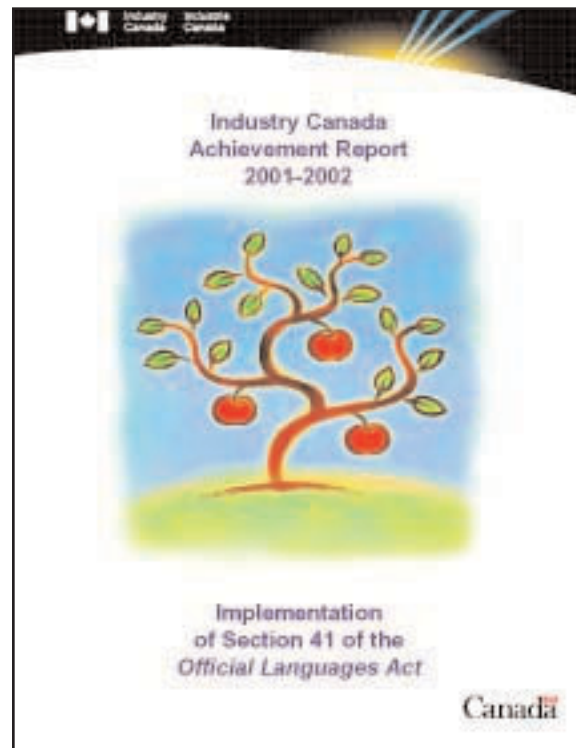


INDUSTRY CANADA

Achievement Report 2001-2002



Implementation of Section 41 of the Official Languages Act

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Cat. No. C2-448/2002

ISBN 0-662-66536-8

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**Official Languages Champion's Letter
Annual Departmental Achievement Report
2001-2002**

Industry Canada

By

Words That Matter Inc.

August 6, 2002

As Champion for Official Languages, I am pleased to present the Annual Departmental Achievement Report, with details on Industry Canada's implementation of Section 41 of the *Official Languages Act*.

In the past year, Industry Canada has continued its cooperation with the regional development agencies to implement a comprehensive strategy to support the economic development of official language minority communities across the country. This strategy brings together the many tools available to the communities to work with Industry Canada and its portfolio partners. It focuses on increasing communications with the communities, conducting more research and analysis to learn more about community economic development, and enhancing our existing programs and services to address community needs.

In the area of programs and services, we are continuing to assist communities to connect with one another and with other networks in Canada and around the world through programs such as VolNet, Community Access Program, SchoolNet, and the Interdepartmental Partnership with the Official-Languages Communities (IPOLC). Furthermore, in March 2002, the *Francommunautés virtuelles* pilot project was renewed, and an announcement was made on the availability of \$4 million in 2002-2003 to fund innovative projects in the area of new information and communication technologies in French.

Apart from the foregoing, the second phase of our internal awareness campaign continued; program managers were advised of their obligations relative to Part VII of the *Official Languages Act*. Information sessions were held in Ottawa and in Regional offices; more are planned in the coming year.

A new Intranet site, ProAction41, was launched to provide further details to all Industry Canada employees on Section 41. The site provides details on the *Official Languages Act*, official language minority communities, the Department's key achievements, and a listing of departmental contacts.

In closing, as Champion, I am committed to ensure that the official language minority communities share in Canada's economic prosperity. To meet this aim, Industry Canada will continue to enhance its efforts with the communities, and with all partners in the Industry portfolio.

John McBride

Summary of Achievements

In 2001-2002, Industry Canada continued to implement a strategy in cooperation with the regional development agencies to maximize the participation of the official language minority communities (OLMCs) in departmental and agency programs and services. Across Canada, outreach activities by staff to OLMCs increased, communities were more actively involved in programs, and plans were undertaken to improve services and expand economic development opportunities in the communities.

As part of the strategy, on-going efforts under existing programs were maintained. Within this context, the primary effort was on connecting official language minority communities via the Internet. Initiatives such as SchoolNet, VolNet, and Community Access which link the communities with one another and with others around the world, were the Department's most popular programs among OLMCs.

Strategic Plan in Action

The three-part strategy—which focuses on communications, analysis and research, and enhancing participation in existing programs—is based on the recommendations and results of a detailed evaluation of activities conducted to support Section 41. Completed in 2000–2001, the evaluation report was distributed to all OLMC participants, managers and senior officials in the Department, and in several other federal institutions, and is now available on the Department's Web site at www.ic.gc.ca/epublications.

The strategy will help increase the Department's communication with the communities, conduct more research and analysis to learn more about community economic development, and enhance existing programs and services to address community needs. The strategy also involves Industry Canada's regional development partners: the Atlantic Canada Opportunities Agency,

Canada Economic Development for Quebec Regions and Western Economic Diversification. Preliminary results suggest the strategy has created an increase in activity between the OLMCs and Industry Canada. More Francophones are participating in various efforts such as the two-day e-commerce workshop in the Pacific Region. As well, in the case of the Francophone community in Ontario, FedNor invested more than \$1,185,000 in support of 28 new projects. In addition, IC now has 10 joint projects under the Interdepartmental Partnership with Official-Language Communities (IPOLC).

The strategy emphasizes efforts to communicate with the official language minority communities and their associations. Anglophone companies in Quebec, for example, were sensitized to opportunities for trade and partnering using workshops and seminars given by embassy staff as well as other tools. Visits were made to 14 companies and associations to promote business with Africa and the Middle East.

Industry Canada also assisted official language minority clients to become export ready and to expand their markets through trade missions and fairs. The International Trade Centre (ITC) in New Brunswick arranged a Trade Outreach with Norway and Austria that was mainly held at the Francophone Cultural Centre in New Brunswick. In October 2001, in Bathurst, ITC sponsored Reverse New Exporters to Border States (NEBS), an Export Seminar involving mostly Francophone delegates, with the participation of American representatives from the Boston and Atlanta Consulates.

While pursuing these programs and services, Industry Canada staff are receiving feedback from the OLMCs. Based on consultations with the communities, action plans are being developed to strengthen and enhance the strategy. For example, in the course of regular program delivery, FedNor received various comments and has now contracted an independent consultant to consult the Francophone community in Northern Ontario and develop a French-language service delivery strategy.

Continuing to Increase Awareness

An awareness campaign to address our obligations relative to Parts IV and VII of the *Official Languages Act* was begun in 2000-2001. During 2001-2002, the second part of this awareness campaign was launched, targeting specific managers of programs and services. To reach this group of managers:

- information sessions were delivered to managers in Ottawa;
- the Quebec regional office in Montreal made presentations on Section 41 to the Regional Management Committee;
- FedNor co-ordinated official languages awareness sessions for staff and additional sessions for FedNor officers responsible for the 18 Ontario Community Futures Development Corporations which are required to offer their services in French.

Working through the Regions

These initiatives would not succeed without the involvement of the Regional Offices. Direct contact is maintained by regional staff with people in official language minority communities in various ways, such as local events, forums, seminars and Info-Fairs, to communicate information on Industry Canada's programs.

Atlantic Region

George Richard, (506) 851-6517

Quebec Region

Mary Bourdon, (514) 283-3099

Ontario Region

Allan Anderson, (416) 954-5447

FedNor

Marie Desmarais, (705) 670-6109

Prairies and Northern Region

Rita Morin, (403) 292-4512

Pacific Region

Aurora Opazo Saez, (604) 666-1404

The targeted campaign continues during 2002-2003, with about 10 information sessions being delivered in Ottawa and in regional offices.

Awareness of Section 41 is being addressed in other ways. To remind our staff about the important role they must play in the economic development of official language minority communities, promotional material such as posters, notepads, notebooks, paperweights, pamphlets and folders has been and will continue to be distributed.

To provide Industry Canada employees with more information on Section 41 and OLMCs, the ProAction41 Intranet site was launched on March 21, 2002. The site contains information on the *Official Languages Act*, official language minority communities, the Department's key achievements, and a listing of regional and national coordinators from the Department.

Community connections

Programs linking the communities with one another and with others around the world have had tremendous success. During the past year, VolNet was a key program which established 30 delivery agencies across Canada to assist voluntary organizations with Internet connectivity, including provision of computer equipment, network support and Internet skills development. This helped voluntary organizations increase their capability to carry out their missions in less time and at lower cost, and gave them better communication with other organizations.

VolNet terminated on March 31, 2002, having connected 11,152 voluntary organizations across Canada, and provided Internet skills development to 17,353 individuals; it supported the acquisition of 8,725 computers through a national computer supplier and more than 704 Francophone associations outside Quebec and 95 Anglophone associations in Quebec took advantage of the program.

Another example of connectivity is the Francommunautés virtuelles pilot project, which was renewed in March 2002. In 2002-2003, \$4 million will be made available to fund innovative projects in the area of new information and communications technologies in French.

Making it happen



J'en fais mon affaire

The "fruit tree" design developed for the Awareness campaign is a symbol of growth that produces or bears fruit. In other words, to inform and then convert that awareness into action.

Under the Computers for Schools (CFS) program, over 6,750 computers were delivered to official language minority schools in 2001-2002 (5,620 to Francophone schools outside Quebec and 1,141 to Anglophone schools in Quebec). Since its creation, CFS has delivered more than 330,000 computers to schools and libraries across Canada, exceeding the target of 250,000 set for March 2001.

Conclusion

Our efforts are beginning to bear fruit. The Department's strategy is increasing OLMC participation in programs and services. The awareness campaign is providing much needed information to managers and supervisors to help them understand community needs and ways in which they can work with OLMCs. There is still much to be done to support Section 41 and the OLMCs. The Department and regional economic development agencies are committed to ensure that OLMCs participate fully in the economic prosperity across the country.

PURPOSE: To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.

OBJECTIVE 1: Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.

SUB-OBJECTIVE 1: General

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<p>Industry Sector:</p> <ul style="list-style-type: none"> Organize exhibitions, conferences and awareness workshops for official language minority communities. 	<p>The Industry Sector has given many workshops and presentations on e-business over the year. When requested, the presentations were prepared and given in both official languages. For example, the Industry Sector gave a workshop on October 5, 2001, at the Midland-Penetanguishene Info-Fair. Participants were invited to ask questions in the language of their choice.</p>	<p>To raise awareness and promote sectoral tools and services available to SMEs, the Industry Sector will participate in other similar events.</p>	<p>Participants learned about the benefits of e-business and the tools at their disposal in <i>Strategis</i>.</p>
<p>Strategis:</p> <ul style="list-style-type: none"> <i>Strategis</i>, Canada's largest on-line source of business information, will deliver information sessions and training to official language minority communities. 	<p>No training sessions were provided by the <i>Strategis</i> staff at headquarters. From October 15, 2001, to February 11, 2002, an extensive on-line advertisement campaign was staged, focussing attention on several key Francophone portals.</p> <p>Quebec Presentation of two information sessions to Concordia University students and one to the working group of the Quebec Learners' Network.</p>		<p>Increase awareness and use of <i>Strategis</i> by Francophone Canadians.</p> <p>Increase understanding of the effectiveness of <i>Strategis</i>, and the richness of the information available through it.</p>

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<p><i>Competition Bureau:</i></p> <ul style="list-style-type: none"> • Make presentations to official language minority communities across Canada on the <i>Competition Act</i> and consumer products programs. 	<p>Presentation in French on the <i>Competition Act</i> at a college in Toronto.</p> <p>Presentation in French at a conference entitled “<i>Le partenariat stratégique de Toronto.</i>”</p> <p>Presentation in English to the Direct Sellers Association in Quebec City.</p> <p>Two presentations in English at the Montreal Regional Office. One on the <i>Consumer Packaging and Labelling Act</i> and the other on the <i>Textile Labelling Act</i>.</p> <p>Bilingual presentation in Montreal on the <i>Competition Act</i>.</p> <p>Presentation in English to the Purchasing Management Association of Canada in Dorval.</p>		<p>Enhancement of networking between communities.</p> <p>Better knowledge of the communities.</p> <p>Awareness and comprehension of the <i>Competition Act</i>, the <i>Consumer Packaging and Labelling Act</i>, and the <i>Textile Labelling Act</i>.</p>
<p><i>Office of Consumer Affairs (OCA):</i></p> <ul style="list-style-type: none"> • Launch the Canadian Consumer Information Gateway on the canada.gc.ca Web site, and distribute articles on information products featured on the Gateway and on Consumer Connection (OCA’s Web site) to official language minority communities, newspapers, and magazines. 	<p>The launch took place on June 22, 2000. In December 2001, nine articles in the Consumer Tips section of <i>News Canada/L’édition Nouvelles</i> were distributed to 73 newspapers and magazines (47 English in Quebec, and 26 French in all provinces and territories outside Quebec).</p>	<p>None.</p>	<p>Greater awareness of the Gateway, and Consumer Connection by official language minority communities.</p>

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<p><i>Measurement Canada:</i></p> <ul style="list-style-type: none"> • Distribute brochures on Measurement Canada and its services to official language minority communities and associations. 	<p>Distribution of information brochures regarding Measurement Canada and its services (e.g.:</p> <ul style="list-style-type: none"> • <i>Can I Count on My Meter?</i> • <i>Accuracy: It's Your Responsibility</i> • <i>Buying Propane for your Barbecue</i> • <i>Buying Firewood? Don't Get Burned</i>) <p>Publication of information brochures on Measurement Canada's Internet site.</p>	<p>Continued distribution of information brochures.</p>	<p>Improved access to information on Measurement Canada's services, and the rights and responsibilities of consumers and businesses with respect to accurate measurement.</p>
<p><i>Canadian Intellectual Property Office (CIPO):</i></p> <ul style="list-style-type: none"> • Offer several seminars on intellectual property (IP) and the information sources available to IP users to official language minority groups across Canada, in the language of the group. 	<p>In 2001-2002, CIPO regional staff delivered one seminar and provided some 39 separate consultation sessions to clients of official language minority groups in Atlantic Canada and Quebec.</p>		<p>Clients have a greater knowledge of IP, easier access to information they need through the CIPO and <i>Strategis</i> Web sites, and better skills in using IP services.</p>
<p><i>Team Canada Inc (TCI):</i></p> <ul style="list-style-type: none"> • TCI directorate to undertake an information mailing to national-level and trade-related organizations, encouraging businesses of the official language minority communities to take advantage of TCI programs and services. 	<p>No action taken in the fiscal year by Trade and Operations Branch. (Biennial activity)</p>		

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<p><i>Team Canada Inc (TCI): (continued)</i></p> <ul style="list-style-type: none"> • TCI directorate to undertake an information mailing to national-level and trade-related organizations, encouraging businesses of the official language minority communities to take advantage of TCI programs and services. 	<p><i>Ontario</i></p> <p>Workshop about gaining access to export financing presented.</p> <p>Teaching material for better access to electronic trade (e-Business Trade Roadmap).</p> <p>Information pamphlet about the International Trade Centre in Ontario as part of a national effort undertaken by the Trade Integration Directorate.</p>	<p>To be updated.</p>	<p>Better knowledge of federal government programs.</p> <p>Acquisition of Internet skills.</p> <p>Increased capacity for entrepreneurs to become exporters.</p>

