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Canada



# Official Languages Annual Report 2010–11

## Volume 2

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





# Minister's Message



As Minister of Canadian Heritage and Official Languages, it is my responsibility to encourage all federal institutions to take specific actions to promote official languages. This responsibility is a reflection of the Government of Canada's commitment to promote the country's linguistic duality and contribute to the vitality of official-language minority communities.

On behalf of the 30 or so federal institutions that report to me each year, I am pleased to present the Government of Canada's achievements in fostering the growth of English and French across the nation. In 2010-11, these institutions successfully collaborated with communities in all the provinces and territories to better meet the needs of Canadians and their communities. Most notably, they took these needs into account in providing programs and services in such fields as justice, human resources, economic development, and arts and culture.

Federal institutions have been working in cooperation with Canadian Heritage for many years to give English- and French-speaking Canadians the opportunity to flourish. I invite you to read this report and learn about all the efforts they have invested in this pursuit.

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



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# Introduction

Volume 2 of the 2010-11 Official Languages Annual Report provides an overview of the key results achieved by designated federal institutions under the Accountability Framework for the Implementation of Sections 41 and 42 (Part VII) of the *Official Languages Act* (OLA).

Section 41 of the OLA stipulates that the government is committed to promoting the use of English and French in Canadian society and fostering the vitality of official-language minority communities (OLMCs) throughout Canada. All federal institutions must take measures to achieve these results, as a failure to fulfill this obligation may lead to legal recourse. Moreover, 33 institutions designated under the 1994 Accountability Framework must produce and submit to Canadian Heritage an action plan and a report on results relating to the implementation of section 41 of the OLA.

Section 42 of the OLA mandates Canadian Heritage to encourage and promote a coordinated approach to the implementation of the federal commitment by federal institutions.

## National and regional interdepartmental coordination by Canadian Heritage

Under its coordination mandate, Canadian Heritage has also provided special guidance to two institutions newly designated under the 1994 Framework, namely the Canadian Northern Economic Development Agency and the Federal Economic Development Agency for Southern Ontario.

### ***Networking and coordination***

The Interdepartmental Coordination Directorate (ICD) at Canadian Heritage is working diligently with not only designated institutions, but also many other federal institutions to help them better understand and fully embrace their responsibilities in implementing section 41 of the OLA.

Through the various national and regional networks it leads with a view to fostering the development of OLMCs and the enhancement of official languages, Canadian Heritage continues to facilitate cooperation between federal institutions and dialogue with OLMCs.

Moreover, the Network of National Coordinators responsible for the Implementation of Section 41 of the OLA meets regularly to share good practices, discuss common issues and identify solutions. During one of these meetings, representatives of Francophone communities from the three territories shared their priorities and discussed potential partnerships with federal institutions. They were thus able to see some of the progress achieved since a similar meeting held in 2006 and the efforts made by institutions to take the needs of their community into consideration. Another Network meeting debunked certain myths surrounding English-speaking communities in Quebec to help federal institutions gain a better understanding of these communities and better target their actions. This was a prelude to a series of actions by the ICD and Quebec Regional Office to enhance these communities.

Furthermore, Canadian Heritage regional offices and the ICD worked closely to lead regional networks and hold meetings focussed on the needs of local communities. These included InterAction in Alberta, a thematic meeting of the Yukon Federal Council on Part VII of the OLA, a large interdepartmental meeting in Ontario, Network 41 meetings in Nova Scotia, and Dialogue Day with the Francophone community in New Brunswick and another in Prince Edward Island. The ICD and the Nova Scotia Regional Office also worked closely with the new Canadian Museum of Immigration at Pier 21 in Halifax to ensure the museum understands its obligations and reflects the country's linguistic duality. In Quebec, the regional office and the ICD set up a working group on arts, culture and heritage made up of federal institutions with a cultural mandate as well as arts and cultural organizations from English-speaking communities in Quebec. This working group should lead to the creation of new partnerships.

The Department also reached a series of cooperation agreements in 2010–11 with OLMCs in every province and territory. These agreements have an interdepartmental coordination component to ensure a convergence of federal actions, by region, to support OLMCs and the enhancement of official languages.

### ***Cooperation and partnerships***

- *With Treasury Board Secretariat*

The ICD worked with the Treasury Board Secretariat (TBS) to review the Guide to Preparing Treasury Board Submissions so as to guide consideration of section 41 obligations. All federal institutions that prepare Treasury Board submissions must therefore systematically analyze the impact their initiatives have on the development of OLMCs and the enhancement of official languages.

Once again this year, the ICD worked with TBS and the Council of the Network of Official Languages Champions to hold the Forum on Official Languages Good Practices. This forum comprises all key federal official languages stakeholders. Justice Canada, Health Canada, Environment Canada and Canadian Heritage presented various practices to attendees to allow them to optimize their contribution to the implementation of section 41 of the OLA.

The ICD was also involved with TBS in training new champions and organizing the annual champions' conference, held in Moncton in May 2011. It also developed various documents to better equip champions for implementing section 41 of the OLA.

- *With the Office of the Commissioner of Official Languages*

The ICD contributed to the Forum on Part VII of the OLA organized by the Office of the Commissioner of Official Languages. This forum was an opportunity for federal institutions and OLMCs to highlight not only successes, but also challenges for the coming years. The main purpose of the forum was to take advantage of the well-established cooperation between federal and community stakeholders to identify new potential solutions.

### ***New approach to interdepartmental coordination***

In 2010–11, the ICD developed a new approach to interdepartmental coordination, slated for implementation in 2011–12. This new approach will mobilize all federal institutions and will help them achieve their full potential in contributing to community development and the promotion of official languages. One of the areas it will focus on is better alignment between Treasury Board's reporting processes for Parts IV, V and VI and those of Canadian Heritage for Part VII of the OLA.

# Cultural Sector

## Canada Council for the Arts

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Minister of Canadian Heritage and Official Languages: James Moore

Director and Chief Executive Officer: Robert Sirman

Official Languages Champion: Denyse Jomphe

### Mandate

The Canada Council for the Arts is a Crown corporation that supports the arts and provides a wide range of assistance programs to professional artists and arts organizations in Canada. The Council supports the creation, production and dissemination of praiseworthy artistic works. It also presents a number of awards and promotes the arts in Canada.

### Support to artists and arts organizations

The Council for the Arts has developed strong strategic guidelines that put professional artists and arts organizations at the core of its actions. Its strategic plan, *Moving Forward*, confirms its determination to play a greater role as leader in promoting equity as the key priority in fulfilling Canada's artistic aspirations. At present, the areas being targeted by equity are official languages, Aboriginal arts, cultural diversity and disability arts.

In 2010–11, the Council granted over \$8.7 million to artists and arts organizations from official-language minority communities (OLMCs), with \$3.1 million earmarked for Francophone artists and organizations and \$5.6 million for Quebec's English-speaking community. The largest portion of this funding comes from the Council's current budgets, distributed among regular programs focussing on theatre, writing and publishing, music, dance, visual arts, media arts and interdisciplinary work. In total, 341 artists and 271 organizations received financial assistance from the Council, including 114 artists under the age of 35.

In addition to grant programs, the Council maintained a \$785,500 targeted fund designated for support to artists and arts organizations from OLMCs. Through this fund, 79 artists and organizations received a supplement or a grant to complete their project. This funding helped such organizations as Winnipeg's Maison des artistes visuels francophones, Moncton's Productions DansEnCorps Inc., the Acadian Peninsula Book Fair, the Théâtre français de Toronto, Montreal's Studio 303 (dance), Wakefield's STO Union (theatre) and the Foreman Art Gallery at Bishop's University in Sherbrooke. The targeted funds also provided support to 18 emerging artists, specifically 5 Francophones and 13 Anglophones.

### Molson Prize presented to a Francophone artist from an OLMC

The Council administers a number of awards that it presents annually to Canadian artists, including two Molson Prizes worth \$50,000 each. They are awarded to distinguished individuals in the arts and in social sciences and humanities, and are intended to encourage recipients to make continuing contributions to Canada's cultural and intellectual heritage. This year, renowned Canadian artist Herménégilde Chiasson received one of the Molson Prizes, making it the first time this prize has been won by a Francophone artist from an OLMC.



### The Council's Canada-wide presence

Program officers travel regularly to attend events organized in OLMCs and to meet artists and organizations. Moreover, the Council organizes information sessions and workshops in various regions in cooperation with organizations active in the communities.

The artists and organizations from Canada's French-language community that have received Council support are from 38 municipalities scattered around the country, with the exception of Quebec. Support to Quebec's English-speaking community is concentrated in Montreal and the surrounding towns (94% of grants), but artists and arts organizations from 18 other municipalities in Quebec have also received grants.

### Promotion of linguistic duality

The Translation Rights Fair, organized in January 2011, is a new Council initiative that allows it to play an active role in promoting linguistic duality in Canada. The Fair provides a forum for forging ties between Canada's Francophone and Anglophone publishers. Some 70 Canadian publishers from both language groups met to exchange information on their titles and sell the rights, just as they do at major international fairs. This type of meeting place, where the two groups of publishers can interact, does not exist in Canada. The purpose of the initiative is to ultimately introduce Canadian readers to the literature of the other language group.

## Canadian Broadcasting Corporation

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Minister of Canadian Heritage and Official Languages: James Moore

President and Chief Executive Officer: Hubert Lacroix

Official Languages Champion: Katya Laviolette

### Mandate

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

This year, CBC/Radio-Canada strongly reaffirmed its commitment to serve official-language minority communities (OLMCs) and the regions, as well as to promote Canadian culture.

On February 1, 2011, CBC/Radio-Canada unveiled its new five-year strategic plan, *2015: Everyone, Every Way*. The plan, comprising three priorities—distinctive programming, services to the regions and digital platforms—aims to deepen the relationship between the public broadcaster and Canadians, at all levels and by all means.

In 2010–11, Radio-Canada took steps to considerably enhance its regional presence. For example, the regional anchoring of Espace musique strengthened and enhanced the reach and reputation of the hundreds of cultural partnerships that the corporation maintains in French-language communities outside Quebec. In addition, its regional websites offer more content and regional presence in the networks has grown. The public broadcaster produced or commissioned, by independent French-language producers, the production of several specials aimed at the various communities. Lastly, Radio-Canada conducted extensive consultation in preparation for Plan Ontario, and dialogue was established between Radio-Canada and the Société Nationale de l'Acadie (SNA).

The CBC continued to promote its services to Quebec's English-speaking community and reached new audiences in 2010–2011. Various meetings and working sessions helped raise employee awareness of the community's needs. English Services increased its interaction with members of the public through

such means as social media and activities in various locales (recordings of programs, events with stars, Montrealer of the Week on *CBC News: Montreal*). The CBC also consulted with focus groups as part of its editorial committees and continues to solicit audience feedback daily. Quebec's English-speaking community benefited from the CBC/Radio-Canada Cross-cultural Fund—earmarked for projects produced jointly by English Services and French Services—in the form of initiatives such as Canada Writes/Le dernier mot, CBC Literary Awards/Prix littéraire Radio-Canada and October Crisis/Crise d'octobre.

On November 2, 2010, CBC/Radio-Canada began a one-year countdown to its 75<sup>th</sup> anniversary. The celebrations, from August 20 to November 2, 2011, reflected the unique role that CBC/Radio-Canada plays in the lives of all Canadians. Throughout the course of its history, Canada's public broadcaster has helped shape the country's identity by telling the stories of OLMCs and the regions in both official languages.

## Canadian Heritage

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Minister of Canadian Heritage and Official Languages: James Moore

Deputy Minister: Daniel Jean

Official Languages Champion: Nicole Bourget

### Mandate

The Department of Canadian Heritage (the Department) and Canada's major national cultural institutions play a vital role in the cultural, civic and economic life of Canadians. They work together to support culture, the arts, heritage, official languages, citizenship and participation, as well as Aboriginal, youth, and sport initiatives.

The implementation of section 41 of the *Official Languages Act* (OLA) involved the entire Department, both at the national level and in all regions of the country, throughout the year. Program and policy development at Canadian Heritage is supported by research and analyses shared internally and with key partners. In 2010-11, there was a special focus on issues surrounding the process of second-language learning and the determinants of the life and vitality of official-language minority communities (OLMCs). The Department conducted a public opinion research poll to analyze the impact of the transition to digital television on OLMCs and is using the results of the research to develop an effective awareness strategy.

As the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future* reached its halfway point, the Department took the opportunity to hold national dialogue days. Through these discussions, federal officials and OLMC representatives took stock of the achievements of the past two years and of the issues to consider and objectives to achieve by the end of this cycle.

