



Now and Tomorrow
Excellence in Everything We Do

REPORT ON RESULTS

for the Implementation
of Section 41 of the
Official Languages Act

2009 – 2010

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1 — Institutions

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Human Resources and Skills Development Canada Overview

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

The Department employs over 27,000 people to deliver a range of programs and services that affect the lives of Canadians during all stages of life. In very tangible ways, we are the face of the Government of Canada for many Canadians, including:

- Seniors and others who are eligible for public pensions;
- People receiving Employment Insurance benefits;
- Canadians looking for a job;
- Those who need assistance to pursue studies or to return to the labour market;
- Individuals who require a Social Insurance Number;
- Families with children;
- Employers and employees dealing with workplace issues; and
- Members of under-represented groups including official language minority communities, youth, older workers, Aboriginal peoples and people with disabilities.

Service Canada helps citizens access departmental programs, as well as other Government of Canada programs and services, at more than 600 points of service across the country, on-line (www.servicecanada.gc.ca), and by phone through 1 800 O-Canada.

Through the Labour Program, the Department is responsible for administering legislation that governs occupational health and safety, labour standards and industrial relations for federally-regulated workplaces. In addition, at a national level, the Labour Program represents Canada in international organizations dealing with labour issues, and negotiates labour agreements and cooperative frameworks with our free trade partners and other economic partners.

Responsibilities under Section 41 of the *Official Languages Act*

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

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

2 — Official Languages Champions and National and Regional Coordinators Responsible for the Implementation of Section 41 of the *Official Languages Act*

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**3 — Period Covered by the
Annual Report on Results**

This Report covers the period from April 1st, 2009
to March 31, 2010.

4 — Summary of Key Results

Awareness

The Department continued to raise awareness of linguistic duality through events and activities, such as *Les Rendez-vous de la Francophonie* that was widely advertised throughout the Department, both in regions and headquarters. Over 360 people attended the three events organized at National Headquarters, including the presentation of a quiz game, “Are you Franco-Smart?”.

The Department undertook an internal questionnaire to measure departmental employees’ knowledge of Parts IV, V, VI and VII of the *Official Languages Act* (OLA). Over 1,500 employees filled out the questionnaire. Results will be used to establish baseline data to better plan information and training sessions on official languages that will meet the needs identified by employees. Moreover, the Ontario Region held a workshop on official languages at their autumn leadership meeting with 160 managers and directors.

The Quebec Region and its Human Resources Branch shared recruitment opportunities open to the public with OLMCs. This resulted in an increase of 51 employees with English as a first official language in the federal public service overall in this region in one year, for a total of 158.

Consultations

The Department hosted two dialogue sessions between representatives of OLMCs and officials of HRSDC in February 2010. The purpose of these sessions was to establish an ongoing dialogue between the Department and official-language minority communities in order to better understand community views, needs and priorities and for communities to be more aware of HRSDC’s roles in support of Section 41 of the OLA.

Over the period covered, the Department continued to consult with communities at the regional and national levels through round tables, working groups and advisory committees.

Communications

To ensure that OLMCs remained informed of its programs and services, the Department undertook a number of internal and local media initiatives related to specific programs. For example, the Office of Literacy and Essential Skills (OLES) emailed national, provincial and territorial organizations involved in promoting literacy within OLMCs to announce the launch of its new Web site and its recent call for proposals process. Moreover, the Department used local media in OLMCs to promote its service offerings and the locations of its bilingual service sites.

The New Horizons for Seniors Program continued partnerships with OLMCs and worked with them to assist in project and proposal development through targeted mailings, public notices, and outreach and community presentations. The regions also contacted provincial and territorial organizations in minority communities to establish relationships, thus building opportunities for OLMC members to take advantage of offers of guidance and assistance from departmental representatives.

Coordination and Liaison

In support of the development of OLMCs, the Department actively participated in various departmental and interdepartmental seminars, forums and committees, such as the Citizenship and Immigration Canada’s Francophone Minority Communities Steering Committee and Canadian Heritage’s Coordinating Committee on Official Languages Research. The senior development officers in the Quebec Region established links and partnerships with federal, provincial and municipal partners, enabling stakeholders and OLMC groups to develop local projects and initiatives that resulted in the hiring of OLMC students. Moreover, the departmental representatives in Manitoba and Saskatchewan continued to ensure their participation in the Saskatchewan Federal Council Leaders Advisory Board on Official Languages.

Through the Enabling Fund, the Department engaged federal departments interested in OLMC economic development by setting up an Interdepartmental Research Committee on Community Economic Development. This is a direct response to a growing interest in linking community economic development and the vitality of OLMCs to the Government of Canada’s Roadmap for Canada’s Linguistic Duality.

Moreover, the Office of Coordination and Accountability for the Implementation of Part VII revitalized the Departmental Coordinators' Network. The Network, composed of representatives from all branches at the national and regional levels, renewed its mandate with respect to Part VII of the Act. Specifically, the roles of coordinators were clarified in supporting OLMCs and in encouraging the use of both English and French in Canadian society.

Funding and Program Delivery

The Department continued to ensure that OLMCs had access to and benefit from various programs and services in areas such as early childhood development, youth, seniors, literacy and essential skills, and homelessness.

In addition, under the Enabling Fund, HRSDC's main contribution under the Roadmap for Linguistic Duality in Canada 2008–2013: Acting for the Future, a total of 14 OLMC organizations receive annually \$12 million to enhance the development and vitality of OLMCs. The funding serves to strengthen capacity and promote partnerships in the areas of community economic and human resources development.

A guide for regional staff on the Homelessness Partnering Strategy was developed recommending that the vitality of OLMCs be taken into consideration in funding applications. In the development of the Canada Disability Savings Program, an official languages impact analysis was completed to ensure that elements such as the program Web site, printed promotional products, announcements and public notices were designed in light of the needs of OLMCs.

The Foreign Credential Recognition Program allocated funding to the *Consortium national de formation en santé* for a research project on employment integration and services for Francophone immigrants with foreign credentials in the health field in OLMCs. The project established pilot sites in Manitoba, Ontario and New Brunswick. In the Quebec Region, the Department also implemented a number of projects directed toward OLMCs that provided economic assistance and social programs for the homeless and seniors, and enabled Anglophone youth to acquire work experience and employability skills.

Accountability


Activities for the implementation of departmental initiatives under the Government of Canada's Roadmap for Linguistic Duality were integrated into the Department's planning cycle such as the Report on Plans and Priorities. The Department also developed its four-year Action Plan for the period 2010–2014, taking OLMCs' needs into account. The Department set out a new organizational governance structure for official languages to ensure an integrated approach to Parts IV, V, VI and VII of the Act. At the same time, an Official Languages Working Group was established for the Maritime Region to identify opportunities to strengthen official languages in the Region.

5 — Distribution

This Report on Results will be made available to all HRSDC staff, through the Department's intranet site. A copy of the 2009–2010 Report on Results will be distributed to members of the Committee of Assistant Deputy Ministers on Official Languages; relevant standing committees in the House of Commons and Senate; the Commissioner of Official Languages; and key official language minority community organizations at national and regional levels.

