



Publics Works and Government Services Canada

2009-2010 Report on Results

Implementation of Section 41 of the ***Official Languages Act***

**Human Resources Branch
Official Languages Directorate**



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2009-2010 Report on Results

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ANNUAL REPORT ON RESULTS
IMPLEMENTATION OF SECTION 41 OF THE
OFFICIAL LANGUAGES ACT
2009-2010

General information

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Mandate of federal institution By providing the Government of Canada with the innovative common services it needs for program delivery, PWGSC helps the departments and agencies focus on what they do best—serving Canadians.

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Key Milestones Achieved by Public Works and Government Services Canada 2009-2010

Awareness

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

In October 2009, PWGSC launched the Language Portal of Canada. Links in the *Discover* section of the Portal include references to minority Anglophone and Francophone communities. All Canadians can now enjoy free access to an array of language resources and tools, including the Government of Canada's terminology and linguistic data bank, *TERMIUM Plus®*.

As the technical and co-ordinating authority on advertising for the Government of Canada, PWGSC reviewed the current approaches to advertising in OLMCs' media via the Internet. Preliminary work is being done to produce guidelines for federal institutions.

Consultations

PWGSC is concerned about under-representation of employees whose first official language is English in its Quebec regional office. The Department therefore sits on the public service renewal sub-committee sponsored by the Community Table. The purpose of this sub-committee is to facilitate co-operation between the Government of Canada and Quebec's English-speaking communities so as to increase English-speaking Canadians' participation in the federal public service's workforce in Quebec, excluding the National Capital Region (NCR).

Further to the invitation for project proposals for university scholarships in translation and language industry initiatives in July 2009, the Translation Bureau held discussions with national organizations representing the OLMCs on the Canadian Language Sector Enhancement Program (an initiative arising from the *Roadmap for Canada's Linguistic Duality 2008-2013*). By way of example, the *Fédération de la jeunesse canadienne-française*, which promotes and supports the development of young Francophones outside Quebec, obtained a contribution agreement for a pan-Canadian project to co-ordinate paid private-sector translation internships.

Communications

PWGSC continued to provide information sessions, entitled "How to do Business with the Federal Government" and "Writing an Effective Proposal," in order to help small to medium-sized businesses in the OLMCs deal more frequently and easily with the government.

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 NCR. The OLMCs were advised of this, and representatives of the *Réseau de développement économique et d'employabilité* (RDÉE) Canada and the Community Table were invited to the opening of the regional centre in the NCR.

Further to its commitment to ensuring that Canadian businesses have access to information in the official language of their choice, PWGSC had information circulated within client government departments and agencies to remind them that all contracting documents must be provided in both official languages to ensure that Canadian government invitations to tenders posted on MERXTM complied with the provisions of the *Official Languages Act*. This initiative is part of the promotion of linguistic duality within Canadian society.

PWGSC monitors spending on advertising in official language minority media by the government. This information was made public in its annual report on advertising. Within PWGSC, all regional offices advertised in minority media that was relevant to the public notice and the geographical region in question. Advertising is generally done via public notices when looking to lease commercial space to accommodate federal institution offices.

Co-ordination and liaison

PWGSC actively participates in various interdepartmental and community committees, forums, networks and events in the NCR and all the other regions of Canada. In December 2009, the Department's Champion for the Promotion of Linguistic Duality and OLMC Development spoke at the Official Languages Good Practices Forum.

Where the presence of departmental offices allows, the regional official languages co-ordinators actively participate in the networks led by the regional Federal Councils and those led by Canadian Heritage in order to support the development of the OLMCs. As co-champions, PWGSC's client relations directors in New Brunswick and Newfoundland are leaders on the Official Languages Committee of the regional Federal Councils.

Funding and program delivery

PWGSC upheld its commitment to provide free subscriptions to *TERMIUM Plus®* to OLMCs until the Language Portal of Canada was launched in October 2009. *TERMIUM Plus®* has since been made available to all Canadians free of charge.

Furthermore, as part of the Language Sector Enhancement Program and further to the *Roadmap for Canada's Linguistic Duality 2008-2013*, PWGSC will fund 16 projects supporting the development of the language sector across Canada through university scholarships and internships in translation. The first projects were announced in March 2009.

PWGSC extended its translation support service to national organizations representing OLMCs (Community Table, *Fédération des communautés francophones et acadienne du Canada*, Quebec Community Groups Network and RDÉE Canada) for the translation of key documents.

Accountability

In 2009, in addition to the on-going review of all Treasury Board submissions, a systematic review was done of all Memoranda to Cabinet drafted on behalf of the Department to ensure that they were subjected to an official languages impact analysis.

As part of the *Roadmap for Canada's Linguistic Duality 2008-2013*, the Translation Bureau updated the Canadian Heritage performance-measurement strategy for its two initiatives (the Language Portal of Canada and the Language Sector Enhancement Program).

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Detailed report on results

A. AWARENESS (Internal activities)

[Training, information, orientation, awareness, communication and other activities carried out **in-house** in order to educate employees and/or senior managers of the federal institution about linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; taking the viewpoint of OLMCs into account during research, studies and investigations.]

Expected result:

Creation of lasting changes on federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the Official Languages Act and OLMCs.

Activities Carried Out	Outputs	Progress Achieved
1. The departmental official language (OL) champions educated employees and senior managers about linguistic duality and Official Language Minority Communities (OLMCs) throughout the Department.	<p>1. The Champion for the Promotion of Linguistic Duality and Development of OLMCs participated in various activities and on various committees to support departmental official languages commitments: participation in a working group (composed of eight OL champions) for the development of a strategy to promote socialization in the official languages; participation on the Committee of Assistant Deputy Ministers on Official Languages (CADMOL); participation in a discussion on bilingualism in the public service.</p> <p>The Department's Official Languages Governance Committee is chaired by the two OL champions.</p> <p>The champions participate in the Council of the Network of Official Languages Champions.</p>	1. PWGSC employees are aware of linguistic duality, particularly as a result of the visibility of departmental OL champions and their contribution to official languages.