In music, the Canada Music Fund, the Fondation MUSICACTION and the Foundation Assisting Canadian Talent on Recordings (FACTOR) allocated about 16% of their combined budget, or nearly \$3 million, to producing and commercializing works by artists from OLMCs.

Culture is an essential tool for development and identity building, and it ensures that OLMCs enjoy a higher profile on the Canadian cultural and artistic scene. In this regard, Canadian Heritage provided French-speaking communities in Canada's North and West with increased access to artistic diversity by strengthening the presenters' network and enhancing the potential for tours. The Department made a significant contribution to the creation of a multi-user theatre production centre in Saskatchewan, meeting the priorities of both the OLMCs and the entire city of Saskatoon.

In New Brunswick, Canadian Heritage provided support for the renovation of the Aberdeen Cultural Centre. It is now easier for the region's professional artists to work in a French-speaking environment and offer their productions to the general public. The Cultural Development Fund provided OLMCs with better access to artistic and cultural initiatives in their area. In addition, the Building Communities Through Arts and Heritage Program has made it possible to hold 90 artistic events in OLMCs.

Canadian Heritage also worked closely with Quebec's English-speaking communities. A total of 11 new community learning centres were created through the contributions of the Canada–Quebec Agreement on Minority-Language Education and Second-Language Instruction 2009–10 to 2012–13. Strengthening community networks and creating new partnerships helped enhance and diversify educational services. Another contribution by the Department made it possible to create eight new educational and vocational/technical training programs, which are provided by two school boards and three English-language college-level institutions in Montréal and elsewhere in the province.

Cupids in Newfoundland and Labrador, Canada's first English-speaking colony, celebrated its 400<sup>th</sup> anniversary in August 2010. Canadian Heritage staff from the Atlantic region facilitated OLMC participation in the celebrations, which were held in both official languages. Organizers and participants were pleased with the results of this first collaborative effort, which laid the foundation for a solid partnership and could be a model for similar initiatives across the country.

In addition, a variety of events provided Canadian Heritage several opportunities to promote English and French both at home and abroad. With the support of the Department, organizers of the 2011 Canada Games in Halifax were able to capitalize on the experience gained through the World Junior Championships in Athletics, held in Moncton in 2010, to fully integrate both official languages into the planning, organization and presentation of this sporting event.

Another initiative by Sport Canada enabled Coaches of Canada to set up a pilot project for online language training. Thirty-three national coaches from six provinces took advantage of this opportunity to improve their ability to provide athletes with services in the language of their choice. Through the exchanges programs, 8,180 young people across the country, including youth from OLMCs, were exposed to or immersed in their second official language.

Lastly, Canada, through Canadian Heritage, was a major player in ensuring that French—one of the four official languages of the Organization of American States—was given its rightful place in the Organization's work and projects, and in the many documents it produces. In particular, Canada provided the translation of a document entitled "Portfolio of Best Practices in Culture for Development," which identifies best practices from 18 member states, including Canada.

## Canadian Radio-television and Telecommunications Commission

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Minister of Canadian Heritage and Official Languages: James Moore  
Chairman: Konrad Von Finckenstein  
Official Languages Champion: Daniel Finestone, acting

### Mandate

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

As an administrative tribunal, the CRTC neither manages programs or services, nor funds activities. However, in carrying out its mandate, it issues, renews or amends broadcasting licences, approves tariffs and develops regulatory policies.

In the telecommunications and broadcasting industries, two key measures have direct positive effects on official-language minority communities (OLMCs):

## Cultural Sector

- Regular meetings of the CRTC-OLMC discussion group facilitate OLMC participation in the Commission's public proceedings. OLMCs intervene more often and more effectively in proceedings that affect them and have an impact on their development and vitality by presenting their perspectives and priorities. In 2010–11, approximately 15 organizations from OLMCs participated in proceedings that affected them.
- Implementation of lens 41, in other words, the systematic integration of an impact analysis to determine the effect of decision-making processes on the communities, allows the Commission to consider OLMCs' interests in analyses and deliberations leading to decisions. In 2010–11, approximately 20 proceedings affecting OLMCs included impact analyses that took OLMC interests into account.

More specifically, the CRTC incorporated questions and issued licence conditions, expectations and encouragements in many of its public proceedings. In 2010–11, its activities included making decisions for improved access to broadcasting and telecommunications services and better representation of OLMCs within the broadcasting system.

For instance, following a review of the broadcasting policy, OLMCs will benefit from satellite services from Shaw Direct and Bell TV for eligible regional CBC stations, namely CBLFT Toronto and CBKFT Regina.

In this same vein, the CRTC's Community Television Policy requires that all licensed distributors that operate a community channel indicate, in their annual report, the number of access requests received from OLMC groups or members. In so doing, the CRTC wanted to ensure that OLMCs receive television services that reflect their reality, needs and interests, beginning in the 2010 broadcast year (September 1 to August 31, 2011).

### **French-speaking communities outside Quebec**

Throughout the licensing process for the Saskatchewan Communications Network (SCN), a Saskatchewan-based educational program broadcaster, the CRTC incorporated questions in its decision-making process to inform the licensee of the realities of Saskatchewan's French-speaking community as well as an impact analysis factoring in this community's needs. In its decision, the CRTC encouraged the SCN to continue exploring programming proposals in all languages, including those that reflect and promote the culture and heritage of the province's Francophones.

### **English-speaking communities in Quebec**

As part of the licence renewal process for English-language broadcasters, broadcasters were asked about the representation of Quebec's English-speaking Communities and production from these communities. The purpose of these questions was to make them aware of these issues and give them an opportunity to think about their future plans and strategies. Community representatives—English-Language Arts Network (ELAN) and Quebec English-language Production Committee (QEPC)—had an opportunity to speak and share their positions during the hearing held on March 7, 2011.

### **Promotion of English and French in Canadian society**

The CRTC changed the definition of "Canadian program" in its Broadcasting Regulatory Policy CRTC 2010-905, *Revision of the definition of a Canadian program to include Canadian programs that have been dubbed in Canada and outside Canada*. This policy aims to stimulate dubbing activity in Canada and respect the creative and linguistic choices of Anglophone and Francophone producers and distributors in Canada.

In its Broadcasting Regulatory Policy CRTC 2011-59, *Standard requirements for video-on-demand undertakings*, the CRTC expressed its expectation that these services offer their programming in both official languages, to the extent possible.

By providing access to videoconferencing in regional offices, the CRTC encourages active participation by OLMCs that cannot attend CRTC-OLMC discussion group meetings or CRTC proceedings in person. For instance, in preparation for the sixth CRTC-OLMC discussion group meeting held in Ottawa in

November 2010, the Montréal, British Columbia and Dartmouth regional offices made their videoconferencing system available to OLMCs. Similarly, during the English-language service renewal hearing, ELAN and QEPC took part in the proceedings from the Montréal regional office.

Regional advisors and CRTC staff continue to be accessible to OLMC members. Moreover, representatives of Quebec's English-language community, ELAN and QEPC were able to meet with the Quebec advisor and CRTC senior management on an individual basis on several occasions to share their concerns and obtain information specific to their needs.

## National Arts Centre

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Minister of Canadian Heritage and Official Languages: James Moore

President and Chief Executive Officer: Peter A. Herrndorf

Official Languages Champion: Anne Tanguay

### Mandate

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

Featuring 500 artists in 80 events over 13 days, the NAC produced *Prairie Scene*, its 5<sup>th</sup> edition of a biennial multidisciplinary festival that recognizes artists from a given region in Canada. After *Atlantic Scene* (2003), *Alberta Scene* (2005), *Quebec Scene* (2007) and *British Columbia Scene* (2009), it was Manitoba's and Saskatchewan's time to shine from April 26 to May 8, 2011.

Many up-and-coming Francophone artists from the two provinces took the National Capital Region (NCR) by storm. One of the main events the NAC featured was *Hommage à Roland Mahé*, a longtime artistic director of the Cercle Molière de Saint-Boniface and a pillar of French-language artistic expression in Manitoba. Through a partnership with Société Radio-Canada/CBC, the NAC was able to increase the visibility of artists participating in the festival and provide exposure for promising talent from official-language minority communities (OLMCs), not only in Manitoba and Saskatchewan, but also in the NCR and across the country.

Also worthy of note is the fact that the festival was attended by 75 broadcasters from Canada and abroad. As with previous editions of the *Scene* series, these broadcasters, upon returning home, contributed to the promotion of the artists they discovered by offering them engagements. For the first time in the festival's history, the NAC produced separate publicity for the featured Francophone artists and the visual arts exhibitions held on the Quebec side.

During the 2010–11 Season of the French Theatre (FT), the play *Wolfe* by New Brunswicker Emma Haché was confirmation of the talent of this young author selected to participate in the FT Associated Authors Program. This three-year program was beneficial for Emma Haché in more ways than one. She was able to develop her artistic practice alongside the FT's artistic director Wajdi Mouawad, showcase one of her works with the Théâtre l'Escaouette in Moncton with support from the NAC, and present the final product on the NAC's national stage. Emma Haché also collaborated on another play during the French Theatre's 2010–11 Season by writing a "younger" version of Shakespeare's *The Tempest* for the entire family.

The NAC stepped up its consultation and coordination efforts considerably in 2010–11. Its participation in the Forum sur les pratiques artistiques held by the Fédération culturelle canadienne-française (FCCF) in June 2011, under the theme "Être artiste dans la francophonie canadienne," is indicative of the NAC's firm commitment to playing an active role, as a signatory of the Agreement for the Development of Francophone Arts and Culture in Canada, in promoting the contribution of Canada's Francophone and

Acadian minorities to the country's cultural and artistic wealth. As part of this forum, the NAC funded and presented a show on its Fourth Stage featuring several emerging Francophone artists.

The NAC also held extensive consultations in anticipation of the 2011 edition of the biennial Zones théâtrales, an event defined as "an opportunity for interaction and an outreach forum for professional theatre from Francophone communities across Canada and Quebec's regions, the people who create and those with a keen interest." These consultations informed the selections made by artistic director René Cormier.

## National Capital Commission

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Minister of Transport, Infrastructure and Communities: Charles Strahl (Chuck)

Minister of State (National Capital Commission): Lawrence Cannon

Chief Executive Officer: Marie Lemay

Official Languages Champion: Diane Dupuis

Official Languages Co-Champion: Manon Rochon

### Mandate

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

On September 9, 2010, the NCC partnered with the Office of the Commissioner of Official Languages and the Council of the Network of Official Languages Champions to mark Linguistic Duality Day by holding a special presentation of its new sound and light show, *Mosaïka*. For the occasion, the NCC invited all official languages champions and co-champions to join members of official-language minority communities organizations on Parliament Hill.

*Mosaïka* promotes linguistic duality by alternating the narration of the presentation between the two official languages. The show opens with an interactive prelude during which Canadians from coast to coast to coast talk about their country in their language of choice. The narratives were filmed by a company from Montréal's English-speaking community. A survey conducted with spectators at the event showed that close to 90% were very satisfied with the show's format.

Continuing with its cultural contribution, the NCC's Official Languages Champion greatly contributed to the promotion of Franco-Ontarian artist Andrea Lindsay by inviting her to perform during shows put on for Canada Day 2010.

In July 2010, the NCC played host for two weeks to a travelling exhibition called *Déjà Vu: 40 Years of Language and Laughter in Political Cartoons*. Created by the Office of the Commissioner of Official Languages, this exhibition recounts the 40 years of the *Official Languages Act* (OLA). Its presentation at 40 Elgin Street helped inform NCC employees and raise their awareness of the importance of Canada's two official languages.

Lastly, the NCC encouraged its employees to promote and incorporate official languages in their daily work by creating a new official languages recognition award, presented annually to an employee during the NCC's Rendez-vous de la Francophonie.

## National Film Board of Canada

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Minister of Canadian Heritage and Official Languages: James Moore

Government Film Commissioner: Tom Perlmutter

Official Languages Champion: Claude Joli-Cœur

### Mandate

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

The NFB continued to promote the exploration of content and form in audiovisual production by supporting the professional development of creators from official-language minority communities (OLMCs). In all, 13 productions written by creators from OLMCs were completed as part of English and French programs in 2010–11.

Festivals that showcased works by NFB creators in OLMCs included Rendez-vous de la Francophonie, Festival international du cinéma francophone en Acadie, Festival international de Louisiane and the first edition of Festival de cinéma documentaire et expérimental, organized by the Association culturelle du Haut-Saint-Jean in New Brunswick. Other screenings for OLMC audiences took place during Rendez-vous de l'ONF en Acadie in Toronto, Montréal, Ottawa and Waterloo.