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

6 — Signature



Janice Charette
Deputy Minister



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

A — Awareness

Expected Result

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

Activities carried out to achieve the expected result	2009–2010 Results
<p>The Department undertook an internal questionnaire to measure departmental employees' knowledge of Parts IV, V, VI and VII of the <i>Official Languages Act</i> (OLA).</p>	<p>A total of 1,574 employees responded to the questionnaire. Results are being compiled in order to establish baseline data on employees' knowledge in order to better plan information and training sessions on official languages that will better meet employees' needs. Final results will be available in 2010–2011.</p>
<p>The Department raised the awareness of senior management and employees with respect to their responsibilities in implementing section 41, Part VII, of the OLA.</p>	<p>Awareness-raising activities were carried out via emails, booths during staff retreats and information sheets, and presentations directed toward senior management and employees. For example:</p> <ul style="list-style-type: none"> • The Department organized an information session entitled 'Introduction to Official Languages' during a Learning Series event and three information sessions were given during senior management team meetings, reaching more than 80 senior managers of the Skills and Employment Branch and the Innovation, Information and Technology Branch. • The Homelessness Partnering Secretariat inserted information on Part VII of the OLA in the orientation material distributed to new employees. • The Nova Scotia Region developed and maintained comprehensive official languages guidelines and procedures on their intranet site. • Official languages requirements were reviewed with Service Canada Citizen Service Branch managers and team leaders from Nova Scotia at a leadership team meeting in January 2010. In particular, the discussion focused on the provision of active offer across all channels in designated Service Canada Centres locations. • The Official Languages Co-Champions of the Maritime Region sent regular messages to all employees and senior management to raise awareness of their responsibilities and obligations with respect to the OLA.
<p>The Legal Services Unit provided advice in relation to the Department's official languages initiatives and offered advice on a regular basis. The unit also attended meetings and teleconferences held in relation to official languages, including Part VII, as needed, to provide, for example, updates on litigation.</p>	<p>Regular legal advice was given to enable senior management and employees to better understand Part VII of the OLA, as well as their responsibilities in this regard.</p>

Activities carried out to achieve the expected result

2009–2010 Results

New employees were encouraged to attend departmental orientation sessions where a portion of the information they received pertained to the implementation of section 41, Part VII, of the OLA.

Sixty new employees (including official languages coordinators) attended these orientation sessions and received information pertaining to Section 41, Part VII, of the OLA. Feedback received through questionnaires indicated that employees increased their knowledge of their responsibilities relating to official languages.

The Department participated in the planning, coordination and implementation of three departmental events as part of *Les Rendez-vous de la Francophonie 2010*, in addition to events that took place in the regions.

Over 360 people attended the three events organized at National Headquarters as compared to 250 people in 2008 and 2009. The two major attractions were a performance by the well-known *Ligue nationale d'improvisation* in collaboration with the Student Improv League of the University of Ottawa and a performance by the traditional music group *La Ridaine*. Employees also tested their knowledge with the quiz "Are you Franco-Smart?".

The British Columbia, Alberta and Territories Region led *Les Rendez-vous de la Francophonie 2010* organizing committee in Vancouver and was a member of the Calgary and Edmonton groups. In the Greater Interior and Northern British Colombia Service Area, many activities were hosted by the Region, featuring singers, musicians, actors, movies, videos, award presentations, storytelling, fun facts, word of the day, word searches, quizzes, recipes, kiosks, French cuisine, taffy on the snow and guest speakers (including a Vancouver Winter Olympic Games gold and silver medallist). In the Chilliwack, Langley, Abbotsford and Surrey Service Area, active promotion of bilingualism has resulted in multiple staff members expressing interest in French language training.

In the Maritime Region, a letter and posters were distributed to offices to promote public awareness of activities. A number of offices and units participated in RVF celebrations.

The Ontario Region celebrated the 12th anniversary of *Les Rendez-vous de la Francophonie* with a variety of engaging activities. There were many enjoyable and educational events held throughout the Region, including: contests; a potluck lunch of traditional French dishes; sharing of traditional French recipes; daily French word-searches; and daily emails with French facts, games and quizzes. These celebrations reached approximately 1,100 employees.

The Newfoundland and Labrador Region put posters in all Service Canada locations, including the Port-au-Port outreach office to promote *Les Rendez-vous de la Francophonie* events held across the province in order to raise staff awareness of the vitality of the French language and culture in various areas of the province. In St. John's, Labrador City and Stephenville/Mainland outreach office, information on local RVF events was added to the poster, including contact information.

Activities carried out to achieve the expected result

2009–2010 Results

The Department continued to manage Part VII National Coordinators' Network.

Regular meetings and teleconferences with official languages coordinators took place to raise awareness of Part VII of the Act, departmental priorities and OLMCs' needs.

In January 2010, a mandate to revitalize the Network was adopted by all its members. This clarified the responsibilities of each member and will facilitate dialogue across the Department in order to share best practices on concrete and innovative measures that respond to the priorities of OLMCs and to make programs and services known to them.

The Programme for International Student Assessment, directed by the Organization for Economic Cooperation and Development, assesses the reading, mathematics and science knowledge and skills of 15-year-olds in over 50 countries.

In Canada, the sampling size was modified for 2009 to include youth from nine provinces to represent schools for OLMC groups.

The new evaluation from the 2009 Programme for International Student Assessment will provide data pertaining to OLMCs in all provinces, except Newfoundland and Labrador.

The Service Canada College continued to integrate its official languages training into its various training modules.

Some 1,940 participants took part in all *Service Excellence* programs, for an increase of 29% as compared to last year:

- 359 in the *Putting Citizens First* course (front-line employees);
- 195 in the *Putting Communities First* course (staff responsible for program support and services for communities and partners);
- 642 in the *Putting Colleagues First* course (internal relations staff involved in the delivery of services to colleagues and clients such as human resources, financial services, technological support, specialized consultants);
- 130 in the *Service Leadership and management Excellence Development Program* (managers at the EX minus 1, 2 and 3 levels, as well as team leaders in all sectors); and
- 614 in the *Official Languages Online course* (all Service Canada employees).

Activities carried out to achieve the expected result

2009–2010 Results

The Quebec Region and its Human Resources Branch shared recruitment opportunities open to the public with OLMCs.

The Quebec Region participated in the following events:

- McGill University job fair and promotion of the Federal Student Work Experience Program and the Co-op Program.
- Video-conference “Workshop on Hiring in the Federal Public Service” organized for representatives of Quebec’s Community Table.
- Canada public service recruitment (PSC) bilingual fair. According to PSC data, over 4,000 visitors came to the fair.

As of March 31, 2010, 51 Anglophones had been hired within the federal public service in the Quebec Region. These new-hired bring the total number of employees to 158, which is an increase of 59.5% of the workforce whose first official language is English since March 31, 2009. This puts the percentage of Anglophone staff at 5.65%, versus 4.43% at March 31, 2009.

The Regional Official Languages Committee (ROLC) of the Ontario Region continued its work to foster a culture of excellence in providing services to citizens in the official language of their choice and to raise awareness of the OLA.