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Activities Carried Out	Outputs	Progress Achieved
<p>2. The OL Governance Committee (OLGC) continued its activities. The Committee reports to the Deputy Minister and its mandate involves the entire OL Program.</p> <p>The Committee is chaired by the two departmental OL champions and is composed of OL ambassadors, who represent the Department's branches and regional offices.</p>	<p>2. Three meetings were held throughout this period. The Committee members particularly enjoyed the presentation about the horizontal study on the implementation of section 41 and the presentation on the Language Rights Support Program, both offered by Canadian Heritage, as well as the presentation given by Justice Canada providing an overview of the recent decisions on language rights.</p>	<p>2. The usefulness of the presentations has increased.</p> <p>The ambassadors have assumed the role of OL leader in their respective branches or regional directorate.</p>
<p>3. Created in 2007, the Official Language Minority Communities Secretariat has an exclusive mandate to support OLMCs and promote linguistic duality. The functions were performed without any permanent resources until 2009.</p> <p>In 2009-2010, the Secretariat received an operating budget and was provided with funded positions to ensure the longevity of the Secretariat.</p>	<p>3. The Secretariat is composed of three resources: a manager, who also plays the role of national co-ordinator for the implementation of section 41 of the <i>Official Languages Act</i> (OLA), a project officer and a junior OL advisor.</p>	<p>3. Permanent funding for operations and positions is one of the Department's major commitments for the years to come.</p>
<p>4. In the National Capital Region, the Department's HQ partnered with Human Resources and Skills Development Canada to celebrate <i>Les Rendez-vous de la Francophonie 2010</i>.</p>	<p>4. The activities, including a quiz about the Canadian Francophonie based on the television show <i>La classe de 5e</i> and a performance by the <i>Ligue nationale d'improvisation</i>, were held on March 11.</p> <p>The Department's OL Director gave a speech on behalf of the departmental OL champions.</p>	<p>4. Participating in interdepartmental activities enables employees to grasp the scope of the OL network.</p> <p>The partnership allows available resources to be pooled.</p>

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Activities Carried Out	Outputs	Progress Achieved
<p>5. Communication products directed at employees and senior managers are designed to raise awareness of linguistic duality.</p> <p>The Department continued to publish <i>Dialogue</i>, the official languages newsletter.</p>	<p>5. Amendments to the departmental OL policy to take into account part VII of the OLA were announced in the May 2009 issue of <i>Dialogue</i>.</p> <p><i>Dialogue</i> is accessible to all employees on the Department's intranet site.</p>	<p>5. An announcement is made to notify employees when each new issue of <i>Dialogue</i> is published.</p> <p>The newsletter offers increased visibility to official language champions and is an official-languages and promotion of linguistic duality positioning exercise within the Department.</p>
<p>6. Information tools produced outside the Department are distributed within the Department.</p>	<p>6. A hardcopy of Bulletin 41-42 is distributed systematically to departmental OL champions and OL ambassadors of branches and regional offices, while the link to the e-Bulletin is sent to the Department's OL ambassadors and co-ordinators.</p>	<p>6. Ambassadors and co-ordinators are asked to distribute Bulletin 41-42 within their sector and work team.</p>
<p>7. The Official Languages Directorate continues to call upon the network of departmental OL co-ordinators on an ad-hoc basis.</p>	<p>7. The meetings enable attendees to discuss events organized throughout the year, such as <i>Les Rendez-vous de la Francophonie</i> and Linguistic Duality Week, and to report on the three-year action plan for the implementation of section 41 and the subsequent annual reports.</p>	<p>7. OL co-ordinators do not hesitate to contact the Official Languages Directorate and the OLMC Secretariat for advice and tips on their role.</p>
<p>8. An official languages component is included in orientation sessions for new employees in the Department.</p>	<p>8. In the National Capital Region, 18 sessions were given, including 11 in English and 7 in French.</p> <p>The sessions were also given in the regions. For example, in 2009-2010:</p> <ul style="list-style-type: none"> - The Quebec Region offered 5 sessions, which were attended by 80 new employees. - The Atlantic Region offered 3 sessions, which were attended by 100 new employees. 	<p>8. New employees are introduced to the <i>Official Languages Act</i> and gain a better understanding of their OL rights and obligations. The purpose of the OL component is to raise awareness among new employees about linguistic duality.</p>

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Activities Carried Out	Outputs	Progress Achieved
9. The Translation Bureau continued participating in special events recognizing linguistic duality in Canada.	9. To celebrate the Translation Bureau's 75th anniversary, 27 English language quizzes and 27 French language quizzes were made available to federal employees on the Bureau's intranet and Internet sites.	9. Government of Canada (GC) employees are now more familiar with the various language tools made available to them by the Translation Bureau.
10. The Translation Bureau continued to provide training workshops on the use of TERMIUM® to GC employees who request them.	10. Seven workshops were held in the National Capital Region for 90 employees in various federal institutions, while 7 federal employees outside the Translation Bureau attended workshops in Quebec City and Montreal.	10. GC employees are better able to conduct research and have a better knowledge of the various features of TERMIUM®.
11. The Translation Bureau developed various tools on clear and effective communication while offering information sessions and training workshops to GC employees.	11. In 2009-2010, 480 people attended Bureau information sessions and 124 people attended training workshops, for a total of 604 public service members. Feedback from these sessions and workshops was excellent. Also, the Bureau continued the development of clear and effective communication tools, the majority of which are offered on-line to all federal employees and all Canadians in the Clear and Effective Communication section of the new Language Portal of Canada. Approximately 10 new tools have been added to the series.	11. GC employees learned about the various tools put at their disposal by the Translation Bureau to help them communicate clearly and effectively.

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Activities Carried Out	Outputs	Progress Achieved
<p>12. The Translation Bureau continued to publish linguistic recommendations and disseminate linguistic reminders within the public service.</p>	<p>12. The Translation Bureau publishes linguistic recommendations and reminders every month; these linguistic tools are posted on the Bureau's Web site and distributed throughout the public service through the Translation Bureau newsletter.</p> <p>In 2009-2010, the Bureau distributed 10 linguistic recommendations and reminders in English and 10 linguistic recommendations and reminders in French. Nearly 50,000 federal employees receive them through the Translation Bureau's newsletter, and they are also sent to 1,981 Internet subscribers.</p>	<p>12. The recommendations and reminders help GC employees and Canadians solve difficult language problems and avoid certain common language mistakes.</p>

