#### REPORT ON RESULTS

# IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT 2009-2011

#### **GENERAL INFORMATION**

Canadian Northern Economic Development Agency Inuksugait Plaza II Iqaluit, Nunavut X0A 1H0 http://www.cannor.gc.ca/

#### Mandate

Fostering 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.

#### **Objectives**

CanNor brings a strategic focus to all federal government economic development activities in the North. The agency delivers funding programs to Northerners and Aboriginal people, provides project management services and advice through the Northern Project Management Office, advocates for Northern economic prosperity and diversification, and engages stakeholders through formal collaboration and grassroots outreach. It undertakes research to support the development of evidence-based policies that contribute to developed and diversified economies in the North.

#### RESPONSIBLE FOR THE IMPLEMENTATION OF SECTION 41 OF THE OLA

#### Minister

Leona Aglukkaq

#### **Deputy Minister/President**

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## Summary of the main progress made from 2009–2011

The Canadian Northern Economic Development Agency (CanNor) was created in August 2009 and became a designated institution in May 2010, consistent with the Agency's efforts in promoting the development of strong, vibrant, and dynamic Official Language Minority Communities (OLMCs) in the territories. This report, as the first Report on Results, captures the Agency's activities with respect to *Official Languages Act* (OLA) section 41 since its debut in 2009.

Since its creation, CanNor supported OLMCs while developing its Official Languages (OL) governance, including an OL Champion, an OL Committee, and mechanisms such as an OL Accountability Framework. In addition, the Agency produced its first multi-year OLA section 41 Action Plan (2011-2016), articulating the initiatives CanNor intends to take to continue to support OLMCs. CanNor's 2011-2016 Action Plan was designed in the context of, and recognizes, the broader and ongoing development of the Agency – as such, the plan will be implemented over a few years, which will ensure progress in addressing OLMCs' needs and realities in the territories, while taking into account CanNor's mandate. The Agency's first Action Plan is seen as a starting point – over time, CanNor will be further established across the territories and increasingly well positioned to support OLMCs. In this context, CanNor's 2011-12 implementation of the Action Plan will include discussions with OLMCs on OLA section 41, which will then, in turn, inform a revised version of CanNor's plan. This is in line with CanNor's approach of keeping its plan evergreen and updating it, over time, in light of new or evolving considerations.

Guiding the Agency's Official Languages actions for section 41 of the OLA is a core Official Languages Team composed of CanNor's OL Champion, National Coordinator, and a Regional Coordinator in each territory. Through 2009-2011, this team was, among other things, involved in CanNor's support to OLMCs, through eight projects totalling an investment of \$1.668 million. This funding enabled the OLMCs in Yukon, Northwest Territories, and Nunavut to undertake significant initiatives, in particular in tourism, a sector identified by all three territorial Réseaux de développement économique et d'employabilité (RDÉEs) as a key priority.

For example, the Carrefour Nunavut undertook a project in Cultural Tourism development, to develop community-based Aboriginal cultural tourism experiences in French for visitors to the territory. In addition, to financing the projects, the program funding enabled OLMC organizations in the territories to continue to build their capacity. Among these projects, the 2009-2010 OL Economic Development Initiative (EDI) funding was delivered for a panterritorial initiative by *Table 867*, a committee composed of the Association franco-yukonnaise, the Fédération franco-Ténoise and the Association des francophones du Nunavut designed to facilitate a coordinated approach to economic activities across the three territories. This panterritorial approach was also used regarding the EDI funding for the following years, as it fosters collaboration and partnerships across the territories and maximizes benefits for OLMCs.

## A. AWARENESS (In-house activities)

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

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

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
Senior management was briefed on CanNor's responsibilities as a designated institution	<ul><li>Presentations</li><li>Reference binders</li></ul>	Awareness of section 41 of the Official Languages     Act raised
CanNor employees participated in an awareness session through the Aurora Connect, Northwest Territories Young Public Servants Network, hosted by Canadian Heritage on "Examples of best practices of positive measures under Part VII of the OLA"	Presentation by Canadian Heritage	CanNor staff members made aware of section 41
Options developed to proceed with OL awareness sessions and discussions across the Agency regarding OLA Part VII section 41	Options for sessions developed	• Selection of options expected to be completed soon and implementation expected to begin in 2011-2012