The ROLC organized *Les Rendez-vous de la Francophonie*, launched a new regional electronic toolkit on official languages available to all employees of the Region and available on the official languages Intranet site, coordinated consultations at the regional and local levels, and continued to raise awareness among staff through messaging and orientation, about official languages obligations.

The ROLC also held an official languages workshop at the autumn leadership meeting held in November 2009 to 160 managers and directors from across the Region.

By providing a forum for discussion, better access to tools for employees and a venue for celebration of *Les Rendez-vous de la Francophonie*, those initiatives contributed to build awareness about the OLA and helped meet the needs of OLMCs across Ontario.

The Ontario Region created and launched an Intranet site entitled ‘Official Languages Corner’ available to all employees.

The Intranet site contains information and resources on official languages to assist employees. It contains also information on *Les Rendez-vous de la Francophonie* as well as records of decisions of the Regional Official Languages Committee.

The Quebec Region held regular meetings (teleconferences) with senior development officers.

The Quebec regional office held monthly meetings (teleconferences) with an average of 15 senior development officers to raise awareness of Part VII of the Act and departmental priorities in order to ensure present the needs of OLMCs are considered in their activities.

The Quebec Region organized training and information sessions on official languages through its Excellence Service Program at the Service Canada College.

Employees of Service Canada were made aware of the needs of the Anglophone official language minority communities in order to ensure adequate service and response in their service delivery.

Activities carried out to achieve the expected result

2009–2010 Results

Representatives from the British Columbia, Alberta and Territories Region assisted in organizing celebrations of the 40th anniversary of the OLA in Edmonton and Calgary.

Fortieth anniversary celebrations included the national anthem, video presentations, speeches, games, networking and prize draws. In Calgary and in Edmonton, approximately 150 and 250 employees respectively, participated in these celebrations.

The Manitoba-Saskatchewan Region promoted OLMC major events like *Le Festival du Voyageur* and *Les Rendez-vous Fransaskois* and posted events calendar on the regional Intranet.

Les Rendez-vous Fransaskois are celebrated every year in August in a different Saskatchewan Francophone community which engaged the community Service Canada Centre. The Region posted the calendar of events on their Intranet and disseminated information through their management groups.

The Winnipeg *Festival du Voyageur* is of a much grandeur scale and runs over a two-week period. As one of the provinces most popular winter events, it has acquired national recognition. Events are also posted on the regional events calendar and managers are encouraged to support staff that volunteer or want to attend.

This enabled employees to learn more about the Francophone culture.

The regional official languages coordinator developed and gave a presentation to the Executive Committee of the British Columbia, Alberta and the Territories Region (BAT) on the 2010–2014 Action Plan for the Implementation of Section 41 of the OLA.

The presentation to 16 executives raised awareness of our responsibilities under section 41, departmental objectives, key results and planned activities specific to the British Columbia, Alberta and Territories Region.

A presentation was provided to the Maritime Region's Service Delivery Management Committee in March 2010 to increase awareness of Service Canada's responsibilities and obligations with respect to the OLA and leadership structures for regional coordination of all parts of the OLA.

Seventeen executive directors, directors and managers were present at the Service Delivery Management Committee meeting in March 2010. This presentation increased their awareness of their OL obligations when making staffing and programming decisions.

B — Consultations

Expected Result

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

Activities carried out to achieve the expected result	2009–2010 Results
<p>The Department hosted two dialogue sessions between representatives of 14 national OLMC organizations and HRSDC officials in February 2010 to establish an ongoing dialogue between the Department and OLMCs in order to better understand community views, needs and priorities.</p>	<p>The format of the discussion allowed for exchange and dialogue between participants of OLMCs and HRSDC staff. It allowed department officials to gain a better understanding of community priorities over the next five years in the context of preparing the departmental 2010–2014 Action Plan for the implementation of Section 41 of the OLA. Also, it allowed for communities to be more aware of HRSDC's role in support of Part VII. Invited participants represented a number of sectors: literacy, economic development, employability, childcare, youth, seniors and learning. Participants all agreed that these sessions were very valuable.</p>
<p>OLMCs participated in various round tables held across the country by the Department in order to make their priorities and needs known.</p>	<p>Discussions took place with OLMCs during roundtable forums. For example, OLMCs participated in a roundtable on funding for housing and homelessness programs in Montreal; in addition, the National Seniors Council had meetings in Montreal with Anglophone stakeholders and in Winnipeg with Francophone stakeholders on volunteerism and positive and active aging.</p>
<p>The Department undertook initiatives to improve its capacity to engage with OLMCs.</p>	<p>Planning tools pertaining to consultations with OLMCs were made available to employees, such as an information sheet on engagement and a list of OLMC stakeholders which are included in the departmental Stakeholder Engagement 101 Planners' Guide. Employee training sessions on stakeholder engagement, including a section on OLMCs, will be held in 2010–2011.</p> <p>Improvements to the Department's collaborative stakeholder and consultation management system, <i>ConneXions</i>, were implemented in 2009–2010. These include adding key OLMC stakeholders in the system as well as new tagging to easily identify them and retrieving them as a group.</p>
<p>Officials from the Workplace Partnerships, Trades and Apprenticeship Division (TAD) and Service Canada met with representatives of the Community Table and <i>Réseau de développement économique et d'employabilité</i> (RDÉE) Canada in July 2009 to brief them on the launch on the new Apprenticeship Incentive Grant. RDÉE Canada also invited a TAD representative to present the Apprenticeship Grants programs during a conference call for regional communication officials.</p>	<p>The consultations helped HRSDC to communicate with apprentices in OLMCs and to engage these communities in the delivery of the Apprenticeship Completion Grant and the Apprenticeship Incentive Grant.</p>

Activities carried out to achieve the expected result

2009–2010 Results

The Department consulted with minority Francophone communities through the Research Advisory Committee for the Child Care Pilot Project under the Roadmap for Canada's Linguistic Duality 2008–2013.

Minority Francophone community representatives were made aware in October 2009 of the progress and results of the Child Care Pilot Project and gave advice on future activities related to this project.

Through National Committee meetings, the Department offered a discussion forum on OLMC economic development and human resources development issues.

As co-chair of these National Committees, together with the community co-chair, the Department continued to provide secretariat services to the two National Committees and working groups. The Secretariat coordinated three meetings of these committees and supported the federal co-chair.

The National Committee on Economic Development and Employability includes members from the Francophone community, the *Réseau de développement économique et d'employabilité Canada* as well as twelve federal agencies and departments.

In support of National Committee meetings, the Secretariat facilitated Government Table meetings which include relevant federal members to discuss and address OLMCs' main priorities and issues. To address OLMCs' challenges put forth by the communities, three working groups were created for each the Anglophone and Francophone minority communities. Areas of activities for the Anglophone working groups are targeting public service renewal, English-speaking representation in the public service and issue log document and strategic planning of the National Committee. Areas of activities for the Francophone working groups are its governance, its performance measurement strategy and Francophone immigration in OLMCs.

The National Human Resources Development Committee for the English linguistic minority includes members from the Anglophone community, the CEDEC, as well as nine federal agencies and departments.

Enabling Fund officials visited recipient organizations and OLMC stakeholders in different parts of the country to better understand their realities and implement new Roadmap requirements.