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Activities Carried Out	Outputs	Progress Achieved
<p>13. The Translation Bureau finalized the preparatory work for the launch of the Language Portal of Canada and carried out the launch.</p>	<p>13. The Bureau continued with the technological development of the Portal, along with the production of its content, through the creation of new components and the revision of existing content.</p> <p>The Language Portal of Canada was launched on October 8, 2009.</p> <p>The Portal's <i>Discover</i> section contains hyperlinks to information about Anglophone and Francophone minority communities and language training in Canada, Canadian language tools and works, and resources and articles from provinces dealing with language in Canada.</p> <p>Various partners, including some provincial governments, have been invited to contribute to enhancing the content of the Portal. Discussions are ongoing.</p>	<p>13. All Canadians can now access, free of charge, a broad range of language and terminological tools—direct, free access to TERMIUM[®] and its 14 writing tools, current Language Nook and <i>Coin linguistique</i> content, games, quizzes and feature articles.</p>
<p>14. The Translation Bureau continued to support Promoting Access to Justice in Both Official Languages (PAJLO), in conjunction with the Department of Justice Canada and jurilinguistic centres in some Canadian provinces.</p>	<p>14. The Translation Bureau participated in nine monthly teleconferences of the standardization committee and four steering committee meetings.</p> <p>In 2009-2010, the Bureau published a glossary containing 458 standardized terms relating to Law of Security. The Bureau also prepared an action plan and conducted research in family law that culminated in the production of approximately 10 standardization case files and 2 tables sent to the PAJLO user committee; 215 terms were standardized.</p>	<p>14. Francophones outside Quebec now have access to standard French-language common law terminology.</p>

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Activities Carried Out	Outputs	Progress Achieved
<p>15. <i>Official Languages Act</i> (OLA): Day of Reflection as part of the Official Languages Week organized by the New-Brunswick Federal Council.</p> <p>PWGSC is responsible for the administration of the pension plan for federal public service employees. The Public Service Pension Centre (PSPC) is located in Shediac, New Brunswick.</p>	<p>15. Employees of the PSPC attended the <i>Official Languages Act</i>: Day of Reflection, along with Graham Fraser, the Commissioner of Official Languages for Canada, Daphne Meredith, Chief Human Resources Officer at the Treasury Board Secretariat, and Monique Collette, President of the Atlantic Canada Opportunities Agency and Director of the Workplace Task Force: Initiative, Commitment and Passion.</p>	<p>15. Employees gained enhanced understanding of the OLA and its impact on the federal public service and learnt about the progress made in and the importance of linguistic duality, as well as their role in supporting this agenda.</p>
<p>16. PWGSC is the technical and co-ordinating authority on advertising for all GC departments and agencies. PWGSC reviewed current approaches in advertising to official language minority communities on the Internet to develop guidelines for institutions to adopt for advertising.</p>	<p>16. Internal meetings with advisors to discuss new and best practices in official languages media placements.</p>	<p>16. Advice provided to federal institutions was enhanced to include new media and other new practices to better reach target audiences.</p> <p>Draft guidelines and learning initiatives for federal institutions are in development.</p>
<p>17. On a semi-annual basis, PWGSC reviewed founded (as per the Office of the Commissioner of Official Languages) official languages advertising-related complaints and developed remedial actions (where required) to reduce or eliminate recurrence in future advertising campaigns.</p>	<p>17. Procedures were modified to ensure future incidents are mitigated as required and include staff information sessions.</p>	<p>17. As a result of these reviews, advisors are able to address OL issues with federal institutions at the planning stage.</p>

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Activities Carried Out	Outputs	Progress Achieved
<p>18. Activities are carried out in the regions to raise awareness on linguistic duality.</p>	<p>18. The 40th anniversary of the <i>Official Languages Act</i> exhibition was showed in PWGSC's offices in Halifax and Moncton.</p> <p>The Atlantic regional offices participated in Newfoundland and New Brunswick Federal Council Official Languages Weeks. Events took place virtually and live throughout the region's offices.</p> <p>Frunch (French Lunch) took place in Halifax once a week. Approximately 2-3 employees participated each week in Frunch (over 35 participants interested).</p> <p>In the Western Region, information on <i>Les Rendez-vous de la Francophonie</i> and a list of activities were sent by e-mail to all employees.</p> <p>On March 3, 2010, the Pacific Region celebrated the 40th anniversary of the <i>Official Languages Act</i> and had the opportunity to introduce the members of the OL regional committee and the new logo, which formalizes the OL committee.</p> <p>The Pacific Region organized a <i>Célébration de la Saint-Jean-Baptiste</i> for all staff. A band from the franco-African community was contracted for the event, which was attended by approximately 60 employees and managers.</p>	<p>18. Increased visibility of Canada's linguistic duality amongst employees.</p>

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Detailed report on results

B. CONSULTATIONS (Sharing of ideas and information with official language minority communities (OLMCs))

[Activities (e.g. committees, discussions, meetings, etc.) through which the federal institution consults OLMCs and dialogues with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables, working groups) to explore opportunities for co-operation within the institution's existing mandate or as part of the development of a new program or new policy; participation in consultations with OLMCs co-ordinated by other government bodies; consultation with OLMCs by regional offices to determine their concerns and needs.]

Expected result:

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

Activities Carried Out	Outputs	Progress Made
1. OLMCs had the opportunity to make their needs and priorities known to PWGSC.	<p>1. PWGSC attended all the meetings of the <i>Comité national de développement économique et d'employabilité</i> (CNDÉE) and the National Human Resources Development Committee for the English Linguistic Minority (NHRDCELM).</p> <p>PWGSC held meetings in 2009-2010 with the <i>Réseau de développement économique et d'employabilité</i> (RDÉE) Canada and the Community Table outside the framework of the national committees.</p>	<p>1. In 2009-2010, at the request of the OLMCs, PWGSC continued to focus on the translation services offered to the national organizations representing the OLMCs and on the training offered by the Office of Small and Medium Enterprises.</p> <p>One additional area for action is the underrepresentation of employees having English as their first official language in the federal public service in the Quebec Region, excluding the NCR. This matter is part of the public service renewal initiative.</p> <p>In this regard, the Department sits on the public service renewal subcommittee sponsored by the Community Table.</p>

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Activities Carried Out	Outputs	Progress Made
<p>2. The manager of the OLMC Secretariat, who assumes the role of the national co-ordinator responsible for the implementation of section 41, along with the OL Director, visited a number of regional offices in the Department in 2009-2010, including the Atlantic Region office (Halifax), the Quebec Region office (Montreal) and the Western Region office (Edmonton).</p>	<p>2. During these trips to the regions, the manager of the OLMC Secretariat took the opportunity to meet with OLMC provincial organizations (e.g. the <i>Association canadienne-française de l'Alberta</i> [ACFA]).</p>	<p>2. These meetings enable direct contact between the OLMC Secretariat manager and the OLMCs.</p> <p>For example, the Secretariat manager received service requests first-hand from the regional ACFAs, including requests to use federal space. The ties forged with the regional ACFAs may encourage ACFAs to communicate with the Secretariat manager for future service requests.</p>
<p>3. The Department offered advice and tips to OLMCs in its areas of expertise.</p>	<p>3. An employee from the Department's Office of Greening Government Operations offered advice and tips to the Community Table's CEDEC in Southwestern Quebec concerning ways to diversify the activities of the <i>Friperie de Huntingdon</i>, which is a community economic development project of the CEDEC.</p>	<p>3. The Department's various business lines are called upon to meet the needs and priorities of OLMCs and follow up on requests.</p>
<p>4. The Translation Bureau talked with national organizations representing OLMCs about the Canadian Language Sector Enhancement Program (initiative from the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i>).</p>	<p>4. The <i>Fédération de la jeunesse canadienne-française</i>, which promotes and supports the development of Francophone youth outside Quebec, obtained a contribution agreement for a Canada-wide project to organize paid translation practicums in firms as part of the Language Sector Enhancement Program.</p>	<p>4. National organizations representing OLMCs contribute to the enhancement of the language industry by participating in the Canadian Language Sector Enhancement Program.</p>