# **B.** CONSULTATIONS (Sharing of ideas and information with OLMCs)

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

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

Activities carried out to achieve the expected result	<u>Outputs</u>	<b>Progress made</b> in achieving the expected result
CanNor engages OLMC associations informally on an ongoing basis. The Regional OL Coordinator in each territorial regional office (Yukon, Northwest Territories, and Nunavut) is in contact with the francophone associations in their region, e.g. RDÉEs, and meets with them regularly	<ul> <li>Ideas and information shared</li> <li>Meetings</li> <li>Relationships and projects developed</li> <li>Dialogue on program and project opportunities with OLMC associations and RDÉEs</li> </ul>	Creation and maintenance of lasting relationships and the development of strategic OLMC projects
On-going discussions with both the Association Francophone de Nunavut and Carrefour Nunavut on their involvement in development of the Nunavut Investment Plan	<ul><li>Meetings</li><li>Dialogue</li></ul>	Understanding of Nunavut OLMC's economic development needs
Participation in the 2010 Francophone     Dialogue Day on OLMC Economic     Development hosted by Industry Canada     (IC)	<ul> <li>CanNor staff participated in Dialogue Day</li> <li>Presentation made on CanNor's delivery of EDI</li> <li>Dialogue, best practices and information shared</li> </ul>	<ul> <li>Dialogue among participants enabled a broad understanding of OLMC needs and priorities</li> <li>Following Dialogue Day discussions, territorial francophone organizations from each territory collaborated on the submission of a 2010-2011 pan-territorial EDI project</li> </ul>
Options developed for engagement sessions of OLMCs regarding OLA section 41	Options developed	• Selection of options expected to be completed soon and implementation expected to begin in 2011-2012

CanNor President & DM attended AGM • Dialogue and engagement with Creation and furthering of relationships, mutual **CDETNO** understanding and good will of the Conseil de développement économique des Territoires du Nord-Ouest (CDÉTNO) and meetings OL Champion attended meetings with the Conseil de développement économique des Territoires du Nord-Ouest (CDÉTNO) • Dialogue and engagement with CanNor President & DM attended the Association Francomeetings with OLMC organizations Yukonaise and Carrefour Nunavut Yukon Regional Coordinator and National Coordinator participated in Yukon Federal Council meeting on • CanNor staff participated in Canada's OL at L'Association Francocelebration, introduced to Yukonnaise francophone community Yukon Regional Coordinator and CanNor Yukon staff attended L'Association Franco-yukonnaise annual "Portes ouvertes pour la Journée de la francophonie yukonnaise"

# C. COMMUNICATIONS (Transmission of information to OLMCs)

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

**Expected result:** OLMC culture reflects a broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services.

Activities carried out to achieve the expected result	<u>Outputs</u>	Progress made in achieving the expected result
CanNor communication tools are produced in French and English, which provides OLMCs with efficient and timely information	Communication materials are produced in both OL, e.g. pamphlets, fact sheets, news releases, Internet content	Communications tools produced create the required foundation for territorial OLMCs to be informed of CanNor's mandate, programs, and services
• Contribution to Bulletin 41-42, Heritage Canada's magazine on the implementation of section 41 and 42 of the OLA Part VII	• Contribution to bulletin article in Volume 15, Number 2, Winter 2009-10 edition	OLMCs were made aware of CanNor's mandate, its Strategic Investments in Northern Economic Development (SINED) program, and OLMC projects the program has supported
• French version of news releases and backgrounders are sent to Francophone media in the North	<ul><li>News releases</li><li>Backgrounders</li></ul>	OLMCs are aware of the Agency's news releases through their local media
OLMC media are included on media distribution lists. Community radio: Northwest Territories - CIVR-FM Radio Taiga, Nunavut - CFRT-FM Community papers: Northwest  Tarritories - L'Arriton Nursert - Le	Communications products distributed to OLMCs	CanNor media distribution lists contain all OLMC media in territories
Territories - L'Aquilon, Nunavut - Le Nunavoix, Yukon - L'Aurore Boreale (C2)		OLMC media are well-informed of CanNor's news and in a position to communicate that news to their OLMC readership
Responded to media queries from Francophone media	Responses to media queries in French	OLMC media are well-informed of CanNor's news and in a position to communicate that news to their OLMC readership