This year, the NFB continued to offer professional mentoring to participants from OLMCs. Some of the highlights include the most recent edition of the Tremplin competition, which fosters the creation of works by aspiring filmmakers from Francophone minorities outside Quebec. One of the films that emerged from Tremplin 2009, *Voleuse de poussière* by Marie-Thérèse François, premiered at the Festival international du cinéma francophone en Acadie (FICFA) 2010 and received the La Vague Award for best Acadian short.

Following a call for proposals launched in 2009 for First Person Digital, a unique training and creation program for Quebec artists wishing to explore new forms of narrative multimedia, six interactive projects by Anglophone filmmakers from Montréal were selected to move to the production phase in 2010. *Jelena's Song*, a documentary by up-and-coming Montréal filmmaker Pablo Alvarez-Mesa, had its Quebec premier at the Montreal International Documentary Festival in November 2010. In February 2011, the film won the Pierre and Yolande Perreault Award for best first or second documentary at the Rendez-vous du cinéma québécois in Montreal.

New technologies and digital strategies have exponentially increased OLMCs' access to Canadian culture and values by making NFB content available in both official languages. Moreover, these technologies and strategies give productions penned by OLMC creators nation-wide visibility.

Since the launch of the NFB.ca and ONF.ca portals in January 2009, Canadians can enjoy unprecedented access to the NFB's audiovisual heritage. The ONF.ca portal recorded 191,947 viewings of French-language productions outside Quebec, while the NFB.ca portal recorded 211,357 viewings of English-language productions in Quebec. In 2010–11, 323 English Program productions and 249 French Program productions were added to the online Screening Room. The NFB also places film within reach for Canadians everywhere through its iPhone, iPad and Android mobile apps, as well as an app preloaded on the new BlackBerry PlayBook.

In the last fiscal year, the NFB has continued to enhance its online offer to the education community by providing new exclusive content in both official languages for teachers and students (teaching guides, links to educational programs and movie selections by grade level). Learn Quebec, a non-profit organization that provides online learning services and support to Anglophone schools and community

organizations in Quebec's rural and urban areas, has a three-year subscription to the Education portal. This subscription covers all English public schools, from kindergarten to Secondary V.

Lastly, in 2010–11, a partnership between Université de Moncton and the NFB French Program's Acadia Studio and Ontario and West Studio led to the production of an interactive website called *Parlez-vous encore français*. This website on the French language is an educational resource for students aged 13 to 22 in Francophone schools, colleges and universities in OLMCs. The project aims to boost pride in the French language and the development of language skills, curbing young people's assimilation. The students can participate in interactive games online and communicate with young people in other OLMCs.

## Parks Canada

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Minister of the Environment: Peter Kent  
Chief Executive Officer: Alan Latourelle  
Official Languages Champion: Larry Ostola

### Mandate

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

The year 2010–11 marked the beginning of a new directorate dedicated entirely to improving external relations and visitor experience. Its mission is to discover what interests people and to establish long-lasting relationships with them. This is a new way of reaching Canadians: instead of doing things for Canadians, Parks Canada will be doing things *with* them, if they so desire.

Official-language minority communities (OLMCs) were consulted so that the Agency could adapt its services and programs based on their needs. Some field units played an active role in activities organized by OLMCs in their region to learn more about them to maintain lasting relationships for effective collaboration.

In fact, a number of OLMCs are more than mere stakeholders for the Agency; they are also real partners with similar values and interests. A prosperous tourism industry will allow Parks Canada to expand its market and allow OLMCs to ensure their cultural and economic vitality. It is therefore mutually beneficial for them to develop and implement projects and programs together. With this in mind, some field units joined forces with the OLMCs in their region to encourage Francophone tourism in the West. Examples include projects such as Joie de vivre, Corridor touristique francophone de l'Ouest and Terroir de Batoche et Bellevue.

Partnership has also been successful in education programs intended for OLMCs or developed jointly with them. These programs are true generators of social wealth that raise participant awareness of nature and history, instilling in them a sense of attachment to their culture and respect for the culture of others.

For instance, Island Quest, an interpretation program for Grade 6 and 7 English students in Montreal was developed by the St. Lawrence Islands National Park and the Gananoque Boat Line. It gives students the opportunity to learn more about the park and its place in the Thousand Islands ecosystem.

Programs developed jointly with OLMCs were the result of productive collaboration between Parks Canada's Atlantic Service Centre and the Acadian community to make students in its schools more aware of the protection of world heritage—another truly exemplary initiative. It is very important for the Agency to educate young people, who, through their attachment, will support the preservation and perpetuation of natural and cultural heritage. This education of young people is also vital to help OLMCs ensure that their children acquire knowledge of heritage places and events that represent them in their mother tongue.



## Cultural Sector

Lastly, Parks Canada is pleased with the relationships it has initiated, maintained and developed with members of many OLMC associations and businesses, which helped expand its scope and make it more relevant. In return, the Agency is glad to promote these associations by making their publications and promotional products available to the public visiting its parks, national historic sites and national marine conservation areas.

Moreover, the Agency gets directly involved in certain OLMC projects when the opportunity arises. This was the case in 2010–11 when the Prince Edward Island field unit signed a memorandum of understanding with the Société Saint-Thomas-d'Aquin to commemorate the deportation of Acadians and celebrate their national holiday. The Western Arctic Field Unit facilitated the filming of *La ruée vers l'or*, produced by Winnipeg film company Les Productions Rivard; the series was nominated for three Gemini Awards.

## Telefilm Canada

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Minister of Canadian Heritage and Official Languages: James Moore  
Executive Director: Carolle Brabant  
Official Languages Champion: Stella Riggi

### Mandate

Telefilm Canada fosters and promotes the development of the audiovisual industry in Canada and acts in accordance with agreements concluded with the Department of Canadian Heritage for the provision of services or programs relating to the audiovisual industry. Telefilm Canada provides support to this industry in producing cultural works and products that reflect Canadian society, including its linguistic duality and cultural diversity, for Canadian audiences. Through its various programs, Telefilm Canada serves three sectors of the Canadian industry: film, television and interactive media.

Telefilm believes that the audiovisual industry's growth depends largely on existing and emerging talent, which must carve out a place for itself in a demanding, innovative and ever-changing world. Talented creators can be found in all regions of Canada, with unique stories to tell in both official languages. With strong competition for limited financial resources, Telefilm understands the need for customized development mechanisms and strategies; it therefore continues to provide funding to support the development of French-language projects outside Quebec as well as English-language projects in Quebec.

As part of its Official Languages Activities (OLA) Program, and its Écrire au long and Feature It! components, Telefilm offers writers and producers development funding, industry knowledge and professional support from scriptwriting mentors. Through its various programs, Telefilm is making progress on its goal to enhance industry skills, increase the number of feature film scripts, and give official-language minority communities (OLMCs) the opportunity to more readily access its main funding programs for the eventual production of their projects.

There were big successes in 2010, including the completion of *La Sacrée*, a Franco-Ontarian comedy produced as a result of Telefilm's involvement in the development phase of the Écrire au long program and the Production component of the OLA Program. This was both a success for the creative team and an effective example of possible collaboration between institutions, since the project also received funding from the Ontario Media Development Corporation. On the English side, *Categorical Imperative*, the first feature film funded through the Production component, is set to begin shooting shortly.

Aside from offering OLMC-targeted programs, Telefilm is proud to have a growing number of OLMC creators accessing its main funds, thereby increasing the number of independent Canadian films. *The High Cost of Living*, the first feature film by Deborah Chow, an Anglophone director from Quebec, won several awards, including Best First Feature at the Toronto International Film Festival in 2010.

## Cultural Sector

Telefilm continued to support festivals and events that promote official languages activities, such as the Rendez-vous du cinéma québécois tour, which brings Francophone cinema to various regions across Canada, spotlighting talented creators and building new audiences. In 2010–11, the event promoted Francophone films in ten cities in Quebec and seven cities across Canada.

# Economic Sector

## Agriculture and Agri-Food Canada

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Minister of Agriculture and Agri-Food Canada and Minister responsible for  
the Canadian Wheat Board: Gerry Ritz  
Deputy Minister: John Knubley  
Official Languages Champion: Rita Moritz

### **Mandate**

Agriculture and Agri-Food Canada (AAFC) provides advice, research and technology activities as well as policies and programs that contribute to ensuring an agriculture and agri-food sector with competitive and innovative products that respect the environment.

Over the course of 2010–11, AAFC maintained an ongoing dialogue with official-language minority communities (OLMCs) through targeted consultations, whose focus included the renewal of the policy framework, Growing Forward 2. The Department also continued its participation in the various coordination and liaison mechanisms, such as committees, issue tables and forums, in order to enhance the development and vitality of OLMCs and to promote linguistic duality.

To ensure that its services, programs and policies take into account the needs and priorities of OLMCs, AAFC branches put forward initiatives and developed tools within their respective mandates. The consultation process conducted in rural communities in collaboration with regional representatives, such as the Réseau de développement économique et d'employabilité, sought to improve decision making that supports the development of solutions suited to OLMCs.

AAFC also concluded a two-year agreement with the Department of Agriculture, Aquaculture and Fisheries of New Brunswick to carry out a pilot project to promote the Agri-Investment and Agri-Stability programs to agricultural producers in the province, including Francophone producers. This approach could also be useful in other provinces.

Furthermore, AAFC conducted research on the use of the co-operative model to promote the economic integration of immigrants into OLMCs. This project sought to identify promising ideas that could be implemented in OLMCs.

AAFC awarded over \$1 million in grants for the development of OLMCs. OLMC projects included the creation of a co-operative promoting non-timber forestry products and the production of wild berries in Quebec's Lower North Shore region, proposed by Coasters Association Inc. They also involved funding to wind energy co-operatives in Saint-Claude and Saint-Pierre-Jolys, Manitoba, allowing farmers in those Francophone communities to retain control of the management of their wind resources.

AAFC continued to raise employees' awareness of linguistic duality by highlighting events such as the Rendez-vous de la Francophonie and Linguistic Duality Day. The Department also coordinated various activities, such as the Champion's Challenge, in which employees were challenged to find errors in a text, and a forum called Coffee with the Champion, which allowed employees to discuss various issues directly with AAFC's Official Languages Champion.

In addition, several articles on official languages intended for employees were published in an internal information bulletin called *news @work* in order to support the Department's efforts in promoting linguistic duality. AAFC's website also shared information on the Department's activities with respect to OLMCs.

Support is also being provided to program managers preparing memoranda to Cabinet and Treasury Board submissions. These are now systematically reviewed by an official languages analyst to assess the impact of programs on OLMC development. This has improved horizontal coordination and accountability within the various branches of the Department regarding obligations stemming from section 41 of the *Official Languages Act*.

Lastly, AAFC put in place a new consultation approach involving branches and OLMCs in the development of the 2011–14 action plan.

## Atlantic Canada Opportunities Agency

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Minister of the Atlantic Canada Opportunities Agency: Keith Ashfield

President: Paul J. Leblanc

Official Languages Champion: Denise Frenette

### Mandate

The Atlantic Canada Opportunities Agency (ACOA) is mandated to increase opportunity for economic development in Atlantic Canada and, more specifically, to enhance the growth of earned income and employment opportunities in that region.

The ACOA undertook numerous noteworthy activities on official languages throughout 2010–11. It maintained close ties with official-language minority communities (OLMCs) in Atlantic Canada through, among other things, annual general meetings of the region's key Acadian organizations and meetings relating to project funding.

ACOA also participated actively in community–government dialogue sessions organized by Canadian Heritage and Industry Canada in Ottawa.

An action plan for cooperation between ACOA and OLMCs was developed bilaterally by the Implementation Committee of Part VII of the *Official Languages Act* (OLA), comprising representatives from ACOA's head office and regional offices, as well as regional representatives from each provincial Réseau de développement économique et d'employabilité and Conseil de développement économique.

Several projects funded by ACOA illustrate the value of fostering healthy relationships between the two official-language communities. ACOA funding enabled the translation into English of an Acadian play presented at the Pays de la Sagouine. Attendance by English-speaking patrons exceeded all expectations.

ACOA also provided funding for Traduction NB Translation (TNB), a provincial non-profit organization involved in promoting the teaching, learning and practice of translation. TNB provides funding to the private sector to assist in the translation of documents from one official language to the other. ACOA anticipates that such assistance will help promote the use of both official languages among the region's businesses and organizations.

Internally, ACOA's executive committee adopted a corporate Official Languages Policy, which establishes, as a core corporate value, respect for the language rights of the public the Agency serves and the principle of substantive equality.

Moreover, the policy provides that the Agency must take positive measures, as set out in the OLA, to implement the Government of Canada's commitment to enhancing the vitality of OLMCs and supporting and assisting them in their development, as well as fostering the full recognition and use of both English and French in Canadian society.