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Activities Carried Out	Outputs	Progress Made
5. Regular ongoing consultations were held with OLMCs through the Consultative Committee on Advertising and Official Language Minority Media (OLMMC).	5. The Committee was established to support the government's commitment to work with Canadian official language minority media associations to bolster awareness of the importance of reaching official language minority communities among federal institutions and their advertising agencies.	5. Over the course of the year, the OLMMC: <ul style="list-style-type: none"> • Undertook a productive dialogue with official language minority media associations to identify issues regarding the issue of OL media to reach minority media communities. • Discussed the development of an on-line media-planning tool to assist institutions in advertising to OL minority communities across Canada by giving them a better knowledge of OL media.
6. The Western Region participated in the Alberta annual forum called "InterAction," including facilitating group discussion sessions organized by the <i>Association canadienne-française de l'Alberta</i> and the Government of Canada.	6. This one-day meeting was held in Edmonton on October 16, 2009. Many departments and OLMCs were represented. A list of projects was compiled from the group discussion sessions. A total of 18 projects have been identified.	6. The Western Region has been attending this annual meeting for over five years. A trusting relationship now exists, and contacts with OLMCs are regular. Having facilitators in group discussion sessions ensured that participants stayed on track and encouraged brain storming. OLMCs and federal institutions made the commitment to meet regularly throughout the year to work on these projects.
7. The Western Region participated in the Saskatchewan Interdepartmental OL Committee meeting and in Government and Community Fair 2009 (<i>La Foire gouvernementale et communautaire</i>).	7. This two-day meeting was held in Regina on May 7 and 8, 2009. Presentation and Sharing Sessions were organized to enable the government and community stakeholders to share information on the Fransaskois community's development needs and the support that the government can provide.	7. This was the first contact made with the Francophone community in Saskatchewan by the Western Region. It created a better understanding of the needs of the French community in Saskatchewan.
8. The OL co-ordinator for the Atlantic Region attended a P.E.I. Federal Council OL Committee meeting where RDÉE PEI and the <i>Société Saint-Thomas-d'Aquin</i> were present..	8. RDÉE presented its development plan, and the <i>Société</i> introduced its new executive director and its plans for the upcoming years.	8. Information was brought forward on using the RDÉE for recruitment, which was of interest to PWGSC.

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Activities Carried Out	Outputs	Progress Made
9. The OL co-ordinator for the Ontario Region continues to participate in forums and meetings of the <i>Assemblée de la Francophonie de l'Ontario</i> .	9. The OL co-ordinator attended the "Fourth Annual General Assembly of the Ontario Francophonie," organized by the <i>Assemblée de la Francophonie de l'Ontario</i> , in Mississauga on October 18, 2009.	9. The regional OL co-ordinator meets with OLMCs and reports to the manager of PWGSC's OLMC Secretariat and to regional senior management.
10. The Department participates in OLMC-organized activities.	<p>10. In September 2009, the OL Director and the national co-ordinator responsible for the implementation of section 41 of the OLA participated in the events to celebrate the 15th anniversary of the Quebec Community Groups Network and the annual general meeting of the <i>Fédération des communautés francophones et acadienne</i> (FCFA) of Canada, which coincided with the 40th anniversary of the OLA.</p> <p>They also attended RDÉE Canada's <i>Gala des Lauriers de la PME 2009</i>, which was held in November 2009.</p> <p>During their visit at the Western regional office in October 2009, they also participated in the banquet of the <i>Association canadienne-française de l'Alberta</i> organized as part of <i>InterAction</i>, the annual meeting of federal department representatives and Francophone organizations in Alberta.</p>	10. The Department's representatives have a better understanding of OLMCs and are better equipped to raise awareness in the workplace about OLMC needs and priorities.

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C. COMMUNICATIONS (Transmission of information to official language minority communities (OLMCs))

[**External** communications activities to inform OLMCs about the activities, programs and policies of the federal institution and to promote the bilingual character of Canada; inclusion of OLMCs in all information and distribution lists; use of the institution's Web site to communicate with OLMCs.]

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 (P&S).

Activities Carried Out	Outputs	Progress Made
<p>1. The Office of Small and Medium Enterprises (OSME) at HQ directs an awareness program for small and medium enterprises, including those located in OLMCs, to access federal acquisition contracts.</p> <p>The OSME also has six regional offices that provide services to small and medium enterprises across the country. These are located in Vancouver, Edmonton, Toronto, Ottawa, Montreal and Halifax.</p>	<p>1. The OSME offers training sessions, information and support tools across the country through its six regional offices.</p> <p>Regional OSMEs also participate in trade fairs, conferences and supplier seminars attended by OLMC small and medium enterprises (SMEs).</p> <p><u>National Capital Region (NCR)</u></p> <p>OSME National Capital Region participated in tradeshow, conferences and supplier seminars where members of OLMCs participated and was the organizer of some of these events.</p>	<p>1. The collaboration of OSMEs with industry associations, individual businesses and local levels of government is continually strengthening SMEs' access to government procurement.</p> <p><u>National Capital Region (NCR)</u></p> <p>In May 2009, the OSME opened a new walk-in service centre for SMEs in the NCR. RDÉE Canada and the Community were invited to the opening of the OSME regional office in the NCR.</p>

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Activities Carried Out	Outputs	Progress Made
	<p><u>Atlantic Region</u></p> <p>The following sessions were offered by OSME Atlantic in French or in a bilingual format.</p> <p>May 4, 2009 Cheticamp, NS</p> <p>May 5, 2009 Isle Madame, NS</p> <p>Sept. 19, 2009 Pointe de l'Eglise, NS</p> <p>Oct. 5, 2009 Edmundston, NB</p> <p>Oct. 6, 2009 Campbellton, NB</p> <p>Oct. 7, 2009 Bathurst, NB</p> <p>Oct. 8, 2009 Caraquet, NB</p> <p>Oct. 9, 2009 Miramichi, NB</p> <p>Nov. 4, 2009 Fredericton, NB</p> <p><u>Quebec Region</u></p> <p>The Quebec Region OSME organized:</p> <ul style="list-style-type: none"> - five meetings to develop partnerships with Anglophone associations, which represents 9% of efforts made in this area. -13 seminars in English for a total of 191 participants, which represents 31% of seminars. <p><u>Ontario Region</u></p> <p>OSME undertook the following events in 2009-2010 to assist and inform Francophone suppliers on how to do business with the federal government:</p>	

