achieve these goals so that the nature and character of the seat of the Government of Canada reflects its national significance. The NCC organizes, sponsors or promotes public activities and events in the NCR. These activities and events enrich the cultural and social fabric of Canada.

Communications

This year, the promotion of both official languages was front-and-centre at the NCC. Through a partnership with the Canadian Broadcasting Corporation / *Société Radio-Canada*, for the first time, the Canada Day show, presented in the evening on Parliament Hill, was broadcast simultaneously. The live show reached three million people across Canada. Furthermore, the NCC organized a concert on Parliament Hill to receive the Olympic flame; the bilingual concert was organized by Rogers Television and broadcast on Anglophone and Francophone cable stations across the country.

Coordination and Liaison

The NCC held, at the capital's Infocentre, its annual gathering for private sector stakeholders involved in the Rideau Canal Skateway. The



purpose of the meeting was to present some of the NCC's programs, including the translation program, to encourage the promotion of English and French in the Region. Representatives of the *Regroupement des gens d'affaires de la Capitale nationale* spoke to a group of 27 people on the services and the Business Assistance Program offered to business owners in the Region (NCR).

Funding and Program Delivery

In every event it organizes, the NCC insists on promoting linguistic duality and artists from OLMCs, offering them participation and fair visibility. In a partnership with Magnetic North Theatre Festival, the *Théâtre la Catapulte* and the *Zones théâtrales* festival, the NCC commissioned plays by six Anglophone and Francophone authors from

Ottawa. The series provided two OLMC organizations and twenty-two artists the opportunity to perform before new audiences.

Accountability

As part of its review of its official languages policy, the NCC's Human Resources Division consulted with other federal institutions to discuss their official languages policies. The policy will reinforce the importance of official languages at the NCC and will provide clear details on what action to take.

Many research projects were undertaken during the year, including two with an official languages involvement. These projects helped identify the target population and ensure that NCC programs meet the language needs of its clients, including the OLMCs.

National Film Board of Canada

Minister of Canadian Heritage and Official Languages: **James Moore**

Government Film Commissioner: **Tom Perlmutter**

Official Languages Champion: **Claude Joli-Cœur**

Awareness

The Official Languages Champion and the National Coordinator have held meetings with the National Film Board of Canada (NFB) staff, to discuss Part VII of the *Official Languages Act* (OLA) and the institution's commitment to the cultural development of official-language minority communities (OLMCs). A quarterly bulletin highlighting productions by the NFB French Program's Ontario and West Studio was recently produced for all staff.

Consultations

The NFB has maintained relations with OLMCs by taking part in industry and community organization meetings and events. This has led to greater cooperation as well as, among other things, the implementation of a project with the *Assemblée de la francophonie de l'Ontario*. Following the signing of the Agreement for the Development of Francophone Arts and Culture in Canada, the NFB

MANDATE

The mandate of the National Film Board of Canada is to reflect Canadian values and perspectives by producing innovative audiovisual works and distributing them through relevant contemporary media.

also held a bilateral meeting with a delegation from the *Fédération culturelle canadienne-française* (FCCF) and Canadian Heritage.

Communications

Through its media relations, outreach activities, Internet activities, and printed and electronic mailings, the NFB has worked to ensure OLMCs are aware of its offers in both official languages while showcasing the works of filmmakers from these communities. It has also promoted new features of its Internet site, particularly 3D and HD

films, the new iPod / iPhone application, and the e-cinema network deployed in New Brunswick Francophone communities.

Coordination and Liaison

With other government institutions, the NFB has taken part in various meetings and conferences regarding OLMCs (i.e. the committee of signatories to the Agreement for the Development of Francophone Arts and Culture in Canada, meetings of the Network of National Coordinators responsible for implementing section 41, etc.). This year, the NFB also took part in creative projects stemming from partnerships, including *La tête de l'emploi / Work For All 2009* (with Human Resources and Skills Development Canada), and Canada Code (Cultural Olympiad Digital Edition) on the occasion of the 2010 Olympic and Paralympic Winter Games.

Funding and Program Delivery

NFB films produced by OLMC filmmakers have been seen by a wide audience from coast to coast at festivals, at the NFB's Toronto and Montreal

mediatheques, on television and via Internet. They have also received numerous awards and honours, including: two Genie nominations for *Marie Hélène Allain en dialogue avec la pierre* (2008); and best short documentary award at the Leipzig International Festival for Documentary and Animated Film, for *Tying Your Own Shoes* (2009). The NFB continues to offer a range of training programs for young filmmakers from OLMCs.

New technologies have increased the number of ways OLMCs can gain access to NFB films, in English and in French, not just via its Internet site, but also through the new iPod / iPhone application and e-cinema.

Accountability

The NFB has produced an annual report on results outlining its activities and measuring the impact of its programs and services on OLMCs. Implementation of the OLA is an integral part of NFB strategic planning, and its annual report contains a special section on support for OLMCs.

Parks Canada

Minister of the Environment and Minister responsible for Parks Canada: **Jim Prentice**

Chief Executive Officer: **Alan Latourelle**

Official Languages Champion: **Michel Latreille**

Awareness

To promote the 40th anniversary of the *Official Languages Act* (OLA) and activities organized by Parks Canada (PC) for *Rendez-vous de la Francophonie*, the Official Languages Champion and the Chief Human Resources Officer joined efforts to communicate with employees and senior managers. For example, employees were invited to attend French-language film screenings and answer a quiz on the Francophonie. To help employees learn about good practices for implementing section 41 of the OLA, Canadian Heritage's *Bulletin 41-42* was distributed internally and posted on the Part VII section of the Agency's intranet site.

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 the ecological and commemorative integrity of this heritage for present and future generations.

Consultations

PC has continued efforts to consult Quebec's English-speaking community, most notably the *Société Historique de Missisquoi* and the West Montreal Field Unit, to create a commemorative component recounting citizen participation in the Battle of Eccles Hill. Still in cooperation with community members, the Field Unit organized the unveiling of four commemorative plaques, mainly in the Montreal region: the Manoir-Papineau National Historic Site of Canada, the Atwater Library of the Mechanics' Institute of Montreal, the Last Post Fund National Field of Honour, Philip Louis Pratley and Sir John Kennedy.

The voluntary participation of Parks Canada staff in OLMC associations has led to a number of informal discussions on the issues and challenges facing these communities.

Communications

Parks Canada makes regular use of OLMC media to inform community members of its programs and services. Accordingly, there is a reference to the Coastal B.C. Field Unit in the *Annuaire* of the Fédération des francophones de la Colombie-Britannique and the brochure *Voyagez en français sur l'île de Vancouver*. There is also mention of the four Northern Ontario field units in the *L'Ontario en français 2010* tourist guide and on the *Direction Ontario* Internet site.

Coordination and Liaison

Parks Canada's network of regional coordinators is very active in Western Canada, which helps promote a coordinated regional approach to OLMCs. The network is working with regional representatives from Eastern Canada to explore the option of forming a similar network in this region. Parks Canada's Official Language Champion plays an active role in the Network of Official Languages Champions, and was a key player in organizing the June 2009 Conference of Official Languages Champions in Kingston. The Jasper Field Unit, the Commissioner of Official

Languages, and representatives of both the Alberta government and the *Association canadienne-française de l'Alberta* made presentations, mainly on the history of Alberta's Francophone community, at an activity commemorating the 40th anniversary of the OLA.

Funding and Program Delivery

The West Montreal Field Unit contributed to the organization *Les amis du / Friends of Boulevard Saint-Laurent* for the project "*La Main, toujours de son temps / The Main, Forever in Tune*", geared toward members of Montreal's English-speaking community.

Parks Canada also assists OLMCs by ensuring they have facilities in which to conduct their projects. For example, since 2005 the Jasper Field Unit has provided an office to the *Association canadienne-française de l'Alberta régionale de Jasper* at no cost to the association. In exchange, park employees may attend the association's French classes for free. Similar agreements have been concluded by the Cape Breton and Yukon field units.

Accountability

To continue supporting and developing OLMCs, and to ensure they remain a priority for field units, Parks Canada has advocated a value-based approach involving all aspects of the implementation of official language initiatives. The recruitment and retention programs unit has developed a strategy that takes into account the fact that many OLMCs are in remote regions.



Telefilm Canada

Minister of Canadian Heritage and Official Languages: **James Moore**

Chair of the Board of Directors: **Michel Roy**

Executive Director: **Carolle Brabant**

Official Languages Champion: **Stella Riggi**

Awareness

Telefilm Canada has developed its intranet site as its chief communication tool to inform managers and staff of the responsibilities inherent in implementing the *Official Languages Act* (OLA). The Vox Populi, an in-house committee composed of employees from all regions, all services and both official language groups, uses the intranet (among other things) to inform employees of various initiatives.

Consultations

Telefilm Canada held consultations with organizations that represent official-language minority communities (OLMCs), to ensure the needs of content creators from these communities were met. The consultations had two objectives: to understand the changing reality of OLMC content creators within the audiovisual industry, and to obtain their reaction to initiatives offered by Telefilm Canada under the Official Languages Activities Program.

The ongoing participation of two OLMC representatives in Canada Feature Film Fund (CFFF) working groups has allowed the representatives to keep Telefilm informed of the needs of communities and the challenges associated with CFFF programs.

Communications

Last year's awareness campaign allowed Telefilm Canada to expand its address list of Anglophone and Francophone creators and media from OLMCs. This will help the organization proactively disseminate and promote its activities and programs, news, market information and publications.

MANDATE

Telefilm Canada fosters and promotes the development of Canada's audiovisual industry, and delivers audiovisual services or programs pursuant to agreements with the Department of Canadian Heritage. Telefilm Canada provides support to the audiovisual industry to create cultural works and products for Canadian audiences that reflect Canadian society, as well as its linguistic duality and cultural diversity. Through its various programs, Telefilm Canada serves three sectors of the Canadian industry: film, television and interactive media.

Coordination and Liaison

Telefilm Canada has continued to take part in meetings of the Network of National Coordinators and the Working Group on Media Arts. It has also introduced national initiatives, such as those relating to the OLA program or the International Business Development Group (which includes provincial agencies among its members). In 2009-10, Telefilm reiterated its commitment to OLMCs by becoming a signatory to the Agreement for the Development of Francophone Arts and Culture in Canada. As a new member of this multi-party agreement, it has attended meetings to help build collaborative relations with OLMCs and other stakeholders.

Funding and Program Delivery

Telefilm Canada continues to offer initiatives specifically for creators from OLMCs, e. g. the programs *Feature It!* and *Écrire au long*, designed to help participants acquire development skills (intended for, respectively, Anglophone creators from Quebec, and Francophone creators outside Quebec). Telefilm also continues to offer *Multi-talents pour le multiplateforme*, a training and networking workshop designed to equip film, television and new media professionals with the tools they need to profit from the business opportunities of the multi-platform environment.