## Business Development Bank of Canada

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Minister of Industry: Tony Clement  
President and CEO: Jean-René Halde  
Official Languages Champion: Mary Karamanos

### Mandate

From 100 offices across the country, the Business Development Bank of Canada (BDC) promotes entrepreneurship by providing highly tailored financing, venture capital and consulting services to entrepreneurs.

In 2010–11, the BDC continued to actively support official-language minority communities (OLMCs). It was the main sponsor of the 2011 Vanier College Case Challenge, an interprovincial college-level marketing competition that brings together teams of Anglophone and Francophone students from 26 colleges in Quebec, Ontario, Alberta, British Columbia, New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island. BDC's commitment to various student populations allows it to promote its services and products to both Anglophone and Francophone students, and to support future Canadian entrepreneurs.

BDC continues to place advertisements in both official languages in numerous newspapers and magazines across the country. It is also continuing its partnership activities with organizations that provide services to French-speaking communities outside Quebec as well as English-speaking communities in Quebec. For instance, BDC worked jointly with La Passerelle, an organization that looks after the needs of Francophone business people who are newcomers to Canada or who recently moved from Quebec to another province. A BDC consultant also offered courses on various aspects of business to Francophone entrepreneurs in Toronto.

To promote English and French in Canadian society, BDC has maintained its partnership with the Community Futures Development Corporation (CFDC). This partnership makes it easier for BDC to reach and better support businesses and entrepreneurs in rural regions and OLMCs that often work with the CFDC. BDC has concluded over 210 agreements with the CFDC to date. In 2010–11, this partnership resulted in 312 loans worth a total of \$62 million.

BDC continues to consult OLMCs across Canada by organizing various networking and business development activities, joining associations, and establishing partnerships with them. A number of local projects were carried out during the year, which helped raise awareness among BDC representatives of the communities' priorities and challenges. Associations in which BDC holds membership include Conseil économique du Nouveau-Brunswick (CENB), the West Island of Montreal Chamber of Commerce, the Ontario Chamber of Commerce, Conseil de développement économique des municipalités bilingues du Manitoba, Société de développement économique de la Colombie-Britannique, and the youth economic development directorate of the Association franco-yukonnaise.

Lastly, for over 30 years, BDC has been organizing Small Business Week to pay tribute to Canadian entrepreneurs, creating opportunities for them to share success stories, network with other business people and exchange innovative ideas. Many activities are planned locally, and BDC provides editorial content on this annual event to authors of OLMC publications.

## Canada Economic Development for Quebec Regions

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Minister of State (Economic Development Agency of Canada for the Regions of Quebec): Denis Lebel  
President: Suzanne Vinet  
Official Languages Champion: Jean-Pierre Thibault

### Mandate

The mandate of Canada Economic Development for Quebec Regions (the Agency) is to promote the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or opportunities for productive employment are inadequate. The Agency also aims to take such measures as will promote cooperation and complementarity with Quebec and communities in Quebec.

The Agency undertook and participated in a number of activities to better understand the needs of English-speaking communities in Quebec (ESCQ). For example, the Agency collaborated with Industry Canada in organizing Dialogue Day with Quebec's English-speaking minority, which notably led to the creation of an Anglophone Monitoring Committee that maintains ties established with community representatives. The business offices also carried out various activities to maintain ongoing dialogue with the ESCQ.

Moreover, the information gathered during the various meetings with the ESCQ in 2010–11 helped fuel the process of renewing the Agency's Strategic Framework.

The Agency approved 11 new projects under the Economic Development Initiative (EDI), totalling \$2.5 million in financial assistance and \$6.4 million in investment value. One project the Agency supported was a Youth Employment Services (YES) pilot project aimed at helping young Anglophone entrepreneurs in the regions, patterned on the model YES used for the English-speaking community in Greater Montreal.

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

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

The regional business offices launched various initiatives to enhance the ESCQ's vitality in their regions. The Gaspésie—Îles-de-la-Madeleine business office, for example, supported several economic development projects and participated in a number of meetings specifically aimed at supporting the community in structuring its tourism sector. The business office contacted 25 organizations in the English-speaking community, including representatives of Aboriginal communities, to learn more about their needs and to inform them about the Agency's programs.

The North Shore business office participated in various meetings with representatives of the region's English-speaking communities to promote the EDI and discuss potential and ongoing projects. Among others things, the Agency supported a project submitted by the Harrington Harbour Tourism Association to develop and showcase the heritage of the Lower North Shore community to tourists visiting the region.

## Canadian Northern Economic Development Agency

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Minister of Indian Affairs and Northern Development and Minister of the Canadian Northern Economic Development Agency: John Duncan  
President: Patrick Borbey  
Official Languages Champion: Chad Aramburo

### Mandate

The Canadian Northern Economic Development Agency (CanNor) is mandated to foster regional economic development in Canada's three territories by delivering programs, building partnerships to leverage investments in the North, and advocating for the interests of Northerners and Aboriginal people.

The Canadian Northern Economic Development Agency was created in August 2009 and became a designated institution in May 2010 under the Accountability Framework for the Implementation of Section 41 of the *Official Languages Act* (OLA). Its first report on results captures the Agency's activities with respect to the implementation of section 41 since its debut.

Since its creation, the Agency has supported official-language minority communities (OLMCs), while developing its official-languages governance. As a result, it appointed a champion, created an Official Languages Committee, and put in place mechanisms, such as an Official Languages Accountability Framework.

The Agency also produced its first multi-year action plan (2011–16) for the implementation of section 41 of the OLA. This action plan, which recognizes the Agency's current development and future growth, sets out the initiatives CanNor intends to take to continue to support OLMCs. The action plan will ensure progress in addressing OLMC needs and realities in the territories, while adhering to the Agency's mandate.

It is important to note that this first action plan is considered a starting point. Over time, CanNor will be further established across the territories and increasingly well positioned to support OLMCs. In this context, its implementation of the action plan in 2011–12 will include discussions with OLMCs on section 41 of the OLA, the results of which will serve as the basis for a revised version of the plan. CanNor aims to update its action plan in light of new or evolving considerations.

Guiding the Agency's actions to implement section 41 of the OLA is an official languages team made up of the Official Languages Champion, National Coordinator and a regional official languages coordinator in each territory. Throughout 2009–11, this team was, among other things, involved in CanNor's support to OLMCs through eight projects worth a total investment of \$1.668 million. This funding enabled OLMCs in the Yukon, the Northwest Territories and Nunavut to undertake major initiatives, particularly in tourism, a sector identified as a key priority by all three territorial Réseau de développement économique et d'employabilité. For example, Carrefour Nunavut undertook a cultural tourism development project to develop community-based Aboriginal cultural experiences for French-speaking visitors.

In addition to funding projects, program funds enabled OLMC organizations to continue to build their capacity. In 2009–10, Economic Development Initiative funding for official languages was allocated to an initiative by Table 867, a committee comprising the Association franco-yukonnaise, Fédération franco-Ténoise and Association des francophones du Nunavut. This pan-territorial project was designed to facilitate a coordinated approach to economic activities across the three territories. This approach was also used for EDI funding in subsequent years, as it fosters collaboration and partnerships between the territories and maximizes the benefits for OLMCs.

## Canadian Tourism Commission

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Minister of Industry: Tony Clement  
President and CEO: Michèle McKenzie  
Official Languages Champion: Chantal Péan

### Mandate

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

The CTC is committed to promoting the objectives set out in the *Official Languages Act* (OLA) in all its activities. Its primary tool for fulfilling the objectives of Part VII of the OLA is its work in supporting the development of Canada's tourism industry. The CTC makes every effort to ensure that tourism businesses in official-language minority communities (OLMCs) or businesses representing them know about the Commission's activities and have a chance to take part in them. The CTC also promotes English and French by showcasing Canada's dual linguistic and cultural heritage to visitors from around the world.

The CTC targets foreign travellers in 11 markets: the United States, Mexico, Brazil, the United Kingdom, France, Germany, Japan, China, India, South Korea and Australia. Through its 11 Web pages designed specifically for these clienteles, the CTC informs visitors of tourism experiences in OLMCs as well as Canada's heritage of linguistic duality.

The Commission took advantage of the benefits of the 2010 Olympic and Paralympic Winter Games in Vancouver by maintaining, for instance, its partnership with the Canada Border Services Agency. Tourist posters were put up in the Vancouver, Edmonton, Ottawa and Toronto (Pearson) international airports as well as at the Peace Arch and Pacific border crossings in British Columbia to present Canada's dual linguistic heritage to roughly 73 million travellers.

To promote Canada's linguistic and cultural duality, the CTC continued to use social media (Facebook, Twitter, YouTube and Flickr) as well as its own YouTube channel ([www.youtube.com/canadiantourism](http://www.youtube.com/canadiantourism)), through which the public can discover tourist sites in OLMCs, such as the New Brunswick's historical Acadian village and the town of Knowlton–Lac-Brome in Quebec's Eastern Townships.

In early 2010, the CTC partnered with the Réseau de développement économique et d'employabilité, under the direction of the Société de développement économique de la Colombie-Britannique, to prepare a detailed funding submission for the coordination of various agencies and organizations that represent the interests of OLMCs. On April 22, 2010, the Commission gave a presentation to these organizations in Ottawa in order to secure financial arrangements that would allow tourism businesses in OLMCs to use the Explorer Quotient®, a marketing tool owned exclusively by the Commission.

In January 2011, the CTC organized a training session in New Brunswick for 62 tourism businesses from OLMCs. This training was meant as an introduction to the Explorer Quotient®, which can then be used by the businesses to adapt their marketing initiatives in order to target their best clients. It can help OLMC businesses increase their tourism revenues, thus enhancing their vitality.

At the end of 2010, the CTC began to put together a collection of unique travel experiences in Canada in which travellers can participate and, in May 2011, launched the Signature Experiences Collection; it plans



to use this collection in its international marketing activities. Croisières Shediac Bay, a tourism business located in the Acadian community of Shediac Bay, an OLMC in New Brunswick, is a notable part of the Collection.

## Federal Economic Development Agency for Southern Ontario

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Minister of State (Science and Technology) (Federal Economic Development Agency for Southern Ontario): Gary Goodyear  
President: Bruce Archibald  
Official Languages Champion: Jeff Moore

### Mandate

The Federal Economic Development Agency for Southern Ontario (FedDev Ontario) strives to help support excellence by making the Southern Ontario economy and its communities more competitive, innovative and diversified.

The Federal Economic Development Agency for Southern Ontario was created in August of 2009. Since September 2010, FedDev Ontario has been a designated institution under the Accountability Framework for the Implementation of Section 41 of the *Official Languages Act* (OLA).

As a newly created agency, FedDev Ontario understood from the outset the importance of making employees and managers aware of the situation of the Francophone community. As a result, during the Rendez-vous de la Francophonie, a number of articles were circulated internally on the various situations and challenges faced by some employees who are part of the Francophone community.

The Agency also appointed an Official Languages Champion, who provides leadership in the application of all parts of the OLA, including Part VII. He informs senior management about their implementation and coordinates internal awareness activities. Specific measures have been taken to develop a workplace (including service offerings) that complies with the OLA. An accountability framework, integrated action plan, a policy on official languages and an active offer kit are examples of such measures.

The Agency moved quickly to establish ongoing dialogue with Ontario's Francophone communities. FedDev Ontario attended a significant number of official-language minority communities (OLMCs) meetings. It met with more than 50 organizations, including La Clé d'la Baie, Réseau de développement économique et d'employabilité Ontario (RDÉE Ontario), Collège Boréal, and Réseau de soutien à l'immigration francophone de l'Est de l'Ontario, to learn about Francophone organizations and their needs, and to advise them of the services and programs FedDev Ontario has to offer. A number of Francophone organizations subsequently submitted funding applications to the Agency.

FedDev Ontario has supported the development of Ontario's Francophone communities by funding 168 projects totalling \$75 million. Examples include:

- La Clé d'la Baie en Huronie received funding to hire a young intern to support community radio;
- a project was supported to allow the Assemblée de la francophonie de l'Ontario to monitor its strategic community plan;
- funding was provided to the municipality of Port Colborne to revitalize Main Street; and
- the Essex Community Futures Development Corporation (CFDC) received assistance to replenish its investment fund.

## Economic Sector

During the analysis of some funding applications, a comparison of a project from the Anglophone community and one from the Francophone community highlighted the advantages of a partnership between the two communities, thus making both projects successful.

Most of the Agency's initiatives and programs were developed in 2010. During a review of the Agency's existing programs and services, based on the analysis grid provided by Treasury Board, it became clear that FedDev Ontario needed to consult with the Francophone community to make sure that the principle of substantive equality was being applied. Consultations are planned for 2011–12.