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Activities Carried Out	Outputs	Progress Made
	<ul style="list-style-type: none"> • May 6, 2009: Participated with a trade booth in the Ontario Ministry of Revenue - Tax Information Forum in Pembroke, ON. • May 13, 2009: Participated with a trade booth in the Ontario Ministry of Revenue - Tax Information Forum in Haileybury, ON. • June 9, 2009: Conducted two one-on-one supplier seminars in French for two individuals in Toronto, ON. • August 21, 2009: Conducted two supplier seminars in French for four individuals in Toronto, ON. • September 16, 2009: Participated with a trade booth in the Ontario Ministry of Revenue - Tax Information Forum in Sudbury, ON. <p><u>Western Region</u></p> <p>OSME hosted a supplier seminar for the Director and the Administrator of <i>Alliance Française</i> in Edmonton.</p> <p>OSME made contact with Business Link (<i>Liaison Entreprise</i>), offering to make a presentation to Francophone Business community in Alberta.</p>	<p><u>Western Region</u></p> <p>The presentation opened the communication between the two parties, which may result in increased level of business with OLMCs in Alberta.</p> <p>Discussions are ongoing. A presentation through Liaison Entreprise would promote direct access to PWGSC's programs and services in the region and at the same time would provide valuable information.</p>

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Activities Carried Out	Outputs	Progress Made
	<p><u>Pacific Region</u></p> <p>In 2008-09 informal partnerships were established with <i>Collège Educacentre</i>, <i>La Société de développement économique de la Colombie-Britannique</i> and the <i>Fédération des francophones de la Colombie-Britannique</i>, <i>Association Franco-Yukonnaise</i> to offer OSME information sessions and to understand the community's needs.</p> <p>In 2009-2010, <i>La Chambre de Commerce francophone de la Colombie-Britannique</i> was added to the above partners.</p> <p>Three seminars on how to sell to the Government of Canada were delivered in French to 20 participants.</p> <p>In 2008-2009 a memorandum of understanding was signed by Small Business BC and the Pacific Region OSME to present OSME information in French and via videoconferencing to BC and the Yukon. In 2009-2010, three seminars were delivered using videoconferencing to reach the francophone community in the Yukon with a high participation rate.</p>	<p><u>Pacific Region</u></p> <p>The OSME worked with these partnering organizations to successfully deliver multiple OSME information seminars for their members and participated in Francophone events where OSME information was provided.</p> <p>OSME connected with francophone suppliers, associations and business communities in BC and the Yukon. Participants seemed satisfied with the level of service and the quality of information provided by the OSME.</p>
<p>2. PWGSC (Atlantic Region and Public Service Pension Centre in Shediac) initiated contact with representatives from the <i>Congrès mondial acadien</i>, which was held in August 2009 in New Brunswick.</p>	<p>2. A list of organizational needs and support was identified and PWGSC determined what type of assistance the Department could provide.</p>	<p>2. The Canada Pavillion, which is part of the Government of Canada Exhibitions Program managed by PWGSC, participated in the event.</p> <p>The Public Service Pension Centre lent the organizing committee some of the requested equipment, such as 15 computer set-ups.</p>

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Activities Carried Out	Outputs	Progress Made
3. PWGSC continued to monitor its advertising expenditures devoted to official language minority media and made this information public in its annual report on advertising.	3. PWGSC produced the annual report, which included all advertising activities by federal institutions, as part of its obligations under section 41 of the OLA.	3. The Government of Canada spent \$2.63 million in official language minority media, which is on par with previous spending.
4. The Department ensures that media buys include the purchase of advertising space in OLMC media.	4. Media buys usually take the form of public notices for requests for information concerning the search for property owners with commercial space for rent to accommodate federal institution offices.	4. All regional offices make minority media buys according to the subject of the public notice and the geographic area. Corporate Services, Policy and Communications Branch produced a detailed 2009-2010 report on advertising purchases made in minority media.
5. PWGSC provides OLMCs with easy access to its programs and services.	5. Again this year, the Western Region supported the weekly Albertan French-language newspaper " <i>Le Franco</i> " by updating the departmental regional contact information and its mandate in <i>L'Annuaire des services en français de l'Alberta</i> published by <i>Le Franco</i> (French language newspaper).	5. This contribution increases PWGSC's visibility within the French minority community in Alberta.
6. The Translation Bureau issued a call for proposals as part of the Canadian Language Sector Enhancement Program (initiative from the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i>).	6. National organizations representing OLMCs were notified of the call for proposals for the Canadian Language Sector Enhancement Program following the news release of July 3, 2009. In addition, an e-mail was sent July 3, 2009, to those who had attended the consultation on January 26 and 27, 2009, concerning the development of the Program, including the <i>Fédération des communautés francophones et acadienne du Canada</i> and the Quebec Community Groups Network.	6. National organizations representing OLMCs are aware of the two areas of action of the Canadian Language Sector Enhancement Program, which will affect communications with the public, the delivery of services and the promotion of English and French.

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Activities Carried Out	Outputs	Progress Made
7. The Department contributes to Bulletin 41-42.	7. The Department published two articles in bulletins 41-42 in 2009-2010. The first article offered a look back on Linguistic Duality Week 2008, while the other promoted the launch of the Language Portal of Canada, which includes TERMIUM Plus®, the GC's terminological databank.	7. OLMCs continue to be informed of PWGSC's actions to promote linguistic duality in the Department and among Canadians.
8. The Department's OSME works to ensure that all GC posts on MERX™ are compliant with OLA requirements. MERX™ is an e-tendering service where suppliers can go to see GC invitations to tender.	8. Communication tools were developed to ensure that all posts on MERX™ are bilingual, including an action plan, a document on the language requirements for postings on MERX™, key messages to share during consultations with professional architecture and engineering firms and an FAQ section about official languages on MERX™.	8. The communication tools were shared with PWGSC's client departments and agencies to ensure that all posts published on MERX™ were bilingual by the January 1, 2010, deadline.
9. The Department is concerned about the underrepresentation of people whose first official language is English in its workforce in the Quebec Region, excluding the NCR.	9. The Department (Quebec regional office) adopted a staffing strategy to run until 2013 to increase the number of Anglophone Canadians working for PWGSC in the Quebec Region, excluding the NCR. The Department (Quebec Region) participated in the GC job fair in October 2009 in Montreal, which was attended by Anglophone students. It also promoted employment opportunities at 2 Anglophone universities (out of 9) and 2 Anglophone colleges (out of 12) in Quebec and published staffing processes on Workopolis (2 processes) and Jobboom (3 processes).	9. The Department informed the Quebec OLMC about the actions taken to address the underrepresentation of employees having English as their first official language in the federal public service, Quebec Region, excluding the NCR. Anglophone students in Quebec are aware of the employment opportunities in the public service and at PWGSC.