Through its OLA Program, Telefilm plans to improve the knowledge and skills of industry members, maximize the chances of reaching audiences, and increase the number of OLMC creators who have access to its key programs.

Accountability

Telefilm Canada uses indicators to collect information on the support it gives to creators from OLMCs. It continues to measure the satisfaction rates of OLA participants, and obtains their feedback to help develop future initiatives.

In 2009-10, Telefilm commissioned an external assessment of its official languages program and initiatives. The assessment findings and recommendations will prove useful to Telefilm when developing a new Action Plan for Official Languages in 2010-11.



Agriculture and Agri-Food Canada

Minister of Agriculture and Agri-Food: **Gerry Ritz**

Deputy Minister: **John Knuble**

Official Languages Champion: **Rita Moritz**

Awareness

During the 2009-10 fiscal year, Agriculture and Agri-Food Canada (AAC) showed leadership by developing and presenting a new official languages strategy that included, among other things, a Department-wide awareness campaign. This new strategy was developed with the official languages governance team who made recommendations on how the strategy should be implemented.

A series of articles on official languages aimed at employees was produced and distributed by means of the internal departmental bulletin *news@work*. Finally, as part of the 2010 *Rendez-vous de la Francophonie*, an electronic showcase with a multitude of information tidbits was displayed on the intranet site to encourage employees to discover the Francophonie.

Consultations

For many years, AAC has maintained close and long-lasting relations with official-language minority communities (OLMCs). The new Canadian Rural Partnership is aimed at improving the capacity of communities, in particular by providing improved assistance for decision making. The purpose of the Partnership is to eliminate obstacles to the local development of rural communities, encourage the sharing of information and decision making on the part of local players, thus facilitating the participation of OLMCs. Furthermore, the Department has begun a dialogue with communities to determine their priority issues and to include those issues in the next AAC strategic framework.

Communications

The Department ensured the distribution of information on its products and services to the OLMCs; advertisements and public notices on some programs were published in newspapers aimed at OLMCs.

MANDATE

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

Coordination and Liaison

AAC continued its involvement in various coordination and liaison mechanisms (committees, joint tables, forums) to help promote the development of OLMCs and both official languages. These discussions help the sharing of information and the pooling of best practices. AAC's Community Information Database (CID), developed with the help of provincial, territorial and community partners, is a positive measure providing statistical information on the communities. The CID was updated electronically; it is now more user-friendly and the whole population can access it.

Funding and Program Delivery

Through its various programs and initiatives, AAC has made accessible over 10 million dollars to promote the development of the OLMCs. The Advisory Services of the Co-operative Development Initiative are administered by a network of co-operative organizations and are aimed at providing the support required to launch or develop a co-operative. This promotes the vitality and empowerment of the OLMCs.

Accountability

The Department continues to work to ensure that its policies, programs and services take into account the needs and priorities of OLMCs. To that end, a consultative process was set up for the preparation of the 2009-10 Report on Results. The process will take into consideration the environmental analysis undertaken to support the next planning exercise.

Atlantic Canada Opportunities Agency

Minister of National Revenue, Minister of the Atlantic Canada Opportunities Agency and Minister for the Atlantic Gateway: **Keith Ashfield**

President: **Monique Collette**

Official Languages Champion: **Denise Frenette**

Awareness

The committee responsible for section 41 of the *Official Languages Act* (OLA) at the Atlantic Canada Opportunities Agency (ACOA) organized awareness activities such as regular meetings with account managers throughout the region. The Agency also promoted linguistic duality among its employees by organizing various activities, including the *Mercredis en français* and thematic coffee breaks with guests (including some official-language minority communities (OLMC) representatives).

Consultations

The committee responsible for section 41 of the OLA and the account managers throughout the whole Agency continued to regularly consult and inform various OLMC economic development groups about the Economic Development Initiative (EDI) and other regular ACOA programs. The on-site presence of the Agency facilitated discussions on potential projects. The Agency is proud of the dealings of its working committee with the four *Réseaux de développement économique et d'employabilité* (RDEE) in Atlantic Canada, which are considered a model of best practices for other federal institutions.

MANDATE

The Atlantic Canada Opportunities Agency fosters opportunities for economic development in Atlantic Canada, particularly to increase incomes and employment opportunities in that region.

Communications

The OCOA uses its Internet site to communicate with OLMCs and advertise its programs, services and initiatives, and it publishes all its news releases in the Francophone media. The OLMCs therefore have access to the information they need on the Agency's programs and activities and are kept informed on the efforts made to increase the vitality of their respective communities.

Coordination and Liaison

The Agency participates in various interdepartmental working groups dealing with OLMCs. These are mainly operated by Canadian Heritage in Atlantic Canada. In 2009-10, the OCOA participated in the activities of a working group composed of representatives from the federal government and the OLMCs in order to review the work plan of the exchange table between the government and the communities. The Agency also plays a major role within the Regional Federal Councils, and this allows it to become involved with other federal institutions.

Finally, as part of the implementation of the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future* and the EDI, the OCOA can take advantage of the best practices of other federal institutions thanks, among other things, to its co-operation with Industry Canada and the other regional development organizations.

Funding and Program Delivery

The Agency spent \$13,845,539 to fund OLMC projects. This allowed the communities to undertake projects like improving the marketing initiatives of the Seagull Centre on Prince Edward Island, additions to the Acadian Museum in Pubnico, Nova Scotia, and an Internet training program on international sales and marketing in northern New Brunswick. Furthermore, through the EDI, the Agency approved six projects aimed at the development of OLMCs for a total investment of \$2.1 million. Among those projects, we should note the development of Acadian experience in designated tourism clusters in Atlantic Canada and an increase in the capacity of young Acadians and Francophones of Atlantic Canada to become community economic development champions in their respective provinces.

Accountability

As part of its improvement process, the Agency is re-assessing its internal policy on official languages in light of the continued evolution of its priorities. Among other things, it revises its guidelines and develops tools to promote complete integration of the OLA into its programs and activities.

Business Development Bank of Canada

Minister of Industry: **Tony Clement**

President and Chief Executive Officer: **Jean-René Halde**

Official Languages Champion: **Mary Karamanos**

Awareness

The Business Development Bank of Canada (BDC) continued to keep employees informed of its activities relating to Part VII of the *Official Languages Act* (OLA) by posting its annual report on its website and distributing *Bulletin 41-42* in its branches and head office. New employees also received fact sheets on BDC's obligations under each part of the OLA. The BDC's newsletter regularly publishes articles that increase employee understanding of the OLA.

Consultations

The BDC maintained its consultation activities with official-language minority communities (OLMCs) across Canada through various networking and business development activities, as well as by joining associations and establishing partnerships with them. Many local projects and activities were also carried out during the year, raising the awareness of BDC representatives as to the priorities and challenges of the OLMCs.

Communications

As part of its publicity strategy, and to ensure that OLMCs receive up-to-date information, the BDC placed advertisements in many periodicals across the country. Its employees have learned more about the communities by participating in many community activities.

MANDATE

With 100 offices across the country, the Business Development Bank of Canada supports entrepreneurship by providing entrepreneurs with personalized financing, venture capital and advice.

Coordination and Liaison

The National Coordinator participated in all meetings relating to official languages. The BDC therefore learned more about best practices in other federal institutions and strengthened its ties at the national level. The BDC continued to establish partnerships with organizations serving OLMCs, and in this regard agreements were signed in Prince Edward Island, Nova Scotia, New Brunswick, Ontario, Manitoba and Alberta.

Funding and Program Delivery

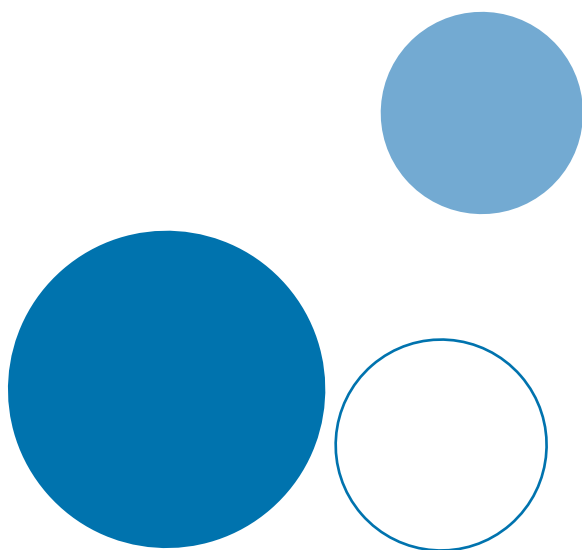
The BDC continued to strengthen OLMCs vitality by offering small and medium-sized businesses flexible financing options, affordable consultation services, and venture capital. The BDC provides business solutions to help companies at each step of their growth.

The BDC contributed \$10,000 towards the *Lauriers de la PME* Gala held in November 2009. This competition, established by the *Réseau de développement économique et d'employabilité Canada*, showcases the entrepreneurial excellence of Francophone and Acadian communities across the country. The mission of the national network is to promote job creation and the economic development of minority Francophone communities.

Accountability

The BDC's Human Resources department is responsible for coordinating the implementation of Part VII of the OLA, while the operational staff in some one hundred branches enforces it under the direction of 20 vice-presidents.

The BDC has integrated the application of Part VII of the OLA into its current activities, mandate and organizational priorities. It pursues its activities across the country with OLMCs and tabled its action plan as well as its report on results with Canadian Heritage.



Economic Development Agency of Canada for the Regions of Quebec

Minister of Natural Resources and Minister responsible for the Economic Development Agency of Canada for the Regions of Quebec: **Christian Paradis**

Minister of State for the Economic Development Agency of Canada for the Regions of Quebec: **Denis Lebel**

President: **Suzanne Vinet**

Official Languages Champion: **Jean-Pierre Thibault**

Awareness

The Economic Development Agency of Canada for the Regions of Quebec (the Agency) undertook many activities to raise awareness amongst its employees and managers regarding implementation of section 41 of the *Official Languages Act* (OLA). Among those activities are regular information sessions on the highlights of the Economic Development Initiative (EDI) and the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future*. Other activities were also undertaken with official languages managers and resource people in all the business offices, thus ensuring a better delivery of the EDI in those offices.

Consultations

During the year, the Agency continued to hold consultations and discussions with representatives of English-speaking communities in Quebec, including the Community Network, the National Human Resources Development Committee for the English Linguistic Minority (NHRDCELM) and the Quebec Community Groups Network (QCGN).

Meetings led to the exchange of information between the Agency and communities throughout the year. For instance, a meeting was organized between the Regional Director and the Official Languages Champion for the Gaspésie / Magdalen Islands and four organizations: the Community Economic Development and Employability Committee (CEDEC) in Gaspé, the Committee for Anglophone Social Action, the *Centre Local de développement in Bonaventure*, and the Council for Anglophone Magdalen Islanders.