Conducted media interviews in French • Interviews in French In 2010-2011, one public notice for the SINED program was placed in francophone media OLMCs are informed of CanNor job opportunities • Media buys include the purchase of • Job postings advertised in space dedicated to OLMCs in local francophone territorial papers French media • On an ongoing basis, public notices are placed in francophone media • Presentations and staff introductions • Presentations and introductions Introduced new bilingual Yukon Regional OL Cowere made by the Yukon Regional coordinator to OLMC further understanding and made Manager to L'Association Francorelationships between CanNor and L'Association Franco-Yukonnaise Yukonnaise to present CanNor and its mandate • Internet communications are • Ongoing updating of CanNor's Internet Program information is available on the website produced and maintained in site in both official languages simultaneously in both official languages, both official languages providing OLMCs readily with access to information

# D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

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

**Expected result:** Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.

Activities carried out to achieve the expected result	<u>Outputs</u>	<b>Progress made</b> in achieving the expected result
Participation in horizontal and intergovernmental committees on Official Languages led by Canadian Heritage  Committee of Assistant Deputy Ministers on Official Languages (CADMOL)  Interdepartmental Management Committee for the Official Languages Program (IMCOLP)	<ul> <li>CanNor participated in CADMOL meetings</li> <li>CanNor participated in IMCOLP meetings</li> </ul>	Information and best practices were shared that enabled CanNor to better understand OL and OLMCs
Participation at interdepartmental OL discussions  • Meetings of the National Official Languages Coordinators for section 41 hosted by Canadian Heritage	CanNor participated in meetings	Attendance at interdepartmental OL discussions resulted in the building of networks and relationships, acquisition of information related to enhancing OLMC development, and sharing of best practices to support this enhancement
<ul> <li>Good Practices Forum on Official Languages hosted by Treasury Board Secretariat</li> <li>Francophone Economic Development discussions hosted by Canadian Heritage</li> </ul>	<ul> <li>CanNor participated in Forum</li> <li>CanNor participated in discussions</li> </ul>	

Regular meetings of the Economic     Development Initiative (EDI) Partners,     composed of the Regional Development     Agencies and Industry Canada		nNor participated in eetings	•	Sharing of best practices between organizations, reporting on EDI, and discussions related to OLMCs and meeting their priorities
Participation at meetings of community				
organizations and government		inNor participated in	•	Enhanced knowledge of the impact of <i>Desrochers</i>
Language Rights Support Program's     (LRSP) Annual Meeting	me	eeting		v. <i>Canada</i> and the importance of federal programs on the economic development of official language minority communities
Discussion Forum on Part VII of the		nNor participated in Forum	•	Knowledge gained of OLMCs
Official Languages Act hosted by the Office of the Commissioner of Official		alogue with OLMCs garding their needs		
Languages	108	Surome mon noods		
Yukon Federal Council Meeting		anNor participated in	•	Knowledge gained of OLMC realities and
regarding research results on profiles of francophone communities in Canada	me	eeting		priorities in Yukon
Ongoing consultation with Heritage		ngoing discussions with	•	Broadened knowledge of section 41
Canada on OLA section 41		nadian Heritage regarding  LA section 41		
		etter informed decisions by		
		gency regarding OLA		
		ction 41, including with spect to the OL Action Plan		
	an	d reporting on results		

# E. FUNDING AND PROGRAM DELIVERY

[Implementation of the federal institution's programs and delivery of its services; funding, alone or in cooperation with other federal institutions, of OLMC projects; inclusion of the needs of OLMCs in the delivery of the federal institution's programs and services.]

**Expected result:** OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. geographic dispersion and development opportunities) are taken into account.

Activities carried out to achieve the expected result	<u>Outputs</u>	Progress made in achieving the expected result
Supported pan-territorial francophone economic development through EDI	<ul> <li>2009-2010 project funded in OLMC key sector of tourism</li> <li>One unannounced 2010-2011 project funded</li> <li>Ongoing dialogue with OLMCs (e.g. EDI post 2009-2010)</li> </ul>	Pan-territorial approach took into account geographic dispersion of OLMCs and the need to maximize EDI benefits across the territories
Supported francophone economic development projects through SINED	<ul> <li>Seven SINED projects funded in 2009-2010 and 2010-2011</li> <li>Three of six projects funded in OLMC key sector of tourism</li> <li>2009-2010 EDI project also leveraged SINED funds</li> </ul>	<ul> <li>SINED funding in the order of one million dollars approved for OLMC projects (see annex)</li> <li>Access to SINED program funds not only funded OLMC projects but also contributed to building the capacity of the OLMC organizations</li> </ul>
Maintained ongoing discussions with OLMC associations on the Agency's programs and provided guidance on project applications to OLMC associations in the territories (Yukon, Northwest Territories, and Nunavut)	<ul> <li>Assistance provided</li> <li>Knowledge shared with OLMCs</li> </ul>	OLMC associations are better able to access program funding
Encouraged collaboration among OLMC associations, RDÉEs, other clients, and economic development stakeholders in the North on projects	Dialogue among project stakeholders	Projects among stakeholders reduce duplication and overlap, in addition to producing positive project outcomes for OLMCs through collaboration