FedDev Ontario reviewed its official-languages obligations as part of the renewal of agreements with the CFDCs and its other funding agreements, so as to encourage recipients to help promote both official languages.

Many Southern Ontario Francophone organizations welcomed FedDev Ontario with open arms at a variety of events. RDÉE Ontario, Association française des municipalités de l'Ontario, Conseil économique et social d'Ottawa-Carleton, and the Rendez-vous des aînés francophones d'Ottawa, for instance, had an opportunity to speak with a FedDev representative about their work within the Francophone community and their specific needs. The Agency thus forged ties of cooperation and partnership that will nurture FedDev Ontario's understanding of the realities and priorities of OLMCs in Southern Ontario.

## Industry Canada

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Minister of Industry: Tony Clement  
Deputy Minister: Richard Dicteri  
Official Languages Champion: Mitch Davies

### Mandate

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

Industry Canada continues to find new opportunities for dialogue with official-language minority communities (OLMCs). The Department organized OLMC Dialogue Days in September and October 2010, which led to the creation of joint community-government committees. These committees are mandated to promote cooperation, partnerships and networking, as well as sharing of information and best practices.

FedNor, a portfolio agency of Industry Canada, had some 175 contacts with Francophone community organizations in Northern Ontario, resulting in projects and partnerships. FedNor's financial support also enabled business people from Hearst, Timmins, Kapuskasing and Earleton to participate in the 16<sup>th</sup> Futurallia forum.

Industry Canada used a variety of programs to invest in the infrastructure of post-secondary institutions (notably McGill University and Cité Collégiale). It also supplied computers to minority-community schools, provided internships in small businesses, and supported the Festival du Voyageur in Winnipeg through its Marquee Tourism Events Program.

The Economic Development Initiative (EDI) under the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future* is an initiative intended to foster the economic development of OLMCs. Its delivery is coordinated by Industry Canada in cooperation with regional development agencies. The analyses and research conducted by Industry Canada under the EDI have yielded new data on the economic development needs of OLMCs. The creation of a partnership with Agriculture and Agri-Food Canada is helping to improve understanding of the challenges of entrepreneurial succession.

## Economic Sector

To promote its services to Francophone entrepreneurs, Industry Canada's Ontario Regional Office organized nine outreach activities. One of the participants was ECO Canada, an industry-run human resources agency. Activities were held in Kingston, Cornwall, Ottawa, Timmins, Sudbury, North Bay, Kenora, Thunder Bay and Kapuskasing.

With regard to accountability, Industry Canada modified its official languages filter to include the concept of substantive equality. A collaborative effort has enabled the Comptrollership and Administration Sector, the Regional Operations Sector, and the Audit and Evaluation Branch to better exercise due diligence in implementing section 41 of the *Official Languages Act* (OLA).

In 2010–11, Industry Canada's senior management maintained its commitment to implementing section 41 of the OLA within the Department. The result has been a series of major initiatives, including:

- the launch of a Department-wide awareness campaign—personalized information sessions to provide program and sector managers and employees with the tools best suited to meet their obligations under Part VII of the OLA;
- an analysis of certain funding programs to better integrate the concept of substantive equality in the wake of the decision in DesRochers (CALDECH)—steps to ensure greater consideration of OLMC needs by the programs analyzed;
- a review of its official languages policy by FedNor.

## Public Works and Government Services Canada

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Minister of Public Works and Government Services and Minister for Status of Women: Rona Ambrose  
Deputy Minister: François Guimont  
Official Languages Champions: John McBain and Donna Achimov

### Mandate

By providing the Government of Canada with the innovative common services it needs for program delivery, Public Works and Government Services Canada (PWGSC) helps the departments and agencies focus on what they do best—serving Canadians.

In preparation for its action plan and annual report on results, PWGSC consulted the Fédération des communautés francophones et acadienne du Canada (FCFA), the Community Economic Development and Employability Corporation (CEDEC), the Réseau de développement économique et d'employabilité (RDÉE) Canada and the Quebec Community Groups Network (QCGN). The new 2011–14 action plan therefore reflects the priorities expressed by these organizations.

The Department continued to develop a tool to help federal institutions plan their media campaigns in accordance with official-language requirements. Moreover, the Consultative Committee on Advertising and Official Language Minority Media met in June 2010 to discuss the impact new technologies were having on the federal government's media buys as well as solutions to help them fall in line with the trends. Following this meeting, the Association de la presse francophone held a conference to prepare community newspapers for their move to the Web.

The Hotel Card Program, which allows official-language minority communities (OLMCs) to take advantage of the same reduced hotel rates as the federal government at participating hotels across Canada, was renewed until December 31, 2015. More than 800 cards have been distributed to some 400 organizations, many of which expressed their appreciation for the program.

## Economic Sector

Under the Canadian Language Sector Enhancement Program, the Translation Bureau allocated funds to the Fédération de la jeunesse canadienne-française to coordinate 250 paid internships for translation students in private-sector companies across the country. This initiative stems from the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*.

The Office of Small and Medium Enterprises (OSME) played an active role with Francophone minority communities. For instance, in the Pacific Region, it concluded an agreement with the ÉducaCentre college to provide French-language conferences three to five times a year on the services offered. The OSME also took part in meetings of the Chambre de commerce francophone de la Colombie-Britannique and the Chambre de commerce francophone de Halifax to talk with business people.

In Ontario, the OSME supported two activities to help Francophone communities do business with the Government of Canada, namely a conference organized by the Association francophone des municipalités de l'Ontario as well as an information and networking meeting organized by Canada Business Ontario entitled "Business, Government Services and You." During this meeting, the OSME spoke with RDÉE Ontario about the possibility of organizing joint sessions.

The Department continued to cooperate with federal and community partners to increase the representation of English-speaking Canadians in the federal public service in Quebec. PWGSC established a staffing plan, took part in job fairs such as the McGill Public Service Career Fair, and posted job offers on the McGill and CEDEC websites.

Given their strong partnership, CEDEC and the OSME joined forces to put on six seminars for business people from Quebec's English-speaking communities on ways of becoming a supplier for the federal government.

The Official Language Minority Communities Secretariat organized various activities to promote linguistic duality in the Department. For instance, it invited the FCFA, QCGN and RDÉE Canada to talk with staff during Linguistic Duality and Diversity Week, which raised departmental employees' awareness of the situation of OLMCs.

Every year, the Deputy Minister presents the PWGSC Award of Excellence to recognize employees who exemplify the values of respect, integrity, excellence and leadership. In June 2010, the Translation Bureau's Language Portal of Canada team received the Award of Excellence in the Official Languages category.

PWGSC was recognized in the 2009–10 Annual Report of the Commissioner of Official Languages for its efforts to take stock of the needs of official-language communities and consider them in decision making. Of the 16 federal institutions assessed, PWGSC received the best performance report card

## Western Economic Diversification

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Minister of State (Western Economic Diversification): Lynne Yelich  
Deputy Minister: Daniel Watson  
Official Languages Champion: James Meddings

### Mandate

Western Economic Diversification Canada (WD) is mandated to promote the development and diversification of the Western Canadian economy, coordinate federal economic activities in the West, and reflect Western Canadian interests in national decision-making.

The Economic Development Initiative (EDI) under the *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future* aims to promote the economic development of OLMCs. As part of this

## Economic Sector

initiative, WD continued its commitment to support businesses and foster the sustainable growth of official-language minority communities (OLMCs) in Western Canada.

To date, 65% of funding allocated to WD's EDI has been committed. The Department reviewed the management of EDI projects and their economic impacts to determine whether the Initiative was reaching its objectives.

WD's investments in the promotion of OLMCs' economic vitality and linguistic duality (EDI and other WD programs) represented over \$19 million in total. The projects funded included, as a highlight for 2010–11, the University of Alberta's collaboration on an investment in distance learning technologies that contribute to the capacity of businesses in the West to operate in French.

In addition to various projects to support OLMCs, WD made a significant contribution to promoting Canada's linguistic duality during an international business-to-business forum called Centrallia. Organized in Manitoba, this forum highlighted the added economic strength represented by bilingualism in OLMCs.

WD updated its official languages lens, a due-diligence-based process designed to ensure that OLMCs are taken into account when the Department assesses project proposals. In all the Western regions, WD staff and Francophone communities from every province received extensive training on the lens.

WD renewed its financial support to four Francophone economic development organizations (FEDOs) in Western Canada. The FEDOs work with the Department to enhance the vitality of OLMCs in the West and contribute to their economic development. In 2010–11, FEDOs provided 1,528 consulting services, delivered 81 training sessions to over 1,282 participants, and created or maintained 252 businesses, which in turn created or maintained 559 jobs.

# Human Resources Development Sector

## Canada Post Corporation

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Minister of Transport, Infrastructure and Communities: Charles Strahl (Chuck)

President and Chief Executive Officer: Deepak Chopra

Official Languages Champion: Bonnie Boretsky

### Mandate

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

In 2011, Canada Post won the Official Languages Excellence Award from the Pacific Federal Council Official Languages Committee for outstanding contribution to the advancement of official languages in British Columbia. As a matter of fact, Canada Post was proud to be an official supplier of the Vancouver 2010 Olympic and Paralympic Winter Games. To promote Canada's bilingual nature, the Corporation increased the number of its bilingual resources in its Vancouver retail network and distributed a personalized letter to hotel concierges to let them know where French-speaking visitors could obtain postal services in their official language of choice.

Canada Post's representatives actively participated in meetings for the implementation of section 41 of the *Official Languages Act* headed by Canadian Heritage. It also maintained a dialogue with official-language minority communities (OLMCs) by participating in activities they organized, such as the InterAction meeting organized by the Association canadienne-française de l'Alberta and the Symposium des langues officielles organized by the Assemblée de la francophonie de l'Ontario. Participation in these meetings allowed Canada Post to better understand community needs and develop partnerships that have made a real difference.

In 2010–11, Canada Post implemented programs and initiatives that had positive repercussions for OLMCs, mostly in the area of literacy with the Canada Post Community Literacy Awards. Since the program was established in 1993, Canada Post has presented 393 awards, of which 22% were awarded to OLMC members. Canada Post supported La Dictée P.G.L., a large-scale cross-Canada project that contributes to the education of thousands of students from kindergarten to Grade 8. In 2010, nearly 1,200 schools and over 210,000 students from across Canada participated in this educational project to promote the French language throughout Canada.

Canada Post was also proactive in finding new ways to make an active offer of service in both official languages. At the request of *Le Courrier de la Nouvelle-Écosse*, Canada Post launched a Santa Letter-writing Program in Nova Scotia in cooperation with an Acadian French school in the Yarmouth area. Santa's helpers helped kids write their letter to Santa in the official language of their choice. By getting involved, Canada Post encouraged members of the Acadian and French community to request services from the Corporation in their official language of choice. The Corporation also made many donations and provided sponsorships that directly impacted OLMCs, particularly through its involvement with Les Rendez-vous de la francophonie and other events.

Lastly, in April 2010, Canada Post issued a stamp of Prudence Heward from the English-speaking community in Quebec. In an age that favoured landscape-painting and gave little credibility to female

artists, Prudence Heward made a name for herself painting portraits. Canada Post's Stamp Program is one of the federal institution's innovative means for promoting OLMCs. In accordance with its mandate, Canada Post is proud to adopt practices that contribute to the vitality of OLMCs in Canada.

# Canada School of Public Service

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President of the Treasury Board: Stockwell Day  
Deputy Minister/President: Guy Mc Kenzie  
Official Languages Champion: Steven McLaughlin

## Mandate

The Canada School of Public Service (the School) has a legislative mandate to provide a range of learning activities to build individual and organizational capacity and management excellence within the public service. The School has one strategic goal: to ensure that all public service employees have the common knowledge and leadership and management competencies required to effectively serve Canada and Canadians.

The Working Group on Official Languages of the School has devoted special attention to making employees and management more aware of their responsibilities with respect to section 41 of the *Official Languages Act* (OLA). For example, an Armchair Discussion entitled "The School and Part VII" was organized to raise employees' awareness of the School's role in fostering a greater understanding of linguistic duality and greater awareness of responsibilities inherent to section 41 of the OLA throughout the public service. The discussion, with high-profile guests in attendance, was helpful in drawing up the School's next action plan.

Through its courses and programs, the School helps to promote both official languages to federal employees across Canada and increase their understanding of their responsibilities with respect to section 41 of the OLA.

The School plays a major role in promoting linguistic duality to all federal employees and works with its partners at the national level to develop and enhance the vitality of official-language minority communities (OLMCs).