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Activities Carried Out	Outputs	Progress Made
<p>10. The Department encourages its commercial tenants to offer services in both official languages in the National Capital Region.</p>	<p>10. For example, under the Business Assistance Project of the <i>Regroupement des gens d'affaires de la Capitale nationale</i>, new information kits were prepared. The Department will distribute the new kits to its commercial tenants in the National Capital Region to promote services in both official languages.</p> <p>In addition, the two clauses added to the agreements with commercial tenants, one on services and the other on signage, were maintained during 2009-2010.</p>	<p>10. In 2006, PWGSC distributed information kits designed for merchants in the National Capital Region to ensure that commercial tenants were well informed about their linguistic obligations. An additional information kit will be sent to merchants early in the spring of 2010.</p> <p>The Real Property Branch continues to include specific clauses in all retail leases in the National Capital Region pertaining to the provision of both official languages of Canada for signs and patrons.</p>

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D. CO-ORDINATION AND LIAISON

(Internal co-ordination and liaison with other government institutions. Does not include funding)

[Co-ordination activities (research, studies, meetings, etc.) carried out by the 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 co-ordinators, etc., in various government forums.]

Expected Result:

Co-operation with multiple partners to enhance official language minority community (OLMC) development and vitality, and sharing of best practices.

Activities Carried Out	Outputs	Progress Made
1. The departmental OL champions continued to work on committees to respond to the needs of OLMCs.	1. Departmental OL champions participated in Network of Official Languages Champions and the Champion for the Promotion of Linguistic Duality and Development of OLMCs attended the eight meetings of the Committee of Assistant Deputy Ministers on Official Languages (CADMOL). The Champion for the Promotion of Linguistic Duality and Development of OLMCs was a speaker at the Official Languages Good Practices Forum in December 2009.	1. Increased collaboration between the various partners helps better identify the needs of OLMCs.
2. The national co-ordinator responsible for the implementation of section 41 of the OLA has the skills and resources required to perform this role within PWGSC. She works closely with national co-ordinators and key players in other federal institutions.	2. The national co-ordinator continued to participate in meetings of: <ul style="list-style-type: none"> The network of national co-ordinators responsible for the implementation of section 41, organized by Canadian Heritage; the <i>Comité national de développement économique et d'employabilité</i> (CNDÉE) and the National Human Resources 	2. PWGSC participation allows healthy working relationships to be maintained between the Department and various other federal departments and agencies on these committees and working groups.

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Activities Carried Out	Outputs	Progress Made
	<p>Development Committee for the English Linguistic Minority (NHRDCELM);</p> <ul style="list-style-type: none"> the Business Assistant Project partners co-ordinated by the <i>Regroupement des gens d'affaires de la Capitale nationale</i>; and the Interdepartmental Policy Committee (IPC) of Canadian Heritage's Official Languages Secretariat. <p>The departmental OL Director also participated in:</p> <ul style="list-style-type: none"> meetings of the Interdepartmental Policy Committee (IPC) of Canadian Heritage's Official Languages Secretariat; and a meeting of the Official Languages Program Management Committee (IOLPMC). 	
<p>3. The Translation Bureau continued to work with various federal institutions to meet the needs of OLMCs.</p>	<p>3. The Bureau sits on three Canadian Heritage committees that deal specifically with the <i>Roadmap for Linguistic Duality 2008-2013</i>.</p> <ol style="list-style-type: none"> six meetings of the Interdepartmental Policy Committee (IPC); three meetings of the Interdepartmental Official Languages Program Management Committee (IOLPMC); and four meetings of the Co-ordinating Committee on Official Languages Research (CCOLR) 	<p>3. The Bureau's participation on various committees has allowed for greater co-operation between the various federal institutions in order to respond to the needs of OLMCs.</p>

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Activities Carried Out	Outputs	Progress Made
<p>4. The OL Director and OLMC Secretariat manager (also national co-ordinator responsible for the implementation of section 41) visited a number of regional offices in the Department in 2009-2010 and took the opportunity to meet the representatives of Canadian Heritage in Edmonton and Halifax.</p>	<p>4. Discussion topics focussed on the geographic region (e.g. the <i>French-Language Services Act</i> in Nova Scotia) and relationships between regional offices of federal institutions and provincial and sectoral OLMC organizations.</p>	<p>4. The Department's regional OL co-ordinators are supported by the Department's national co-ordinator responsible for implementation of section 41.</p> <p>These exchanges with Canadian Heritage enable the national co-ordinator to better understand the realities of each OLMC.</p>
<p>5. The Department has a network of OL co-ordinators representing branches at headquarters and regional offices.</p>	<p>5. Regional OL co-ordinators participate in meetings and activities of the official languages committee and the Regional Federal Councils.</p> <ul style="list-style-type: none"> • The OL co-ordinator for the Quebec Region attended four meetings of the Interdepartmental Network on Official Languages (INOL). • The OL co-ordinator for the Public Service Pension Centre in Shediac attended four meetings of the New Brunswick Federal Council. • The OL co-ordinator for the Pacific region attended two meetings with the Pacific Federal Council – Official Languages Subcommittee. • The OL co-ordinator for the Ontario Region participated in the Interdepartmental Section 41 meeting, which was organized by Canadian Heritage in October 2009. • The Atlantic region OL co-ordinator participated in OL Committee meetings in PEI, NL, NS and NB. The 	<p>5. These meetings enable the creation of links with federal partners, including Canadian Heritage and the regional office of the Office of the Commissioner of Official Languages, and regional co-ordinators in other federal institutions.</p> <p>These meetings increased departmental co-ordination, particularly with respect to the active offer and consultation with Canadian Heritage with respect to the OLMCs.</p> <p>These meetings enhance partnership and long term relationship with OL co-ordinators interdepartmentally for potential future co-ordination and activities.</p>