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<p><i>All Regions:</i></p> <ul style="list-style-type: none"> • Invite official language minority communities to participate in Industry Canada events. 	<p><i>Atlantic Region</i> Invitations were extended to Francophone communities to take part in Info-Fairs, e-commerce workshops, IT Week 2001, and activities related to the Community Access Program (CAP).</p> <p><i>Quebec</i> Invitations were sent regularly to Quebec's Anglophone minority businesses regarding all missions and other trade activities organized by or with Industry Canada's Quebec Region.</p> <p><i>Prairie and Northern Region</i> Official language minority CAP participants attended the four Connectedness Conferences organized by the Prairie and Northern Region in October, November, December 2001 and March 2002.</p> <p>A representative from the Alberta Francophone Chamber of Commerce is a member of the Regional Export Alliance of Trade Team Alberta.</p>		<p>Improved participation in departmental events. Increased awareness and understanding of IC programs and services.</p> <p>Better communication.</p> <p>Heightened awareness of Industry Canada programs and Internet skills.</p> <p>Increased awareness of programs and ensured direct access to initiatives and events. Information is distributed to the membership at large.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Invite official language minority communities to participate in Industry Canada events. 	<p><i>Pacific Region</i></p> <p>In conjunction with Western Economic Diversification Canada, the Francophone community is made aware of a variety of business information.</p> <p>The Francophone community participated in a regional Info-Fair in Victoria.</p> <p>External outreach activities are promoted via e-mails, posters and by placing announcements in a variety of French publications.</p> <p>Participation in a two-day e-commerce workshop, where close to one-fifth of the participants were Francophones.</p> <p>Organized and hosted a French-style breakfast in celebration and promotion of <i>Les Rendez-vous de la Francophonie</i>.</p> <p><i>FedNor</i></p> <p>FedNor regularly used the minority and majority press to advertise its programs and services.</p>	<p>Continue.</p>	<p>Increased access to information.</p> <p>Enhanced networking between Francophone communities and Industry Canada.</p> <p>Better knowledge of programs.</p> <p>Enhanced uptake.</p>

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<ul style="list-style-type: none"> • Develop activities to raise awareness among business clients from official language minority communities of their obligations under the Marketplace Services regulations, as well as of the role of the Competition Bureau. 	<p><i>Pacific Region</i> Done when promoting <i>Strategis</i>, and also through the activities of the Office of Consumer Affairs (OCA).</p>		

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<p><i>All regions: (continued)</i></p> <ul style="list-style-type: none"> • Support activities of regional trade networks that increase awareness of investment opportunities in official language minority communities, and promote their culture and their potential for economic development. 	<p><i>Quebec</i> With the assistance of the Quebec Region, a two-day conference, “Bridging the Investment Gap”, was held in Montreal in June 2001. Topics focussed on investment at the community level, and participants came from the business and municipal government sectors.</p> <p><i>Ontario</i> Workshop to promote economic development amongst graduated students organized in cooperation with the <i>Collège des Grands Lacs</i>.</p> <p><i>FedNor</i> On a continuing basis, FedNor officers dialogue with the members of the Francophone community in the region on matters of economic development.</p> <p>Since 1998, there has been a substantial increase in the complement of bilingual officers at FedNor from four to sixteen. This represents an increase in the ratio of officers who are bilingual from 23% to 40% as of March 2002, and enhances FedNor’s capacity to serve the Francophone community.</p>	<p>Continue.</p>	<p>Better understanding of federal programs related to investing in communities, including those who have considerable numbers of Anglophones and Allophones.</p> <p>A better informed community.</p> <p>Increased number of Francophones in the federal government.</p>

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<p><i>All regions: (continued)</i></p> <ul style="list-style-type: none"> • Support activities of regional trade networks that increase awareness of investment opportunities in official language minority communities, and promote their culture and their potential for economic development. 	<p><i>FedNor (continued)</i></p> <p>management and other activities to support the establishment of a businesswomen's network.</p> <ul style="list-style-type: none"> • FedNor supported the <i>Association des Francophones du Nord-Ouest de l'Ontario</i> in presenting the <i>Conférence jeunesse: Technologie et développement économique</i>, offering to youth an interactive experience and training in technology, entrepreneurship and economic development. • FedNor supported the <i>Association française des municipalités de l'Ontario (AFMO)</i>, making it possible for the delegates to participate in various workshops and discussion groups at the Annual Conference of the AFMO in Welland from September 25 to 30, 2001. The discussions revolved around four fundamental themes: economic development and tourism, the increasing demand for smart 	<p>Project monitoring.</p> <p>Evaluate new requests.</p>	<p>Development of a network of young Francophones who are interested in technology as a means of economic and small business development.</p>

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<p><i>All regions: (continued)</i></p> <ul style="list-style-type: none"> Support activities of regional trade networks that increase awareness of investment opportunities in official language minority communities, and promote their culture and their potential for economic development. 	<p><i>FedNor (continued)</i></p> <p>communities, the future directions of the association, and the municipal priorities contained in the Canada-Ontario Community Agreement.</p> <ul style="list-style-type: none"> FedNor supported the Far Northeast Training Board for the coordination of youth forums, four of which were in French, in the communities of Timmins, Kapuskasing, Hearst and Chapleau. The subject of these forums was the exodus of youth from Northern Ontario and related strategies. <p><i>Prairie and Northern Region</i></p> <p>International Trade Centres (ITCs) publish <i>l'E-dition</i>, a quarterly electronic newsletter with French and English versions highlighting trade and investment events and opportunities, IC program possibilities, success stories, etc.</p> <p>A client satisfaction survey was conducted which ITC clients could complete in either official language.</p> <p><i>Pacific Region</i></p> <p>Meetings were held with the <i>Société de développement économique de la Colombie-Britannique (SDECB)</i> to raise awareness of ITC activities and investments, and diversification opportunities for Francophones.</p>		<p>Same number of clients as last year requested the newsletter in French.</p> <p>All respondents chose English.</p>

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<p><i>All regions: (continued)</i></p> <ul style="list-style-type: none"> • Raise awareness of official language minority interests as a part of Canadian trade policy development. 	<p><i>FedNor</i> FedNor received the <i>Plan stratégique du secteur économique de la francophonie ontarienne 2002-2005</i>, which identifies export development as one of the priorities of the Francophone community.</p> <p><i>Pacific Region</i> A representative from ITC will meet with members of the SDECB to establish a flow of information.</p>	<p>To support the implementation of priority projects of the Francophone community, FedNor will establish links with the new <i>Réseau de développement économique et d'employabilité</i> (RDÉE) staff in the region.</p>	<p>Support for exports.</p> <p>Increased exports.</p>
<ul style="list-style-type: none"> • Communicate the importance of trade to official language minority companies and their associations, through Team Canada Inc presentations and workshops, and by other means. 	<p><i>Quebec</i> Anglophone companies were sensitized to opportunities for trade and partnering through outreaches by embassy staff from around the world. For example, to promote business with Africa and the Middle East, 14 companies and associations were visited.</p> <p>Discussions with, and presentations to, the National Human Resource Development Committee for the English Linguistic Minority and the Permanent Working Group on Job Creation and Economic Diversification about potential trade activities and markets.</p>		<p>Increased awareness of the processes involved in penetrating foreign markets.</p> <p>Cultivated larger networks of trade representatives to assist Anglophone companies with their export activities.</p>

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<p><i>All regions: (continued)</i></p> <ul style="list-style-type: none"> • Communicate the importance of trade to official language minority companies and their associations, through Team Canada Inc presentations and workshops, and by other means. 	<p><i>Ontario</i> Workshop to promote the importance of international trade presented in Toronto to La <i>Chambre économique de l'Ontario</i>.</p> <p><i>Pacific Region</i> Services are provided in French by ITC to Francophone communities.</p> <p>ITC publications made available to members of the SDECB through a link from the SDECB Web site.</p> <p><i>FedNor</i> FedNor made a contribution to the <i>Association Parmi-elles</i>, of Hearst, and to the <i>Association des francophones du Nord-Ouest de l'Ontario</i> to support two projects.</p> <p>FedNor made a contribution to the <i>Association de la presse francophone</i> for the implementation of a two-year project: <i>Partenariat d'information et de promotion de l'entrepreneuriat communautaire</i>, aimed at promoting entrepreneurship among youth and to encourage young people to become involved in community economic development.</p>	<p>Ongoing.</p> <p>Project monitoring. Evaluate new requests.</p> <p>Project monitoring. Evaluate new requests.</p>	<p>Better knowledge of federal government programs.</p> <p>Increased knowledge about e-commerce.</p> <p>People are better informed about possibilities.</p>

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<p><i>All regions: (continued)</i></p> <ul style="list-style-type: none"> • Assist official language minority clients to become export ready and to expand their markets through trade missions and fairs. 	<p><i>Atlantic Region</i></p> <p>In Nova Scotia, several clients who attended trade events were Francophone and services were available in French when required.</p> <p>In Prince Edward Island, the ITC Group organized an Export Readiness Training Program, and one-on-one counselling sessions in conjunction with the Baie Acadienne Development Corporation.</p> <p>In New Brunswick, ITC arranged a Trade Outreach with Norway and Austria which, for the most part, was held at the Francophone Cultural Centre. In October 2001, in Bathurst, ITC sponsored “Reverse New Exporters to Border States (NEBS),” an Export Seminar involving mostly Francophone delegates, with the participation of American representatives from the Boston and Atlanta Consulates.</p> <p><i>Quebec</i></p> <p>ITC and IC Quebec Region worked with the Children’s Apparel Manufacturers Association (CAMA) to diversify current markets (US and Japan) to include Mexico. They also included a presentation to their first Mission Planning Meeting in February 2002 (seven company members).</p> <p>IC financed a market study of the</p>	<p>Confirmation and implementation of a mission to Mexico for CAMA companies to find new agents in September.</p>	<p>Most Francophone businesses are aware of opportunities for trade, export and investment. Therefore, they take advantage of services provided by regional ITC contacts in each province.</p> <p>Better knowledge of the services offered by ITC Quebec Region and the Canadian Embassy in Mexico.</p>

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<p>All regions: (continued)</p> <ul style="list-style-type: none"> • Assist official language minority clients to become export ready and to expand their markets through trade missions and fairs. 	<p>Ontario Participation in trade fairs in Midland and Niagara-Welland.</p> <p>FedNor FedNor sponsored <i>Affaires 2001</i>.</p> <p>FedNor entered a contract with the <i>Réseau de développement économique et d'employabilité (RDÉE)</i>: videoconferencing to the communities two e-commerce workshops offered in French in collaboration with <i>Collège Boréal</i>.</p> <p>Prairie and Northern Region <i>Chambre économique de l'Alberta</i> has received invitations to meet with visiting Trade Commissioners, including Trade officers from Francophone countries, to discuss opportunities.</p> <p>Eight Manitoba Francophone companies were accompanied on a mission to the Futurallia 2001 show in France. Five PEMD applications were submitted following the mission.</p> <p>Pacific Region Presentation on export awareness to the</p>	<p>Activity needs to be increased.</p> <p>These conferences will be offered in Sudbury, Sturgeon Falls, Timmins, Kapuskasing, and Hearst in May 2002.</p>	<p>Better knowledge of federal government programs.</p> <p>Increased capability for entrepreneurs to become exporters.</p> <p>Support for exports. Increased exports.</p> <p>Supported of exports though e-commerce.</p> <p>Increased exports through e-commerce.</p> <p>Promotion of exporting opportunities available to Francophone communities.</p>

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<p><i>Atlantic:</i></p> <ul style="list-style-type: none"> Organize a conference on innovation, in partnership with the <i>Conseil économique du Nouveau-Brunswick</i>. 	<p>This pan-Atlantic conference was held in Bathurst in May 2000.</p>		
<p><i>Quebec:</i></p> <ul style="list-style-type: none"> Promote Anglophone SMEs' efforts to enter into international strategic alliances. 	<p>The International Trade Centre of IC Quebec Region regularly met with Anglophone SMEs to discuss trade and strategic alliances for all markets, in particular Europe, Africa, Asia and Latin America. A number of activities support this, including, for example, the Team Canada Inc Quebec Web site which offers the Canada-Italy Trade and Investment Forum. This site enables Anglophone SMEs and others (Allophones and Francophones) to network with their commercial counterparts and associations in Italy to promote partnership.</p>	<p>Ongoing.</p>	<p>Increased options at the international level for commercial and technological partnership.</p>
<p><i>Ontario:</i></p> <ul style="list-style-type: none"> Using short presentations at small business conferences, Info-Fairs and trade shows, demonstrate the products and services available on the Competition Bureau Web site. 			
<ul style="list-style-type: none"> Provide input for press releases to raise awareness regarding the role of the Competition Bureau. 			
<ul style="list-style-type: none"> Through the new Infrastructure Program and any other special programs, ensure that Francophone communities are informed of program investment opportunities. 			