MANDATE

The Economic Development Agency of Canada for the Regions of Quebec promotes the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or opportunities for productive employment are inadequate. In carrying out its responsibilities, the Agency applies measures to promote cooperation and complementarity with Quebec and communities in Quebec

Communications

In 2009-10, the Agency distributed to English-speaking communities in Quebec and various regional development stakeholders its Annual Report on Results of the implementation of section 41 of the OLA and the contact information on its business offices. Through other external communication activities, the OLMCs were informed of the Agency's programs, like the presentations made to the CEDECs on the provisions of the EDI. The participation of the Agency in conferences like Business Contact has helped Quebec business people to better understand the Agency's programs and led to the

creation of new business links among business people in Anglophone and Francophone communities.

Coordination and Liaison

The Agency played a role of influence and of information dissemination at meetings held with different partners such as regional development agencies, Industry Canada, NHRDC Government Table and the Working Group on the ruling regarding the *Centre francophone d'avancement et de leadership en développement économique communautaire de la Huronie* (CALDECH).

Funding and Program Delivery

As of March 31, 2010, the Agency had 11 ongoing projects aimed at supporting the development of English-speaking communities Quebec for a total of \$1.8 million in financial assistance and an investment value of \$7.4 million. Of these projects, six were approved during the year, for a total of nearly \$700,000 in financial assistance.

Accountability

In addition to drafting of its annual report on results, the Agency worked on its new 2010-13 Action Plan. The Agency also integrated the data capture related to the OLA to its performance measures; this allows monitoring and reporting more easily on its obligations under the OLA.





Canadian Tourism Commission

Minister of Industry: **Tony Clement**

Deputy Minister: **Richard Dicerni**

Official Languages Champion: **Chantal Péan**

Awareness

The Canadian Tourism Commission (CTC) has an Action Plan, under part VII of the *Official Language Act*, which sets out the objectives, expected outcomes, planned activities, performance indicators, and some timelines. The CTC held three training sessions for all staff regarding Official Languages. Every day during the week of March 15, 2010, “Official Languages Week”, the CTC posted interesting trivia about official languages on the home page on the CTC intranet. The CTC designated March 18, 2010 as “Official Languages Day” at the CTC.

Consultations

CTC staff meets with official-language minority communities (OLMC) representatives in many occasions, such as *Rendez-vous Canada*, the CTC’s premier market-place, which brings

together hundreds of Canadian tourism businesses with those who sell Canadian experiences. CTC is currently focused on engaging small and medium tourism enterprises (SMEs) throughout Canada. Many of the SMEs targeted by the CTC are representatives of OLMCs.

Communications

OLMC tourism businesses, like many in the tourism industry, are small- and medium-sized operations that require timely, accurate and relevant information resources to run and grow their businesses and make sound strategic decisions. The CTC produces a number of communications vehicles and products to inform the tourism industry about the latest trends, intelligence, events, and business development resources.

Every time the CTC plans to launch a new domestic campaign, the CTC sends an invitation to all those tourism companies that are part of its database.

MANDATE

The mandate of the Canadian Tourism Commission is to sustain a vibrant and profitable tourism industry in Canada; to market Canada as a desirable tourist destination; to support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and to provide information about Canadian tourism to the private sector and to the federal, provincial and territorial governments.

In addition, a special invitation is sent to *Réseau de développement économique et d’employabilité* (RDEE) Canada, the national umbrella association for Francophone tourism development, asking them to ensure that the tourism industries in their network are made aware of the opportunity.

Coordination and Liaison

The success of the CTC’s official languages program is due in part to the implementation of a comprehensive strategy that involves Francophone tourism representatives such as RDEE Canada. The vast majority of CTC’s work is conducted in partnership with the tourism industry, and the public sector at all levels; provincial, territorial and even municipal. For example, in 2009, the CTC partnered with Canada Border Services Agency on the “Welcome to Canada” program which entailed installing large visual displays at several airports and land-crossing ports.

Funding and Program Delivery

While the CTC is not a funding agency, it is committed to empowering OLMC tourism businesses with the best possible information and business development tools. The partnership signed with *Le corridor de l’Ouest / L’Ouest Canadien en Français*, to build an interactive tool

called *Les accents de la Francophonie canadienne* to promote the history, culture and tourism experiences of Francophone Canada, was one of the most important programs in 2009. Another initiative related to the 2010 Games was a program called the Torch Relay Program. The CTC brought several international celebrities to Canada to run with the torch and enjoy local tourist attractions in the hope that it would spur international media coverage of Canadian tourism experiences and generate tourism industry revenues.

Accountability

The CTC Action Plan serves as its main accountability mechanism for raising internal awareness of section 41 responsibilities and providing support for OLMCs. Overseen by the CTC's Official Languages Champion and National Coordinator with support of the CTC's senior management committee, the Action Plan's progress is closely monitored.

Industry Canada

Minister of Industry: **Tony Clement**

Deputy Minister: **Richard Dicerni**

Official Languages Champion: **France Pégeot**

Awareness

Industry Canada succeeded in increasing the participation of official-language minority communities (OLMCs) in its programs and services, by promoting them better with the communities and by ensuring that its employees possess a better understanding of the Department's official languages responsibilities. At each step of the design and delivery of a program, Industry Canada considers Part VII of the *Official Languages Act* (OLA). Thus FedNor, an organization that is part of the Industry portfolio supporting the development of Northern Ontario, approved 67 projects aimed at OLMCs for a total of \$3.8 million.

Following the Supreme Court decision in the case of the *Centre francophone d'avancement et de leadership en développement économique communautaire de la Huronie* (CALDECH), a working group representing key sectors of the Department was set up in order to follow up on the directives related to that issue.

The Official Languages Filter that determines the impact of any new program or policy on OLMCs is now used systematically across the Department. The Filter has been used on various occasions, including as part of submissions to the Treasury Board for the Knowledge Infrastructure Program (KIP) and the Marquee Tourism Events Program.

MANDATE

Industry Canada helps foster a growing, competitive and knowledge-based Canadian economy, thus improving the standard of living and the quality of life in Canada. The Department promotes the growth of a dynamic and innovative economy.

Consultations

The Department undertook many targeted consultations with the OLMCs in the Atlantic and Ontario regions. It also participated in meetings of the National Human Resources Development Committee (Anglophone and Francophone), besides consulting with its partners in the Economic Development Initiative (EDI).

Communications

The CommunAction website was improved to better meet the needs of OLMCs and partners who are active in their development. The participation of the Department in various government or community events, including exhibitions, annual general assemblies or business meetings, had a positive impact on its relations with the OLMCs.

Coordination and Liaison

Industry Canada continues to coordinate the implementation of the EDI along with the regional development agencies, thus strengthening their partnerships in the economic development of OLMCs. The Department is also continuing to contribute to the progress of OLMCs by participating in various committees such as the Coordinating Committee on Official Languages Research, the Committee of Assistant Deputy Ministers on Official Languages, and the Citizenship and Immigration Economic Working Group.

Funding and Program Delivery

In 2009-10, Industry Canada continued to support the economic development of OLMCs by means of its programs and services, thus allowing them to participate in programs established as part of Canada's Economic Action Plan. For instance,

under the KIP, the Department invested in 18 postsecondary institutions in the OLMCs in Nova Scotia, New Brunswick, Quebec, Ontario and Manitoba. In partnership with the federal economic development agencies and FedNor, Industry Canada also implemented its EDI funding activities. The initiative is aimed at acquiring business skills through innovation, entrepreneurship, partnerships and the diversification of economic activity in the OLMCS.

Accountability

Industry Canada continued its efforts to ensure that its policies and initiatives take the OLMCs into account. It also worked to develop performance indicators in co-operation with regional development agencies responsible for implementing the EDI, besides planning the implementation of section 41 in light of the decision by the Supreme Court in the CALDECH case.

Public Works and Government Services Canada

Minister of Public Works and Government Services and Minister for the Status of Women: **Rona Ambrose**

Deputy Minister: **François Guimont**

Official Languages Champions: **Francine Kennedy and John McBain**

Awareness

Since its creation in 2007, the Official-Language Minority Communities Secretariat, with the exclusive mandate to provide support to OLMCs official-language minority communities (OLMCs) and promote linguistic duality, had been operating without permanent resources. In 2009, recognizing the Secretariat's importance, senior management allocated to it an operation budget and funded positions to ensure its continuity. This represents a major commitment by the Department for the coming years.

Consultations

The Department sits on the public service renewal sub-committee sponsored by the Community Economic Development and Employability

MANDATE

By providing innovative common services to the Government of Canada, Public Works and Government Services Canada helps departments and agencies focus on what they do best—serving Canadians.

Corporation (CEDEC). The purpose of the sub-committee is to facilitate cooperation between the Government of Canada and the community to increase the participation of

English-speaking Canadians in the federal public service in Quebec, excluding the National Capital Region.

The Translation Bureau discussed a call for proposals for projects from the Canadian Language Sector Enhancement Program—an initiative of the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future*—with interested community organizations. As a result, the *Fédération de la jeunesse canadienne-française*, among others, received financial support that will allow it to ensure a Canada-wide coordination of paid translation internships at companies.

Communications

In May 2009, the Office of Small and Medium Enterprises (OSME) opened a new walk-in service centre for small to medium-sized businesses in the National Capital Region. The OLMCs were informed of this, and representatives of the *Réseau de développement économique et d'employabilité* (RDEE) Canada and the Community Table were present at the official opening.

In response to a concern of the OLMCs, the Department reminded federal institutions that all documents relating to contracts have to be provided in both official languages to ensure that on-line calls for tender displayed on MERX^{MC} comply with the *Official Languages Act*.

Coordination and Liaison

The Department participates in various interdepartmental and community committees, forums, networks and events across Canada. For instance, in December 2009, the Official Languages Champion spoke at the Official Languages Good Practices Forum. Furthermore, as co-champions, the Department's client

relations directors in New Brunswick and Newfoundland are leaders on the Official Languages Committees of the regional Federal Councils.

Funding and Program Delivery

The Department upheld its commitment to provide free subscriptions to *TERMIUM Plus®* to OLMCs until the Language Portal of Canada was launched in October 2009. Since then, a whole set of linguistic tools and resources, including the Government of Canada's terminological data bank, *TERMIUM Plus®*, has been made available to all Canadians free of charge. In addition, the *Discovery* section of the Portal contains links that refer among other things to OLMCs, thus providing them with visibility among web surfers.

Furthermore, as part of the Language Sector Enhancement Program, the Department will fund 16 projects by providing bursaries and university internships in translation. The first approved projects were announced in March 2009.

Accountability

In 2009, in addition to the ongoing review of all Treasury Board submissions, the Department began systematically reviewing all Memoranda to Cabinet being drafted to ensure that they are subjected to an official languages impact analysis.

In the wake of the updating of the performance measurement strategy for the *Roadmap*, the Language Portal of Canada and the Language Sector Enhancement Program are now based on a more effective periodic performance measurement.