During summer 2009, Enabling Fund program officials organized a series of regional meetings with the 14 recipient organizations and more than 25 OLMC stakeholders to implement new Roadmap reporting requirements. Program officials also engaged recipient organizations in the development of the revised program performance measurement strategy. Ongoing communications are still underway with respect to other tools supporting program objectives.

The Income Security and Social Development Branch invited stakeholders to participate in consultations on departmental programs dealing with vulnerable populations, such as seniors, persons with disabilities and children.

With regard to the Canada Disability Savings Program, in 2009, bilingual focus group testing sessions of creative concepts, to be used in a campaign advertising the Registered Disability Savings Plan, both grants and bonds, were held in four cities across Canada, and online. The online sessions were conducted in both official languages. The results were incorporated into the design of the advertising campaign.

In planning and developing the proposed Enabling Accessibility Fund, OLMCs were consulted. The program Web site, application, promotional material, lines of communication and public notice have been designed in consideration of OLMCs' needs.

Activities carried out to achieve the expected result

2009–2010 Results

The Office of Literacy and Essential Skills carried out consultations with organizations dedicated to promoting literacy in French language minority communities in order to implement the Family Literacy Initiative. This Initiative receives funding from the Roadmap for Canada's Linguistic Duality 2008–2013.

The Office of Literacy and Essential Skills consulted the *Fédération canadienne pour l'alphabétisation en français* (FCAF). It was agreed that the FCAF would play a national coordinating role in the implementation of the Family Literacy Initiative by the 11 provincial and territorial organizations dedicated to promoting literacy in French language minority communities.

Service Canada's Processing and Payment Services Branch took into account OLMCs' needs and priorities when developing service policies and principles. The Branch aims to ensure that Canadians are served in the official language of their choice.

A number of procedures were put in place to ensure that OLMCs are a priority group when service policies are developed (jointly with those in charge of the targeted group-related strategy). The Processing and Payment Services Branch worked closely with the Service Canada College to ensure that internal training for the employees was available in both official languages at the same time. The Branch took note of OLMCs' concerns, ideas and requests in order to take them into consideration in various feedback and planning mechanisms. On the active offer of services, Service Canada call centres have been proactive in providing bilingual services to Canadians; there is a dedicated 1 800 number for bilingual service.

The Newfoundland and Labrador Region continued to ensure Service Canada's representation on the Newfoundland and Labrador *Comité d'orientation aux affaires francophones* and at the meetings of the *Cercle de collaboration* (an expanded *Comité d'orientation aux affaires francophones*).

Participation in the *Comité d'orientation aux affaires francophones* and the *Cercle de collaboration* allowed Newfoundland and Labrador Region to stay current on the issues that are of interest to the Francophone community, on initiatives undertaken by other federal departments/agencies and the provincial government, and, where possible, identify opportunities for partnerships.

The *Comité* and the *Cercle* brought together representatives from the government of Canada, provincial government and the Francophone community.

Newfoundland and Labrador Region community liaison officers in the St. John's area attended meetings of the Francophone community, including the annual general meeting (AGM) of the *Fédération des francophones de Terre-Neuve-et-Labrador*. In October 2009, a community liaison officer for the Labrador City area attended a meeting of the local Francophone community group.

The participation of community liaison officers in Francophone community events allowed them to keep abreast of issues that are of interest to the Francophone community. It also ensured the visibility and active involvement of Service Canada representatives in major Francophone community events.

Local managers in the Nova Scotia Region were invited to consult OLMCs and take their priorities into consideration when developing operational plans at the regional level and in the regional directorate.

Regional consultation mechanisms were established. Local and directorate-level operational plans took OLMCs' priorities into account.

OLMC representatives were active members of the various Maritime Regional Review Committee for the New Horizons for Seniors Program.

This approach allowed for valuable input based on community priorities to inform funding decisions in the Maritimes for this program.

Activities carried out to achieve the expected result

2009–2010 Results

The Maritime Region encouraged collaborative opportunities on interdepartmental horizontal initiatives which support the development and vitality of OLMCs.

Nova Scotia played a lead role in working with other federal, provincial and community partners to establish the *Réseau acadien des intervenants en employabilité* to develop and maintain dialogue between the Acadian and Francophone community's employability stakeholders and governments to direct actions that encourage training and employment opportunities in French. They also focused on identifying Francophone and Acadian human resources and workforce issues to ensure that measures and interventions of the Acadian and Francophone community are integrated into provincial and federal government strategies aimed at addressing workforce challenges.

The Maritime Region attended the 3rd annual congress and 9th general annual meeting of the *Association acadienne et francophone des aînées et aînés du Nouveau-Brunswick*.

A Service Canada representative had a kiosk on site to inform the members of the various programs and services available to seniors.

Service Canada in Nova Scotia and Prince Edward Island shared information and consulted with the Francophone community to share information on the post-Labour Market Development Agreement Pan Canadian program delivery structure and processes.

OLMCs were kept informed of program devolution to the provinces in Nova Scotia and Prince Edward Island.

Senior management from the Quebec Regional Office held consultation sessions with representatives of the Quebec Community Groups Network and the Community Table in order to assess their needs and explore future possibilities for cooperation.

The consultation session enabled senior management to assess the Quebec Community Groups Network's needs with respect to demography, language and social class issues as well as the regional needs of the Community Table; and to foster a collaborative working relationship between the Quebec Regional Office, senior development officers and OLMC representatives.

Departmental officials participated in the National Human Resources Development Committee for the Anglophone minorities in the Quebec Region.

The exchanges enabled constructive exchanges between OLMCs' community members and federal partners regarding activities in the Quebec Region. The discussions were conducive to creating dialogue and sharing ideas for future projects within the Region. The success of the Bikes in the Bay Festival in Campbell's Bay, in the Outaouais region, is a shining example of these exchanges. In year two, this event experienced growth of 70% in attendance and 55% in profits. As a result, this project is building on this foundation to encourage further economic development in Campbell's Bay.

The Quebec Region held meetings between senior development officers, employability and community economic development committees and OLMCs.

Bi-monthly meetings took place as needed. Representatives of OLMCs were invited to participate in joint tables and on various local coordinating committees (e.g., the Social Development and Community Partners' Network, Table de concertation) and discussion groups.

Activities carried out to achieve the expected result

2009–2010 Results

Directors across all eleven service areas in the Ontario Region undertook local dialogues with Francophone organizations.

Directors across all service areas met with 34 local Francophone organizations representing colleges, women and seniors groups, French heritage groups as well as groups supporting the integration of Francophone newcomers. Those dialogues allowed them to establish contact with various organizations, provide insights into their mandates, understand their needs, bring awareness to the Department's programs and services and build upon previous dialogues. Common feedback continues to be analysed for further action.

The Ontario Region undertook regional dialogue with stakeholder groups representing the Francophone community and disseminated feedback gathered across service areas and business lines.

The Ontario Region collaborated on the development of a presentation for use when engaging with Francophone organizations. The Region attended an interdepartmental meeting on official languages in Toronto and a community forum with the *Assemblée de la Francophonie de l'Ontario*. The Region conducted also dialogues with *École Saint-François-Xavier* and *École Franco-Jeunesse* in Sarnia. Both discussions focused to raise awareness of the Department's programs and services. The second dialogue focused on the role of official languages in the public service for those who choose this career path.