For example, participants in the Direxion leadership program met with members of OLMCs in several regions, notably in Alberta, the Northwest Territories, the Yukon and Atlantic Canada. The participating federal employees gained a greater understanding of the present-day circumstances, priorities and challenges of the communities whose representatives they met and of how they, in carrying out their respective duties, can contribute to the development of these communities. A linguistic duality component has also been included in another leadership program, *Leadership*, thus contributing to the transfer of knowledge to a greater number of federal employees.

Although the School serves federal employees as part of its mandate, it maintains lasting relationships with OLMCs across Canada. Through its language training activities, the School has worked with institutions in OLMCs to provide training for future members of a bilingual public service. The School is also active in meetings and forums with OLMCs in various regions of Canada in order to gain a better understanding of their needs.

## Health Canada

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Minister of Health: Leona Aglukkaq  
Deputy Minister: Glenda Yeates  
Official Languages Champion: Laurette Burch

### Mandate

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

In 2010–11, Health Canada continued to make progress in implementing its 2009–2013 Action Plan in support of Part VII of the *Official Languages Act* (OLA) by carrying out various activities and administering the Official Languages Health Contribution Program (OLHCP). Through the OLHCP, over a thousand French-speaking students from official-language minority communities (OLMCs) were able to enrol in health training programs through the Consortium national de formation en santé, which consists of 11 post-secondary educational institutions across Canada. In addition, nearly 2,000 people working in Quebec's health sector were given access to language training so they could better serve English-speaking communities in Quebec.

Besides the successes attributable to the training component of the OLHCP, which seeks to expand the pool of human resources available to serve OLMCs, OLHCP funds were also used by health networks to sponsor multiple projects, including a French health services information line in Alberta, health promotion and prevention workshops across Canada, strategies for recruiting bilingual health care workers in rural Quebec and the translation of health information documents.

Health Canada's Official Language Community Development Bureau (OLCDB) was awarded the Regions and Programs Branch Assistant Deputy Minister's Award as well as the Deputy Minister's Award for its contribution to improving the health of Canadians, notably through its programs in support of OLMCs. Moreover, the Deputy Minister highlighted Health Canada's record with respect to support for OLMCs and the promotion of linguistic duality, which had earned the Department an "A" rating (Exemplary) in the 2009–2010 Annual Report of the Commissioner of Official Languages when she appeared before the House of Commons Standing Committee on Official Languages on February 15, 2011.

Health Canada also helped promote the vitality of OLMCs through other contribution programs, particularly in the areas of smoking, substance abuse and health human resources. In addition, the Department conducted numerous internal awareness activities, communication activities geared to partners, and interdepartmental and intergovernmental coordination activities in order to implement section 41 of the OLA.

Once again, Health Canada took part in a number of events organized by the communities, including an important meeting in March 2011 to discuss the health of English-speaking individuals and communities in Quebec and the Rendez-vous Santé en français held in Charlottetown in June 2010.

The Department also took the initiative to actively consult the OLMCs by organizing a consultation session with French-speaking communities on March 22 and 23, 2011, to get an overview of current access to health care in the communities and to establish priorities for the 2013–18 outlook. A separate consultation process will also be undertaken by the English-speaking community in Quebec in 2011–12.



## Human Resources and Skills Development Canada

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Minister of Human Resources and Skills Development: Diane Finley

Deputy Minister: Ian Shugart

Official Languages Champion: Michael Alexander

Official Languages Co-Champion: Dominique La Salle

### Mandate

The mission of Human Resources and Skills Development Canada (HRSDC) 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.

In 2010–11, HRSDC began implementing its 2010–14 Action Plan in support of Part VII of the *Official Languages Act* (OLA) and continued implementing its initiatives under the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future* to improve access to its services by official-language minority communities (OLMCs) and to capitalize on the economic benefits.

A number of projects that focus on community economic development in OLMCs were put forward through the Enabling Fund for Official Language Minority Communities. Some of the many initiatives HRSDC supported include:

- Bikes in the Bay Festival in Campbell's Bay, Quebec;
- the PERCÉ Program, a youth retention strategy offered to young Francophones from Prince Edward Island; and
- La Bonne Affaire, an innovative model that supports the economic integration of Francophone immigrants in small and medium businesses in Ontario.

The Commission nationale des parents francophones received funding to build educational tools for early childhood development.

Under the Adult Learning, Literacy and Essential Skills program, \$3.4 million was allocated for 17 projects related to the development and evaluation of literacy and essential skills-related initiatives and tools that meet the needs of OLMCs in the workplace. HRSDC also maintains its support for seniors through the New Horizons for Seniors Program, which provided funding to the Fédération des aînées et aînés francophones du Canada to develop an education package on elderly abuse and mistreatment.

Through the Career Focus program, the Bow Valley College in Alberta received funding to help students gain advanced employability skills in their field of study. In Quebec, there was a 3% increase in the number of proposals, and many multicultural English-speaking organizations, such as the West Island and the Notre-Dame-de-Grâce Black Community Associations, received funding to improve employability.

The Foreign Credential Recognition Program is funding a project entitled "Integration of Internationally Educated Health Professionals in Francophone Minority Communities." The Consortium national de formation en santé will receive \$1.2 million over three years to manage this project. As a result, the program helped over 100 Francophone health professionals enter the Ottawa, Winnipeg and Edmundston labour markets.

Proactive dialogue with OLMC representatives resulted in research activities being undertaken by the Department on the development of entrepreneurial skills among youth and best approaches for integrating immigrants economically. Furthermore, results from an internal employee questionnaire undertaken to measure employees' knowledge of the OLA were used to develop the new official languages training course for all managers. It will be offered by the Service Canada College in 2011–12.

## Public Health Agency of Canada

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Minister of Health: Leona Aglukkaq  
Chief Officer: David Butler Jones  
Official Languages Champion: Howard Njoo

### Mandate

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

The PHAC gathers information on official-language minority communities' (OLMCs) priorities and issues primarily by participating in events organized by these communities. In 2010–11, the Atlantic Regional Office allocated \$3 million to improve public health programs. Acadian and Francophone communities in Atlantic Canada were part of the clientele targeted by the diabetes and hepatitis C funding program.

The Agency also funded the Forum provincial de la santé publique en français organized by the Réseau santé–Nouvelle-Écosse. The results from this forum provide courses of action for community development.

To improve health services provided in OLMCs, regional official languages advisors at PHAC maintain ongoing dialogue with OLMCs throughout Canada. The Quebec Region advisor attended various meetings with the Community Health and Social Services Network and English-speaking communities in Quebec on HIV and AIDS.

English-speaking communities in Quebec received funding from PHAC for four HIV/Aids and hepatitis C projects as well as a diabetes project. Quebec Native Women received funding under the HIV/Aids Community Action Program to inform its clientele about HIV/Aids and sexually transmitted infections. This program targeted English-speaking communities in Quebec, primarily Aboriginal women.

In Manitoba, the official-languages advisor took part in the Communauté en santé council, which deals with health and social services issues in the province. The Alberta Region advisor sits on the steering committee of the diabetes project for Réseau Santé albertain. A number of networking activities have also been held with organizations in the province, particularly the Association multiculturelle francophone de l'Alberta, the Stop Solitude Canada Association, the Saint-Thomas Community Health Centre and the Fédération des aînés francophones de l'Alberta.

The Ontario Regional Office made a financial contribution to the 2010 health forum of the Réseau francosanté du sud de l'Ontario under the theme "My Language, My Culture: Determinants of My Health." The forum was attended by decision makers and practitioners involved in health and social and community services to identify the needs of the region's Francophone communities and improve health services.

PHAC representatives in the British Columbia Region took part in a workshop organized by the Federal Council's Official Languages Committee on the strategic plan and sociodemographic profile of the Francophone community.

# Social Sciences and Humanities Research Council of Canada

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Minister of Industry: Tony Clement  
President: Chad Gaffield  
Official Languages Champion: Carmen Charrette

## Mandate

The Social Sciences and Humanities Research Council of Canada (SSHRC) is mandated to promote and assist research and scholarship in the social sciences and humanities. It also provides advice on related matters that the Minister may refer to the Council for its consideration.

The SSHRC has taken a number of steps to implement its 2009–12 Action Plan. To fulfill its commitment to support the development of official-language minority communities (OLMCs) and promote linguistic duality, the SSHRC conducted the following activities:

- development of a crucial comprehensive policy on official languages;
- refinement of a policy statement on section 41 of the *Official Languages Act* (OLA);
- a review of SSHRC activities in connection with section 41; and
- formulation of a performance measurement strategy.

The SSHRC continued its work to finalize its policy on section 41. This process helped the SSHRC to affirm its commitments to section 41 and document positive measures. A consultation on the policy was to be held prior to implementation in December 2011. A performance measurement strategy was developed to effectively assess the progress made in implementing the policy.

An exhaustive study on the implementation of section 41 was undertaken and gathered data on the effectiveness of the SSHRC and the community factors that influence the institutional capacity of OLMC organizations. A review of the results will define the SSHRC's future directions on section 41, particularly in relation to the creation and implementation of new programs and funding opportunities.

The SSHRC also developed a comprehensive policy on official languages that includes Parts IV, V and VII of the OLA. There is a training module to raise staff awareness of their duties and rights. Close to three-quarters of SSHRC employees, or 150 people, attended the training sessions. This participation speaks to the organization's and its staff's commitment to the effective implementation of the OLA.

The SSHRC also organized a number of information sessions on new funding opportunities targeting OLMC institutions.

In 2010–11, the SSHRC provided more than \$8.9 million in funding for research and research training activities relating to section 41. Funded research activities included a new seven-year study on the history of the French language in North America. Researchers from a number of OLMC institutions will be cooperating on this major study.

In partnership with researchers from universities and community organizations in the Montréal area, the SSHRC undertook a project on urban planning issues and the effects of the development of the new Health Centre at McGill University and the Turcot interchange on the community, including Quebec's English-speaking communities.

The Official Languages Champion worked closely with her senior management colleagues to disseminate knowledge about section 41 throughout the organization. The SSHRC invited members of its internal working group on the implementation of section 41 to become champions within their respective divisions.

## Status of Women Canada

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Minister of Public Works and Government Services and Minister for the Status of Women: Rona Ambrose  
Coordinator and Head of Agency: Suzanne L. Clément  
Official Languages Champion: Sébastien Goupil

### Mandate

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

SWC places great importance on the promotion of English and French in Canada. Its commitment to promote the development of official-language minority communities (OLMCs) across the country is reflected in its many initiatives.

SWC worked closely with the organizing committee of the Women's Worlds 2011 global conference held in Ottawa in July 2011. Throughout the preparatory phase, SWC ensured that the concerns of marginalized Canadian women, particularly those living in OLMCs, would be taken into account at the conference. Through its Women's Program (WP), SWC allocated \$1 million over three years to a project entitled "Women Build Up to the Forum." The preparatory phase gave 2,000 women from 104 organizations the opportunity to assert their leadership. Close to 200 women from OLMCs from every corner of the country attended the conference, which was held in both official languages.

Under the WP, SWC also allocated close to \$3 million to women's groups from OLMCs. The projects funded aim to improve the economic status of women, foster their participation in democratic bodies and reduce systemic violence against them.

For instance, Action ontarienne contre la violence faite aux femmes received \$539,000 in funding to combat systemic violence towards Francophone women in all their diversity. SWC also allocated \$390,000 for the implementation of the National Initiative for the Care of the Elderly. This national two-year project aims to promote the economic security of 468 women, while improving their financial literacy. Lastly, in the Quebec and Nunavut regions, SWC contributed close to \$200,000 to the model project called Engaging Youth in Preventing Violence Against Girls and Women. This two-year project will develop and adopt approaches to engage young people from Quebec's English-speaking communities in playing a greater role in violence prevention.

SWC is continuing its dialogue with OLMCs in order to identify their emerging needs and serve them better. SWC took part in activities such as a women's dialogue day held in New Brunswick in 2011 and Francophone immigration workshops as part of the 2011 National Metropolis Conference. When appropriate, SWC sits on the Citizenship and Immigration Canada–Francophone Minority Communities Steering Committee.

SWC also helped promote the vitality of OLMCs through internal awareness activities, dissemination of information on the WP to women's groups, and funding allocated to OLMCs to help them promote their projects.

# International and Central Agencies Sector

## Canadian International Development Agency

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Minister of International Cooperation: Beverley J. Oda

President: Margaret Biggs

Official Languages Champion: Diane Jacovella

### Mandate

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

In 2010–11 the CIDA continued to make significant progress on promoting linguistic duality and raising the profile of official-language minority communities (OLMCs) within CIDA, Canada and abroad.

CIDA engaged and promoted OLMCs across Canada through development events and initiatives, such as the Canadian Francophonie Scholarship Program (CFSP). Throughout 2010-11, senior CIDA officials made bilingual presentations to OLMC audiences on CIDA programs, such as Haiti and Afghanistan, and on CIDA's new approach to partnerships at several universities and colleges, including in Edmonton, Vancouver, Toronto and Ottawa.