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Activities Carried Out	Outputs	Progress Made
	<p>OL Co-ordinator also attended the Official Languages Reflection Day organized by the New Brunswick Federal Council OL Committee taking place in Moncton.</p> <ul style="list-style-type: none"> • The client relations director in New Brunswick was nominated as Champion by the New Brunswick Federal Council and co-chairs the OL Committee of the council. • The client relations director in Newfoundland was nominated as Champion by the Newfoundland Federal Council and co-chairs the OL committee of the council. 	
<p>6. Regional OL co-ordinators work with Canadian Heritage and other government institutions for the benefit of OLMCs.</p>	<p>6. The Atlantic region OL co-ordinator participated in the planning of the OL week in Newfoundland and New Brunswick with other federal counterparts.</p> <p>The Atlantic region OL co-ordinator for Section 41 attended OL meetings with Canadian Heritage and OLMCs.</p> <p>PWGSC is represented on the Manitoba, Saskatchewan and Alberta interdepartmental OL committees. Regular meetings are scheduled year round, and departments put their resources together to organize activities and meetings.</p> <p>The Public Service Pension Centre in Shediac participated in the Leadership in a bilingual public service study being conducted by the Office of the Commissioner of Official Languages.</p>	<p>6. These activities create interaction with Canadian Heritage, other government institutions and different OLMC groups.</p> <p>Through this session, participants contributed to the report that will be drafted by the Commissioner of Official Languages on Leadership in a bilingual public service.</p>

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Activities Carried Out	Outputs	Progress Made
	The purpose of this session was to help identify good practices that foster the use of both official languages in the public service.	
7. The Translation Bureau continued to work with a number of provincial and territorial governments to respond to the needs of OLMCs.	<p>7. The Bureau co-ordinated the meetings of the National Terminology Council (NTC), which brings together specialists employed by the ten provincial and three territorial governments. Three NTC meetings were held during the year. Also, the NTC held its annual meeting in May, during which the members talked at length about a Bureau recommendation on the names of Aboriginal peoples. At the end of this discussion, it was decided to look into the possibility of creating an expert panel to investigate the matter.</p> <p>In 2009-2010, co-operation agreements were in effect with seven provinces and one territory in Canada. Since the launch of the Portal, the Bureau has been looking into new forms of collaboration with provinces and territories.</p>	7. Co-operation with provincial and territorial governments makes it possible to better identify and respond to the requirements of OLMCs.
8. The Translation Bureau continued to collaborate with teaching institutions to respond to the needs of OLMCs.	<p>8. The Translation Bureau's Interpretation and Parliamentary Translation Directorate made its interpretation laboratory available to the University of Ottawa 60 times over the course of the year.</p> <p>In relation to its ongoing contacts with the University of Ottawa's Official Languages and Bilingualism Institute, the Terminology Standardization Directorate created a link between this organization and the <i>Société française de terminologie</i> for the seminar entitled "<i>L'évaluation des politiques linguistiques</i>," which was held in Paris in October 2009.</p>	<p>8. The Translation Bureau's partners benefitted from the use of an interpretation laboratory of international calibre to train and develop conference interpreters.</p> <p>The Official Languages and Bilingualism Institute benefitted from the information that the Bureau, as Canadian correspondent in language planning, had received from foreign partners. The Institute was therefore able to second an expert in constitutional law and language law to speak about policy development and actions affecting linguistic minorities in Canada at this international conference.</p>

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Activities Carried Out	Outputs	Progress Made
9. PWGSC continued the development of an OL media planning tool (based on cost guides) offering information on OLMC media to help institutions in planning campaigns compliant with OLA requirements.	9. Implementation and on-going modification of OL media planning tool continues.	9. Media plans were verified before placement to ensure compliance with official languages requirements.
10. Learning Initiatives to Employees PWGSC continued providing the Government of Canada (GC) advertising course offered to communicators with a binder featuring a section on the OLA and its role in GC advertising, as well as a Best Practices paper on advertising to minority language communities.	10. PWGSC participated in two sessions. Presentation material was distributed and PWGSC provided responses to questions asked.	10. Employees representing 33 federal institutions participated in these sessions.
11. Information to Institutions Continued to publish articles in PWGSC's newsletter for members of the advertising community and provide them with relevant and useful information on trends and practices.	11. <i>Understanding Media Opportunities</i> appeared in the Summer 2009 issue of the newsletter <i>Within Reach</i> .	11. This newsletter is distributed to over 600 employees involved in advertising and communications across the Government of Canada.

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E. FUNDING AND PROGRAM DELIVERY

[Implementation of the federal institution's programs and delivery of its services; funding, alone or in co-operation with other federal institutions, of official language minority community (OLMC) projects; inclusion of the needs of OLMCs in the delivery of the institution's programs and services.]

Expected Result:

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

Activities Carried Out	Outputs	Progress Made
1. PWGSC supports OLMCs in organizing forums, events or meetings whose objectives are related to Part VII of the OLA.	1. PWGSC contributed to the 2009 <i>Lauriers de la PME Awards</i> of the <i>Réseau de développement économique et d'employabilité</i> (RDÉE) Canada in November 2009.	1. The Department is pleased to have participated in the video of the contractor networking session, the cocktail and the evening. The video will be distributed as a souvenir CD to finalists, and will be used for promotional purposes for these businesses and RDÉE Canada.
2. The Department extended the translation support program offered exclusively to national organizations that represent OLMCs, that is the <i>Fédération des communautés francophones et acadienne</i> (FCFA) of Canada; RDÉE Canada; the Community Table; and the Quebec Community Groups Network (QCGN).	2. The program's guidelines and related reporting procedures were shared with eligible organizations.	2. Eligible organizations reported that the program enables them to enter into a dialogue with citizens in the other official language and to make contact with provincial and territorial ministers. The organizations also indicated that the support service increased partnership opportunities.
3. The hotel card program enables OLMC organizations to obtain the federal government discount at participating hotels in Canada. The program is in effect until December 31, 2010.	3. Some 15 new hotel cards were issued to OLMC organizations in 2009-2010.	3. In anticipation of the program's renewal for the 2011-2016 period, the Department sent a letter of intent of renewal announcing new accountability mechanisms to all current beneficiaries.