Western Economic Diversification Canada

Minister of State for Western Economic Diversification: **Lynne Yelich**

Deputy Minister: **Daniel Watson**

Official Languages Champion: **Janet King**

Awareness

Western Economic Diversification Canada (WD) is committed to raising the awareness of all staff members to the issues of official-language minority communities (OLMCs) in western Canada and to the importance of promoting both official languages. To that end, WD recruited a national coordinator in western Canada, who manages regular communications with the Champion and the members of the organization's official languages team.

To promote "*L'Ouest canadien en français*", executive representatives and the official languages team participated in a presentation organized at *La Place de la Francophonie 2010* as well as during the 2010 Olympic and Paralympic Winter Games.

Consultations

WD led pan-western consultations with its Francophone Economic Development Organizations (FEDOs), official members of the Western Canada Business Service Network (WCBSN), in order to maintain open communications and to ensure WD's understanding of OLMCs priorities in economic development.

Communications

During the 2009-10 fiscal year, WD maintained ongoing communication with the western OLMCs, held briefing sessions with FEDOs and other members of the WCBSN regarding the implementation of the federal Economic Development Initiative (EDI). Furthermore, ongoing discussions are taking place to ensure that a good referral process is in place within the WD network (WCBSN) to better serve the Francophone community.

MANDATE

Western Economic Diversification Canada has as its mandate to promote the development and diversification of the western Canadian economy, coordinate federal economic activities in the West, and reflect western Canadian interests in national decision making.

Coordination and Liaison

WD continues to coordinate and liaise with other government institutions. Through the implementation of EDI, WD is in regular communication with Industry Canada and the other Regional Development Agencies to ensure a more consistent delivery from coast to coast. WD also participates at the local and national level on various committees in order to support horizontal efforts and ensure complementary services to OLMCs.

To ensure the successful implementation of the 2010 Olympic and Paralympic Winter Games, which included promoting linguistic duality, a WD bilingual officer was lent to the 2010 Federal Secretariat during these events. WD also contributed efforts in the realization of a partnership with Canada Border Services Agency, Tourism BC and the Francophone community for the creation

and distribution of tourism brochures in French at both the Toronto and Vancouver international airports.

Funding and Program Delivery

WD maintained its \$2.18 M / year core support to FEDOs, which in turn have provided economic support and coordinated efforts for the advancement and economic development of OLMCs in western regions. WD invested a total of \$12,689,159 into projects with a significant impact on the economic vitality of OLMCs (\$8,846,159 under the economic stimulus package; \$710,000 through EDI; and \$3,133,000 under the other WD programs).

Accountability

A review of WD's direct involvement concerning the economic support for OLMCs through the FEDOs core funding confirmed their value-added in western Canada. This activity also contributed to the FEDO's one year renewal for the next fiscal year.

The implementation of an "OL Lens" was an important addition to the due diligence process. With this process, during the analysis of grants and contribution projects, all WD project officers systematically check if official languages considerations can be integrated into each project.

Canada Post Corporation

Minister of State (Transport): **Rob Merrifield**

President: **Moya Greene**

Official Languages Champion: **Bonnie Boretsky**

Awareness

In 2009-10, the Canada Post Corporation (Canada Post) implemented activities and changes to its work environment to increase employee awareness of Part VII of the *Official Languages Act* (OLA). Among other things, it submitted to its Board of Directors a Policy on Official Languages compliance report outlining its responsibilities and achievements under all parts of the OLA, including Part VII.

Consultations

Cooperation has increased between representatives of official-language minority communities (OLMCs) and Canada Post. The Corporation has consulted all provincial and territorial OLMC associations about its bilingual network, which is the largest in the country, comprising more than 800 points of service. At the request of Canada Post, meetings have been held with provincial OLMC associations (i.e. representatives of the *Fédération acadienne de la Nouvelle-Écosse*, the *Assemblée de la francophonie de l'Ontario*, etc.). Among other things, these meetings have confirmed the importance to OLMCs of Canada Post literacy initiatives.

MANDATE

The Canada Post Corporation is a Crown corporation with a mission to serve all Canadians, businesses and organizations by providing secure delivery of messages, information and parcels throughout Canada, and offering a quality and value that ensures customer loyalty.



Communications

Canada Post has provided OLMCs with information on its products and services. Anyone in Canada may browse the Canada Post Web site. In particular, it offers access to all public literacy initiatives such as the CanWest CanSpell National Spelling Bee contest and *La Dictée Paul Gérin-Lajoie*.

Coordination and Liaison

To discuss measures for the effective implementation of Part VII of the OLA, the Official Languages Champion and other Canada Post representatives, such as members of the Network of Regional Coordinators, have played an active part in intersectoral meetings.

Funding and Program Delivery

In 2009-10, Canada Post implemented programs and initiatives that had a positive impact on OLMCs, especially in the field of literacy. It has also shown its ongoing commitment by supporting, among other things, *Les Rendez-vous de la Francophonie*, *La Dictée Paul Gérin-Lajoie*, the CanWest CanSpell contest, and various donation and sponsorship programs that have directly

benefitted OLMCs. OLMCs have been invited to take part in the Canada Post Community Literacy Awards. Thirteen awards were handed out in 2009-10, three of them to members of OLMCs. Funding for the Laurentian Literacy Council (an organization based in Lachute, Quebec, offering English-language literacy services) helped buy books to meet the needs of a growing number of students. Canada Post again showed its commitment to promoting both official languages by issuing a stamp honouring the former Governor General of Canada, the Right Honourable Roméo Leblanc, the first Acadian to serve in this role.

Accountability

Canada Post Corporation tabled a Social Responsibility Report containing a section on Part VII of the OLA. The Corporation's Part VII commitments have been integrated into its Corporate Plan. In his 2008-09 Report (and for the fifth straight year), the Commissioner of Official Languages gave Canada Post an "exemplary rating" in his bulletin in the category *Development of Official Language Minority Communities and Promotion of Linguistic Duality – Part VII of the Official Languages Act*.

Canada School of Public Service

President of the Treasury Board and Minister for the Asia-Pacific Gateway: **Stockwell Day**

Deputy Minister / President: **Guy McKenzie Esq.**

Official Languages Champion: **Donna Achimov**

Awareness

The Canada School of Public Service used its internal network to raise awareness among employees across the country. Furthermore, the regional offices exercised ongoing leadership by organizing meetings between the communities and public service employees, in particular in British Columbia and Yukon, to make its personnel and other federal public servants more aware of the needs, issues and challenges of official-language minority communities (OLMCs). These meetings generated discussions among the participants and helped identify areas of co-operation.

MANDATE

The Canada School of Public Service has a legislative mandate to provide a range of learning activities to build individual and organizational capacity and management excellence within the Public Service.

The strategic goal of the School is to ensure that all public service employees have the common knowledge and leadership and management competencies required to effectively serve Canada and Canadians.

Consultations

The School's Direxion Program and Advanced Leadership Program provided opportunities to future leaders in the public service to meet OLMC representatives in the regions and learn more about their perceptions between Canada's two official language groups. This year, 48 leaders met with OLMCs in Manitoba, New Brunswick and Nova Scotia.

Communications

The School published an article in *Bulletin 41-42* newsletter outlining a three-year pilot project that is part of *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future*. The project will give students from some ten Canadian universities the opportunity to use the School's second-language French or English learning support tools. The Commissioner of Official Languages lauded the project in his 2009-10 Annual Report.

The School also continued to promote linguistic duality and bilingualism by giving presentations at interdepartmental events such as the Official Languages Good Practices Forum. These communication activities helped to raise the awareness of federal public servants regarding linguistic duality.

Coordination and Liaison

The School participated in a variety of networks and interdepartmental committees such as the Network of Official Languages Champions, the Committee of Assistant Deputy Ministers for Official Languages, the Interdepartmental Management Committee for the Official Languages Program, the Network of National Coordinators Responsible for the Implementation of section 41 of the OLA, and the Official Languages Sub-Committee of the Federal Regional Councils.

As a permanent member of the Official Languages Sub-Committee of the Federal Regional Councils, the School regularly shared best practices, thus testifying to the major official languages contributions of the other federal institutions.

The School also actively participated in the *Rendez-vous de la Francophonie* and in the Pacific Federal Council's annual forum on official languages in Vancouver. Through its leadership, the School expanded its network in Francophone and Francophile British Columbia and Yukon communities.

Funding and Program Delivery

As part of the *Roadmap*, the School implemented an initiative to expand access to the School's language training products to students of Canadian universities.

As part of the 2010 Winter Olympic and Paralympic Games, the School actively supported efforts to increase the presence of the French language by providing language training to some of the workers at the Games. For instance, the School co-operated with the Canada Border Services Agency to train 330 of its officers who were to greet travellers in both official languages.

Accountability

The School increased the visibility of its involvement and of the results achieved by publishing its Action Plan and its Report on Results on its Internet site. Furthermore, those documents are more detailed than previous plans and reports; this means a better presentation of the School's contribution.



Health Canada

Minister of Health: **Leona Aglukkaq**

Deputy Minister: **Glenda Yeates**

Official Languages Champion: **Laurette Burch**

Awareness

Health Canada management and staff have been made aware of the needs and priorities of official-language minority communities (OLMCs) by, among other things, the distribution within the Department of two Canadian OLMC health profiles (Anglophone and Francophone).

Health Canada has also conducted awareness activities promoting the use of both official languages – in March 2010 for the *Rendez-vous de la Francophonie*, and in fall 2009 for the 40th anniversary of the *Official Languages Act* (OLA).

Consultations

In November 2009, in conjunction with Canadian Heritage, the Canadian Institutes of Health Research and the Office of the Commissioner of Official Languages, Health Canada organized a scientific symposium on the health of OLMCs. The symposium offered the 120 participants a unique networking opportunity, a chance to learn about the health needs and priorities of OLMCs, and an occasion to review the current state of research in this area.

Since Health Canada officials have attended regular meetings with OLMC stakeholders or recipients of the Official Languages Health Contribution Program, they have also remained up to date on emerging community health issues.

Communications

OLMCs have been informed, by a number of means, of Health Canada programs and initiatives to implement section 41 of the OLA, i.e. through press conferences, press releases to announce funding under the Official Languages Health Contribution Program and the appearance of the Health Minister at the Senate Standing Committee on Official Languages.

MANDATE

Health Canada helps Canadians maintain and improve their health. The Department plays a significant role in developing policy and delivering programs and services. Its partners include provincial and territorial governments, First Nations and Inuit communities, and other stakeholders.

Coordination and Liaison

Collaboration between Health Canada and Statistics Canada led to the publication, in April 2009, of a study on the availability of health professionals in OLMCs. The study will be used to plan the health human resource offer in OLMCs, and to prioritize certain areas of training.