The Manitoba/Saskatchewan Region met with OLMCs to discuss scheduled outreach locations and the needs of the community.

Senior management of the Citizen Services Branch in Saskatchewan met with the *Assemblée communautaire fransaskoise* to assess the current locations of points of service, as well as identify new ways to provide outreach and services to ensure services to the Francophone community in Saskatchewan. The meeting resulted in renewed action to further engage with this partner on ways to effectively deliver services to residents of Saskatchewan.

Senior management of the Citizen Services Branch in Manitoba has partnered with National Headquarters and consulted OLMCs to review all urban and rural service locations to identify areas where a potential rebalancing of bilingual services could be identified and a strategy developed to support and increase services in other areas.

Consultations with the *Fédération francophone de la Colombie-Britannique* (FFCB) took place through emails and attendance at community and Pacific Federal Council meetings.

Information regarding OLMCs' needs, HRSDC programs, bilingual project officers and bilingual Service Canada Centres was exchanged. In addition, the FFCB was provided with a contact for the provincial Ministry of Housing and Social Development for information on programs transferred to the province.

The British Columbia, Alberta and Territories Region's official languages coordinator participated in the annual consultation organized by Canadian Heritage in Alberta.

Federal-community brainstorming took place that resulted in proposed joint projects that will promote linguistic duality and support the vitality of Franco-Albertans.

C — Communications

Expected Result

OLMC culture reflects an up-to-date understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services.

Activities carried out to achieve the expected result	2009–2010 Results
<p>The New Horizons for Seniors Program targeted OLMCs to provide assistance and guidance in developing project proposals that meet the Program's eligibility criteria, enabling them to be considered for funding.</p>	<p>The New Horizons for Seniors Program continued their partnerships with OLMCs and worked with them to assist in project and proposal development through mailings, public notices, and outreach and community presentations. Success stories and brochures were shared as well. Regions also contacted provincial and territorial organizations to establish relationships, thus building opportunities for OLMC members to take advantage of offers of guidance and assistance from departmental representatives. In 2009–2010, over 130 projects were funded that directly benefited OLMCs.</p>
<p>OLMCs were targeted for promoting the Canada Education Savings Programs – Canada Education Savings Grant and the Canada Learning Bond to raise awareness and facilitate access of these savings incentives.</p>	<p>Awareness activities were carried out via mail outs, public announcements, information sheets, booths and attendance at various trade shows and similar events.</p> <p>Access to Canada Education Savings Program information was facilitated through the HRSDC and CanLearn web sites.</p> <p>Distribution lists for communication and awareness-raising projects were updated, including OLMCs.</p> <p>Service Canada distributed Canada Education Savings Program publications and contributed to awareness activities concerning the Education Savings Program directed towards rural and remote regions, including OLMCs.</p>
<p>In November 2009, the Office of Literacy and Essential Skills (OLES) funded and participated in two meetings attended by the national, provincial and territorial organizations involved in promoting literacy within OLMCs.</p>	<p>The meetings allowed OLES to provide information on its priorities and on the results of its calls for proposals process.</p>
<p>In January 2010, OLES emailed national, provincial and territorial organizations involved in promoting literacy within OLMCs to announce the launch of its new Web site: http://hrsdc.gc.ca/eng/workplaceskills/oles/olesindex_en.shtml</p>	<p>The new bilingual Web site contains information on the OLES program, the recent call for proposals process and also provides access to a database on literacy and essential skills grants and contributions projects funded since April 2006.</p>

Activities carried out to achieve the expected result

2009–2010 Results

The Department promoted its bilingual service offerings.

For example, the British Columbia, Alberta and Territories Region promoted Service Canada programs and services within Vancouver Island and Central Coast Service Area, Nanaimo, Vancouver and Edmonton by working at kiosks during events such as the Nanaimo Maple Sugar Festival, *Les Rendez-vous des parents francophones de l'Alberta*, *Les Rendez-vous de la Francophonie* and "Interaction".

An evening presentation was also provided to *Le Club de l'Amitié* in Calgary regarding the New Horizons for Seniors Program funding.

The Ontario Region continued to strategically target the Francophone citizen segment in all service areas through mobile outreach and programs and services awareness and promotion through the strategic placement of public notices.

OLMCs in Ontario gained a greater awareness and access to Service Canada service offerings through 161 mobile outreach visits targeting Francophone clients.

The Region arranged for public notices to promote awareness of calls for proposals (New Horizons for Seniors Program) and office relocations, to appear in Francophone media. Access to Government of Canada programs and services was facilitated through the placement of public notices in 13 community papers (e.g., *Le Métro Courrier* and *L'Action*) for a total distribution of over 263,660.

The Quebec Region and the senior development officers continued their communication and interactions with various community partners by sitting on regional boards and participating in community-based meetings and discussion groups.

The senior development officers and official languages coordinators participated in regional boards in collaboration with the Community Table and the Community Learning Centre in province-wide video-conferencing sessions where they provided information on programs and services offered by Service Canada to OLMC organizations and stakeholders in the Region.

The Newfoundland and Labrador Region advertised the launch of the Canada Summer Jobs 2010 in the Region's French-language newspaper *Le Gaboteur*.

The Francophone community received timely information on the Canada Summer Jobs 2010.

The Newfoundland and Labrador Region maintained a weekly scheduled outreach service on the west coast of Newfoundland. The Port-au-Port outreach office provides services in French to the Francophone community in that area of the province.

Members of the Francophone community on the west coast of Newfoundland were able to access services in French on the Port-au-Port Peninsula.

Service Canada in Nova Scotia collaborated with the *Fédération acadienne de la Nouvelle-Écosse* and the office of Acadian Affairs to offer a trilevel forum held in November 2009 at Pier 21.

During this one-day event, federal and provincial departments and institutions set up kiosks which were visited by approximately 100 participants from the provincial, federal and community sectors engaged with Francophone communities across Nova Scotia. Service Canada in Nova Scotia actively participated along with other federal partners as the face of the Government of Canada and provided information on service offerings.

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

2009–2010 Results

The Maritime Region used print advertisements, radio, Internet and in-person information sessions to communicate programs and service offerings, Canada Summer Jobs information sessions and other key information to Francophone citizens.

OLMC members were kept informed in a timely manner of various programs and service options in the Francophone media.

The British Columbia, Alberta and Territories Region placed public notices in OLMC publications to better inform them of their service offerings and the locations of their bilingual service sites.

Public notices were placed in the *Annuaire 2010 des entrepreneurs, des professionnels et des organismes francophones de l'Alberta* and *La Colombie-Britannique à votre service en français* as well as the Nanaimo Maple Sugar Festival program. In Alberta, 9,000 copies of the *Annuaire* were printed and 12,000 in British Columbia.