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<p>Ontario: (continued)</p> <ul style="list-style-type: none"> Working with the Ontario Regional Action Committee to follow up on the recommendations of the “Study of Industry Canada Services to the Francophone Business Community in Southern Ontario”, including the Community Access Program, the Community Futures Development Corporations (CFDC), and the Canada-Ontario Business Service Centres (COBSC) sites. 	<p>Canada-Ontario Business Service Centre (COBSC)</p> <p>The COBSC supplied full hard copy French collection of available business references to three additional CFDC sites. This brings the number of sites having French collections to serve Ontario business clients to 26.</p>		<p>Increased access to French business publications across the province by Francophone entrepreneurs.</p>
<ul style="list-style-type: none"> Increase awareness of Industry Canada’s investment programs and services available to Francophone SMEs, through small business conferences and Info-Fairs targeting Francophones, and through regular newsletters and articles in Francophone business publications such as <i>Le Lien économique</i>. 	<p>ITC Toronto published articles promoting exports in <i>Le Lien économique</i> (the PEMD promotion).</p> <p>Interviews with French TV and Radio stations.</p> <p>FedNor</p> <p>FedNor publicized its programs and services by advertising in the minority press or in a bilingual format in the majority press, including publication in the following minority papers:</p> <ul style="list-style-type: none"> Sudbury - <i>Le Voyageur</i> Cochrane - <i>L’Ours noir</i> Hearst - <i>Le Nord</i> Kapuskasing - <i>L’Horizon</i> Sturgeon Falls - <i>La Tribune</i> Timmins - <i>Les Nouvelles</i> <i>Le Lien économique</i> <i>Infomag</i> 	<p>Activity needs to be increased.</p> <p>Activity needs to be increased.</p> <p>To continue.</p>	<p>Better knowledge of federal government programs.</p> <p>Increased capability for entrepreneurs to become exporters.</p> <p>The community is better informed about FedNor.</p>

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<p><i>Ontario: (continued)</i></p> <ul style="list-style-type: none"> • Continue partnership with La <i>Chambre économique de l'Ontario</i>, and explore other partnerships for joint activities with the Francophone business community of Ontario. 	<p>Participation in six workshops with <i>Le Cercle canadien</i>.</p>	<p>Activity needs to be increased.</p>	<p>Better knowledge of federal government programs.</p>
<ul style="list-style-type: none"> • Organize, in partnership with La <i>Chambre économique de l'Ontario</i>, joint activities to provide export and trade services to Francophone firms. 	<p><i>FedNor</i> FedNor sponsored <i>Affaires 2001</i>, coordinated by La <i>Chambre économique de l'Ontario</i>.</p> <p>FedNor supported the <i>Destination Nord</i> project of La <i>Chambre économique de l'Ontario</i>, a project aimed at promoting Francophone tourism activities in Northern Ontario. The project consists of five elements: research, communication and networking, training, marketing, and tour packages.</p>	<p>Noted above.</p> <p>Project monitoring.</p>	<p>Noted above.</p> <p>Growth of Francophone tourism.</p>
<ul style="list-style-type: none"> • Represent the Ontario region on the <i>Comité paritaire</i>, which brings key Francophone organizations together with federal and provincial organizations. 	<p>Ontario Region representative attended two regular committee meetings.</p> <p><i>FedNor</i> FedNor participated as a member of the <i>Comité paritaire</i>.</p>	<p>Ongoing.</p> <p>To continue.</p>	<p>Unified federal response to needs of the Ontario Francophone community.</p> <p>Opportunity to leverage IC funds through the programs of other Departments.</p> <p>Increased communication between FedNor and the Francophone community.</p>

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<p><i>Ontario: (continued)</i></p> <ul style="list-style-type: none"> • Through Info-Fairs, seminars and trade missions, support the development of the skills required to export and increase participation in export activities by Francophone companies. 	<p><i>FedNor</i> FedNor initiated preparations for a SME Info-Fair to take place in Thunder Bay (June 2002).</p>	<p>Host the event.</p>	<p>Increased knowledge of exporting and programs and services designed for SMEs.</p>
<p><i>FedNor:</i></p> <ul style="list-style-type: none"> • Work with technology centres to develop bilingual activities focussed on innovation. 	<p>In the area of innovation, FedNor supported:</p> <ul style="list-style-type: none"> • the <i>Centre franco-ontarien de ressources en alphabétisation (FORA)</i> in the implementation of an e-commerce system, <i>Achats Virtuels Alpha</i>, which will facilitate the distribution of literacy material to the Francophone community; • the <i>Conseil scolaire public du nord-est de l'Ontario</i> project to study the feasibility of the creation of a Northern Francophone innovation centre for technological education; and • the <i>Association des francophones du Nord-Ouest de l'Ontario</i>: “Conférence jeunesse – Technologie et développement économique;” 	<p>Project monitoring. Evaluate new requests.</p>	<p>Possibility of increased sales. Increased innovation.</p>

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<p><i>FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work with technology centres to develop bilingual activities focussed on innovation. 	<ul style="list-style-type: none"> • During the previous year, FedNor supported the hiring of a business manager at the Northern Centre for Advanced Technology (NORCAT) who offers support in both official languages to firms in the Sudbury region. This service remains available. In addition, the Workplace Hazardous Materials Information System (WHMIS) was translated and is available to Francophone organizations and SMEs. 	<p>Project monitoring.</p>	<p>Technological support available.</p>
<ul style="list-style-type: none"> • Establish cooperative relationships with the Industrial Research Assistance Programs (IRAP) and others to promote the diffusion of technology. 	<p>FedNor is pursuing discussions with the Ontario region of the IRAP, a program of the National Research Council of Canada.</p>	<p>Pursue discussions.</p>	<p>Enhanced diffusion of technology.</p>
<ul style="list-style-type: none"> • Work as a partner with business and other organizations to review ideas submitted by Northern Ontario entrepreneurs, and to help them grow. 	<p>In addition to projects with FORA and the <i>Conseil scolaire public du Nord-Est de l'Ontario</i>, FedNor supported the following projects:</p> <ul style="list-style-type: none"> • <i>Le Collège Boréal</i>: projet ÉCHO, Centre for Excellence in French-language communications in Sturgeon Falls. • <i>La Société historique de Field</i>: research the history of Field and the possibility of creating a museum or institute, and coordination of a festival. 	<p>Project monitoring. Evaluate new requests.</p>	<p>Business growth and job creation.</p>

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<p><i>Fednor: (continued)</i></p> <ul style="list-style-type: none"> • Maintain the Northern Ontario economic database to increase access to current data and trends in Northern Ontario's economy, and encourage Francophone clients to use it. 	<p>FedNor maintains socioeconomic data produced by Statistics Canada.</p> <p>In November 2001, FedNor's Planning, Analysis and Evaluation Officer made a presentation on economic data and trends relating to Northern Ontario and the Greater Sudbury region to the <i>Regroupement des gens d'affaires francophones</i> (Sudbury district).</p>	<p>Maintain data.</p>	<p>Access to the information.</p>
<ul style="list-style-type: none"> • Support the Public Works and Government Services Canada training modules to assist Francophone businesses to sell to the government. 	<p>Requests for information concerning the sale of products or services to the government are sent directly to Public Works and Government Services Canada.</p>		
<ul style="list-style-type: none"> • Increase the Community Futures Development Corporations' (CFDC) capacity to serve Francophone stakeholders. 	<p>To increase CFDC capacity to offer quality services in French in regions where demand warrants, FedNor implemented the following measures:</p> <ul style="list-style-type: none"> • Introduction of a clause with enhanced requirements regarding the provision of services in both official languages • More explicit communication with CFDCs on requirements for service to the public • Enhanced monitoring and follow-up activities 	<p>Pursue improvement and follow-up on initiatives.</p>	<p>Access to quality services in both languages in regions where numbers warrant.</p>

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<ul style="list-style-type: none"> • Monitor the Business Planning Initiative and the agreement with <i>Le Mouvement des caisses populaires de l'Ontario</i> across Northern Ontario, and encourage equitable access for Francophones. 	<p>The agreement with <i>Le Mouvement des caisses populaires de l'Ontario</i> ended on March 31, 2001.</p> <p>The Business Planning Initiative is the subject of an evaluation which is in progress.</p>	<p>According to the results of the evaluation.</p>	<p>According to the results of the evaluation.</p>
<p><i>Fednor: (continued)</i></p> <ul style="list-style-type: none"> • Maintain the Northern Ontario economic database so that Francophone clients can access market information. 	<p>FedNor maintains socioeconomic data produced by Statistics Canada. The data is available through the CFDCs.</p>		
<ul style="list-style-type: none"> • Provide export counselling to Francophone clients. 	<p>FedNor offers support services in the area of export development, including the referral of SMEs to more specialized programs and services such as the International Trade Centre, the Department of Foreign Affairs and International Trade, the Canadian International Development Agency (CIDA), the exportsource.ca Web site, or others.</p>	<p>Continue.</p> <p>An Info-Fair for SMEs is being planned for June 2002 in Thunder Bay.</p>	<p>Increased knowledge about exporting.</p> <p>Increased exports.</p>
<ul style="list-style-type: none"> • Promote use of trade information found on the FedNor Web site. 	<p>The FedNor Web site search engine carries out research through the <i>Strategis</i> Web site, Canada's business and consumer site that provides a broad range of business data and other information.</p>	<p>Maintain the Web site.</p>	<p>Access to commercial data.</p>
<ul style="list-style-type: none"> • Use the New Exporters Program (NEXPRO) to enhance Francophone clients' export preparedness. 	<p>NEXPRO workshops are offered by the Business Development Bank of Canada.</p>		

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<ul style="list-style-type: none"> Recruit and encourage Francophone firms to participate in Trade Team Canada missions. 	FedNor facilitates access to information and resources in order to enhance exports.	Continue.	Increased exports.
<ul style="list-style-type: none"> Promote WIN Export registration to Francophone clients. 	FedNor continues to promote registration on the WIN Export network.	Continue.	Increased exports.
<p><i>Prairie and Northern Region:</i></p> <ul style="list-style-type: none"> Ensure that the needs of regional Francophone economic development organizations are reflected when developing a regional strategy on innovation with Western Economic Development Canada and the National Research Council's Industrial Research Assistance Program. 		Develop a strategic plan.	
<ul style="list-style-type: none"> Work with other federal departments on a pilot study on barriers to the adoption of innovation. 	Signing of the Canada-Saskatchewan-Fransaskois MOU for Economic and Human Resources Development of the Fransaskois Community in November 2001.		Collaborative approach to identify projects to enhance and meet the community's strategic economic objectives.

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<ul style="list-style-type: none"> • Ensure that the Francophone community is considered as a regional client group. 	<p>Inclusion of Francophone program participants in broadcast e-mails, event and program announcements as well as for Francophone program opportunities.</p> <p>Saskatchewan Industry Canada representative at the official languages sub-committee table.</p> <p>North West Territories Francophone community representation on Smart Community board.</p>		<p>Information Highway Applications Directorate (Prairie and Northern Region) is getting to know more champions of the Francophone communities thus increasing knowledge of their programs.</p>
<ul style="list-style-type: none"> • Ensure that the strength of Francophone communities and firms is brought to the attention of potential investors/partners. 			
<ul style="list-style-type: none"> • Encourage Francophones to register on WIN Export. 			
<p><i>Prairie and Northern Region:</i> (continued)</p> <ul style="list-style-type: none"> • Collaborate with Western Economic Diversification Canada to develop a profile of Francophone firms that have export-ready potential. 			
<p><i>Pacific:</i></p> <ul style="list-style-type: none"> • Prepare economic snapshots of the region and provide them to Francophone business groups. 	<p>Economic information and regional snapshots have been made available to the SDECB through Western Economic Diversification Canada.</p>		<p>Increase access to information.</p>

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<ul style="list-style-type: none"> • Work with Canada Business Service Centres to provide information to members of the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB) on the new <i>Canada Small Business Financing Act</i> program, through information sessions, a radio interview and newspaper articles. 	<p>General information on Canada Business Services Centres was given to the SDECB during information sessions.</p>		<p>Increase access to information.</p>
<ul style="list-style-type: none"> • Collaborate with the International Trade Centre (ITC) to provide information sessions to members of the <i>Chambre de commerce francophone</i> and the SDECB on ITC trade support programs. 		<p>ITC representative to offer an information session to the SDECB and the <i>Chambre de commerce francophone</i> on ITC services and support programs.</p>	<p>Increase access to information.</p>

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<p><i>Pacific: (continued)</i></p> <ul style="list-style-type: none"> • Ensure that the Francophone community is considered as a regional client group when developing a regional strategy. 	<p>As part of the <i>Official Language Act</i> internal IC awareness campaign, the regional management team is kept informed of Francophone needs.</p> <p>The Pacific Region made a presentation to its Regional Sales Force concerning IC's obligations under Section 41 of the <i>Official Languages Act</i>. Section 41 promotional booklets were distributed.</p> <p>The Pacific Region supported a number of Francophone events including the <i>Festival du sucre d'érable</i> in Nanaimo, a crêpe breakfast in celebration of <i>Les Rendez-vous de la Francophonie</i>. The representatives attended annual meetings of <i>La Fédération des francophones de la Colombie-Britannique</i> and of the SDECB.</p> <p>John McBride, Associate Deputy Minister, Operations, and Official Languages Champion, visited Vancouver in October 2001 and met with a few principals of the SDECB, the FFCB, and <i>Educacentre</i> to gain an overall flavor of the official language minority community (OLMC) in B.C. and the challenges facing the regional Francophone community.</p>	<p>A contact list of Francophone communities will be distributed.</p>	<p>Increase access to information.</p>

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<p><i>OTHER ACTIVITIES</i></p> <p>To increase awareness of, and participation in Industry Canada’s programs and services:</p> <ul style="list-style-type: none"> • FedNor supports the implementation of a comprehensive Community Futures Development Corporations (CFDC) marketing strategy that will ensure an increased awareness among the public regarding the work of these organizations in Ontario. This strategy also includes a marketing component that will take into account the need to reach the official language minority in the identified regions. <p>In order to better understand the interests of the official language minority community and to incorporate these in its initiatives, FedNor hired a consultant during the year to:</p> <ul style="list-style-type: none"> • undertake a consultation process with the Francophone community in Ontario and with CFDCs; • study models used by the three regional development agencies; • develop a strategy for the delivery of CFDC services in French within Ontario. 			

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 2: <i>Support and increase participation in the knowledge-based economy by official language minority communities.</i>			
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Communications: <ul style="list-style-type: none"> • A guide to the Internet has been developed for Francophone users. This guide will continue to include links to sites of interest to official language minority groups and will be placed on the Connecting Canadians Web site at: connect.gc.ca/en/100-e.shtml. 	<p>The guide was completed and published late in the fiscal year 1999-2000.</p> <p>It was updated in 2001-2002.</p>		Consistent visits to the Web site.
<ul style="list-style-type: none"> • Industry Canada's Success Story page on the corporate Web site will continue to include links to Industry Canada successes in promoting Internet services to official language minority groups. The showcase can be found at: www.ic.gc.ca/success. 	<p>The Success Stories page was completed and published late in the fiscal year 1999-2000.</p> <p>It was updated in 2001-2002.</p>		Consistent visits to the Web site.