Health Canada has continued its interdepartmental coordination efforts. To diversify the *Consortium national de formation en santé* (CNFS) funding sources in certain areas, it has also coordinated meetings between CNFS, Human Resources and Skills Development Canada, and Citizenship and Immigration Canada.

Funding and Program Delivery

In 2009-10, 23 contribution agreements were signed between Health Canada and recipients of the Official Languages Health Contribution Program, for a total funding amount of \$35.5 million. This funding has been used to implement OLMC health projects for the first year, and to conduct health networking activities and OLMC health professional training and retention activities.

OLMCs have benefitted from other Health Canada programs, including campaigns against tobacco use and drug addiction.

Accountability

In implementing the Official Languages Health Contribution Program's performance measurement strategy, Health Canada has ensured the participation of Program recipients. This helps to take their views into account, and to integrate proposed improvements into the performance measurement strategy and tools.

To meet the new performance measurement requirements, the Department has even offered customized training to fit the needs of recipients. The impact on OLMCs of all Department programs and policies (recently established, or in the process of renewal) has been systematically reviewed.

Human Resources and Skills Development Canada

Minister of Human Resources and Skills Development: **Diane Finley**

Deputy Minister: **Janice Charette**

Official Languages Champion: **Scott Streiner**

Official Languages Co-Champion: **Dominique La Salle**

Awareness

Human Resources and Skills Development Canada (HRSDC) prepared an in-house survey to assess employee knowledge of Parts IV, V, VI and VII of the *Official Languages Act* (OLA). More than 1,500 employees completed the survey, the results of which will serve as baseline data to plan official languages information and training sessions that address employee needs more effectively.

The Quebec region and its HR Directorate have informed official-language minority communities (OLMCs) of recruitment opportunities open to the public. In one year this initiative has helped increase by 51 the number of federal employees in the region whose first official language is English, bringing the total to 158.

Consultations

In February 2010, the Department held two discussion sessions for OLMC representatives and HRSDC officials. These meetings helped the Department gain a better understanding of community priorities, while giving communities a chance to learn about HRSDC's role in implementing section 41 of the OLA.

MANDATE

Human Resources and Skills Development Canada's mission is to build a stronger, more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life. The Department delivers its mandate through three business lines: programs that support human resources and skills development, the Labour Program, and Service Canada.

Communications

HRSDC has conducted a series of in-house and local communication initiatives for specific programs, and used local media in OLMCs to promote its bilingual services and the sites where they are offered.

The New Horizons for Seniors program has formed partnerships with OLMCs, and helped them develop projects and proposals through targeted mailings, public notices, awareness

activities and community presentations. The regions have also communicated with OLMC provincial and territorial agencies, to establish relations and give community members a chance to profit from the Department's support and guidance.

Coordination and Liaison

The Department has played an active part in various seminars, forums, and departmental and interdepartmental committees.

Through the Enabling Fund, HRSDC set up an Interdepartmental Research Committee on Community Economic Development composed of federal institutions with an interest in the economic development of OLMCs. This is a way to ensure the economic development and vitality of OLMCs is consistent with the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future*.

Funding and Program Delivery

The Department has continued to ensure OLMCs benefit from various programs and services in areas such as early childhood development, youth, seniors, homelessness and literacy. To this end, the *Commission nationale des parents francophones* (CNPF) has obtained major funding to prepare a study on the scope of available services and develop a strategic vision to promote early childhood development in Canada's Francophone communities.

The Enabling Fund for Official-Language Minority Communities has funded 14 OLMC bodies, including the *Réseau de développement*

économique et d'employabilité (RDEE Canada, and the provincial and territorial RDEEs) and the Community Economic Development and Employability Corporation (CEDEC) for Quebec's English-speaking community. Among other things, this funding has helped to create jobs, encourage young people to stay in their region, and promote the Northwest Territories as a Francophone tourist destination.

The *Consortium national de formation en santé* received funding from the Foreign Credential Recognition Program for a research project on employment integration and services for Francophone immigrants to OLMCs. Trial sites were established in Manitoba, Ontario and New Brunswick.

Quebec's English-speaking community has had access to a number of Department programs for projects geared toward seniors, youth and the homeless.

Accountability

Activities to implement departmental initiatives under the *Roadmap* have been integrated into the Department's planning cycle, such as the Report on Plans and Priorities. The Department has also developed its four-year Action Plan for the 2010-14 period, taking the needs of OLMCs into account. Lastly, HRSDC has established a new governance structure for official languages to ensure an integrated approach to Parts IV, V, VI and VII of the OLA.



Public Health Agency of Canada

Minister of Health: **Leona Aglukkaq**

Chief Public Health Officer: **David Butler Jones**

Official Languages Champion: **Danielle Grondin**

Awareness

Through its Regional Office in Atlantic Canada, the Public Health Agency of Canada (PHAC) has heightened the awareness of its employees and of staff of seven other federal institutions in the region regarding their responsibilities under Part VII of the *Official Languages Act* (OLA). The Ontario Regional Office worked in partnership with Health Canada to organize a week of events for the staff, including information tips and short films, to make them aware of Francophone communities. Finally, in the Quebec Region, training in the OLA is offered to the Agency's new employees.

Consultations

In 2010, the Ontario Regional Office contributed to the Health Forum of the Francophone Health Network of Southern Ontario. The Forum that brought together Francophone communities and stakeholders involved in health, social services and work had as its theme *My Language, My Culture: Determinants of my Health* and was aimed at identifying the needs of Francophone communities. The Atlantic Regional Office participated in two forums on early childhood development in French to become familiar with the issues linked to the healthy development of children in official-language minority communities (OLMCs). Attending the meetings of the tripartite committees (federal / provincial / OLMC) helps the Atlantic Regional office to take part in discussions on overall development plans for Acadian and Francophone communities in Atlantic Canada (AFCAC).

The British Columbia Region participated in a meeting of the Official Languages Committee of the Federal Council at which the British Columbia Francophone Federation presented its strategic plan and its priorities. The Agency representative thus learned about certain issues and examined possible areas of co-operation with the community.

MANDATE

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

Communications

The Office of Public Health Practice published a leaflet entitled *Leading Together* and distributed it widely in every region of Canada, ensuring that the OLMCs were reached. The leaflet is presently being revised and the main OLMC networks were invited to provide their comments. The PHAC contributed to *Bulletin 41-42* by publishing an article on its programs for children and their contribution to early childhood development in French.

Coordination and Liaison

The PHAC's Official Languages National Network organizes monthly teleconferences to discuss issues related to Part VII of the OLA. These meetings allow the Agency's official languages coordinators to discuss ideas and best practices, increase the awareness of activity at the provincial and regional levels and improve the delivery of services to the OLMCs.

The British Columbia Regional Office played a major role with the Pacific Federal Council in planning a forum that brought together various federal institutions as well as the main regional OLMC leaders. The forum provided information on the opportunities for partnerships among federal institutions for the benefit of OLMCs.

Funding and Program Delivery

The Agency funded more than fifty OLMC projects in 2009-10. For instance, there was funding for AFCAC projects aimed at promoting family health, among other things. Projects were also funded as

part of programs dealing with AIDS, hepatitis C and diabetes, in order to better inform the OLMCs about the support and prevention services available for those illnesses. The Western regions funded projects aimed at OLMCs as part of programs dealing with diabetes, a healthy life and prevention of a H1N1 epidemic.

Accountability

The PHAC revised its 2008-11 three-year official languages action plan to ensure that it meets the requirements of established guidelines. An annual plan is being prepared for 2011-12.

Social Sciences and Humanities Research Council of Canada

Minister of Industry: **Tony Clement**

President: **Chad Gaffield**

Official Languages Champion: **Carmen Charrette**

Awareness

The President of the Social Sciences and Humanities Research Council of Canada (SSHRC) set up an internal interdivisional working group to implement the 2009-12 Action Plan and raise employee awareness of the SSHRC's responsibilities regarding section 41 of the *Official Languages Act* (OLA) in all the divisions of the Council.

Consultations

The SSHRC participated in activities organized by various interested groups, such as the annual convention of the *Association francophone pour le savoir* and the Annual Congress of the Humanities and Social Sciences. This helped the exchange of information and ideas with researchers from establishments located in official-language minority communities (OLMCs).

Communications

To offer information on its programs and its application processes, the SSHRC visited universities in OLMCs, in particular Moncton, Alberta, Ottawa and Concordia universities. The

MANDATE

The Social Sciences and Humanities Research Council of Canada promotes and assists research and scholarships in the social sciences and humanities. It also provides advice on related matters that the Minister may refer to the Council for consideration.

Council published articles, one of which promoted the research project called "*La gouvernance communautaire : de nouvelles modalités d'action pour la francophonie canadienne et les minorités linguistiques*" [community governance: new action procedures for the Canadian Francophonie and linguistic minorities] in *Bulletin 41-42*. The SSHRC also communicated information about among other things, funded projects dealing with official languages or with university researchers located in OLMCs. This increased the visibility of the projects and revealed their benefits. Finally, during the September 2009 symposium "40 Years of Official Languages in Canada: Our History and the Path Ahead", the President of the SSHRC also delivered a speech on "The Role of the Public Service in the Promotion of a Bilingual Canada: Looking to the Future".

Coordination and Liaison

The SSHRC participated in meetings of the Network of National Coordinators responsible for the implementation of section 41 of the OLA to determine areas of co-operation with other federal institutions. The Council also participated in meetings of the Official Languages Advisory Committee of the Canadian Institutes of Health Research and thus benefited from an exchange of best practices among granting councils. The SSHRC will remain on the look-out to harmonize activities related to section 41 with the Natural Sciences and Engineering Research Council and the Canadian Institutes of Health Research as part of its 2009-12 Action Plan.

Funding and Program Delivery

In 2009-10, the SSHRC granted over three million dollars for research and related activities in the areas of linguistic duality, official languages and official language minorities. Many research chairs

established by the Canada Research Chairs Program, which is administered by the SSHRC on behalf of the three federal granting councils, showed interest in issues linked to bilingualism and to the OLMCs.

Accountability

The Council prepared a draft policy statement on the implementation of section 41 of the OLA at the SSHRC. The statement is the main component of the results-oriented 2009-12 Action Plan.

At the end of consultations and once adopted, the statement will serve to develop the assessment framework as well as three information kits for the staff of the SSHRC, its Governing Council and its Peer Review Committees. As indicated in its Action Plan, the SSHRC has begun planning an assessment framework and other assessment activities that will be developed and implemented during the second and third year of the Plan's implementation.

Status of Women Canada

Minister of Public Works and Government Services and Minister of State for Status of Women Canada: **Rona Ambrose**

Coordinator / Head of Agency: **Suzanne L. Clément**

Official Languages Champion: **Sébastien Goupil**

Awareness

In 2009-10, Status of Women Canada (SWC) continued to assume its responsibilities pursuant to section 41 of the *Official Languages Act* (OLA), through the continued implementation of the 2010-15 Multi-Year Action Plan. The Official Languages Champion and the National Coordinator Responsible for Implementation of section 41 at SWC played an important role in raising the awareness of staff and management regarding section 41 and briefed the Executive Committee on the status of achievements for 2009-10. New staff members receive information on section 41 and are invited to ask questions and discuss official-language minority communities (OLMCs) with their colleagues.