D — Coordination and Liaison

Expected Result

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

Activities carried out to achieve the expected result	2009–2010 Results
<p>The Department collaborated with other federal departments and organizations to promote, coordinate and develop activities related to OLMCs and OLMC development.</p>	<p>Participation in meetings, committees and departmental – interdepartmental working groups enabled OLMCs to be strengthened and to expand and develop. Examples include:</p> <ul style="list-style-type: none"> • a number of meetings organized by Canadian Heritage of the network of national coordinators responsible for the implementation of Sections 41 and 42 of the OLA; • various steering committee meetings for implementing the Citizenship and Immigration Canada action plan for promoting immigration in Francophone minority communities. The Department is participating in the context of the objective “Ensure the economic integration of French-speaking immigrants into the Canadian society and Francophone minority communities in particular”; and • interdepartmental Official Languages Research Coordinating Committee meetings, Survey on the Vitality of Official Language Minorities Interdepartmental Working Committee meetings.
<p>HRSDC, through the leadership of the Enabling Fund for OLMCs established the Interdepartmental Research Committee on Community Economic Development (IRCCED) for OLMCs to meet the need expressed at the federal level for improved coordination of research on OLMC community economic development. Through cooperation and research partnerships among federal stakeholders, the IRCCED will lead to a better knowledge of issues and its dissemination with federal departments and in OLMCs.</p>	<p>This committee helped develop a more coordinated and interministerial approach towards research on OLMC economic development.</p> <p>Two research projects were commissioned and carried out, in partnership with Industry Canada. The two projects are entitled:</p> <ul style="list-style-type: none"> • Promoting OLMCs Participation in the Knowledge-Based Economy; and • <i>Réflexion conceptuelle sur le développement économique des CLOSM: exploration de nouvelles approches pour mettre à profit les données de Statistiques Canada.</i>
<p>The departmental official languages champions promoted OLMC vitality and development by coordinating various interdepartmental initiatives.</p>	<p>New champions of official languages appointed in the Fall of 2010 played advocacy role by raising awareness of official languages issues and considerations in various fora, including at senior corporate committees; engaged in proactive communications and demonstrated leadership by supporting special events, such as <i>Les Rendez-vous de la Francophonie</i> held in March 2010.</p>

Activities carried out to achieve the expected result

2009–2010 Results

The Newfoundland and Labrador Region continued to participate in the meetings of the Official Languages Committee of the Federal Council and the *Comité d'orientation aux affaires francophones*. It also continued its work with federal departments to meet OLMCs' needs.

Participation in these meetings allowed exchange of information and created relationships with the intent of building concrete partnerships in the coming years for meeting OLMCs' needs.

The Newfoundland and Labrador Region continued to maintain a Regional Official Languages Team, including coordinators for Part VII of the OLA as well as program officers who liaise with the Francophone community. The mandate of the OL Team is to enhance communication between coordinators to ensure that they are aware of regional initiatives, activities and issues in the other OL areas, identify linkages or possible cross-cutting impacts, and coordinate their strategies.

The Regional OL Team developed an integrated OL action plan for the Region that identifies the linkages between the initiatives undertaken under OLA Part IV (services to the public – communication of services to Francophones) and those under Part VII (awareness, consultations, communications, etc.). Moreover, program officers who liaise with the Francophone community are now able to communicate with the community not only from the perspective of employment programs but also from the wider perspective of Service Canada's service offerings.

In the Quebec Region, senior management participated in the Quebec Federal Council for Official Languages. The Regional Office also ensured participation in the Official Language Interdepartmental Network meetings.

Constructive exchanges between OLMC community members as well as federal partners regarding activities in the Quebec Region allowed for dialogue and shared ideas for best practices with respect to positive measures within the Region. For example, Service Canada delivered a bilingual presentation on the structure of Service Canada's official languages services with respect to Part VII in the Quebec Region.

The senior development officers in the Quebec Region established links and partnerships with other federal departments and OLMC organizations in order to assist OLMC stakeholders in the development of their organizations or assist in the guidance for local community projects.

Working relationships with federal, provincial and municipal partners were established. These working relationships enabled stakeholders and OLMC groups such as the *Centre local de développement des moulins*, Committee for Anglophone Social Action, Community Economic Development and Employability Corporation, *Musée de la Gaspésie* and Head and Hands to develop local projects and initiatives. This resulted in the hiring of OLMC students through the Canada Summer Jobs and Skills Link programs and the overall development of employability skills of regional OLMC youth.

The Manitoba and Saskatchewan representatives continued to ensure participation in interdepartmental Official Language Coordinators' Network and the Saskatchewan Federal Council Leaders Advisory Board on Official Languages.

Service Canada Manitoba and Saskatchewan officials assisted the Saskatchewan Federal Council Support of Official Languages Communities Sub-Committee to plan and hold the 2009 Government and Community Fair on May 8, 2009. The goal of the Fair was to promote the global and sustainable development of the Fransaskois community.

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

2009–2010 Results

The *Réseau acadien des intervenants en employabilité* (RAIE) of Nova Scotia was established to support collaboration and cooperation among various orders of government and community partners. The objective of the RAIE is to develop and maintain dialogue between Acadian and Francophone community employability stakeholders and governments to direct actions that encourage training and employment opportunities in French. Some examples of the partners around the tables are the Office of Acadian Affairs, Labour and Workforce Development, Economic Development, the *Fédération acadienne de la Nouvelle-Écosse* and the *Conseil de développement économique de la Nouvelle-Écosse*.

A more highly skilled Francophone workforce and Francophone and Acadian human resources and workforce issues were identified to ensure that measures and interventions of the Acadian and Francophone community are integrated with provincial and federal government strategies aimed at addressing workforce challenges.

The Calgary Service Canada Centre worked with the Bow Valley College to better support the Francophone youth.

Support via Skills Link funding was explored and a Career Focus project was initiated.

E — Funding and Program Delivery

Expected Result

OLMCs are part of federal institution’s regular clientele and have adequate access to its programs and services; OLMCs’ needs (e.g., geographic dispersion, development opportunities) are taken into account.

Activities carried out to achieve the expected result	2009–2010 Results
<p>As part of its programs, the Department maintained its support to OLMCs through the allocation of funding and delivery of programs and services. To this end, the Department:</p> <ul style="list-style-type: none"> Signed 14 contribution agreements under the Enabling Fund Program. The Enabling Fund is HRSDC’s main contribution under the Roadmap for Linguistic Duality in Canada 2008–2013: Acting for the Future. 	<p>Fourteen OLMC organizations receive a total of \$12 million annually to enhance the development and vitality of OLMCs by strengthening capacity and promoting partnerships in the areas of community economic and human resources development.</p> <p>Projects included:</p> <ul style="list-style-type: none"> The “Spectacular Northwest Territories” (NWT) initiative to promote the NWT as a tourist destination for Francophones. As a result of the campaign, the NWT experienced a 50% increase in the number of Francophone tourists, for a total of more than 500 visitors. The sewing cooperative “Queen of Sewing”, was created by francophone immigrant women in the Toronto area. Ten immigrant women have completed their training in the cooperative, including four who have found a job as a result. Ten more immigrant women are attending nightly and week-end lessons. A used clothing store, <i>Friperie Communautaire</i>, was opened in June 2009 in Huntingdon, Quebec, in one of the town’s now closed textile mills. Six jobs were created as a result. The community-based business represents a venue to develop employability of students enrolled in adult education programs and for individuals with various disabilities. The PERCÉ Program to convince students to return to Prince Edward Island permanently after completing their studies elsewhere. In the five years since the program began, 55 young Francophones have taken part in the activities. Out of 23 participants who have graduated, 11 are living in PEI and seven have expressed a desire to settle in the province.
<ul style="list-style-type: none"> Took into consideration OLMC vitality and development during the development, approval, implementation and evaluation of projects for fighting homelessness and other policies and programs within the Income Security and Social Development Branch. 	<p>Homeless Partnering Strategy contribution agreements contained a clause informing the recipient of their responsibilities for service and program delivery in both official languages where appropriate.</p>
<ul style="list-style-type: none"> Conducted the Child Care Pilot Project in the Roadmap for Canada’s Linguistic Duality 2008–2013. 	<p>Work continued on the demonstration and research project. Project results will be made available in 2012–2013.</p>