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<p><i>Canada Business Service Centres (CBSCs):</i></p> <ul style="list-style-type: none"> Regional Access Partners will include and support official language minority business service intermediaries in the network, where demand and interest exist. 	<p><i>National Secretariat Talk to Us!</i> Bilingual Web-based service enhancement made available in 10 provinces. For connectivity reasons, this service has not been rolled out to the CBSCs in the T.N.-O., Yukon, and Nunavut.</p> <p><i>Ontario</i> Identified a Regional Access Partner (RAP) involved in the development of a Francophone Web site for French business entrepreneurs.</p> <p>Delivered three presentations on programs, services and on-line tools for business during e-commerce seminars in Ottawa, Windsor, and Hamilton.</p> <p>Provided three hours of training to marketing team members.</p> <p>The Regional Access Partners (RAP) have been encouraged to identify Francophone business intermediaries in their areas of coverage for awareness building and on-going relationships. Four partners have included Francophone associations and organizations in their action plans.</p>	<p>Explore potential funding opportunities to assist the St. Catharines RAP partner to further develop the Web site and to assist in the identification of client needs for Francophone on-line tools.</p> <p>Deliver 3 “On-line Tools for Business” seminars at RAP sites in Welland, Hawkesbury and Penetanguishene.</p> <p>Conduct follow-up surveys concerning access and quality of service.</p> <p>Francophone workshops and presentations to be made available and promoted.</p> <p>Delivery to intermediaries requesting French presentations will be planned, according to client preferences, and hosted by RAP partners.</p> <p>Training modules for use by RAP partners are being translated.</p>	<p>Increased access to electronic business information in French through bilingual call agents.</p> <p>Increase awareness of IC programs and services available for business.</p> <p>Greater awareness by RAP partners to proactively engage Francophone stakeholders.</p> <p>Increased ability of Francophone intermediaries to use French resources in their service delivery activities.</p> <p>Greater awareness of the resources available in the Francophone business community.</p>

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<p>Canada Business Service Centres (CBSCs): (continued)</p> <ul style="list-style-type: none"> • Target promotional activities to official language minority communities (for example, outreach activities, advertising of CBSC services, and participation in trade fairs and seminars). 	<p>Atlantic Region The CBSCs throughout the region promoted a multitude of business information, including IC programs, through advertisements, presentations and outreach to Francophone communities.</p> <p>Ontario Ad inserts in Francophone directories.</p> <p>Promotion of the availability of Francophone presentations.</p> <p>Quebec Organization of Info-Fairs in areas of significant Anglophone representation including:</p> <ul style="list-style-type: none"> • Matane, Gaspé, May 2001: 380 persons; • Maniwaki, Outaouais, October 2001: 543 visitors; • <i>La Conférence de Montréal</i>, April 17-20, 2001: 200 visitors; • <i>AmeriContact</i>, Quebec City, April 1-3, 2001: 300 visitors. <p>Yukon Participated in the bilingual E-biz for Small Business Workshop hosted by IC and the Yukon Territory government.</p> <p>National Secretariat Co-sponsored <i>Affaires 2001</i>, a business trade event geared to international Francophone entrepreneurs. Held in</p>	<p>French workshops to be delivered where client requests are received.</p>	<p>Better understanding of various IC programs and services.</p> <p>Increased knowledge about serving the public in both official languages.</p> <p>Increased awareness of availability of Francophone resources and offerings.</p> <p>Through e-commerce, encourage small Francophone Yukon businesses to compete on a level playing field with other enterprises in the global economy, and export Yukon products to the world.</p>

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<p>Canada Business Service Centres (CBSCs): (continued)</p> <ul style="list-style-type: none"> • Include official language minority communities in consultations and evaluations, and participate in business advisory boards where these exist. 	<p>Ontario, Northwest Territories, Nunavut and Yukon</p> <p>All centres are currently engaged in evaluation activities using a new framework that incorporates evaluation of client satisfaction with language of service.</p>	<p>The final summary report should be completed in the Fall of 2002.</p>	
<p>VolNet:</p> <ul style="list-style-type: none"> • Establish 30 VolNet delivery agencies across Canada to assist voluntary organizations with Internet connectivity, including provision of computer equipment, network support and Internet skills development. 	<p>The VolNet program ended on March 31, 2002.</p> <p>The program connected 11,152 voluntary organizations across Canada, provided Internet skills development to 17,353 individuals and subsidized the acquisition of 8,725 computers through a national computer supplier.</p> <p>More than 704 Francophone associations outside Quebec and 95 Anglophone associations in Quebec took advantage of the program.</p>		<p>More than 799 Francophone and Anglophone minority associations took advantage of the program.</p> <p>Increased capability to deliver their mission in less time and at a lower cost.</p> <p>Better communication with other organizations.</p>
<ul style="list-style-type: none"> • A national Francophone delivery agency and two provincial Francophone delivery agencies outside Quebec have been selected to support Francophone voluntary organizations outside of Quebec. 	<p>Project completed.</p>		<p>Thirt one percent of VolNet participants were Francophones from all provinces and territories.</p>
<ul style="list-style-type: none"> • The identified national computer supplier will provide bilingual service throughout Canada. 	<p>Project completed.</p>		<p>Voluntary organizations were able to receive services in the language of their choice.</p>

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<p><i>VolNet: (continued)</i></p> <ul style="list-style-type: none"> • Make workshops available in the language of the official language minority organizations. 	<p>Training material was provided in both official languages.</p>		<p>Delivery agencies ensured voluntary organizations received training in the language of their choice.</p>
<p><i>Canada's Digital Collections:</i></p> <ul style="list-style-type: none"> • This program, which devotes special attention to official language minority communities, will continue to fund approximately 10 digitization projects each year in such communities. <p>These projects will provide opportunities to present the cultural and linguistic diversity of these communities on the Internet.</p>	<p>Fourteen Digital Collections projects were executed by official language minority recipients in 2001-2002. One of these was an English-language project carried out in Quebec, and 13 were French-language projects outside Quebec.</p> <p><i>Atlantic Region</i> In Nova Scotia, the provincial coordinator for Information Highway Applications Branch (IHAB) programs met with representatives of different Acadian communities and organizations to assist them in the presentation of heritage projects.</p>	<p>Several of the digital collections are undergoing final revision.</p> <p>It is expected that all 14 digital collections will be posted on the Canada's Digital Collections Web site: collections.ic.gc.ca.</p>	<p>Sixty-two young Canadians received practical work experience in the multimedia field (14 digital collections).</p> <p>Three projects were approved, and in one instance additional funds were leveraged from outside partners such as the Atlantic Canada Opportunities Agency (ACOA), Canadian Heritage, and the Minister of Acadian Affairs.</p>

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<p><i>Student Connection Program (SCP):</i></p> <ul style="list-style-type: none"> • Offer low-cost, on-site e-commerce and Internet training to SMEs as well as specialized Internet training to seniors, and ensure that training services and materials are made available in both official languages throughout Canada. 	<p>SCP continues to ensure the availability of training services and materials in both official languages through its 14 Administration Centres, including two Francophone centres outside Quebec and one Anglophone centre in Quebec. Since 1996, training was offered to more than 115,000 clients.</p>	<p>Ongoing.</p>	<p>Affordable, high-quality technology training suited to the needs of SMEs and seniors.</p> <p>The e-commerce training helps businesses stay competitive in their local economy and the global electronic marketplace.</p> <p>Employment opportunities for the students. Better understanding by enterprises of the power of the Internet.</p>
<p><i>Student Connection Program (SCP): (continued)</i></p> <ul style="list-style-type: none"> • Offer low-cost, on-site e-commerce and Internet training to SMEs as well as specialized Internet training to seniors, and ensure that training services and materials are made available in both official languages throughout Canada. 	<p><i>Atlantic Region (continued)</i></p> <p>SCP Student Business Advisors hosted an Industry Canada Internet Café at the Rural Dialogue Conference in Charlottetown, April 2002. Student Business Advisors from across the Atlantic provinces represented the National SCP program in assisting delegates to locate government resources on the Web.</p>		<p>Delegates from all parts of Canada were able to access information on the Web with the help of SCP Student Business Advisors.</p>

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<p><i>Computers for Schools (CFS):</i></p> <ul style="list-style-type: none"> • Deliver 60,000 computers per year to schools and libraries across Canada. 	<p>Since its creation, CFS has delivered more than 330,000 computers to schools and libraries across Canada.</p> <p>Over 6,750 computers were delivered to official language minority schools in 2001-2002 (5,620 to Francophones outside Quebec and 1,141 to Anglophones in Quebec).</p> <ul style="list-style-type: none"> • British Columbia: 16 computers to Francophone schools; • Alberta: no computers delivered to Francophone schools, but some were delivered for immersion classes; • Saskatchewan: 40 computers; • Manitoba: 88 computers; • Ontario: 2,683 computers; • Quebec: 1,142 computers were delivered to Anglophone schools; • New Brunswick: 2,678 computers; • Nova Scotia: 94 computers; • Prince Edward Island: 6 computers; • Newfoundland: 15 computers. <p><i>Atlantic Region</i></p> <p>In Nova Scotia, the provincial coordinator for IHAB programs attended monthly meetings of the steering committee and ensured that Acadian schools participate in the program.</p>	<p>Successful negotiations with the Technology Recycling Steering Committee for <i>l'Association des parents francophones de la Nouvelle-Écosse</i> to obtain computers for pre-kindergarten schools in Acadian communities.</p>	<p>Increase computer skills development and learning opportunities for young Canadians.</p> <p>Acadian communities and schools are benefiting from the program.</p>

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<p><i>Computers for Schools (CFS): (continued)</i></p> <ul style="list-style-type: none"> Track program participation by official language minority schools and communities. 	<p>The Program is promoted in schools and school boards in Canada by CFS's provincial licensees and CFS headquarters at Industry Canada.</p> <p><i>Prairie and Northern Region</i> Tracking of Francophone clients by each officer for each school board.</p>		<p>Better knowledge of CFS program.</p> <p>Better access to learning tools for the Francophone community and greater opportunities for children to become familiar with computers.</p>

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<p>Computers for Schools (CFS): (continued)</p> <ul style="list-style-type: none"> • Encourage CFS licensees to involve minority language groups in the delivery of the program. 	<p>CFS licensees were regularly informed of opportunities to involve minority language groups in the delivery of the program.</p> <p>September 2001 marked the opening of a bilingual workshop (in Sudbury, Ontario) for refurbishing computers. The project was developed by CFS-Ontario and <i>Le Collège Boréal</i> with the assistance of Industry Canada and financial support by FedNor and CFS-Ontario.</p> <p>CFS supports <i>Le Collège Boréal</i> in the delivery of a bilingual apprenticeship certification course, IT support analyst. Since September 2001, 15 high school and 30 college students have taken the course and more than 700 computers have been refurbished, contributing to the development of IT for Francophones in the community.</p> <p>More than 160 young volunteers representing official language minorities have contributed over 20,000 hours of work in the last year, learning how to refurbish computers and develop IT skills.</p>		<p>Additional computers were delivered to official language minority groups, creating further opportunities for youth to increase their skills in the development of IT.</p> <p>Increased liaison with Ontario's French communities. (All calls from Francophones are directed to Sudbury.)</p> <p>Increased access to CFS computers by Franco-Ontarians (from 260 computers in 2000–01 to 2,683 computers in 2001–02).</p> <p>High school and college students learn how to refurbish computers. They get valuable work experience in their field.</p> <p>The program is filling such a need that some students are travelling up to two hours, morning and night, to benefit from the apprenticeship course.</p> <p>The opportunity for many young individuals to learn and develop IT skills and get practical work experience.</p>

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<p><i>Computers for Schools (CFS): (continued)</i></p> <ul style="list-style-type: none"> In partnership with Public Works and Government Services Canada (PWGSC), deliver surplus computers to voluntary organizations in official language minority communities. 	<p>PWGSC has delivered 20 computers and two printers across Canada.</p>		<p>Official language minority organizations have received computer equipment.</p>
<p><i>Community Access Program (CAP):</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the Information Highway. The program has been a vital element of the connecting Canadians agenda and continues to play a crucial role in bringing the digital divide, contributing to the foundation for electronic access to government services, encouraging on-line learning and literacy, fostering the development of community based infrastructure, and promoting local/Canadian e-commerce. Since 1995, 8,800 rural and urban CAP sites have been either established or are in the process of being established. 	<p>Industry Canada – Urban CAP has funded projects from Francophone communities in Alberta, British Columbia and Ontario which led to the creation of 69 community access centres.</p> <p>Twenty-one (21) sites were also created in schools in Ontario thanks to projects with four French school boards.</p> <p>Industry Canada – Urban CAP has also funded six projects from Anglophone communities in Quebec for a total of nine community access centres.</p>	<p>The projects will be spread over a period of 15 to 18 months, ending no later than March 31, 2003.</p>	<p>Internet access for Canadians.</p> <p>Easier access to information in French for Francophones outside Quebec.</p> <p>Easier access to information in English for Anglophones in Quebec.</p> <p>Creation of Web sites in French and increased Francophone content on the Web.</p> <p>Establishment of Francophone networks of non-profit organizations across Canada.</p>

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the Information Highway. The program has been a vital element of the connecting Canadians agenda and continues to play a crucial role in bringing the digital divide, contributing to the foundation for electronic access to government services, encouraging on-line learning and literacy, fostering the development of community based infrastructure, and promoting local/Canadian e-commerce. Since 1995, 8,800 rural and urban CAP sites have been either established or are in the process of being established. 	<p><i>Atlantic Region</i></p> <p>In Nova Scotia, all Acadian communities were invited to submit applications for a CAP site. Those who did all received funds.</p> <p>The Department took part in Francophone CAP site official openings; bilingual CAP brochures and signs were printed. In Clare and Argyle municipalities, the provincial IHAB coordinator arranged meetings with local stakeholders which resulted in some funding being made available to hire a badly needed bilingual CAP Coordinator.</p> <p><i>Prairie and Northern Region</i></p> <p>In Saskatchewan, 12 Francophone rural communities each benefitted from a community access centre. Other sites can be found in Alberta (Edmonton), and in Manitoba (St. Boniface and Winnipeg).</p> <p>Four connectedness conferences were successfully hosted across the region.</p>	<p>Funding of a strategic planning session with communities, stakeholders and the newly hired CAP Coordinator (May 2002). Developing a Francophone CAP network, including all Acadian communities in N.S. (Fall 2002).</p> <p>Client groups need to be further identified in the Prairie and Northern Region. This has been given priority for the Operations team.</p>	<p>Excellent contacts with the communities resulting in their successful involvement in departmental activities such as workshops, IT week, and pilot projects.</p> <p>More pertinent and relevant information to various clients.</p>

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the Information Highway. The program has been a vital element of the connecting Canadians agenda and continues to play a crucial role in bringing the digital divide, contributing to the foundation for electronic access to government services, encouraging on-line learning and literacy, fostering the development of community based infrastructure, and promoting local/Canadian e-commerce. Since 1995, 8,800 rural and urban CAP sites have been either established or are in the process of being established. 	<p><i>Quebec</i></p> <p>In cooperation with Spectrum, Information Technologies and Telecommunications (SITT) Ottawa, the IC Section 41 Coordinator, and the OLMC Townshippers Association designed a project for the installation of nine computer sites for use by Anglophones in the Eastern Townships. This \$28,000 project is a joint initiative with Canadian Heritage under its Interdepartmental Partnership with Official-Language Communities (IPOLC).</p> <p>Computers were purchased and installed in five of nine community access centres.</p> <p>English software purchased.</p> <p>English language training manual prepared.</p>	<p>Training to be provided.</p> <p>Finalize installation of the computers with platforms dedicated to the use of English.</p>	<p>Any citizen wishing to use these English-software equipped computers may access them at centres in the Haut-St-François region.</p> <p>The targeted group represents 14% of the total population of the Eastern Townships.</p>
<ul style="list-style-type: none"> Negotiate agreements with school boards and provincial library authorities or library boards for implementation of 3,200 sites. One thousand sites under the control of community organizations will be selected through a competitive process. 	<p>All agreements have been signed.</p>		

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> • Bilingual workshops, designed to encourage applications from official language minority communities and to outline the value of developing networks, will be delivered in targeted geographic centres. Members from the targeted communities will be involved in evaluating proposals and making recommendations for funding. 	<p>Workshops delivered in Anglophone provinces to encourage the submission of funding applications to Industry Canada – Urban PAC from official language minority communities completed in 2000-2001.</p> <p><i>Prairie and Northern Region</i> One Francophone workshop presented in Saskatoon for the Urban Community Access Program (UCAP).</p>		<p>Many projects for Francophone Internet sites outside Quebec presented to IC and approved.</p> <p>Fair representation of Internet needs of Francophones outside Quebec.</p>
<ul style="list-style-type: none"> • Symposium for Francophone communities outside Quebec. 		<p>Activities planned for 2002-2003: two-day symposium for managers of the 69 centres outside Quebec, regional office representatives would attend.</p>	