MANDATE

Status of Women Canada coordinates policies relating to the status of women and administers associated programs. This federal agency promotes the full participation of women in the economic, social and democratic life of Canada. SWC works to advance equality of the sexes and to remove barriers to women's participation in society, particularly by focusing on increasing women's economic security and eliminating violence against women.

Consultations

SWC met with a number of OLMC organizations that are part of the regular clientele of its regional offices. This helps the SWC to hold consultations and better understand the needs and priorities of OLMCs. In 2009-10, information and training sessions helped establish new contacts while maintaining existing ones. Furthermore, SWC staff participated in the annual general assemblies and the strategic planning meetings of official-language minority women's (OLMW's) organizations, in order to learn more about the groups and their needs.

Communications

As was done in the Atlantic Region, the Quebec Region developed a communication plan that takes into consideration the needs of OLMCs and it will schedule a workshop and some information sessions.

SWC also invited OLMC organizations to meet the staff of the Women's Program to explain funding terms and help the groups to better define their projects.

Coordination and Liaison

SWC continued to co-operate with its partners in order to follow up on the priorities identified by the OLMCs. SWC also pursued its collaborative efforts with other federal institutions (such as the Quebec Federal Council), other levels of government (for instance, New Brunswick's Population Growth Secretariat), interested

parties, NGOs, etc., to display and promote Canada's two official languages and ensure that the OLMCs have access to all communication products and activities.

Funding and Program Delivery

In 2009-10, the OLMW's organizations benefited from the services, products and results obtained through projects funded by the WP. SWC approved an allocation of \$1,527,641 and provided technical assistance to ten projects designed to help the participation of OLMW's organizations in Canadian society. Among the organizations that received funds are the Oasis Centre des femmes (Toronto), the Fédération des femmes acadiennes de la Nouvelle-Écosse (Dartmouth) and the Réseau de développement économique et d'employabilité de Terre-Neuve-et-Labrador (St. John's).

Accountability

In view of the implementation of section 41, SWC's action plan was integrated into overall planning and accountability activities. Files on OLMCs were examined regularly to ensure that SWC assumes its responsibilities and that the planning documents produced, such as the Report on Plans and Priorities, take into account the needs of the OLMW's organizations.



Canadian International Development Agency

Minister of International Cooperation: **Beverley J. Oda**

President of Canadian International Development Agency: **Margaret Biggs**

Official Languages Champion: **Diane Jacovella**

Awareness

The Canadian International Development Agency (CIDA) made significant progress towards raising the profile of official-language minority communities (OLMCs) within CIDA, Canada and abroad. The Agency solidified its commitment to section 41, by integrating activities into the official languages champion's work plan. The work plan identifies awareness as a priority and the champion has already issued three news releases through the Agency's intranet site to introduce her role, share *Bulletin 41-42* with staff, and inform staff of a new official languages suggestion box. In addition, the national coordinator shared information with section 41 Branch representatives about their roles and positive measures were discussed to strengthen CIDA's support of OLMCs. These discussions resulted in staff commitments to increase consultations with OLMC groups, enhancement of the internal official languages web page and production of an article for *Bulletin 41-42*.

Consultations

CIDA built on the previous year's success by broadening its engagement with key OLMC groups, from four in 2008-09 to 12 groups in 2009-10. CIDA invited these OLMC organizations to engage in a dialogue and build awareness of their respective mandates. In addition, CIDA often attends events organized by OLMC partners. For example, the Atlantic regional office participated in the planning of an event held by the *Collège Communautaire du Nouveau-Brunswick*, which celebrated its 25th year of international development work. CIDA also adjusts its programming to reflect OLMCs' needs and priorities. For example, in response to feedback received by OLMC groups through questionnaires, CIDA worked with its provincial councils to improve the quality of international development training delivered to OLMC groups.

MANDATE

The Canadian International Development Agency leads Canada's international effort to help people living in poverty. It's mandate is to Canada's support and resources effectively and accountably, to achieve meaningful, sustainable results and engage in policy development in Canada and internationally, enabling Canada's efforts to realize its development objectives.

Communications

CIDA continues to strengthen its communications with the Canadian public and OLMCs. For instance, the Atlantic regional office made a significant effort to inform OLMC organizations on how to access CIDA programming by conducting an information session that specifically targeted OLMC participation. As well, CIDA reached OLMC audiences through 29 mass media, journalism and global classroom initiatives that provided information on international development issues. In addition, the Development Information Program ensures that media effectively reaches OLMC audiences by supporting a balance of French and English media with a national reach.

Coordination and Liaison

In 2009-10, CIDA's regional offices made notable contributions to strengthen linkages with other levels of government by participating in events and training that support the development of OLMCs. For example, CIDA's Atlantic regional office in Nova Scotia represented CIDA and the Nova Scotia Federal Council at a tripartite forum (federal-provincial-community) in Halifax on November 24, 2009.

Funding and Program Delivery

CIDA funds international development initiatives of Canadian organizations, including those of OLMC groups. In 2009-10, CIDA funded the projects of three OLMC universities and one OLMC college through its bilateral and partnership programming. It also funded OLMC universities through its International Youth Internship Program. Select CIDA programs went a step further by introducing positive measures to accommodate OLMC groups. For example, a quarter of the international students who receive scholarships through the Canadian Francophonie Scholarship Program must enrol in OLMC colleges and universities.

CIDA also plays an important role in promoting Canada's linguistic duality globally. In 2009, CIDA supported a number of awareness building activities and events that forged cultural linkages between Canadian and international Francophone communities. For instance, the Francophonie Program sponsored Francophone artists and athletes in developing countries to participate in *Place de la Francophonie's* Pavilion at the 2010 Winter Olympic and Paralympic Games.

Accountability

CIDA has made significant progress toward integrating the OLMC perspective into its policies and programs. In 2009, elements of the Agency's Action Plan on the Implementation of section 41 were integrated into the champion's work plan. The work plan commits the champion to specific action items around leadership, communication, awareness building, consultation, liaison and monitoring.



Citizenship and Immigration Canada

Minister of Citizenship, Immigration and Multiculturalism: **Jason Kenney**

Deputy Minister: **Neil Yeates**

Official Languages Champion: **Les Linklater**

Official Languages Co-Champion: **Diane Mikaelsson**

Awareness

Full recognition of the use of English and French and the priorities of Francophone Minority Communities (FMCs) are part and parcel of Citizenship and Immigration Canada (CIC) initiatives. CIC has pursued the implementation of its communication strategy on the *Official Languages Act* (OLA) to raise awareness among the employees regarding their responsibilities. To guide the work of the Steering Committee and of the Implementation Committee, CIC's Official Languages Champion set up a new internal official languages steering committee and reactivated a working group on Francophone immigration bringing together employees from Headquarters and the regional offices.

Consultations

CIC continued its co-operative efforts with the main stakeholders to promote the recruitment of new French-speaking arrivals and help their integration into Francophone Minority Communities. The CIC-FMC Steering Committee, the Implementation Committee and its three working groups held meetings during the year to pursue the implementation of the Strategic Plan to Foster Immigration to FMCs. Regional committees and networks also continued to establish regional priorities and action plans to proceed with the Strategic Plan.

Communications

A Google AdWords marketing campaign was launched on the CIC Internet site to increase the visibility of Francophone immigration and direct new arrivals to free settlement services.

MANDATE

Created in 1994, Citizenship and Immigration Canada brings together the government's immigration and citizenship services to promote the ideals shared by all Canadians and help build a stronger Canada. CIC's mandate is based on the *Citizenship Act* of 1977 and on the *Immigration and Refugee Protection Act*, enacted in 2002 as a result of major legislative reform. Under the *Constitution Act*, 1867, immigration is an area of shared jurisdiction with the provinces and territories. In October 2008, the Department was given the responsibility of applying the *Canadian Multiculturalism Act*.

Coordination and Liaison

The Department established community networks for Francophone immigration in many provinces. These networks will allow the Department to better target the needs for settlement services in order to improve access to those services and facilitate the integration of new arrivals into the FMCs. CIC also continued to participate in official languages conferences and committees, including the Fourth National Metropolis Pre-Conference on Francophone Immigration in Canada, where two publications were presented on the recruitment, integration and retention of minority Francophone immigrants.

Funding and Program Delivery

In November 2009, “Destination Canada” promotion and recruitment activities were held in Paris and Brussels in support of the recruitment work of Canadian employers. Ten provinces and two territories participated in the event, and the participation of six missions will contribute to increasing the pool of potential candidates from which immigrants will be recruited over the coming years.

CIC renewed its contribution agreements with various service suppliers and signed new ones to allow organizations to offer direct support to FMCs across the country. CIC continues to develop resources in French to meet the needs of Francophone immigrants, in particular a new set of classification tests for language training and on-line courses.

CIC began projects aimed at raising the awareness of employers and promotes economic integration of Francophone immigrants. In this regard, the Department funded research projects on immigration in the official-language minority communities (OLMCs), including a statistical portrait of the minority Francophone immigration population.

In some regions, one-stop service windows for Francophone immigrants bring together services offered in French to provide access to improved services that are personalized in terms of their needs.

CIC is continuing its efforts to handle the issues of English-speaking communities in Quebec by establishing links with those communities. Research projects on English-speaking communities in Quebec are ongoing.

Accountability

CIC has begun to change its existing data collection systems in order to determine more exactly the number of Francophone immigrants settling in Canada and improving the services offered to them.



Department of Foreign Affairs and International Trade

Minister of Foreign Affairs: **Lawrence Cannon**

Minister of International Trade: **Peter Van Loan**

Deputy Minister of Foreign Affairs: **Leonard J. Edwards**

Deputy Minister of International Trade: **Louis Lévesque**

Official Languages Champion: **Roxanne Dubé**

Awareness

In 2009-10, the Official Languages Champion and the National Coordinator continued their efforts to improve the way in-house awareness activities are organized. Meetings of the sectoral coordinators network were held to ensure the Department of Foreign Affairs and International Trade (DFAIT) achieves its goals, and to determine specific activities. Every year in March, the *Journée internationale de la Francophonie* is celebrated in Canada and around the world. The Department has also promoted the 40th anniversary of the *Official Languages Act* (OLA) through, among other things, the participation of the Commissioner of Official Languages in the 2009 DFAIT Leadership Conference.

Consultations

DFAIT has taken part in various committees, conferences, meetings, forums, round tables, and interdepartmental and intergovernmental working groups to learn the needs and priorities of official-language minority communities (OLMCs) in various sectors, such as immigration, youth, employment and economic development. The Department also formed a partnership with the *Réseau de développement économique et d'employabilité* (RDEE), to promote official languages to an international audience during the 2010 Olympic and Paralympic Winter Games.