Activities carried out to achieve the expected result

2009–2010 Results

- Supported national organizations in their efforts to develop a shared vision and strategy for early childhood development under the Community Development and Partnerships Directorate. Activities included:
 - a collaborative process to ensure that the vision and strategy are understood by all OLMC partners and stakeholders;
 - a definition of the concept and notion of quality in the area of early childhood development in OLMCs; and
 - alliances and partnerships across a range of community organizations focused on early childhood development.

The *Commission nationale des parents francophones* (CNPF) received \$800,000 in funding in 2009–2010 under the initiative entitled “Strengthening NGO Capacity for Early Childhood Development in Official Language Minority Communities”, a component of the Roadmap for Canada’s Linguistic Duality 2008–2013: Acting for the Future.

The Department’s support enabled the CNPF to produce an environmental scan with baseline data on the extent of French language services for families in OLMCs across Canada and to develop a strategic vision to promote francophone early childhood development (ECD) in Canada (National Framework for Collaboration on Early Childhood Development in Minority Francophone Communities in Canada).

A national framework on ECD and a harmonized national action plan for implementing the framework were developed. These documents supported the development of tools to assist parent organizations in Francophone OLMCs with ECD; ensured the long-term continuity of projects undertaken through strengthened partnerships; and coordinated inter-provincial forums on ECD.

Educational tools and products developed for use in homes and centre-based settings in OLMCs include: two video clips demonstrating various concept of early childhood and family centres, an analysis of ECD training programs available, a directory of networking practices for professionals and a directory of practices to promote cultural vitality and identify construction of a francophone identity in OLMCs.

The CNPF also developed a framework for information collection on ECD and a guide to help its members develop their strategic plan for ECD in their respective regions. The strategic plans have been completed for each region; monitoring plans have also been established to measure progress in ECD for every province.

Parents and ECD professionals have participated in two interprovincial gatherings to share knowledge. In most provinces, targets have been identified to measure the increase or maintenance of the current number of Francophone children from 0–6, the number and type of services in ECD and the number of interveners in OLMCs.

- gave to nine organizations approximately \$1 million in funding in 2009–2010, through the Office of Literacy and Essential Skills under the Family Literacy Initiative (which falls under the broader umbrella of Canadian Heritage’s Official Languages Strategy, The Roadmap for Canada’s Linguistic Duality 2008–2013).

Under the Family Literacy Initiative, funding has contributed to research projects; the development of tools and models for family literacy; and the activities of the *Réseau d’experts en alphabétisation familiale* (e.g., improving organizational abilities of literacy groups, exchanging knowledge and skills, researching conditions leading to success and the impact of family literacy; and developing literacy skills for practitioners through the basics of family literacy training).

Activities carried out to achieve the expected result	2009–2010 Results
<ul style="list-style-type: none"> Allocated, in addition to funding under the official languages Roadmap, \$2.8 million in 2009–2010 for projects related to literacy and essential skills in OLMCs. 	<p>The funding contributed to the development and evaluation of literacy and essential-related tools, including specific tools responding to the need for literacy and essential skills training in the workplace in OLMCs.</p>
<ul style="list-style-type: none"> Allocated, through the Foreign Credential Recognition Program, \$1,140,066 over 36 months (2008–2011) to the <i>Consortium national de formation en santé</i> for a research project on employment integration conditions and services for Francophone immigrants with foreign credentials in the health field in OLMCs and for the establishment of pilot sites for the delivery of services in St. Boniface, Manitoba, Ottawa, Ontario and Edmundston, New Brunswick. 	<p>The action plan is in place for appropriate health services in French in OLMCs as a result of qualified Francophone labour.</p> <p>Pilot sites were established and running in St. Boniface, Manitoba (<i>Collège universitaire St-Boniface</i>), Ottawa, Ontario (<i>Cité collégiale</i>) and Edmundston, New Brunswick (<i>Université de Moncton</i>). A feasibility study is nearing completion for the establishment of a fourth site serving the Toronto and Southern Ontario area.</p>
<ul style="list-style-type: none"> Raised awareness with low and middle-income Francophone families outside Quebec and Anglophone families in Quebec about the importance of saving early for post-secondary education by funding organizations in OLMCs through the Education Savings Community Outreach contribution program. 	<p>The Canada Education Savings Program continued to manage contribution agreements with two organizations who service clients in OLMCs:</p> <ul style="list-style-type: none"> <i>La Passerelle</i> in Toronto received \$230,676 of the \$725,726 funding for their three-year project which commenced in June 2008. <i>Conseil économique et social d'Ottawa-Carleton</i> received \$255,818 of the \$529,483 in funding for their two-year project which commenced in May 2008. <p>The Education Savings Community Outreach recipients who serve clients in OLMCs provided information sessions on the Canada Education Savings Program and the Canada Learning Bond.</p> <p>The Education Savings Community Outreach Program's 2010 call for proposals was launched on January 18, 2010. The Program will be selecting a number of new projects from organizations that are successful through this call for proposals process. Consideration will be given to organizations who serve clients in OLMCs. The projects will be selected by the fall of 2010.</p>
<ul style="list-style-type: none"> Mapped official language minority elementary schools as a qualitative indicator of vitality against the current points of service to validate their linguistic designations and to inform Service Canada projects and strategies with regards to linguistic designation and points of service. 	<p>The data collected through this project were analyzed and presented to key groups within Service Canada and will be shared more broadly in 2010–2011. These data were also used to inform the choice of locations for French and English interpretation pilots.</p>
<ul style="list-style-type: none"> Conducted a nation-wide annual survey on client satisfaction with the Canada Student Loans Program. This survey was developed using the common measurements tool approved by Treasury Board Secretariat for assessing client satisfaction regarding accessibility of services in client's official language of choice. 	<p>For the 2008–2009 client satisfaction survey, 95 per cent of Canada Student Loans Service Centre clients were satisfied with the accessibility of service in the official language of their choice. Less than two per cent were dissatisfied.</p>

Activities carried out to achieve the expected result

2009–2010 Results

- Maintained support to OLMCs through the allocation of funding and delivery of programs to assist youth, unemployed citizens and seniors in the British Columbia, Alberta and Territories Region. This was achieved in part by youth projects in Calgary and the Metro Vancouver area, an employment assistance project in the Yukon and projects for seniors in Yellowknife, Edmonton, Calgary, Maillardville, Coquitlam and Powell River.