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<p><i>Francommunautés virtuelles:</i></p> <ul style="list-style-type: none"> • Francommunautés virtuelles is funded by Canadian Heritage and delivered as a sub-element of CAP. • This three-year pilot project was designed to assist Francophone and Acadian communities in linking with each other, the rest of Canada, and the world via the Internet, and to develop new on-line applications, services and content in French. • Program funding was available to support approximately 20 to 30 projects a year from across Canada until the end of fiscal year 2000–2001. An evaluation completed in fall 2000 concluded that the program <i>contributes to raising the standard of living of citizens</i>. The study recommended a substantial increase in the program budget to help meet the proven level of demand from the public. • An Interdepartmental agreement was signed between the Department of Canadian Heritage (PCH) and Industry Canada to provide funding for the program in pursuit of objectives regarding French on the Internet. 	<p>74 projects were funded under the program between 1998-2001:</p> <ul style="list-style-type: none"> • 32 projects funded in 1998-1999; • 21 projects funded in 1999-2000; • 21 projects funded in 2000-2001; • No projects were funded in 2001-2002. <p>The renewal of the <i>Francommunautés virtuelles</i> was launched on March 20, 2002.</p> <p>All activities created under the program encourage connectivity, access to the Information Highway, content development and new media in French. The program provides to Francophone and Acadian communities with new and innovative means to communicate, establish Francophone networks, and encourage applications.</p> <p>The program provided organizations with details about some of the program requirements. All provinces and territories participated into the program.</p>	<p>In 2002-2003, \$4 million will be available for funding innovative projects in the area of new information and communications technologies in French.</p> <p>The competition deadline will be May, 2002. The results will be announced in October, 2002.</p>	<p>Through the <i>Francommunautés virtuelles</i> program, Francophone and Acadian communities in all parts of Canada have carried out projects that improved their information technology skills. These projects have also helped to increase French services on the Internet.</p> <p>Communities are better prepared to submit proposals to the national selection committee; it also re-enforced ties with the Department.</p>

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<p><i>SchoolNet:</i></p> <ul style="list-style-type: none"> • SchoolNet activities support: access to and effective use of ICT by Canadian learners and learning professionals; use of domestic ICT infrastructure by Canadian learners, learning professionals, employers and job-seekers; availability of learning resources in both official languages, which are multimedia, online, and Canadian content-rich; domestic and international awareness of Canada as a world-class provider of ICT to learning environments; international market participation by Canadian ICT sector. 	<p>All schools and classrooms connected; connectivity of schools continues to improve; more than 100 schools recognized as leading innovators; use of the Internet for learning purposes grows in volume and sophistication; peer-reviewed learning resources indexed and accessible through the SchoolNet portal exceed 7,000 of which more than 2,500 are in the French language; significant international awareness of Canada as leader in ICT integration.</p> <p>SchoolNet also made some specific efforts to bring valuable networking projects to the learning community by the development of projects such as Zoom that is bridging the Francophone educators at the pan-canadian level to provide a multimedia training video about ICT integration in learning.</p>	<p>Continue to further ICT integration into learning.</p>	<p>Increasing availability of high quality, online learning content.</p> <p>SchoolNet known as leading source of Francophone learning content.</p> <p>Growing sophistication in ICT skills among Canadian learners.</p> <p>Development of communities of learners transcending geographic boundaries.</p> <p>Canada recognized as leader in ICT integration into learning.</p>

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<ul style="list-style-type: none"> In 2001-2002, evolve the GrassRoots program to encourage the development of higher quality GrassRoots projects (shareable online learning resources); emphasize the application of higher order thinking skills; focus on the use of multimedia; increase both the number of teachers participating in GrassRoots for the first time and the number of projects generated by high school classrooms, including those in official language minority communities. 	<p>21,938 GrassRoots projects have been developed as of the end of the 2001-2002 school year.</p>	<p>Continue to support collaborative project-based online learning.</p>	<p>Communities of learners.</p> <p>Canadian students and teachers have more learning tools, through GrassRoots, allowing them to contribute to community development, learn about global issues, create international partnerships and take charge of their future.</p>

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<p>Smart Communities:</p> <ul style="list-style-type: none"> • Develop a range of on-line resources in both official languages to assist all Canadian communities in developing and implementing their own Smart Communities strategies. 	<p>Held the Annual General Meeting of Smart Communities Project Leaders.</p> <p>Developed a guide on how to create a smart community.</p> <p>Described smart services (national and international).</p> <p>Created a news bulletin.</p> <p>Promotional articles on the Smart Communities Program Web site in the News Canada Publications paper in October, November and December 2001.</p> <p>Prepared a booklet on the 12 Smart Communities Demonstration Projects Profile.</p> <p>Promoted international, national and regional Francophone events on smart communities themes.</p> <p>Launched nine smart communities demonstration projects across the country in both official languages (speeches, press releases, invitations, recognition plaque to all participant communities, and all background information).</p> <p>Promoted the Program Web site: smartcommunities.ic.gc.ca.</p> <p>All smart communities program</p>	<p>For 2002-2003, to develop a range of on-line resources, and promote the results of the 12 Smart Communities Demonstration Projects and smart services to all Canadian and international communities.</p> <p>A continuous effort to find Francophone events at which to promote the Smart Communities Program.</p>	<p>The Smart Communities Program helps Canadian communities find ways to maximize both their human resources and technologies to build upon community strengths, solve local problems and empower their citizens.</p>

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<p>Smart Communities: (continued)</p> <ul style="list-style-type: none"> • Develop a range of on-line resources in both official languages to assist all Canadian communities in developing and implementing their own Smart Communities strategies. 	<p>Atlantic Region</p> <p>To ensure that Acadians can benefit from the program funds, several meetings were held involving Clare municipality groups and representatives. <i>Collège de l'Acadie in Metaghen</i> received funding for the establishment of a Knowledge Economy Opportunity Centre, and was selected to be one of five centres in the Western Valley to receive videoconferencing equipment.</p> <p>In New Brunswick, extensive on-going support was provided to the <i>Collectivité ingénieuse-Péninsule acadienne</i> and a meeting was arranged with the Associate Assistant Deputy Minister, Operations, to discuss pan-Atlantic and national cooperation.</p>	<p>The organization of a French workshop for provincial Acadian stakeholders at the Western Valley Development Authority sponsored conference on Rural Broadband (June 2002).</p>	<p>Excellent rapport was established with the stakeholders in various communities. Francophone communities in Clare municipality in Nova Scotia and <i>la Péninsule acadienne</i> in New Brunswick will benefit from this national program.</p>
<ul style="list-style-type: none"> • The <i>Péninsule acadienne</i> will take the lead on developing the French content for the three Atlantic Smart Communities Demonstration Projects on the Web. 	<p>The first Francophone Web site of the <i>Péninsule acadienne</i> is launched: cipanb.ca.</p>	<p>To develop content and smart services for their communities.</p> <p>To link with the other three Atlantic Smart Communities Demonstration Projects for Francophone content.</p>	<p>To build an electronic Francophone network of smart communities across the country.</p>

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<p><i>All Regions:</i></p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p><i>Quebec</i></p> <p>We promoted electronic information services on a regular basis through the National Human Resources Development Committee for the English Linguistic Minority and through the Permanent Working Group on Job Creation and Economic Diversification.</p>		<p>Communities are increasingly becoming aware of the benefits of Government-on-line.</p>
<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p>THIS PAGE NOT USED</p>		

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p><i>Prairie and Northern Region</i> Training and promotion of Business Gateway in Calgary, Edmonton, Regina and Winnipeg.</p> <p>IC had a booth at the Winnipeg small business Info-Fair to promote gateway.ca and seminars were offered in both official languages.</p> <p><i>Pacific Region</i> Eight meetings were held with various Francophone associations throughout the year, including a consultation process with regional Francophone community representatives.</p> <p>Translated e-commerce capsules are regularly made available to the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB).</p> <p>Links to information about IC programs and services are made available through Francophone Web sites.</p> <p>Promotion of the new SDECB CD-ROM on tourism in British Columbia entitled <i>La Colombie-Britannique grandeur nature</i> within IC and during office activities.</p>		<p>Increase awareness of IC programs.</p> <p>Better knowledge of the communities and their activities.</p> <p>Promotion of IC programs and services offered.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Offer information sessions on Industry Canada programs such as Multimedia Learnware, urban and rural Community Access Programs, <i>Francommunautés virtuelles</i> and VolNet, to ensure that members of official language minority communities can access information and tools to assist in information technology integration. 	<p><i>FedNor</i> Through ongoing dialogue, FedNor officers inform the communities about Industry Canada programs which may support them in pursuing their community development initiatives.</p> <p><i>Prairie and Northern Region</i> CAP promotion was active in Alberta, Saskatchewan, Manitoba and the North.</p>	<p>Continue.</p>	<p>Increased knowledge of available programs and services.</p>

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<ul style="list-style-type: none"> Promote the programs of the Information Highway Applications Branch (IHAB), and e-commerce to official language minority communities. 	<p><i>Atlantic Region</i> IHAB programs are regularly promoted bilingually at events, trade shows and Info-Fairs, as well as through meetings with local Acadian stakeholders.</p> <p><i>Ontario</i> Addressed audience of 100 at <i>l'Association canadienne-française de l'Ontario</i> (ACFO) regarding Connecting Canadians, Government-on-line (GOL) and e-business.</p> <p><i>Prairie and Northern Region</i> Outreach: broadcast e-mails, four connectedness conferences to all PNR program participants, 30 CAP site visits per province by Spectrum Management Officers, 15 for the Territories.</p> <p><i>Pacific Region</i> Placed various announcements in Francophone publications to promote IC's programs and services.</p>		<p>Stronger relationships with the Department and a successful understanding of our programs and challenges.</p> <p>Increased awareness of IC programs and services available for business.</p> <p>Updated milestone information.</p> <p>Increased knowledge of IC programs and services.</p>
<p><i>Atlantic:</i></p> <ul style="list-style-type: none"> Participate in conferences with the <i>Conseil économique du Nouveau-Brunswick</i> (CENB). 	<p>Provided support and partnered with CENB for the organization of an Innovation Conference and E-business Conference, both targeting Francophone SMEs Atlantic wide. A meeting was arranged between CENB and the Assistant Deputy Minister, Operations, to raise awareness.</p>		<p>Contributed towards establishing a stronger relationship and a good understanding of each other's priorities and programs.</p>

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<ul style="list-style-type: none"> • Projects and departmental programs. 	<p>Different meetings were held with representatives from the <i>Conseil du développement économique de la Nouvelle-Écosse</i> (CDENE), <i>la Fédération acadienne de la Nouvelle-Écosse</i> (FANE), and <i>l'Équipe acadienne</i> to discuss the details of projects and departmental programs.</p> <p>Section 41 coordinator attended FANE's annual general meeting.</p>	Ongoing.	A stronger relationship and a good understanding of each other's priorities and programs.
<ul style="list-style-type: none"> • <i>Université de Moncton.</i> 	<p>Provided support to the Electrical Engineering Department and partnered with the University for the 16th annual Engineering Competition.</p> <p>Regular consultation also occurred regarding trade, investment, innovation and connectivity related issues.</p>		<p>Continued collaboration established between the University and the Department.</p> <p>Successful involvement of the University, students or graduates in departmental activities and programs.</p>
<p>Atlantic: (continued)</p> <ul style="list-style-type: none"> • <i>Université Sainte-Anne.</i> 	<p>Discussed with the President, faculty and staff of <i>Université Sainte-Anne</i> issues related to the Smart Community Project, the Genealogy project, the Canada Innovation Foundation and broadband issues.</p> <p>Through the Smart Communities Program, funds were provided to faculty and staff for the development of an Acadian genealogy project.</p>		These meetings contributed to a strengthened relationship between the University and Department.

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<ul style="list-style-type: none"> • First Atlantic Canada Symposium on Official Languages sponsored by Atlantic Canada Federal Councils. 	<p>Participation and selection of three departmental employees as moderators in some of the workshops.</p>		<p>Confirmed the motto “Making it happen,” official language minority community development.</p> <p>Provided an opportunity to be seen as active on the part of the Commissioner of Official Languages and Associate Deputy Secretary, Official Languages, Treasury Board.</p>
<ul style="list-style-type: none"> • E-commerce, Government-on-line, e-business, and businessgateway.ca outreach activities. 	<p>To promote these government initiatives throughout the region, bilingual information sessions were held by the Department and partners such as the Atlantic Canada Opportunities Agency (ACOA) and the provinces.</p>		<p>Francophone communities were informed of the evolution of these initiatives and of some of the benefits or issues.</p>
<p><i>Quebec:</i></p> <ul style="list-style-type: none"> • Promote the MONDEX project in the Sherbrooke region. 	<p>This project has been discontinued.</p>		
<p><i>Ontario/FedNor:</i></p> <ul style="list-style-type: none"> • Identify opportunities to establish urban Community Access Program sites in Francophone community centres and associations in major Ontario urban centres. 	<p><i>Ontario</i></p> <p>Sixty-three CAP centres were established by Francophone organizations which now cover all urban communities. Particular focus was given to visible minority Francophone communities in Ottawa and Toronto.</p>	<p>Renewal of expiring agreements.</p> <p>Networking of Francophone sites.</p>	<p>Availability of Internet resources and training in French.</p>