Communications

In Canada and abroad, DFAIT has continued to promote immigration and the integration of French-speaking new arrivals into Canadian society. For example, in November 2009, the Canadian embassy in Paris formed a partnership

MANDATE

The Department of Foreign Affairs and International Trade is mandated to: conduct all diplomatic and consular relations on behalf of Canada; ensure official communication between the Government of Canada and the government of any other country and between the Government of Canada and any international organizations; conduct and manage international negotiations as they relate to Canada; coordinate Canada's economic relations; foster the expansion of Canada's international trade; coordinate the direction given by the Government of Canada to the heads of Canada's diplomatic and consular missions and to manage these missions; administer the foreign service of Canada; and foster the development of international law and its application in Canada's external relations.

with OLMCs as well as the provinces and territories to organize major promotional activities, including a job fair, as part of Destination Canada 2009 in Paris and Brussels. DFAIT has also used a range of mechanisms—its Internet site, its regional offices, community newspapers and the Speakers Program—to communicate with OLMCs and inform them of its mandate, programs, policies and services.

Coordination and Liaison

In 2009-10, DFAIT continued to implement coordination and liaison mechanisms with various federal and non-federal partners, as well as other levels of government, to foster the development and vitality of OLMCs and promote the use of both official languages. The Department works with (among others) Canadian Heritage, Citizenship and Immigration Canada, the Canadian International Development Agency, and the International Development Research Centre to address Part VII-related issues. To this end, the Canadian Trade Commissioner Service and the regional offices support OLMC businesses and work in partnership with, in particular, Agriculture and Agri-Food Canada, Industry Canada and Export Development Canada.

Funding and Program Delivery

DFAIT has continued implementing measures to support and administer programs to foster the vitality of OLMCs and promote the use of both official languages. The Department's regional offices, concerned largely with commercial matters, contribute financially to a number of community projects in Atlantic Canada, the Prairies and elsewhere.

Accountability

Since September 2009, the national coordinator has reported directly to the Official Languages Champion, who also serves as the Department's executive secretary. Senior managers have been instructed to renew their commitment to section 41 of the OLA in their performance agreements, and to ensure these obligations are met within the framework of DFAIT's business planning process. Internal audits, including those of mission programs, contain a section on official languages.



International Development Research Centre

Minister of Foreign Affairs: **Lawrence Cannon**

President: **David Malone**

Official Languages Champion: **Angela Prokopiak**

Awareness

The International Development Research Centre (IDRC) continued to raise the awareness of managers and employees by sharing information relating to the *Official Languages Act* and official-language minority communities (OLMCs). The Annual Report on Results posted on the Centre's intranet highlights successes and identifies areas for improvement. Officers responsible for the Training and Awards Programs and for the Canadian Partnership Program are well aware of OLMC issues and advertise programs by targeting OLMCs. A new Official Languages Champion was appointed in August 2009 and she has shown strong support to the promotion of official languages. IDRC hired a new person responsible for official languages well aware of OLMC issues. Information sessions on official languages were offered in June 2009 to Centre staff, a total of 37 employees participated.

Consultations

Extensive consultations with five Crown corporations contributed positively to develop a comprehensive corporate policy framework including guidelines on official languages and OLMCs. IDRC maintains dialogue with OLMCs by means of information sessions and fairs to promote its programs and discuss with OLMCs about their needs and priorities. In addition, the Centre participated in consultations with representatives of a Francophone secondary school in Ontario that required our expertise in the preparation of a business case for the implementation of a program in international study.

MANDATE

The International Development Research Centre is 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.

Communications

The Centre delivered bilingual communications and services to OLMC organizations (which now include webcasts) including universities in OLMCs offering PhD and Master's programs relating to IDRC's program areas. More specifically, the Centre Training and Awards Program continued to attract applications from members of OLMCs via mail outs, presentations and by attending fairs. Joint information sessions were also offered by Human Resources and Program Divisions at University of Ottawa, Carleton University and First Nations University to promote programs and job opportunities for student members of linguistic minority groups and / or employment equity groups.

Coordination and Liaison

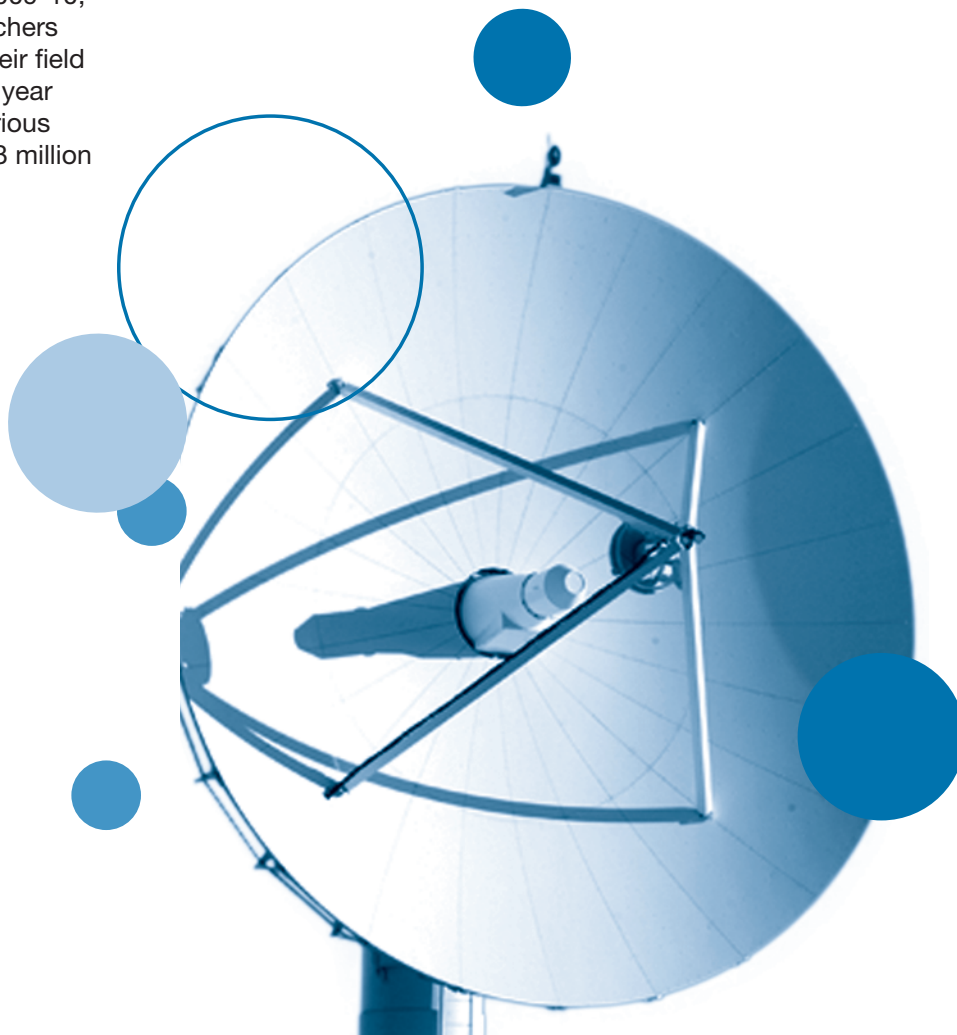
The Official Languages Coordinator and Champion attended meetings with Canadian Heritage and other federal organizations to share information on current practices in relation to official languages and OLMCs. IDRC also discussed with representatives of Canadian Heritage to explore new approaches to the development of its 2010-15 Results-Based Action Plan. The Centre continued actively seeking out partners within the federal public service, to manage co-ordinated research activities.

Accountability

The Centre continued to report annually on its accomplishments and sought advice from Canadian Heritage. Every year, the Centre's Report on Results is presented to the Human Resources Committee of the Board of Governors as part of the Centre's commitment to promote official languages and contribute to OLMCs' development.

Funding and Program Delivery

IDRC provided funding to University of Ottawa for hosting the "*Colloque Enseignement des sciences dans divers espaces francophones*" in May 2009 attended by 40 participants (teachers, researchers and administrators) from various OLMCs (Manitoba, New Brunswick, Nova Scotia, Ontario and Quebec). Officers responsible for the Centre Training and Awards Programs continued to use membership to OLMCs as one of the selection criteria to award grants and also encouraged application for the Internship Program from members of OLMCs. In 2009-10, the Centre supported four young researchers from OLMCs to acquire experience in their field via grants, awards and internships. This year again, IDRC continued its support to various institutions in OLMCs by funding over \$3 million in research projects on global issues.



Justice Canada

Minister of Justice and Attorney General of Canada: **Robert Douglas Nicholson**

Associate Deputy Minister of Justice and Official Languages Champion: **Yves Côté**

Chief Legislative Counsel and Official Languages Co-Champion: **John Mark Keyes**

Awareness

The Department's Official Languages Champion and Co-Champion have provided concrete support for the regional coordinators responsible for implementing section 41, by communicating with the directors concerned to ensure they have the tools needed to perform their duties.

In conjunction with the Official Languages Law Group, the Office of La Francophonie, Justice in Official Languages and Legal Dualism organized on June 4, 2009, a departmental conference to mark the 40th anniversary of the *Official Languages Act* (OLA). The Department's regional offices and senior management also contributed to the event. Participants were addressed by eminent guests, including the very first Commissioner of Official Languages, Keith Spicer, present Commissioner Graham Fraser, the Honourable Michel Bastarache, and Professor Pierre Foucher.

Consultations

Some 67 people were interviewed for the study leading to the publication of the *Canada-Wide Analysis of Official Language Training Needs in the Area of Justice*, including justice system personnel and representatives of official-language minority communities (OLMCs). The Department has begun implementing the *Analysis* findings.

Communications

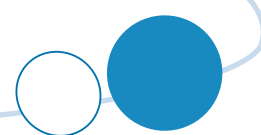
The Department has disseminated relevant information on its community funding programs, through meetings, information fairs, conferences, regional events and on-site visits. In October 2009, the Vancouver regional office took part in the Official Languages Forum organized by the Pacific Federal Council as part of the 2010 Olympic and Paralympic Winter Games.

MANDATE

The Department of Justice ensures Canada's justice system is as fair, accessible and efficient as possible. The Department serves Canadians indirectly by acting as the government's law firm rather than directly handling citizens' personal or individual matters. The Department's responsibilities reflect the dual role of the Minister of Justice, who is also the Attorney General of Canada.

Coordination and Liaison

On October 26, 2009, the Network of Stakeholders Working in the Field of Justice and Security, presided by Justice Canada, hosted a forum on vulnerable young Francophones at risk of becoming involved with the justice system, to foster a dialogue with Francophone organizations that work in the field with these young people. The forum was attended by 25 national and regional representatives of federal institutions, and 23 national and regional representatives of organizations that work in the field with the target clientele.