The CFSP continued to distribute scholarships to Francophone universities and colleges across Canada, including 24% to institutions outside Quebec. In 2010–11, through CFSP, 20 students were admitted to Université de Moncton, in New Brunswick, two to Université de Saint-Boniface, in Manitoba, and two to the University of Ottawa and Saint Paul University, in Ottawa. In addition, Francophone institutions, such as Collège de Dieppe and Savoir Sphère Canada in New Brunswick, benefited from CIDA's Central Africa and West Africa regional programs. English-language institutions, such as McGill University in Montreal, received support from CIDA's geographic programs for Europe, the Middle East, and Africa.

CIDA promoted both official languages at home and abroad in several ways, namely through continuing support of the Canadian Catholic Organization for Development and Peace (CCODP) project and through its Francophonie Program. The Montréal-based CCODP implements projects in Latin America, Asia and Africa and has offices, members and partnerships with communities throughout Canada. CCODP is committed to linguistic duality in Canada and abroad and proactively maintains an environment conducive to both official languages in all of its administration, contracting, policy dialogue and public engagement activities.

Last year, CIDA's Francophonie Program contributed to bilateral and multilateral meetings with the governments of Quebec and New Brunswick and civil society organizations to share ideas and information on the French language and culture in Canada and abroad.

In October 2010, the program coordinator participated in consultations and policy dialogue at the Sommet de la Francophonie in Montreux, Switzerland. Canadian linguistic duality and the importance of including OLMCs in international development and cooperation were promoted at the summit. In addition, CIDA's International Youth Internship Program (IYIP), which actively promotes cultural exchange and Canada's

linguistic duality globally, supported the internship programs of Canadian universities, colleges and organizations such as Comité de solidarité/Trois-Rivières, Centre de solidarité international and Oxfam-Québec.

CIDA engaged OLMCs in various activities at the regional level throughout 2010–11. For International Development Week 2011, CIDA contracted the seven regional and provincial councils for international cooperation to organize a youth campaign, with the requirement that special effort be made to reach out to language minority groups.

The youth campaign allowed the councils to focus on strategies and target activities to reach linguistic minority groups within their regions. Some achievements from the youth campaign include:

- The Association québécoise des organismes de coopération internationale posted a banner on the website of the Montreal-based English-language newspaper *HOURLY* and got YMCAs in Greater Montréal involved in promoting the campaign to young Anglophones;
- The British Columbia Council prepared eight bilingual youth profiles and a youth podcast interview in French, which had 3,065 downloads;
- The Manitoba Council published an article on the campaign in *La Liberté*, Manitoba's only weekly French-language newspaper, and prepared a youth video profile and radio interview in French, reaching 26,400 listeners.

## Citizenship and Immigration Canada

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Minister of Citizenship, Immigration and Multiculturalism: Jason Kenney

Deputy Minister: Neil Yeates

Official Languages Champion: Les Linklater

Official Languages Co-Champion: Diane Mikaelsson

### Mandate

Citizenship and Immigration Canada (CIC) derives its mandate from the provision on shared responsibility set out in section 95 of the *Constitution Act, 1867*, the *Citizenship Act* and the *Immigration and Refugee Protection Act*. CIC's role is to select foreign nationals as permanent and temporary residents and offer Canada's protection to refugees. The Department develops Canada's admissibility policy, which sets the conditions for entering and remaining in Canada. It also conducts, in collaboration with its partners, the screening of potential permanent and temporary residents to protect the health, safety and security of Canadians. Fundamentally, the Department builds a stronger Canada by helping immigrants and refugees settle and fully integrate into Canadian society and the economy, and by encouraging and helping them to obtain Canadian citizenship. CIC has 46 points of service in Canada and 86 points of service in 73 countries.

Last year, CIC continued to build on its collaboration with key immigration stakeholders to promote the recruitment of French-speaking newcomers and foster their integration into Francophone minority communities (FMCs).

In this regard, the 7<sup>th</sup> edition of Destination Canada promotion and recruitment events was held in Paris and Brussels in November 2010 in support of recruitment efforts by Canadian employers. Representatives from nine provinces and two territories, including a higher number of FMCs representatives, took part in this very successful event, with an unprecedented number of attendees and job opportunities. Officers from seven other visa offices were also present to share information on the potential recruitment of French-speaking immigrants from their respective regions with Canadian employers and provincial and territorial representatives.

The CIC-FMC Steering Committee, the Implementation Committee and its three working groups held meetings during the year to pursue the implementation of the Strategic Plan to Foster Immigration to

## International and Central Agencies Sector

Francophone Minority Communities (the Strategic Plan). Regional committees and networks continued to establish regional priorities and action plans for advancing the Strategic Plan, and progress continued to be made on the implementation of Francophone immigration networks in FMCs funded by CIC.

CIC also engaged in ongoing communications with provincial and territorial partners as part of the “Going to Canada” Immigration Portal initiative to raise awareness about the need to develop Web content and tools for French-speaking immigrants. The economic integration of French-speaking immigrants into FMCs and strengthened immigration networks in the provinces and territories are key factors in the retention of French-speaking immigrants. In this regard, CIC continued to implement projects to raise awareness among employers and to foster the economic integration of French-speaking immigrants. For instance, CIC organized job fairs for immigrants and participated with Human Resources and Skills Development Canada (HRSDC) in a research project on the economic integration of immigrants in official-language minority communities (OLMCs).

CIC also continued to address issues important to English-speaking communities in Quebec: the Department continued working with those communities and supporting them through research projects conducted in various regions of Quebec, regarding the benefit of attracting and retaining immigrants.

Building on the programs already in place to meet the needs of immigrants, CIC reached nearly 80 contribution agreements with either community organizations or provinces this past year in support of the integration of Francophone immigrants outside of Quebec. These agreements are managed through settlement programs and linguistic duality initiatives. A new settlement manual was distributed across the Department and is available online for all CIC officers. It clearly explains the responsibilities of the service-providing organizations in terms of their official languages obligations.

In some regions, CIC provided technical assistance to help organizations in FMCs identify issues, prepare project proposals for the Multiculturalism Program and put together budgets. It also provided advice at key stages of project implementation. Lastly, CIC launched its new InterAction Program, through which numerous proposals were received and funding was provided to OLMC organizations.

Because awareness of the importance of linguistic duality and the priorities of OLMCs is an integral part of its initiatives, CIC has developed positive measures to promote Canada’s linguistic duality during citizenship ceremonies. These measures included revised speech templates for citizenship judges to better promote Canada’s linguistic duality, as well as special citizenship ceremonies in partnership with OLMC organizations and schools a few times a year to welcome new Canadians into their communities.

## Foreign Affairs and International Trade Canada

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Minister of Foreign Affairs: Lawrence Cannon  
Minister of International Trade: Peter Van Loan  
Deputy Minister of Foreign Affairs: Morris Rosenberg  
Deputy Minister of International Trade: Louis Lévesque  
Official Languages Champion: Roxanne Dubé

### Mandate

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

## International and Central Agency Sector

In 2010–11, DFAIT took additional action to comply with its obligations under the *Official Languages Act* (OLA).

DFAIT's senior management submitted three reports to Parliament pertaining primarily to their efforts to comply with their obligations under Part VII of the OLA, the work accomplished by Canadian missions to promote Canada's linguistic duality, and the steps taken to oversee all of its OLA obligations.

New approaches were taken to increase employee awareness of official languages. The Deputy Minister raised the issue at a meeting open to all employees, which was very well attended. Over several weeks, videos from Canada's heads of mission (HOM) were posted on the DFAIT home page, in which the HOMs shared their experience of promoting Canada's bilingual nature abroad. An intranet page was also created to announce new tools for informing employees of Part VII of the OLA.

A more robust governance structure, including an official languages network, was put in place to ensure the coordinated and consistent implementation of the Department's official languages initiatives.

Official languages coordinators were appointed in DFAIT sectors, missions and regional offices. These coordinators meet quarterly, under the direction of the Official Languages Champion and the Official Languages Division. In keeping with a newly introduced practice, once a year, one meeting is dedicated to discussing DFAIT's approach to Part VII. To this end, a representative of the *Fédération des communautés francophones et acadienne du Canada* (FCFA) met with network members, who learned of the importance of having OLMCs participate in education fairs and trade and investment activities organized by the Department. The economic development of official-language minority communities (OLMCs) was highlighted, and the role DFAIT's regional offices and missions play in this economic development was enhanced. Discussions also revealed the need to continue actively cooperating with Citizenship and Immigration Canada to promote immigration in OLMCs.

Moreover, the Deputy Minister announced an annual dialogue to be held between OLMCs and DFAIT's senior officials. Preparatory work for the dialogue in May began in February and March 2011 with a series of individual meetings with OLMC representatives, including the FCFA, the Quebec Community Groups Network, the Community Economic Development and Employability Corporation, and the *Réseau de développement économique et d'employabilité*.

As in previous years, DFAIT stepped up its relations with OLMCs through certain programs: international education, support to Canadian associations for exports, investment, La Francophonie, youth mobility, scholarships, and the Speaker's Program, to name but a few. The network of more than 170 foreign missions continued to promote Canada's bilingual nature by setting aside roughly 15% of funding allocated to public diplomacy to fund this specific task. In 2010–11, hundreds of public diplomacy activities were organized around the world to mark Canada's bilingualism, including Canada Day and La Francophonie celebrations.

There were also targeted initiatives to promote Canadian interests (visits by experts and journalists, conferences, workshops, exhibitions), reflect Canada's linguistic duality, and promote the participation of language minorities in Canada and abroad. For instance, in November 2010, the Canadian embassy in Paris helped organize Destination Canada—Job Fair, attended by the FCFA and other Francophone organizations to recruit Francophone immigrants.

Building on the operations of its regional offices scattered across Canada, DFAIT continued to interact directly with OLMC representatives to guarantee that actions and services fully met local needs. DFAIT's regional offices organized regular meetings with OLMCs to plan their activities. The Speaker's Program provided an opportunity to discuss the Department's mandate, priorities, programs and services in OLMCs. The Department took part in various activities, such as conferences, forums and annual meetings, attended by OLMC representatives. OLMCs had access to the Department's services and programs for initiatives and projects relating to Canada's foreign policy and international trade.



## International Development Research Centre

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Minister of Foreign Affairs: Lawrence Cannon  
President: David M. Malone  
Official Languages Champion: Angela Prokopiak

### **Mandate**

The International Development Research Centre (IDRC) works to build healthier, more equitable and more prosperous societies. Through the research it supports, IDRC helps its partners identify long-term, practical solutions to their pressing development problems. Projects use local materials and strengthen resident human resources and institutions. The Centre also maintains information networks and forges links that allow Canadians and their developing-world partners to benefit equally from the global sharing of knowledge.

In 2010–11, the IDRC continued to promote its programs to official-language minority communities (OLMCs), particularly through Canadian academic institutions. The Centre managed to draw candidates from OLMCs to its fellowship program and presented awards and grants at the master's and doctorate levels to 10 students/researchers from these communities.

Mail-outs, presentations, sponsorships and trade shows opened the lines of communication with the OLMCs. Moreover, officials from the Communications, Human Resources and Programs divisions visited three universities with Francophone representation outside of Quebec as part of International Development Week.

The IDRC maintained its support to key research projects on health co-funded with the University of Ottawa and McGill University as part of the Teasdale-Corti Global Health Research Partnership, giving OLMC members access to its programs. McGill University received funding for its Conference on Global Food Security, which brought together top international experts on agriculture, food and nutrition, policies and development so they could hold discussions in a forum conducive to finding lasting solutions to declining food stocks and rising food prices.

The Centre allocated funding to Concordia University for the École d'automne sur l'économie sociale et le développement économique local au Québec, where the sharing of experiences was encouraged through an interactive learning process. The IDRC also granted funding to a number of universities established in OLMCs for the organization of symposiums and learning activities, such as the International Symposium on Haiti entitled "Haiti Today, Haiti Tomorrow: Contrasting Perspectives," which addressed reconstruction and development in Haiti. The event was hosted by the University of Ottawa in April 2010.

## Justice Canada

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Minister of Justice and Attorney General of Canada: Robert Douglas Nicholson  
Deputy Minister of Justice and Deputy Attorney General of Canada: Myles J. Kirvan  
Official Languages Champion: Yves Côté  
Official Languages Co-Champion: John Mark Keyes

### Mandate

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

The Department of Justice supports activities that enhance the vitality of Canada's Anglophone and Francophone minorities, particularly through initiatives that have a structuring effect. In 2010–11, the Department invested over \$5 million in projects consistent with the objectives of section 41 of the *Official Languages Act* (OLA).