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<ul style="list-style-type: none"> Using small business conferences and Info-Fairs, provide support to the Francophone business community to access opportunities, skills and knowledge of the information highway. 	<p>Ontario Targeted mailing of invitations and held one Info-Fair in Midland-Orillia-Penetanguishene, reaching an audience of 321. Live Francophone radio remote broadcast for 4 hours. Simultaneous translation for 6 conference workshops.</p> <p>Targeted mailing of invitations and held one Info-Fair in the Niagara Region, reaching an audience of 600. Simultaneous translation for 5 conference workshops.</p> <p>Targeted mailing of invitations and held one Info-Fair in London reaching an audience of 546. Simultaneous translation for 7 conference workshops.</p> <p>Workshops presented in Moncton and Fredericton to introduce teaching material developed by ITC Toronto to access knowledge of the Information Highway (e-trade roadmap).</p> <p>Preparations underway for an SME Info-Fair to be held in Thunder Bay (June 2002).</p>	<p>FedNor to host the event.</p>	<p>A greater awareness and uptake of a wide range of Government of Canada programs and services for business in the community.</p> <p>Acquisition of Internet skills in the international trade field.</p> <p>Increased knowledge of available programs and services.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> Working with newly recognized Francophone school boards, increase the number of computers for schools and public libraries. 	<p><i>Ontario (continued)</i> CFS-Ontario delivered a total of 2,683 computers to Francophone schools across the province.</p> <p><i>FedNor</i> During the 2000-2001 fiscal year, FedNor supported a Computers for Schools project to establish a workshop in Sudbury to repair and upgrade computers, and to provide French-language services for the CFS program within Ontario. This project, administered by the <i>Collège Boréal</i> in collaboration with Renewed Computers Technology, is still underway.</p>	<p>Project monitoring.</p>	<p>Increased computer skills development and learning opportunities for young Canadians.</p> <p>Increased use of computers.</p>
<ul style="list-style-type: none"> Through presentations, increase e-commerce awareness of the Francophone business community. 	<p><i>Ontario</i> Nine seminars on e-commerce in Ottawa, Penetanguishene, Hamilton, Windsor and Welland. Introduction by Industry Canada staff to IC programs and services at three locations – 60 participants.</p>	<p>Evaluation of client feedback.</p> <p>Determine whether to hold similar seminars in 2002-2003.</p>	<p>Acquisition of Internet skills.</p> <p>Greater understanding of e-commerce.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work on connectedness to ensure access and, ultimately, use of and participation in the knowledge-based economy. 	<p><i>FedNor</i></p> <p>Regarding connectedness, FedNor works in collaboration with Northern communities to develop and enhance the telecommunications infrastructure and networks throughout the North in an effort to increase opportunities for local business, build high-speed data links to rural areas, and to facilitate community economic development.</p> <p>FedNor supports activities that focus on connectedness, telecommunications (infrastructure and networks), information and communications technology (general and e-commerce applications) such as the implementation of an e-commerce system with the <i>Centre franco-ontarien de ressources en alphabétisation</i> (FORA).</p> <p>Approved during 2000-2001, a three-year project underway with the <i>Collège Boréal</i> supports high-speed telecommunications, linking all northern campuses and allowing advanced courses to be offered on the Internet.</p> <p>Regarding innovation, FedNor contributes to an increase in the overall competitive position of the North, and helps to accelerate its movement to a knowledge-based economy. By promoting interaction and partnerships between scientific research and industrial development, FedNor helps northern</p>	<p>Continue.</p> <p>Project monitoring and evaluation of new requests.</p> <p>Continue.</p>	<p>Increased connectedness, access and participation in the knowledge-based economy.</p> <p>Participation in the knowledge-based economy.</p> <p>Increased participation in the knowledge-based economy.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work on connectedness to ensure access and, ultimately, use of and participation in the knowledge-based economy. 	<p><i>FedNor (continued)</i> services to market as quickly as possible. Fednor supports activities such as early stage research and development, pre-commercial product development, and other projects with a focus on applied research and development and innovation capacity building.</p> <p>FedNor supported the <i>Conseil scolaire public du Nord-Est de l'Ontario</i> for a feasibility study on the creation of a Northern Francophone Innovation Centre for technological education.</p> <p>A workshop on technology in the new millennium offered during "<i>Conférence jeunesse — Technologie et développement économique</i>" offered by the <i>Association des Francophones du Nord-Ouest de l'Ontario</i>, which brought together young Francophones from northwestern Ontario.</p>	<p>Project monitoring and evaluation of new requests.</p>	<p>Increased participation in the knowledge-based economy.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Deliver community awareness workshops and support subregional telecommunications working groups in order to increase access to, and usage of, the information highway. 	<p><i>FedNor (continued)</i></p> <p>Two examples of community workshops supported by FedNor aimed particularly at the Francophone community, are:</p> <ul style="list-style-type: none"> • <i>Collège Boréal</i>: through a Youth Internship project, workshops were given to Francophone seniors on computerized technological systems, including the Internet, e-mail and word processing; • <i>Association des Francophones du Nord-Ouest de l'Ontario</i>: workshops on the Internet, Web sites and technology in the new millennium, offered during <i>Conférence jeunesse – Technologie et développement économique</i>, a conference for Francophone youth in northwestern Ontario. 	<p>Project monitoring and evaluation of new requests.</p>	<p>Increased access to the information highway.</p>
<ul style="list-style-type: none"> • Continue to work with partners and municipalities to promote e-commerce conferences throughout Northern Ontario. 	<p>Planning underway for two e-commerce workshops to be videoconferenced to six Northern Ontario sites during May 2002.</p>	<p>Project monitoring.</p>	<p>Increased use of e-commerce.</p>
<ul style="list-style-type: none"> • Work with service providers to promote and encourage a telecommunication infrastructure in Northern Ontario that will allow participation in the worldwide economy. 	<p>FedNor works in collaboration with Northern communities to develop and enhance the telecommunications infrastructure and networks throughout the North, in an effort to increase opportunities for local business, build high-speed data links to rural areas and to facilitate community economic development.</p>	<p>Continue.</p>	<p>Access to telecommunications infrastructure, allowing for participation in the global economy.</p>

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<p>Ontario/FedNor: (continued)</p> <ul style="list-style-type: none"> • Develop an electronic network to link all Community Futures Development Corporations (CFDC) in a bulletin board that will help Francophones to access information. 	<p>FedNor (continued)</p> <p>FedNor's Web site offers a link to the CFDC of the Ontario Web site: www.ontcfdc.com.</p>	<p>Project follow-up.</p>	<p>Access to information on the program.</p>
<ul style="list-style-type: none"> • Work with the <i>Associations canadiennes-françaises de l'Ontario</i> (ACFO) of Northern Ontario to develop a Web site and a network to increase on-line accessibility. 	<p>During 2000-2001, FedNor supported the development of a Web site for <i>ACFO du Grand Sudbury</i> through the Youth Internship Program.</p>		<p>Previous year.</p>
<ul style="list-style-type: none"> • Promote e-commerce strategies among Francophone organizations involved in economic development in these regions. 	<p>FedNor supported the <i>Enterprises Boréal</i> of <i>Collège Boréal</i> to establish two new satellite offices for the Student Connection Program – one in Timmins, the other in North Bay/Sturgeon Falls.</p> <p>These offices promote hiring of young people, Internet and e-commerce training as well as consulting and awareness services for small and medium enterprises.</p>		<p>Increased use of e-commerce.</p>
<p>Prairie and Northern Region:</p> <ul style="list-style-type: none"> • Participate in French language media interviews to present existing and new information highway applications programs. 	<p>Section 41 coordinator for Saskatchewan interviewed by <i>La Société Radio-Canada</i> regarding the launch of the <i>Assemblée communautaire fransaskoise CAP</i> network (June 2001).</p> <p>An Industry Canada representative interviewed about the Northern Alberta Institute of Technology CAP network grand opening in winter 2001.</p>		

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<p>Prairie and Northern Region: (continued)</p> <ul style="list-style-type: none"> Promote e-commerce to regional Francophone economic development organizations. 			
<ul style="list-style-type: none"> Facilitate participation of Francophone school divisions in regional, provincial and national activities. 	<p>Facilitate participation of Francophone school divisions in IT week activities.</p> <p>IC was sponsor and presenter for a contest initiated by the <i>Conseil de coopération de la Saskatchewan</i>, inviting Saskatchewan Francophones and French immersion school divisions to take part in a Web-designing competition.</p>		<p>Contest successful for a second year, gaining profile and encouraging youth towards ICT mentorship.</p>
<p>Pacific Region:</p> <ul style="list-style-type: none"> Provide a half-day e-commerce workshop in partnership with the Francophone Chamber of Commerce and the <i>Société de développement économique de la Colombie Britannique</i> (SDECB). 		<p>Through IC's Information Products Officer, offer a <i>Strategis</i> workshop in French.</p>	
<ul style="list-style-type: none"> Promote e-commerce capsules and a glossary of e-commerce terms in various regional Francophone newspapers, on the Francophone Chamber of Commerce Web site and on other associations' sites. 	<p>Over 20 e-commerce capsules have been made available to the SDECB for posting on their Web site.</p> <p>A summary of IC's programs and services, including direct links, has been forwarded to the SDECB for posting on their Web site.</p>		<p>Provide better access to information.</p>

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<ul style="list-style-type: none"> • Translate the business-to-business tutorial and, in partnership with regional Francophone associations, promote this tutorial. 	<p>A translated business-to-business tutorial has been made available to the Francophone community through the SDECB Web site and <i>Éducentre</i>.</p>		<p>Improved access to information and to technology.</p> <p>Provided knowledge on how to participate in the knowledge-based economy.</p>

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 2: <i>Support and increase participation in the knowledge-based economy by official language minority communities.</i>			
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Communications: <ul style="list-style-type: none"> A guide to the Internet has been developed for Francophone users. This guide will continue to include links to sites of interest to official language minority groups and will be placed on the Connecting Canadians Web site at: connect.gc.ca/en/100-e.shtml. 	<p>The guide was completed and published late in the fiscal year 1999-2000.</p> <p>It was updated in 2001-2002.</p>		Consistent visits to the Web site.
<ul style="list-style-type: none"> Industry Canada's Success Story page on the corporate Web site will continue to include links to Industry Canada successes in promoting Internet services to official language minority groups. The showcase can be found at: www.ic.gc.ca/success. 	<p>The Success Stories page was completed and published late in the fiscal year 1999-2000.</p> <p>It was updated in 2001-2002.</p>		Consistent visits to the Web site.

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<p><i>Canada Business Service Centres (CBSCs):</i></p> <ul style="list-style-type: none"> Regional Access Partners will include and support official language minority business service intermediaries in the network, where demand and interest exist. 	<p><i>National Secretariat Talk to Us!</i> Bilingual Web-based service enhancement made available in 10 provinces. For connectivity reasons, this service has not been rolled out to the CBSCs in the T.N.-O., Yukon, and Nunavut.</p> <p><i>Ontario</i> Identified a Regional Access Partner (RAP) involved in the development of a Francophone Web site for French business entrepreneurs.</p> <p>Delivered three presentations on programs, services and on-line tools for business during e-commerce seminars in Ottawa, Windsor, and Hamilton.</p> <p>Provided three hours of training to marketing team members.</p> <p>The Regional Access Partners (RAP) have been encouraged to identify Francophone business intermediaries in their areas of coverage for awareness building and on-going relationships. Four partners have included Francophone associations and organizations in their action plans.</p>	<p>Explore potential funding opportunities to assist the St. Catharines RAP partner to further develop the Web site and to assist in the identification of client needs for Francophone on-line tools.</p> <p>Deliver 3 “On-line Tools for Business” seminars at RAP sites in Welland, Hawkesbury and Penetanguishene.</p> <p>Conduct follow-up surveys concerning access and quality of service.</p> <p>Francophone workshops and presentations to be made available and promoted.</p> <p>Delivery to intermediaries requesting French presentations will be planned, according to client preferences, and hosted by RAP partners.</p> <p>Training modules for use by RAP partners are being translated.</p>	<p>Increased access to electronic business information in French through bilingual call agents.</p> <p>Increase awareness of IC programs and services available for business.</p> <p>Greater awareness by RAP partners to proactively engage Francophone stakeholders.</p> <p>Increased ability of Francophone intermediaries to use French resources in their service delivery activities.</p> <p>Greater awareness of the resources available in the Francophone business community.</p>

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<p>Canada Business Service Centres (CBSCs): (continued)</p> <ul style="list-style-type: none"> Target promotional activities to official language minority communities (for example, outreach activities, advertising of CBSC services, and participation in trade fairs and seminars). 	<p>Atlantic Region The CBSCs throughout the region promoted a multitude of business information, including IC programs, through advertisements, presentations and outreach to Francophone communities.</p> <p>Ontario Ad inserts in Francophone directories.</p> <p>Promotion of the availability of Francophone presentations.</p> <p>Quebec Organization of Info-Fairs in areas of significant Anglophone representation including:</p> <ul style="list-style-type: none"> Matane, Gaspé, May 2001: 380 persons; Maniwaki, Outaouais, October 2001: 543 visitors; <i>La Conférence de Montréal</i>, April 17-20, 2001: 200 visitors; <i>AmeriContact</i>, Quebec City, April 1-3, 2001: 300 visitors. <p>Yukon Participated in the bilingual E-biz for Small Business Workshop hosted by IC and the Yukon Territory government.</p> <p>National Secretariat Co-sponsored <i>Affaires 2001</i>, a business trade event geared to international Francophone entrepreneurs. Held in</p>	<p>French workshops to be delivered where client requests are received.</p>	<p>Better understanding of various IC programs and services.</p> <p>Increased knowledge about serving the public in both official languages.</p> <p>Increased awareness of availability of Francophone resources and offerings.</p> <p>Through e-commerce, encourage small Francophone Yukon businesses to compete on a level playing field with other enterprises in the global economy, and export Yukon products to the world.</p>

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<p>Canada Business Service Centres (CBSCs): (continued)</p> <ul style="list-style-type: none"> • Include official language minority communities in consultations and evaluations, and participate in business advisory boards where these exist. 	<p>Ontario, Northwest Territories, Nunavut and Yukon</p> <p>All centres are currently engaged in evaluation activities using a new framework that incorporates evaluation of client satisfaction with language of service.</p>	<p>The final summary report should be completed in the Fall of 2002.</p>	
<p>VolNet:</p> <ul style="list-style-type: none"> • Establish 30 VolNet delivery agencies across Canada to assist voluntary organizations with Internet connectivity, including provision of computer equipment, network support and Internet skills development. 	<p>The VolNet program ended on March 31, 2002.</p> <p>The program connected 11,152 voluntary organizations across Canada, provided Internet skills development to 17,353 individuals and subsidized the acquisition of 8,725 computers through a national computer supplier.</p> <p>More than 704 Francophone associations outside Quebec and 95 Anglophone associations in Quebec took advantage of the program.</p>		<p>More than 799 Francophone and Anglophone minority associations took advantage of the program.</p> <p>Increased capability to deliver their mission in less time and at a lower cost.</p> <p>Better communication with other organizations.</p>
<ul style="list-style-type: none"> • A national Francophone delivery agency and two provincial Francophone delivery agencies outside Quebec have been selected to support Francophone voluntary organizations outside of Quebec. 	<p>Project completed.</p>		<p>Thirt one percent of VolNet participants were Francophones from all provinces and territories.</p>
<ul style="list-style-type: none"> • The identified national computer supplier will provide bilingual service throughout Canada. 	<p>Project completed.</p>		<p>Voluntary organizations were able to receive services in the language of their choice.</p>

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<p><i>VolNet: (continued)</i></p> <ul style="list-style-type: none"> • Make workshops available in the language of the official language minority organizations. 	<p>Training material was provided in both official languages.</p>		<p>Delivery agencies ensured voluntary organizations received training in the language of their choice.</p>
<p><i>Canada's Digital Collections:</i></p> <ul style="list-style-type: none"> • This program, which devotes special attention to official language minority communities, will continue to fund approximately 10 digitization projects each year in such communities. <p>These projects will provide opportunities to present the cultural and linguistic diversity of these communities on the Internet.</p>	<p>Fourteen Digital Collections projects were executed by official language minority recipients in 2001-2002. One of these was an English-language project carried out in Quebec, and 13 were French-language projects outside Quebec.</p> <p><i>Atlantic Region</i> In Nova Scotia, the provincial coordinator for Information Highway Applications Branch (IHAB) programs met with representatives of different Acadian communities and organizations to assist them in the presentation of heritage projects.</p>	<p>Several of the digital collections are undergoing final revision.</p> <p>It is expected that all 14 digital collections will be posted on the Canada's Digital Collections Web site: collections.ic.gc.ca.</p>	<p>Sixty-two young Canadians received practical work experience in the multimedia field (14 digital collections).</p> <p>Three projects were approved, and in one instance additional funds were leveraged from outside partners such as the Atlantic Canada Opportunities Agency (ACOA), Canadian Heritage, and the Minister of Acadian Affairs.</p>