Reporting on action undertaken under EDI • Participation in discussions of the EDI Attendance at meetings/ Partners, composed of the Regional conference calls Coordination ensuring a shared vision that better Development Agencies (RDAs) and • Sharing of information and best positioned CanNor to deliver EDI in a coordinated Industry Canada (e.g. EDI practices manner implementation) • Coordination with EDI partners and within CanNor Coordination by RDAs/IC on OLMC-related national research projects • Discussion on governmental research potential national EDI research undertaken studies with EDI Partners studies

## F. ACCOUNTABILITY

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

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

I	vities carried out to achieve the cted result	<u>Ou</u>	<u>tputs</u>	<u>Pr</u>	rogress made in achieving the expected result
•	Established Official Languages Accountability Framework and OL Committee Terms of Reference (OL Committee covering Part IV to Part VII of the OLA; Committee members representing CanNor as a whole)	•	OL Accountability Framework established OL Committee established Briefing sessions to senior management on section 41	•	OL Accountability Framework developed integrating CanNor's OL governance in the Agency's institutional structure (e.g. OLA Parts IV, V, VI, and VII), with the outcome that the Agency will implement the OLA in a comprehensive and integrated way
•	Prepared the Agency's first multi-year OLA section 41 Action Plan (2011-2016), with internal consultation on Plan from OL Committee Members representing all sectors of the Agency	•	OL Action Plan developed	•	OL Action Plan described CanNor's proposed implementation of section 41 – due to limited resources, CanNor's OL activities in the OLA section 41 Action Plan will be implemented over a few years, e.g. CanNor is intended to engage OLMCs in 2011-2012, which will inform its OL Action Plan
•	Prepared CanNor's Report on Results  – Implementation of section 41 of the Official Languages Act (2009-2011), with internal consultation on Plan from OL Committee Members representing all sectors of the Agency	•	2009-2011 Report on Results developed	•	First CanNor Report on Results prepared

# G. MISCELLANEOUS

[Other activities in support of section 41]

**Expected result:** Enhanced vitality of OLMCs and their development; and fostering the full recognition and use of both English and French in Canadian society.

Activities carried out to achieve the expected result	<u>Outputs</u>	Progress made in achieving the expected result
Nunavut region held discussions with the Association des francophones du Nunavut and Carrefour Nunavut to support them as they re-structured and re-organized to encourage tourism and entrepreneurial development, and promote both their cultural and language services	<ul> <li>Discussions held</li> <li>Assistance provided</li> </ul>	Supported OLMC organizations to ensure continuity of services

## Annex Investments to Official Language Minority Communities 2009/10 - 2010/11

#	Year approved	Program	Region	Recipient	Project	CanNor investments
1	2009-10	SINED	NWT, Nunavut, Yukon	Associations des francophones du Nunavut	Table 867: to facilitate coordinated approach to economic activities across 3 territorial Francophone associations	\$ 73,000
2	2009-10	SINED	Yukon	L'Association franco-yukonnaise (L'AFY)	Tourism capacity and Impact: to undertake work to further develop the francophone tourism capacity within Yukon and understand its impact	\$ 122,550
3	2009-10	SINED	Nunavut	Carrefour Nunavut	Cultural Tourism development: to develop community based Inuit tourism for French visitors	\$ 170,000
4	2009-10	SINED	Nunavut	Carrefour Nunavut	Incubator Planning: to plan and design local business incubator	\$ 175,000
5	2009-10	SINED	NWT	Conseil de Développement Economique des Territoires du Nord Ouest	Project activities aims to address three bottlenecks preventing Economic Development: 1) Strengthening population base 2) Increase revenues from tourism industry 3) Attract New investments into the NWT. Year 1	\$ 225,000
	2010-11				Year 2	\$ 253,000
5	2010-11	SINED	Yukon	L'Association franco-yukonnaise (L'AFY)	French Business Study	\$ 54,500
7 8	Two unanno	ounced projects				\$ 165,500
T	otal from Ca	nNor specific	programming			\$ 1,238,550

In addition, CanNor administered funds from other federal departments, such as EDI funding, which provided a further \$430,000 bringing the total in approved projects to **\$1,668,550**.