The Employment Assistance project assisted unemployed French-speaking individuals prepare for employment.

The Career Focus project with the Bow Valley College assisted 13 Francophone youth between the ages of 15 and 30, who are post-secondary graduates. They gained advanced employability skills, knowledge and work experience related to their chosen field of study.

- Implemented in the Quebec Region a number of projects in the Canada Summer Jobs, Skills Link, Youth Awareness, Opportunities Fund, Homelessness Partnership, and New Horizons for Seniors programs intended for OLMCs within the Quebec Region.

The projects directed toward OLMCs provided economic assistance and social programs for homeless and seniors, and enabled Anglophone youth to acquire work experience and employability skills through workshops and professional experience for future employment opportunities.

In the Montreal Region, one particular project sponsored by Head and Hands was funded through the Skills Link Program. It enabled six Anglophone youth with barriers to employment to develop job search skills for successful transition into the labour market. Over 256 similar projects targeting Anglophone youth were funded in the Montreal Region totalling 2.8 million dollars.

Moreover, Youth Employment Service Montreal provided 15 English-speaking participants, from 16 to 30 years old, with pertinent workshop and a relevant work experience in his or her professional field of study to facilitate their transition from school into the work force. The success rate was 93% (10 employed, 4 returned to school, 1 seeking employment).

For the Quebec Region, a total of 598 projects under various departmental initiatives received funding totalling \$5.2 M. The vast majority of these projects were funded through the Canada Summer Jobs Program.

- Supported youth in OLMCs through programs such as Canada Summer Jobs in Newfoundland and Labrador Region.

Eight Francophone community projects obtained funding through Service Canada under the Canada Summer Jobs Program.

- The Newfoundland and Labrador Region has two members of the Francophone community on its New Horizons for Seniors Program (NHSP) Review Committee. The Program was also advertised in *Le Gaboteur*, the province's only French language newspaper.

NHSP applications were mailed directly to Francophones throughout the province.

- Organized and delivered information sessions throughout the Maritimes to inform OLMCs about grants and contributions programs delivered by Service Canada.

The service potentially allowed for a greater uptake of Service Canada's programs and services.

Activities carried out to achieve the expected result	2009–2010 Results
<ul style="list-style-type: none">• Maintained support to OLMCs in Saskatchewan and Manitoba through programs such as New Horizons for Seniors and Skills Link that provided employability skills workshops.	Continued to fund a project under the Skills Link Program with the <i>Assemblée communautaire fransaskoise</i> that provided employability skills workshops tailored to meet the skills gap of six young Francophone immigrants.

F — Accountability

Expected Result

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

Activities carried out to achieve the expected result	2009–2010 Results
<p>The Department developed a four-year Action Plan for the Implementation of Section 41 of the <i>Official Languages Act</i> for the period 2010–2014, taking OLMC needs into account. All the branches and regions contributed to develop this four-year Action Plan.</p>	<p>The Action Plan for the Implementation of Section 41 of the <i>Official Languages Act</i> 2010–2014 is available on the Department's Web site at: www.hrsdc.gc.ca</p>
<p>A memorandum of understanding was set out to re-position the governance of official languages within the Department with respect to Parts IV and VII of the OLA. Responsibilities for Parts V and VI and section 91 continued to reside with the Human Resources Services Branch.</p>	<p>This new structure ensures a more integrated approach for governance of official languages in the Department across its three business lines: Human Resources and Skills Development, Service Canada and the Labour Program.</p> <p>An intradepartmental director general level working group was established with meetings every two months.</p>
<p>The Department developed the 2008–2009 annual Report on Results pertaining to the implementation of Section 41, Part VII, of the OLA.</p>	<p>Accomplishments are presented in accordance with results-based management. The 2008–2009 Report is available in downloadable format on the Department's Web site at: www.hrsdc.gc.ca</p>
<p>The Newfoundland and Labrador Region finalized an official languages action plan that outlined objectives and activities for the upcoming year. Furthermore, the OL Part IV and Part VII coordinators continued to be active members of the Region's Strategic Planning and Reporting Network (SPRNet). The OLA Part VII coordinator kept abreast of Part IV activities by attending the monthly conference call for Part IV coordinators.</p>	<p>The regional action plan allowed the OL Part VII coordinator to monitor and report on the Region's progress in implementing regional activities to support section 41, Part VII of the OLA throughout the year.</p> <p>The participation of OLA Part IV and Part VII coordinators in the SPRNet ensured that official languages considerations are an integral part of the regional business planning process.</p>
<p>The Department completed the formative evaluation of the Enabling Fund for OLMCs. The report was approved by the Departmental Evaluation Committee in March 2010.</p>	<p>The formative evaluation found that funded activities are aligned with the program objectives. In 2005–2006 and 2006–2007, contribution agreements signatories leveraged a total of \$25 M from public, federal, provincial and private sector partners. The evaluation also pointed to the need to improve the role and functioning of the National Committees, building and maintaining the internal capacity of contribution agreement signatories and improving the data collection and accountability processes.</p>

Activities carried out to achieve the expected result	2009–2010 Results
<p>The Department developed a new performance measurement framework (PMF), in cooperation with the Enabling Fund's recipient organizations. The PMF was approved in December 2009 with the renewal of the Program's terms and conditions. A new reporting structure, in line with the PMF, was put in place to track results of recipient activities.</p>	<p>The PMF was implemented for the 2010–2011 application for funding process launched in January 2010. The new proposal and reporting template is in use by the recipients and collects information on performance indicators at the activity, output, direct and intermediate outcome levels.</p>
<p>Senior development officers, in the Quebec Region, forwarded quarterly reports for 2009–2010 on regional activities with OLMCs to the regional office.</p> <p>The regional office included the needs of OLMCs in its 2010 regional integrated action plan and its 2010–2014 action plan with respect to OLMCs.</p> <p>The regional office drafted and tabled its departmental reports to the national Human Resources Committee for the English Linguistic Minority Community.</p>	<p>The regional office took into consideration the results from 2009 consultations and dialogue with OLMCs and identified five priority areas that were included in both the 2010 regional integrated action plan and the 2010–2014 action plan.</p>
<p>An Official Languages Working Group was established for the Maritime Region to identify opportunities to overcome challenges to strengthen official languages in the Region.</p>	<p>Recommendations will be made to the Management Executive Committee on OL requirements and touch on awareness, language training, HR policies, translation, and work instruments.</p>
<p>Recommendations were made to local management in the Nova Scotia office to respond to issues affecting OLMCs and to communicate of best practices.</p>	<p>Nova Scotia maintained comprehensive OL guidelines and procedures on Their intranet. These guidelines support employees and managers meeting our official languages obligations.</p>
<p>An active offer directive has been built into performance management agreements for all Citizen Service Branch managers and team leaders.</p>	<p>Citizen Service Branch managers and team leaders were evaluated on meeting their official languages requirements.</p>
<p>The Department received one complaint under Part VII of the OLA.</p>	<p>The number of complaints in 2009–2010 has remained comparable to the number of complaints received in 2008–2009.</p>