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<p><i>Student Connection Program (SCP):</i></p> <ul style="list-style-type: none"> • Offer low-cost, on-site e-commerce and Internet training to SMEs as well as specialized Internet training to seniors, and ensure that training services and materials are made available in both official languages throughout Canada. 	<p>SCP continues to ensure the availability of training services and materials in both official languages through its 14 Administration Centres, including two Francophone centres outside Quebec and one Anglophone centre in Quebec. Since 1996, training was offered to more than 115,000 clients.</p>	<p>Ongoing.</p>	<p>Affordable, high-quality technology training suited to the needs of SMEs and seniors.</p> <p>The e-commerce training helps businesses stay competitive in their local economy and the global electronic marketplace.</p> <p>Employment opportunities for the students. Better understanding by enterprises of the power of the Internet.</p>
<p><i>Student Connection Program (SCP): (continued)</i></p> <ul style="list-style-type: none"> • Offer low-cost, on-site e-commerce and Internet training to SMEs as well as specialized Internet training to seniors, and ensure that training services and materials are made available in both official languages throughout Canada. 	<p><i>Atlantic Region (continued)</i></p> <p>SCP Student Business Advisors hosted an Industry Canada Internet Café at the Rural Dialogue Conference in Charlottetown, April 2002. Student Business Advisors from across the Atlantic provinces represented the National SCP program in assisting delegates to locate government resources on the Web.</p>		<p>Delegates from all parts of Canada were able to access information on the Web with the help of SCP Student Business Advisors.</p>

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<p><i>Computers for Schools (CFS):</i></p> <ul style="list-style-type: none"> • Deliver 60,000 computers per year to schools and libraries across Canada. 	<p>Since its creation, CFS has delivered more than 330,000 computers to schools and libraries across Canada.</p> <p>Over 6,750 computers were delivered to official language minority schools in 2001-2002 (5,620 to Francophones outside Quebec and 1,141 to Anglophones in Quebec).</p> <ul style="list-style-type: none"> • British Columbia: 16 computers to Francophone schools; • Alberta: no computers delivered to Francophone schools, but some were delivered for immersion classes; • Saskatchewan: 40 computers; • Manitoba: 88 computers; • Ontario: 2,683 computers; • Quebec: 1,142 computers were delivered to Anglophone schools; • New Brunswick: 2,678 computers; • Nova Scotia: 94 computers; • Prince Edward Island: 6 computers; • Newfoundland: 15 computers. <p><i>Atlantic Region</i></p> <p>In Nova Scotia, the provincial coordinator for IHAB programs attended monthly meetings of the steering committee and ensured that Acadian schools participate in the program.</p>	<p>Successful negotiations with the Technology Recycling Steering Committee for <i>l'Association des parents francophones de la Nouvelle-Écosse</i> to obtain computers for pre-kindergarten schools in Acadian communities.</p>	<p>Increase computer skills development and learning opportunities for young Canadians.</p> <p>Acadian communities and schools are benefiting from the program.</p>

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<p><i>Computers for Schools (CFS): (continued)</i></p> <ul style="list-style-type: none"> Track program participation by official language minority schools and communities. 	<p>The Program is promoted in schools and school boards in Canada by CFS's provincial licensees and CFS headquarters at Industry Canada.</p> <p><i>Prairie and Northern Region</i> Tracking of Francophone clients by each officer for each school board.</p>		<p>Better knowledge of CFS program.</p> <p>Better access to learning tools for the Francophone community and greater opportunities for children to become familiar with computers.</p>

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<p><i>Computers for Schools (CFS): (continued)</i></p> <ul style="list-style-type: none"> • Encourage CFS licensees to involve minority language groups in the delivery of the program. 	<p>CFS licensees were regularly informed of opportunities to involve minority language groups in the delivery of the program.</p> <p>September 2001 marked the opening of a bilingual workshop (in Sudbury, Ontario) for refurbishing computers. The project was developed by CFS-Ontario and <i>Le Collège Boréal</i> with the assistance of Industry Canada and financial support by FedNor and CFS-Ontario.</p> <p>CFS supports <i>Le Collège Boréal</i> in the delivery of a bilingual apprenticeship certification course, IT support analyst. Since September 2001, 15 high school and 30 college students have taken the course and more than 700 computers have been refurbished, contributing to the development of IT for Francophones in the community.</p> <p>More than 160 young volunteers representing official language minorities have contributed over 20,000 hours of work in the last year, learning how to refurbish computers and develop IT skills.</p>		<p>Additional computers were delivered to official language minority groups, creating further opportunities for youth to increase their skills in the development of IT.</p> <p>Increased liaison with Ontario's French communities. (All calls from Francophones are directed to Sudbury.)</p> <p>Increased access to CFS computers by Franco-Ontarians (from 260 computers in 2000–01 to 2,683 computers in 2001–02).</p> <p>High school and college students learn how to refurbish computers. They get valuable work experience in their field.</p> <p>The program is filling such a need that some students are travelling up to two hours, morning and night, to benefit from the apprenticeship course.</p> <p>The opportunity for many young individuals to learn and develop IT skills and get practical work experience.</p>

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<p><i>Computers for Schools (CFS): (continued)</i></p> <ul style="list-style-type: none"> In partnership with Public Works and Government Services Canada (PWGSC), deliver surplus computers to voluntary organizations in official language minority communities. 	<p>PWGSC has delivered 20 computers and two printers across Canada.</p>		<p>Official language minority organizations have received computer equipment.</p>
<p><i>Community Access Program (CAP):</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the Information Highway. The program has been a vital element of the connecting Canadians agenda and continues to play a crucial role in bringing the digital divide, contributing to the foundation for electronic access to government services, encouraging on-line learning and literacy, fostering the development of community based infrastructure, and promoting local/Canadian e-commerce. Since 1995, 8,800 rural and urban CAP sites have been either established or are in the process of being established. 	<p>Industry Canada – Urban CAP has funded projects from Francophone communities in Alberta, British Columbia and Ontario which led to the creation of 69 community access centres.</p> <p>Twenty-one (21) sites were also created in schools in Ontario thanks to projects with four French school boards.</p> <p>Industry Canada – Urban CAP has also funded six projects from Anglophone communities in Quebec for a total of nine community access centres.</p>	<p>The projects will be spread over a period of 15 to 18 months, ending no later than March 31, 2003.</p>	<p>Internet access for Canadians.</p> <p>Easier access to information in French for Francophones outside Quebec.</p> <p>Easier access to information in English for Anglophones in Quebec.</p> <p>Creation of Web sites in French and increased Francophone content on the Web.</p> <p>Establishment of Francophone networks of non-profit organizations across Canada.</p>

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the Information Highway. The program has been a vital element of the connecting Canadians agenda and continues to play a crucial role in bringing the digital divide, contributing to the foundation for electronic access to government services, encouraging on-line learning and literacy, fostering the development of community based infrastructure, and promoting local/Canadian e-commerce. Since 1995, 8,800 rural and urban CAP sites have been either established or are in the process of being established. 	<p><i>Atlantic Region</i></p> <p>In Nova Scotia, all Acadian communities were invited to submit applications for a CAP site. Those who did all received funds.</p> <p>The Department took part in Francophone CAP site official openings; bilingual CAP brochures and signs were printed. In Clare and Argyle municipalities, the provincial IHAB coordinator arranged meetings with local stakeholders which resulted in some funding being made available to hire a badly needed bilingual CAP Coordinator.</p> <p><i>Prairie and Northern Region</i></p> <p>In Saskatchewan, 12 Francophone rural communities each benefitted from a community access centre. Other sites can be found in Alberta (Edmonton), and in Manitoba (St. Boniface and Winnipeg).</p> <p>Four connectedness conferences were successfully hosted across the region.</p>	<p>Funding of a strategic planning session with communities, stakeholders and the newly hired CAP Coordinator (May 2002). Developing a Francophone CAP network, including all Acadian communities in N.S. (Fall 2002).</p> <p>Client groups need to be further identified in the Prairie and Northern Region. This has been given priority for the Operations team.</p>	<p>Excellent contacts with the communities resulting in their successful involvement in departmental activities such as workshops, IT week, and pilot projects.</p> <p>More pertinent and relevant information to various clients.</p>

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the Information Highway. The program has been a vital element of the connecting Canadians agenda and continues to play a crucial role in bringing the digital divide, contributing to the foundation for electronic access to government services, encouraging on-line learning and literacy, fostering the development of community based infrastructure, and promoting local/Canadian e-commerce. Since 1995, 8,800 rural and urban CAP sites have been either established or are in the process of being established. 	<p><i>Quebec</i></p> <p>In cooperation with Spectrum, Information Technologies and Telecommunications (SITT) Ottawa, the IC Section 41 Coordinator, and the OLMC Townshippers Association designed a project for the installation of nine computer sites for use by Anglophones in the Eastern Townships. This \$28,000 project is a joint initiative with Canadian Heritage under its Interdepartmental Partnership with Official-Language Communities (IPOLC).</p> <p>Computers were purchased and installed in five of nine community access centres.</p> <p>English software purchased.</p> <p>English language training manual prepared.</p>	<p>Training to be provided.</p> <p>Finalize installation of the computers with platforms dedicated to the use of English.</p>	<p>Any citizen wishing to use these English-software equipped computers may access them at centres in the Haut-St-François region.</p> <p>The targeted group represents 14% of the total population of the Eastern Townships.</p>
<ul style="list-style-type: none"> Negotiate agreements with school boards and provincial library authorities or library boards for implementation of 3,200 sites. One thousand sites under the control of community organizations will be selected through a competitive process. 	<p>All agreements have been signed.</p>		

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> • Bilingual workshops, designed to encourage applications from official language minority communities and to outline the value of developing networks, will be delivered in targeted geographic centres. Members from the targeted communities will be involved in evaluating proposals and making recommendations for funding. 	<p>Workshops delivered in Anglophone provinces to encourage the submission of funding applications to Industry Canada – Urban PAC from official language minority communities completed in 2000-2001.</p> <p><i>Prairie and Northern Region</i> One Francophone workshop presented in Saskatoon for the Urban Community Access Program (UCAP).</p>		<p>Many projects for Francophone Internet sites outside Quebec presented to IC and approved.</p> <p>Fair representation of Internet needs of Francophones outside Quebec.</p>
<ul style="list-style-type: none"> • Symposium for Francophone communities outside Quebec. 		<p>Activities planned for 2002-2003: two-day symposium for managers of the 69 centres outside Quebec, regional office representatives would attend.</p>	

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<p><i>Francommunautés virtuelles:</i></p> <ul style="list-style-type: none"> • Francommunautés virtuelles is funded by Canadian Heritage and delivered as a sub-element of CAP. • This three-year pilot project was designed to assist Francophone and Acadian communities in linking with each other, the rest of Canada, and the world via the Internet, and to develop new on-line applications, services and content in French. • Program funding was available to support approximately 20 to 30 projects a year from across Canada until the end of fiscal year 2000–2001. An evaluation completed in fall 2000 concluded that the program <i>contributes to raising the standard of living of citizens</i>. The study recommended a substantial increase in the program budget to help meet the proven level of demand from the public. • An Interdepartmental agreement was signed between the Department of Canadian Heritage (PCH) and Industry Canada to provide funding for the program in pursuit of objectives regarding French on the Internet. 	<p>74 projects were funded under the program between 1998-2001:</p> <ul style="list-style-type: none"> • 32 projects funded in 1998-1999; • 21 projects funded in 1999-2000; • 21 projects funded in 2000-2001; • No projects were funded in 2001-2002. <p>The renewal of the <i>Francommunautés virtuelles</i> was launched on March 20, 2002.</p> <p>All activities created under the program encourage connectivity, access to the Information Highway, content development and new media in French. The program provides to Francophone and Acadian communities with new and innovative means to communicate, establish Francophone networks, and encourage applications.</p> <p>The program provided organizations with details about some of the program requirements. All provinces and territories participated into the program.</p>	<p>In 2002-2003, \$4 million will be available for funding innovative projects in the area of new information and communications technologies in French.</p> <p>The competition deadline will be May, 2002. The results will be announced in October, 2002.</p>	<p>Through the <i>Francommunautés virtuelles</i> program, Francophone and Acadian communities in all parts of Canada have carried out projects that improved their information technology skills. These projects have also helped to increase French services on the Internet.</p> <p>Communities are better prepared to submit proposals to the national selection committee; it also re-enforced ties with the Department.</p>

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<p><i>SchoolNet:</i></p> <ul style="list-style-type: none"> • SchoolNet activities support: access to and effective use of ICT by Canadian learners and learning professionals; use of domestic ICT infrastructure by Canadian learners, learning professionals, employers and job-seekers; availability of learning resources in both official languages, which are multimedia, online, and Canadian content-rich; domestic and international awareness of Canada as a world-class provider of ICT to learning environments; international market participation by Canadian ICT sector. 	<p>All schools and classrooms connected; connectivity of schools continues to improve; more than 100 schools recognized as leading innovators; use of the Internet for learning purposes grows in volume and sophistication; peer-reviewed learning resources indexed and accessible through the SchoolNet portal exceed 7,000 of which more than 2,500 are in the French language; significant international awareness of Canada as leader in ICT integration.</p> <p>SchoolNet also made some specific efforts to bring valuable networking projects to the learning community by the development of projects such as Zoom that is bridging the Francophone educators at the pan-canadian level to provide a multimedia training video about ICT integration in learning.</p>	<p>Continue to further ICT integration into learning.</p>	<p>Increasing availability of high quality, online learning content.</p> <p>SchoolNet known as leading source of Francophone learning content.</p> <p>Growing sophistication in ICT skills among Canadian learners.</p> <p>Development of communities of learners transcending geographic boundaries.</p> <p>Canada recognized as leader in ICT integration into learning.</p>

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<ul style="list-style-type: none"> In 2001-2002, evolve the GrassRoots program to encourage the development of higher quality GrassRoots projects (shareable online learning resources); emphasize the application of higher order thinking skills; focus on the use of multimedia; increase both the number of teachers participating in GrassRoots for the first time and the number of projects generated by high school classrooms, including those in official language minority communities. 	<p>21,938 GrassRoots projects have been developed as of the end of the 2001-2002 school year.</p>	<p>Continue to support collaborative project-based online learning.</p>	<p>Communities of learners.</p> <p>Canadian students and teachers have more learning tools, through GrassRoots, allowing them to contribute to community development, learn about global issues, create international partnerships and take charge of their future.</p>