# **List of Acronyms**

**CADMOL:** Committee of Assistant Deputy Ministers on Official Languages: horizontal management committee that involves all departments that are part of *Canada's Roadmap for Linguistic Duality: Acting for the Future 2008-2013*. This committee takes a whole-of-government approach to the official language policy and programming; it is responsible for the promotion of official languages and improved access to Official Languages for Canadians. It receives reports from the Interdepartmental Management Committee on Official Languages (IMCOLP) and other committees involved in the Roadmap's horizontal governance. The committee reports to the Minister of Canadian Heritage.

**EDI:** Economic Development Initiative: source of funding identified by *Canada's Roadmap for Linguistic Duality: Acting for the Future 2008-2013* for the economic development of OLMCs. Through CanNor, the Government of Canada provides \$400,000 over four years to support the economic development of official language minority communities in the North through this initiative.

**IMPCOLP:** Interdepartmental Management Committee on Official Languages: horizontal management committee that involves all departments that are part of *Canada's Roadmap for Linguistic Duality: Acting for the Future 2008-2013*. This committee takes a whole-of-government approach to the official language programming. It tracks ongoing federal issues regarding official languages. The committee reports to the Committee of Assistant Deputy Ministers on Official Languages (CADMOL).

OL: Official Languages

**OLA**: Official Languages Act

**OLMCs:** Official Language Minority Communities. French-speaking communities living in a territory or province other than Quebec, and English-speaking communities living in Quebec. These are the "English and French linguistic minority communities in Canada" referred to in section 41 of the OLA.

**RDAs:** Regional Development Agencies. Western Economic Diversification (WED), Federal Economic Development Initiative for Northern Ontario (FedNor), Canadian Northern Economic Development Agencies (CanNor), Federal Economic Development Agency for Southern Ontario (FedDev Ontario), Canada Economic Development for Quebec Regions (CED), and Atlantic Canada Opportunities Agency (ACOA)

RDÉE: Réseau de développement économique et d'employabilité

**SINED**: Strategic Investments in Northern Economic Development. CanNor program that focuses on strengthening the driver sectors of the territorial economies, economic diversification and encouraging Northerners' participation in the economy. Projects are prioritized based on five-year territorial investment plans developed with input from territorial stakeholders, and are approved by the Minister of CanNor. Budget 2009, Canada's Economic Action Plan, renewed funding for the

SINED program at \$90 million over five years (April 1, 2009 to March 31, 2014). For each territory, this means potential federal contributions in the order of 25 million dollars over 5 years for the Targeted Investment Program, the Innovation and Knowledge Fund and the Partnership and Advisory Forums. In addition, a new \$5 million dollar Pan-Territorial Fund was established for projects impacting more than one territory.

## **Glossary**

**Activities:** actions or work undertaken to produce outputs. What is done to reach results: a direct link.

**EDI Partners:** Group of representatives from Industry Canada (IC) and each regional development agency: Western Economic Diversification (WED), Federal Economic Development Initiative for Northern Ontario (FedNor), Canadian Northern Economic Development Agencies (CanNor), Federal Economic Development Agency for Southern Ontario (FedDev Ontario), Canada Economic Development for Quebec Regions (CED), Atlantic Canada Opportunities Agency (ACOA), who collaborate on the delivery of the *Economic Development Initiative* identified in *Canada's Roadmap for Linguistic Duality: Acting for the Future 2008-201*.

**Indicators:** elements of meaningful information used to measure progress towards achieving expected results; indicators can be quantitative (resulting from data collection) or qualitative (resulting from the observation of a phenomenon)

**Outputs:** direct products or services resulting from the activities, policies, programs or initiatives of an organization

**Results/progress:** changes or effects directly attributable to the activities, policies, programs or initiatives of an organization

## **Distribution list**

- Clerk of the House of Commons Standing Committee on Official Languages
- Clerk of the Senate Standing Committee on Official Languages
- Commissioner of Official Languages
- Department of Canadian Heritage
- Community organizations
  - o Association franco-yukonnaise
  - o Conseil de développement économique des Territoires Nord-ouest (CDÉTNO)
  - o Fédération franco-ténoise
  - o Association des francophones du Nunavut
  - o Carrefour Nunavut