The Department's Family, Children and Youth Section organized a Canadian-wide French-language symposium on family justice with the Fédération des associations de juristes d'expression française de common law and the Association internationale francophone des intervenants auprès des familles séparées; the symposium's theme was "Évolution et révolution de la justice familiale." Departmental officials took part in workshops on the place of children and adolescents in family mediation to determine how departmental activities that promote access to justice in both official languages can establish a family-based connection through mediation. As a result of this activity, new ties were established between community stakeholders and departmental officials.

The Department provides multi-year funding to Éducaloi, a public legal education and information organization, to develop and adapt public legal information to Quebec's English-speaking community. The products are posted on the Éducaloi website and are distributed in English schools and organizations serving the community. They are intended primarily for young and Aboriginal people.

The Department also supports a number of projects designed to promote linguistic duality. Three are worthy of note:

- Multi-year funding for the creation of the Centre canadien de français juridique in Winnipeg, which provides legal and language training to bilingual stakeholders in the legal system. This funding supports high-intensity, targeted and ongoing legal training in French for clerks, probation officers and provincial Crown attorneys.
- Multi-year funding for the creation of a portal that provides access to justice in both official languages. The portal will be a clearinghouse for all legal and jurilinguistic tools and resources pertaining to access to justice in Canada's two official languages. It aims to facilitate the administration of justice in both official languages by implementing measures that guarantee access to Canadian legal experts from various areas of practice and the study of law to resources that will allow them to serve Canadians in their official language of choice.
- Multi-year funding for Éducaloi for the organization of the first bilingual symposium in Quebec intended for adolescents in their third and fourth years of secondary school. The project includes the development and delivery of three legal subjects of interest to young people, the creation of a workshop on careers in justice, and the creation of a workshop for secondary-school teachers on integrating legal information into their courses. The project was promoted in Anglophone and Francophone schools in the Montreal area.

## Statistics Canada

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Minister of Industry: Tony Clement  
Chief Statistician: Wayne Smith  
Official Languages Champion: Louis Marc Ducharme  
Official Languages Co-Champion: Sylvie DuPont

### Mandate

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

Through its 2010–11 activities, StatCan actively contributed to informing Canadians about official languages in Canada and the status of official-language minority communities (OLMCs).

Working closely with a number of partners from various federal departments and agencies, StatCan played an active leadership role in collecting and disseminating statistics on OLMCs. With its census and other key surveys, such as the Survey on the Vitality of Official-Language Minorities (SVOLM), StatCan provides information that is useful for evaluating and developing official-language policies and programs in Canada, in particular for implementing and evaluating the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*.

In 2010–11, StatCan's activities related to research and disseminating and communicating information to OLMC members, and representatives were very well-received. StatCan took advantage of the many forums it attended to encourage the collection of relevant data and the use of quantitative data in official languages research, and to consult its partners and data users.

For example, StatCan took part in the Symposium sur les langues officielles de l'Ontario organized by the Assemblée de la francophonie de l'Ontario, and handed out copies of its analysis report on Franco-Ontarians, made possible through funding from the Canadian Heritage Official Languages Secretariat (OLS). This year, much praise was received from government, academia, communities and the media regarding the scope, detail and usefulness of such a document for anyone interested in the situation of Francophones and the future of French in Ontario.

In 2010–11, with funding from the OLS, Human Resources and Skills Development Canada and Justice Canada, StatCan also produced a major analysis report on the situation of English-speaking communities in Quebec. The report not only received a great deal of media coverage and positive comments from Quebec community representatives, it was also quoted extensively in the Report of the Standing Senate Committee on Official Languages on the situation of English-speaking Communities in Quebec, tabled in 2011. The report also refers to StatCan as a key player in research on the situation of official-language minorities in Canada.

Furthermore, StatCan produced a detailed statistical profile of Francophones in the three territories, presented at a round table in Yellowknife on the territories' Francophones, as well as two studies on Francophones in British Columbia and New Brunswick. Studies on Francophones in the other provinces are being prepared and will be published in 2011–12.

Over the past year, a number of meetings and discussions were held with representatives of OLMCs to find innovative ways to meet their needs for statistical data in a range of fields, including immigration, health, economic development and human resources.

In terms of promoting English and French in Canadian society, StatCan took part in a number of forums on Canada's linguistic duality, its future and ways to strengthen it. StatCan is currently working on

developing a cycle of its General Social Survey, whose main theme is identity. In cooperation with Canadian Heritage and a number of partners, StatCan will develop a module to identify the aspects of Canadians' identity that affect official languages.

# Treasury Board Secretariat

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President of the Treasury Board: Stockwell Day  
Secretary: Michelle d'Auray  
Official Languages Champion: Frank Des Rosiers

## Mandate

The Treasury Board Secretariat (TBS) advises Treasury Board ministers and assists them in fulfilling their responsibilities to ensure that spending is cost-effective and to oversee financial management functions in federal institutions.

TBS continues to conduct its Policy Suite Renewal exercise. As part of this exercise, consultations with various internal and external stakeholders took place throughout the year. The Official Languages Centre of Excellence (OLCE) held workshops and consultations across the country with official-language minority communities (OLMCs) and Federal Councils to ensure that the review of official-language policy instruments takes into account OLMC priorities. Senior management and the deputy head met with OLMC spokespersons to discuss priority issues, particularly the incorporation of official-language obligations into the Policy on Evaluation. These discussions renewed ongoing dialogue between TBS and the Fédération des communautés francophones et acadienne du Canada.

TBS developed a new 2011–14 Action Plan for the implementation of section 41 of the *Official Languages Act* (OLA). This allowed for a cohesive and comprehensive review of the Secretariat's past undertakings and future activities. Through the work of the TBS Official Languages Advisory Committee, the Action Plan takes into account OLMC priorities with regard to the review of policy instruments, for instance.

TBS coordinated several presentations and conferences throughout the year. For example, in June 2010, the OLCE provided guidance and an analytical grid to federal institutions to evaluate the impact of the Supreme Court decision in DesRochers (CALDECH) on the implementation of the OLA. The Chief Human Resources Officer (CHRO) also gave a presentation in this regard to deputy heads and the Public Service Management Advisory Committee (PSMAC) with a view to ensuring more consistent implementation of the OLA.

In March 2011, TBS conducted an information session for its analysts. During this session, Canadian Heritage and the OLCE gave presentations on the statutory obligations stemming from the OLA, including the Part VII obligations. The session gave analysts an opportunity to learn more about the critical analysis role TBS plays in reviewing the design and implementation of federal programs and results measurement and accountability frameworks, among other things.

The Good Practices Forum on Official Languages, organized jointly with the Council of the Network of Official Languages Champions and Canadian Heritage, was held in Gatineau on December 2, 2010. The Secretariat's CHRO and the Associate Deputy Minister of Canadian Heritage took the opportunity to stress the importance of working together and adopting a consistent approach to official-language obligations in the public service for Canadians.

# Appendix 1 – Official Languages Accountability and Coordination Framework (excerpt relative to Part VII of the *Official Languages Act*)

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

### Obligations of all federal institutions under Part VII of the *Official Languages Act*

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

- **Make employees aware** of the needs of minority communities and of government commitments, as outlined in Part VII of the *Official Languages Act* (OLA)
- **Determine** whether its policies and programs have **impacts** on the promotion of linguistic duality and official-language minority community (OLMC) development, from the initial stages of their inception through to the implementation process, including the devolution of services;
- **Consult** affected publics, if necessary, in particular the representatives of the OLMCs in developing and implementing programs and policies;
- Be able **to describe its approach and show that it has considered the needs** of the OLMC;
- Once impacts have been identified, **plan** the activities according to the coming year and in the long term, present the expected results, taking into account budget considerations, and provide for results assessment mechanisms.

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

### Obligations of the institutions designated by the Accountability Framework – implementation of sections 41 and 42 of the *Official Languages Act*

Some thirty federal institutions designated under the Accountability Framework are obligated to develop an action plan for the implementation of section 41 (Part VII) of the OLA.

These plans are prepared in consultation with the OLMC in order to enable the federal institutions to take into account the priorities of the communities in the planning of activities while respecting the limitations of their mandate. Each year, the designated institutions are required to submit to the Department of Canadian Heritage their action plans as well as a report on the results of their activities. These reports on the implementation of section 41 of the OLA are included in the Annual Report on Official Languages tabled in Parliament each year.

## Appendix 2 – Accountability Framework for the Implementation of Sections 41 and 42 of the *Official Languages Act*

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

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

*Official Languages Act* (excerpt from Part VII)

### **Government policy**

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

### **Duty of federal institutions**

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

### **Coordination**

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

### **Application for remedy**

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

## Appendix 3 – National Coordinators responsible for the Implementation of Section 41 of the *Official Languages Act*

Designated Institutions	Name	Coordinates
Agriculture and Agri-Food Canada	Jacinthe Robichaud	506-851-3325 jacinthe.robichaud@agr.gc.ca
Atlantic Canada Opportunities Agency	Ghislaine Savoie	506-851-7953 ghislaine.savoie@acoa-apec.gc.ca
Business Development Bank of Canada	Dora Raimondo-Garner	514-283-2865 dora.raimondo@bdc.ca
Canada Council for the Arts	Alexis Andrew	613-566-4414, poste 4223 alexis.andrew@conseildesarts.ca
Canada Economic Development for Quebec Regions	Bruno Di Piazza	514-283-5643 bruno.dipiazza@dec-ced.gc.ca
Canada Post Corporation	France Coulombe	613-734-6398 france.coulombe@postescanada.ca
Canada School of Public Service	Gérard Blais	613-996-4164 gerard.blais@cspc-efpc.gc.ca
Canadian Broadcasting Corporation	Jovane Drouin	613-288-6047 jovane.drouin@cbc.ca
Canadian Heritage	Pierrette Jutras	819-953-0966 pierrette.jutras@pch.gc.ca
Canadian International Development Agency	Susan Greene	819-994-4079 susan.greene@acdi-cida.gc.ca
Canadian Northern Economic Development Agency	Annetta Lytvynenko	613-995-7648 anneta.lytvynenko@CanNor.gc.ca
Canadian Radio-television and Telecommunications Commission	Renée Gauthier	819-994-5174 renee.gauthier@crtc.gc.ca
Canadian Tourism Commission	Jennifer Begg	604-638-8327 begg.jennifer@ctc-cct.ca
Citizenship and Immigration Canada	Christiane Desautels	613-957-5932 christiane.desautels@cic.gc.ca
Federal Economic Development Agency for Southern Ontario	Paul Chayer	613-954-7830 paul.chayer@feddevontario.gc.ca
Foreign Affairs and International Trade Canada	Céline Boies	613-944-0644 celine.boies@international.gc.ca
Health Canada	François Rivest	613-941-5643 francois.rivest@hc-sc.gc.ca

## Appendices

Human Resources and Skills Development Canada	Tracy Perry	819-994-1512 tracy.perry@hrsdcc-rhdcc.gc.ca
Industry Canada	Roda Muse	613-954-2783 roda.muse@ic.gc.ca
International Development Research Centre	Stephan Boucher	613-696-2405 sboucher@idrc.ca
Justice Canada	Parnel Dugas	613-954-3723 parnel.dugas@justice.gc.ca
National Arts Centre	Anne Tanguay	613-947-7000 # 546 atanguay@nac-cna.ca
National Capital Commission	Stéphanie Rochon	613-239-5724 stephanie.rochon@ncc-ccn.ca
National Film Board of Canada	Elena Villegas	514-283-3769 e.villegas@nfb.ca
Parks Canada	Sylvie Bélanger	819-997-6716 sylvie.belanger@pc.gc.ca
Public Health Agency of Canada	Marc Desroches	613-960-0460 marc.desroches@phac-aspc.gc.ca
Public Works and Government Services Canada	Robert Craig	613-943-5136 robert.craig@tpsgc.gc.ca
Social Sciences and Humanities Research Council of Canada	Louise Renaud	613-947-9156 louise.renaud@sshrcc-crsh.gc.ca
Statistics Canada	Jean-Pierre Corbeil	613-951-2315 jean-pierre.corbeil@statcan.gc.ca
Status of Women Canada	Yannick Raymond	613-992-7784 yannick.raymond@swc-cfc.gc.ca
Telefilm Canada	Nathalie Jutras	514-283-0838 #2056 nathalie.jutras@telefilm.gc.ca
Treasury Board of Canada Secretariat	Sylvie Lemieux	613-943-9437 sylvie.lemieux@tbs-sct.gc.ca
Western Economic Diversification Canada	Linda Quan	613-952-9389 linda.quan@wd.gc.ca