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Activities Carried Out	Outputs	Progress Made
4. PWGSC's OL Directorate continued to offer subscriptions to <i>TERMIUM Plus</i> ® to OLMCs.	4. Free subscriptions were offered to OLMCs from April 1 to the launch of the Portal. The Translation Bureau obtained funding for five years to offer access to <i>TERMIUM Plus</i> ® free of charge through the Portal.	4. As of October 8, 2009, Canadians now have free access to <i>TERMIUM Plus</i> ® through the Language Portal of Canada.
5. The Translation Bureau continued its partnership with universities that are members of the Canadian Association of Schools of Translation (CAST).	5. On September 30, 2009, the Bureau welcomed 51 university Co-op students (including three in terminology), 66 partnership program students and 3 in the legal translation master's program from various Canadian universities that are members of CAST. Also, the Bureau recruited 83 translators from across Canada from April 1, 2009, to December 31, 2009.	5. The partnership between the Bureau and universities for hiring students contributes to the renewal of a qualified workforce.
6. The Translation Bureau continued its "Interpreters Wanted!" project under a memorandum of understanding with the University of Ottawa.	6. The memorandum of understanding with the University of Ottawa's School of Translation and Interpretation (STI) was renegotiated. The Bureau seconded nine professors to the University of Ottawa to teach master's courses in Interpretation.	6. The renegotiation of the memorandum of understanding for the "Interpreters Wanted!" project helps make it possible to meet the challenge of the shortage of interpreters in Canada.
7. The Translation Bureau continued the SVP Terminology and Official Titles Services (SVP Service).	7. The Bureau has a term research service that handles requests for the federal government, language professionals and, under certain conditions, the general public. Requesters do not indicate where they are from, which makes it impossible to determine what proportion of requests among the 23,000 information requests received in 2009-2010 were from OLMCs.	7. The Canadian population as a whole, including OLMCs, federal employees and provincial and territorial governments, has access to a service that enables them to effectively produce their documents and publications in both official languages.

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Activities Carried Out	Outputs	Progress Made
<p>8. The Translation Bureau launched the Canadian Language Sector Enhancement Program (initiative from the <i>Roadmap for Canada's Linguistic Duality 2008-2013</i>), which has two components: university scholarships in translation and the Language Industry Initiative.</p>	<p>8. Further to the call for proposals launched on July 3, 2009, the Canadian Language Sector Enhancement Program will finance 16 projects supporting the development of the language sector across Canada:</p> <ul style="list-style-type: none"> - Seven scholarships in translation; - A project involving paid translation practicums in private firms; - Two industry promotion projects; - Five innovation projects; and - One language technologies integration project. 	<p>8. The two areas for action in the Canadian Language Sector Enhancement Program will affect communications with the public, the delivery of services and the promotion of English and French.</p>
<p>9. PWGSC provided training sessions on the government's obligations in the area of advertising in official language minority media for government employees who manage advertising. PWGSC consulted central agencies as well as the associations representing the official language minority media as required.</p> <p>PWGSC started integrating minority media outlets into the media planning tool to showcase that it has reached OL minority communities.</p>	<p>9. Presentation materials prepared and copies distributed. Answers to questions provided.</p> <p>In identifying and incorporating minority media into the media planning tool, advisors were better able to provide advice on minority media across Canada.</p>	<p>9. All presentations and correspondence is made available in both official languages.</p> <p>Canadians in minority language communities were better served in the placement of OL advertisement.</p>

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F. ACCOUNTABILITY

[Activities through which the institution integrates its work on the implementation of section 41 of the OLA with the institution's planning and accountability mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan, status report on implementation of section 41 of the OLA, etc); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by senior managers of the federal institution to ensure implementation of section 41 of the OLA.]

Expected Result:

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

Activities Carried Out	Outputs	Progress Made
1. The Department has a three-year action plan for the implementation of section 41 of the OLA.	1. The action plan covers the period from 2008 to 2011 and will end on March 31, 2011.	1. The action plan is reviewed regularly to evaluate progress.
2. The Department develops an annual report on results to report on its achievements.	2. OL co-ordinators in branches and regional offices contributed to the development of the annual report.	2. Talks are under way so that the annual report 2009-2010 can be posted on the Department's Internet site. This is one of the objectives announced in the 2008-2011 action plan.
3. The Department has an OL strategic action plan.	3. The 2008-2010 action plan will end in December 2010. A 2011-2013 action plan will be developed and presented to the Department's senior management by December 2010.	3. Like the strategic action plan that will end in December 2010, the new strategic action plan will include activities related to the implementation of section 41 of the OLA.
4. The OL Governance Committee continued its activities.	4. Section 41 was on the agenda of all the meetings of the OL Governance Committee.	4. OL Governance Committee meetings are forum for discussing OL strategic issues so that advice can be provided to the Department's senior managers.

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Activities Carried Out	Outputs	Progress Made
5. In 2009-2010, the national co-ordinator for the implementation of section 41 of the OLA and the OL Director were consulted on PWGSC Treasury Board submissions to ensure that they are subjected to an official languages impact analysis.	5. The national co-ordinator for the implementation of section 41 of the OLA and the OL Director reviewed approximately 92 Treasury Board submissions in 2009-2010.	5. The co-ordinator and the OL Director ensured that the official languages impact analysis was properly executed and that the perspective of OLMCs was considered in the Treasury Board submission.
6. In April 2009, a Corporate Review Committee for Cabinet business was launched, with the participation of the Official Languages Directorate, to review Memoranda to Cabinet and other Cabinet documents.	6. Official Languages issues are identified during the review of all Memoranda to Cabinet and decks prepared for Cabinet, as part of the Corporate Review Committee for Cabinet Business.	6. During fiscal year 2009-2010, the Corporate Review Committee for Cabinet Business reviewed 21 documents. All official languages issues were identified and necessary adjustments were made as a result of those reviews.
7. The Translation Bureau updated Canadian Heritage's performance measurement strategy for its two initiatives (the Language Portal of Canada and the Canadian Language Sector Enhancement Program) under the <i>Roadmap for Linguistic Duality 2008-2013</i> .	7. The two sections of Canadian Heritage's performance measurement strategy for the <i>Roadmap</i> were updated, one section for the Language Portal of Canada and another for the Canadian Language Sector Enhancement Program.	7. The two Roadmap for Linguistic Duality 2008-2013 initiatives assigned to the Translation Bureau require effective, regular performance measurement and contribute to the enhancement of linguistic duality in Canada.

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Distribution list

- Alliance des radios communautaires du Canada
- Association de la presse francophone du Canada
- Commissioner of Official Languages
- Community Table
- Fédération des communautés francophones et acadiennes du Canada
- Interdepartmental Coordination, Canadian Heritage
- Official Languages Secretariat, Canadian Heritage
- Quebec Anglophone Association of Community Radio
- Quebec Community Groups Network
- Quebec Community Newspaper Association
- Réseau de développement économique et d'employabilité (RDÉE) Canada
- Standing Committee on Official Languages of the House of Commons
- Standing Senate Committee on Official Languages

PWGSC Web site

<http://source.pwgsc.gc.ca/rh-hr/text/emp/lngs-e.html>

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