Funding and Program Delivery

Justice Canada has set aside considerable funding to improve access to justice for OLMCs. In 2009-10, the Access to Justice in Both Official Languages Support Fund earmarked \$1,805,700 for 33 projects that helped to achieve this objective.

Accountability

In developing its Five-Year Action Plan (2010-15) for the Implementation of section 41, the Department consulted some 100 community organization representatives. Justice Canada

works to ensure its policies and strategies meet the objectives of section 41, such as the new engagement strategy regarding grants and contributions, which reflects the Department's commitment under section 41 of the OLA.

On November 5, 2009, the Department's Senior Management Board approved the Department's Policy on Public Legal Education and Information. The policy includes a section on the Department's commitment to take positive measures to promote access to justice in a way that enhances the vitality of OLMCs and promotes the full recognition and use of English and French.

Statistics Canada

Minister of Industry: **Tony Clement**

Chief Statistician: **Munir Sheikh**

Official Languages Champion: **Wayne Smith**

Awareness

Statistics Canada's (StatCan) Committee on Statistical Information Concerning Official Language Minorities, and the national coordinator responsible for the implementation of section 41 of the OLA, have played an important role in the last year in ensuring staff are aware of the situation and needs of official-language minority communities (OLMCs). The Chief Statistician and the Official Languages Champion have sent out a number of messages informing all employees of the importance of the linguistic aspect of investigations and analyses, and inviting them to take part in special events. There has also been substantial participation by regional offices and key divisions in awareness activities organized in conjunction with other federal institutions.

Consultations

StatCan has continued to consolidate and improve its program to consult and liaise with representatives of OLMCs, to ensure it can continue to meet their needs in producing data that concerns them and communicating research and

analysis findings in plain language. In the last year, StatCan's participation in various events, meetings and discussions has allowed it to consult with OLMCs to better determine and address their needs, e.g. in presentations to representatives of Ontario's Francophone school boards.

MANDATE

The mandate of Statistics Canada is to collect, analyze and publish statistical information describing the economic, social and general conditions of the country and its citizens. Other federal legislation also requires Statistics Canada to produce data for a wide variety of purposes.

Communications

In addition to various articles, important analytical papers have been produced and published in the last year, including the reference document *Statistics Canada Data Sources on Official-Language Minorities* (a detailed statistical profile of Ontario Francophones), an analysis report on the French-speaking immigrant population outside Quebec, and the monograph *Languages in Canada: 2006 Census*.

A number of study findings have been presented at various forums, symposiums and conferences on language, official languages and OLMCs.

Coordination and Liaison

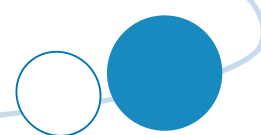
In collaboration with other federal institutions, StatCan determines new data requirements and actively seeks innovative ways to use existing data to address the concerns of OLMCs. It also determines possible avenues of research and analysis to meet the needs of OLMCs, and seeks out new partnerships to this end.

In the last year, StatCan has played an active part in various round tables, research groups and interdepartmental committees, including the Interdepartmental Policy Committee, the Coordinating Committee on Official Languages Research, and the Interdepartmental Research Committee on Community Economic Development for OLMCs. A number of StatCan projects have been presented at these forums.

Partnerships with federal institutions (Health Canada, Canadian Heritage, Citizenship and Immigration Canada, Human Resources and Skills Development Canada, Industry Canada) have led to the publication of a number of analysis reports. StatCan has also taken part in, and presented a range of communication material at, symposiums and conferences organized by various federal institutions.

Accountability

StatCan's 2008-09 Annual Report on Results and Action Plan were widely distributed, most notably to national associations representing OLMCs, the Office of the Commissioner of Official Languages, the House of Commons Standing Committee on Official Languages and the Senate Standing Committee on Official Languages. The Report on Results and the Action Plan were presented to the Chief Statistician of Canada and to members of StatCan's Official Languages Committee. In the last year, through its Official Languages Committee and its Committee on Statistical Information Concerning Official-Language Minorities, StatCan has ensured its key divisions take into account the goals of the Action Plan for the Implementation of section 41.



Treasury Board Secretariat

President of the Treasury Board and Minister for the Asia-Pacific Gateway: **Stockwell Day**

Secretary: **Michelle d'Auray**

Official Languages Champion: **Hélène Laurendeau**

Awareness

The Treasury Board Secretariat (TBS) program and policy analysts continue to receive periodic training on their critical analysis and monitoring responsibilities, including those related to Part VII of the *Official Languages Act* (OLA). They are also given access to in-house resources to help determine the impact of Treasury Board submissions on official languages.

Consultations

The TBS has held community consultations, one for the Network of Official Languages Champions in Kingston (Ontario), and one for the Departmental Advisory Committee on Official Languages in Val-David (Quebec). These discussions with leaders and spokespeople from official language minority communities (OLMCs) have helped federal government representatives foster a dialogue to determine possible areas of collaboration and achieve common objectives.

Coordination and Liaison

The TBS manages various federal initiatives promoting the use of English and French by public officials who use wikis and blogs to perform their tasks. It is developing guidelines on the acceptable use of external social media. Aided by a group of experienced specialists, it is also examining the use of new technology to translate wikis and blogs.

The TBS has worked to develop a new Values and Ethics Code for the Public Service. The Interpretation Guide will contain references to the obligations of federal institutions under the OLA.

Lastly, in conjunction with Canadian Heritage and the Council of the Network of Official Languages Champions, the TBS played a key role in organizing the Fifth Forum on Official Languages Good Practices, held in Ottawa in December 2009.

MANDATE

The Treasury Board Secretariat provides advice and support to Treasury Board ministers in their role of ensuring value for money. It also oversees the financial management functions in federal departments and agencies.

The Forum, whose theme was “Forty years of progress... and counting!”, was attended by official languages champions, persons responsible for official languages, and national coordinators responsible for implementing section 41 of the OLA.

Accountability

The policy renewal initiative, which seeks to clarify the responsibilities and accountabilities of ministers and deputy heads in key areas of the public service, is now at the halfway mark. In conjunction with Legal Services, policy analysts are continuing to ensure the renewal takes into account the obligations set out in section 41 of the OLA.

In 2009-10, a number of federal institutions conducted strategic reviews to determine the performance and alignment of their programs vis-à-vis the overall priorities of Canadians. To ensure OLA requirements are met, the TBS has continued to require an impact assessment for the proposed changes.

To ensure Canadians receive high-quality services, the TBS has also coordinated departmental assessments under the Management Accountability Framework. The Framework is concerned, in particular, with citizen-focused service. During assessments, federal institutions are asked to demonstrate that their services, programs, policies and initiatives are designed and implemented based on client needs and expectations and adapted in response to client feedback.

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.



List of National Coordinators Responsible for the Implementation of Section 41 of the Official Languages Act

Responsible for the Network of National Coordinators :

Marjolaine Guillemette, 819-994-3509, marjolaine.guillemette@pch.gc.ca

Designated Institutions	Name	Coordinates
Agriculture and Agri-Food Canada	Linda Garand	613-759-6342 linda.garand@agr.gc.ca
Atlantic Canada Opportunities Agency	Ghislaine Savoie	506-851-7953 ghislaine.savoie@acoa-apeca.gc.ca
Business Development Bank of Canada	Steve Johnston	514-496-4210 steve.johnston@bdc.ca
Canada Council for the Arts	Carole Boucher	613-566-4414, poste 4223 carole.boucher@conseildesarts.ca
Canada Economic Development for Quebec Regions	Bruno Dipiazza	514-283-5643 bruno.dipiazza@dec-ced.gc.ca
Canada Post Corporation	France Coulombe	613-734-8596 France.coulombe@postescanada.ca
Canada School of Public Service	Marie-Claude Petit	613-943-4304 marie-claude.petit@cspcs-efpc.gc.ca
Canadian Broadcasting Corporation	Maryse Graham	613-288-6047 maryse.graham@cbc.ca
Canadian Heritage	Pierrette Jutras	819-953-0966 pierrette.jutras@pch.gc.ca
Canadian International Development Agency	Mila Minarolli	819-997-0631 mila.minarolli@acdi-cida.gc.ca
Canadian Northern Economic Development Agency	Ashley Cederwall	613-992-5065 ashley.cederwall@CanNor.gc.ca
Canadian Radio-television and Telecommunications Commission	Renée Gauthier	819-994-5174 renee.gauthier@crtc.gc.ca
Canadian Tourism Commission	Jennifer Begg	604-638-8327 begg.jennifer@ctc-cct.ca
Citizenship and Immigration Canada	Christiane Desautels	613-957-5932 christiane.desautels@cic.gc.ca
Federal Economic Development Agency for Southern Ontario	Grace Hodder	705-750-4821 Grace.Hodder@feddevontario.gc.ca
Foreign Affairs and International Trade Canada	Ghislain Dubeau	613-947-7922 ghislain.dubeau@international.gc.ca
Health Canada	Roger Farley	613-954-7467 roger_farley@hc-sc.gc.ca
Human Resources and Skills Development Canada	Tracy Perry	819-994-1512 tracy.perry@hrsdc-rhdcc.gc.ca
Industry Canada	Roda Muse	613-954-2783 Roda.Muse@ic.gc.ca
International Development Research Centre	Stephan Boucher	613-696-2405 sboucher@idrc.ca
Justice Canada	Parnel Dugas	613-954-3723 parnel.dugas@justice.gc.ca
National Arts Centre	Anne Tanguay	613-947-7000 # 546 atanguay@nac-cna.ca
National Capital Commission	Stéphanie Rochon	613-239-5724 srochon@ncc-ccn.ca
National Film Board of Canada	Elena Villegas	514-283-3769 e.villegas@nfb.ca
Parks Canada	Lynn Decarie	819-953-5050 lynn.decarie@pc.gc.ca
Public Health Agency of Canada	Marc Desroches	613-960-0460 marc_desroches@phac-aspc.gc.ca
Public Works and Government Services Canada	Julie Paquette	819-934-0238 julie.paquette@tpsgc.gc.ca
Social Sciences and Humanities Research Council of Canada	Amy Larin	613-943-7739 amy.larin@sshrcc-crsh.gc.ca
Statistics Canada	Jane Badets	613-951-2561 jane.badets@statcan.gc.ca
Status of Women Canada	Yannick Raymond	613-992-7784 Yannick.raymond@swc-cfc.gc.ca
Telefilm Canada	Maggie Kawalerczak	416-973-1819 #253 kawalem@telefilm.gc.ca
Treasury Board of Canada Secretariat	Richard Arulpooranam	613-948-7689 Richard.Arulpooranam @tbs-sct.gc.ca
Western Economic Diversification Canada	Jean Laberge	604-666-1886 jean.laberge@wd.gc.ca