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<p>Smart Communities:</p> <ul style="list-style-type: none"> • Develop a range of on-line resources in both official languages to assist all Canadian communities in developing and implementing their own Smart Communities strategies. 	<p>Held the Annual General Meeting of Smart Communities Project Leaders.</p> <p>Developed a guide on how to create a smart community.</p> <p>Described smart services (national and international).</p> <p>Created a news bulletin.</p> <p>Promotional articles on the Smart Communities Program Web site in the News Canada Publications paper in October, November and December 2001.</p> <p>Prepared a booklet on the 12 Smart Communities Demonstration Projects Profile.</p> <p>Promoted international, national and regional Francophone events on smart communities themes.</p> <p>Launched nine smart communities demonstration projects across the country in both official languages (speeches, press releases, invitations, recognition plaque to all participant communities, and all background information).</p> <p>Promoted the Program Web site: smartcommunities.ic.gc.ca.</p> <p>All smart communities program</p>	<p>For 2002-2003, to develop a range of on-line resources, and promote the results of the 12 Smart Communities Demonstration Projects and smart services to all Canadian and international communities.</p> <p>A continuous effort to find Francophone events at which to promote the Smart Communities Program.</p>	<p>The Smart Communities Program helps Canadian communities find ways to maximize both their human resources and technologies to build upon community strengths, solve local problems and empower their citizens.</p>

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<p><i>Smart Communities: (continued)</i></p> <ul style="list-style-type: none"> • Develop a range of on-line resources in both official languages to assist all Canadian communities in developing and implementing their own Smart Communities strategies. 	<p><i>Atlantic Region</i></p> <p>To ensure that Acadians can benefit from the program funds, several meetings were held involving Clare municipality groups and representatives. <i>Collège de l'Acadie in Metaghen</i> received funding for the establishment of a Knowledge Economy Opportunity Centre, and was selected to be one of five centres in the Western Valley to receive videoconferencing equipment.</p> <p>In New Brunswick, extensive on-going support was provided to the <i>Collectivité ingénieuse-Péninsule acadienne</i> and a meeting was arranged with the Associate Assistant Deputy Minister, Operations, to discuss pan-Atlantic and national cooperation.</p>	<p>The organization of a French workshop for provincial Acadian stakeholders at the Western Valley Development Authority sponsored conference on Rural Broadband (June 2002).</p>	<p>Excellent rapport was established with the stakeholders in various communities. Francophone communities in Clare municipality in Nova Scotia and <i>la Péninsule acadienne</i> in New Brunswick will benefit from this national program.</p>
<ul style="list-style-type: none"> • The <i>Péninsule acadienne</i> will take the lead on developing the French content for the three Atlantic Smart Communities Demonstration Projects on the Web. 	<p>The first Francophone Web site of the <i>Péninsule acadienne</i> is launched: cipanb.ca.</p>	<p>To develop content and smart services for their communities.</p> <p>To link with the other three Atlantic Smart Communities Demonstration Projects for Francophone content.</p>	<p>To build an electronic Francophone network of smart communities across the country.</p>

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<p><i>All Regions:</i></p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p><i>Quebec</i></p> <p>We promoted electronic information services on a regular basis through the National Human Resources Development Committee for the English Linguistic Minority and through the Permanent Working Group on Job Creation and Economic Diversification.</p>		<p>Communities are increasingly becoming aware of the benefits of Government-on-line.</p>
<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p>THIS PAGE NOT USED</p>		

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<p>All Regions: (continued)</p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p>Prairie and Northern Region Training and promotion of Business Gateway in Calgary, Edmonton, Regina and Winnipeg.</p> <p>IC had a booth at the Winnipeg small business Info-Fair to promote gateway.ca and seminars were offered in both official languages.</p> <p>Pacific Region Eight meetings were held with various Francophone associations throughout the year, including a consultation process with regional Francophone community representatives.</p> <p>Translated e-commerce capsules are regularly made available to the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB).</p> <p>Links to information about IC programs and services are made available through Francophone Web sites.</p> <p>Promotion of the new SDECB CD-ROM on tourism in British Columbia entitled <i>La Colombie-Britannique grandeur nature</i> within IC and during office activities.</p>		<p>Increase awareness of IC programs.</p> <p>Better knowledge of the communities and their activities.</p> <p>Promotion of IC programs and services offered.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Offer information sessions on Industry Canada programs such as Multimedia Learnware, urban and rural Community Access Programs, <i>Francommunautés virtuelles</i> and VolNet, to ensure that members of official language minority communities can access information and tools to assist in information technology integration. 	<p><i>FedNor</i> Through ongoing dialogue, FedNor officers inform the communities about Industry Canada programs which may support them in pursuing their community development initiatives.</p> <p><i>Prairie and Northern Region</i> CAP promotion was active in Alberta, Saskatchewan, Manitoba and the North.</p>	<p>Continue.</p>	<p>Increased knowledge of available programs and services.</p>

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<ul style="list-style-type: none"> Promote the programs of the Information Highway Applications Branch (IHAB), and e-commerce to official language minority communities. 	<p><i>Atlantic Region</i> IHAB programs are regularly promoted bilingually at events, trade shows and Info-Fairs, as well as through meetings with local Acadian stakeholders.</p> <p><i>Ontario</i> Addressed audience of 100 at <i>l'Association canadienne-française de l'Ontario</i> (ACFO) regarding Connecting Canadians, Government-on-line (GOL) and e-business.</p> <p><i>Prairie and Northern Region</i> Outreach: broadcast e-mails, four connectedness conferences to all PNR program participants, 30 CAP site visits per province by Spectrum Management Officers, 15 for the Territories.</p> <p><i>Pacific Region</i> Placed various announcements in Francophone publications to promote IC's programs and services.</p>		<p>Stronger relationships with the Department and a successful understanding of our programs and challenges.</p> <p>Increased awareness of IC programs and services available for business.</p> <p>Updated milestone information.</p> <p>Increased knowledge of IC programs and services.</p>
<p><i>Atlantic:</i></p> <ul style="list-style-type: none"> Participate in conferences with the <i>Conseil économique du Nouveau-Brunswick</i> (CENB). 	<p>Provided support and partnered with CENB for the organization of an Innovation Conference and E-business Conference, both targeting Francophone SMEs Atlantic wide. A meeting was arranged between CENB and the Assistant Deputy Minister, Operations, to raise awareness.</p>		<p>Contributed towards establishing a stronger relationship and a good understanding of each other's priorities and programs.</p>

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<ul style="list-style-type: none"> • Projects and departmental programs. 	<p>Different meetings were held with representatives from the <i>Conseil du développement économique de la Nouvelle-Écosse</i> (CDENE), <i>la Fédération acadienne de la Nouvelle-Écosse</i> (FANE), and <i>l'Équipe acadienne</i> to discuss the details of projects and departmental programs.</p> <p>Section 41 coordinator attended FANE's annual general meeting.</p>	Ongoing.	A stronger relationship and a good understanding of each other's priorities and programs.
<ul style="list-style-type: none"> • <i>Université de Moncton.</i> 	<p>Provided support to the Electrical Engineering Department and partnered with the University for the 16th annual Engineering Competition.</p> <p>Regular consultation also occurred regarding trade, investment, innovation and connectivity related issues.</p>		<p>Continued collaboration established between the University and the Department.</p> <p>Successful involvement of the University, students or graduates in departmental activities and programs.</p>
<p>Atlantic: (continued)</p> <ul style="list-style-type: none"> • <i>Université Sainte-Anne.</i> 	<p>Discussed with the President, faculty and staff of <i>Université Sainte-Anne</i> issues related to the Smart Community Project, the Genealogy project, the Canada Innovation Foundation and broadband issues.</p> <p>Through the Smart Communities Program, funds were provided to faculty and staff for the development of an Acadian genealogy project.</p>		These meetings contributed to a strengthened relationship between the University and Department.

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<ul style="list-style-type: none"> • First Atlantic Canada Symposium on Official Languages sponsored by Atlantic Canada Federal Councils. 	Participation and selection of three departmental employees as moderators in some of the workshops.		<p>Confirmed the motto “Making it happen,” official language minority community development.</p> <p>Provided an opportunity to be seen as active on the part of the Commissioner of Official Languages and Associate Deputy Secretary, Official Languages, Treasury Board.</p>
<ul style="list-style-type: none"> • E-commerce, Government-on-line, e-business, and businessgateway.ca outreach activities. 	To promote these government initiatives throughout the region, bilingual information sessions were held by the Department and partners such as the Atlantic Canada Opportunities Agency (ACOA) and the provinces.		Francophone communities were informed of the evolution of these initiatives and of some of the benefits or issues.
<p><i>Quebec:</i></p> <ul style="list-style-type: none"> • Promote the MONDEX project in the Sherbrooke region. 	This project has been discontinued.		
<p><i>Ontario/FedNor:</i></p> <ul style="list-style-type: none"> • Identify opportunities to establish urban Community Access Program sites in Francophone community centres and associations in major Ontario urban centres. 	<p><i>Ontario</i></p> <p>Sixty-three CAP centres were established by Francophone organizations which now cover all urban communities. Particular focus was given to visible minority Francophone communities in Ottawa and Toronto.</p>	<p>Renewal of expiring agreements.</p> <p>Networking of Francophone sites.</p>	Availability of Internet resources and training in French.

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<ul style="list-style-type: none"> Using small business conferences and Info-Fairs, provide support to the Francophone business community to access opportunities, skills and knowledge of the information highway. 	<p>Ontario Targeted mailing of invitations and held one Info-Fair in Midland-Orillia-Penetanguishene, reaching an audience of 321. Live Francophone radio remote broadcast for 4 hours. Simultaneous translation for 6 conference workshops.</p> <p>Targeted mailing of invitations and held one Info-Fair in the Niagara Region, reaching an audience of 600. Simultaneous translation for 5 conference workshops.</p> <p>Targeted mailing of invitations and held one Info-Fair in London reaching an audience of 546. Simultaneous translation for 7 conference workshops.</p> <p>Workshops presented in Moncton and Fredericton to introduce teaching material developed by ITC Toronto to access knowledge of the Information Highway (e-trade roadmap).</p> <p>Preparations underway for an SME Info-Fair to be held in Thunder Bay (June 2002).</p>	<p>FedNor to host the event.</p>	<p>A greater awareness and uptake of a wide range of Government of Canada programs and services for business in the community.</p> <p>Acquisition of Internet skills in the international trade field.</p> <p>Increased knowledge of available programs and services.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> Working with newly recognized Francophone school boards, increase the number of computers for schools and public libraries. 	<p><i>Ontario (continued)</i> CFS-Ontario delivered a total of 2,683 computers to Francophone schools across the province.</p> <p><i>FedNor</i> During the 2000-2001 fiscal year, FedNor supported a Computers for Schools project to establish a workshop in Sudbury to repair and upgrade computers, and to provide French-language services for the CFS program within Ontario. This project, administered by the <i>Collège Boréal</i> in collaboration with Renewed Computers Technology, is still underway.</p>	<p>Project monitoring.</p>	<p>Increased computer skills development and learning opportunities for young Canadians.</p> <p>Increased use of computers.</p>
<ul style="list-style-type: none"> Through presentations, increase e-commerce awareness of the Francophone business community. 	<p><i>Ontario</i> Nine seminars on e-commerce in Ottawa, Penetanguishene, Hamilton, Windsor and Welland. Introduction by Industry Canada staff to IC programs and services at three locations – 60 participants.</p>	<p>Evaluation of client feedback.</p> <p>Determine whether to hold similar seminars in 2002-2003.</p>	<p>Acquisition of Internet skills.</p> <p>Greater understanding of e-commerce.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work on connectedness to ensure access and, ultimately, use of and participation in the knowledge-based economy. 	<p><i>FedNor</i></p> <p>Regarding connectedness, FedNor works in collaboration with Northern communities to develop and enhance the telecommunications infrastructure and networks throughout the North in an effort to increase opportunities for local business, build high-speed data links to rural areas, and to facilitate community economic development.</p> <p>FedNor supports activities that focus on connectedness, telecommunications (infrastructure and networks), information and communications technology (general and e-commerce applications) such as the implementation of an e-commerce system with the <i>Centre franco-ontarien de ressources en alphabétisation</i> (FORA).</p> <p>Approved during 2000-2001, a three-year project underway with the <i>Collège Boréal</i> supports high-speed telecommunications, linking all northern campuses and allowing advanced courses to be offered on the Internet.</p> <p>Regarding innovation, FedNor contributes to an increase in the overall competitive position of the North, and helps to accelerate its movement to a knowledge-based economy. By promoting interaction and partnerships between scientific research and industrial development, FedNor helps northern</p>	<p>Continue.</p> <p>Project monitoring and evaluation of new requests.</p> <p>Continue.</p>	<p>Increased connectedness, access and participation in the knowledge-based economy.</p> <p>Participation in the knowledge-based economy.</p> <p>Increased participation in the knowledge-based economy.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work on connectedness to ensure access and, ultimately, use of and participation in the knowledge-based economy. 	<p><i>FedNor (continued)</i> services to market as quickly as possible. Fednor supports activities such as early stage research and development, pre-commercial product development, and other projects with a focus on applied research and development and innovation capacity building.</p> <p>FedNor supported the <i>Conseil scolaire public du Nord-Est de l'Ontario</i> for a feasibility study on the creation of a Northern Francophone Innovation Centre for technological education.</p> <p>A workshop on technology in the new millennium offered during "<i>Conférence jeunesse — Technologie et développement économique</i>" offered by the <i>Association des Francophones du Nord-Ouest de l'Ontario</i>, which brought together young Francophones from northwestern Ontario.</p>	<p>Project monitoring and evaluation of new requests.</p>	<p>Increased participation in the knowledge-based economy.</p>

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<p><i>Ontario/FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Deliver community awareness workshops and support subregional telecommunications working groups in order to increase access to, and usage of, the information highway. 	<p><i>FedNor (continued)</i></p> <p>Two examples of community workshops supported by FedNor aimed particularly at the Francophone community, are:</p> <ul style="list-style-type: none"> • <i>Collège Boréal</i>: through a Youth Internship project, workshops were given to Francophone seniors on computerized technological systems, including the Internet, e-mail and word processing; • <i>Association des Francophones du Nord-Ouest de l'Ontario</i>: workshops on the Internet, Web sites and technology in the new millennium, offered during <i>Conférence jeunesse – Technologie et développement économique</i>, a conference for Francophone youth in northwestern Ontario. 	<p>Project monitoring and evaluation of new requests.</p>	<p>Increased access to the information highway.</p>
<ul style="list-style-type: none"> • Continue to work with partners and municipalities to promote e-commerce conferences throughout Northern Ontario. 	<p>Planning underway for two e-commerce workshops to be videoconferenced to six Northern Ontario sites during May 2002.</p>	<p>Project monitoring.</p>	<p>Increased use of e-commerce.</p>
<ul style="list-style-type: none"> • Work with service providers to promote and encourage a telecommunication infrastructure in Northern Ontario that will allow participation in the worldwide economy. 	<p>FedNor works in collaboration with Northern communities to develop and enhance the telecommunications infrastructure and networks throughout the North, in an effort to increase opportunities for local business, build high-speed data links to rural areas and to facilitate community economic development.</p>	<p>Continue.</p>	<p>Access to telecommunications infrastructure, allowing for participation in the global economy.</p>

PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
<p>Ontario/FedNor: (continued)</p> <ul style="list-style-type: none"> • Develop an electronic network to link all Community Futures Development Corporations (CFDC) in a bulletin board that will help Francophones to access information. 	<p>FedNor (continued)</p> <p>FedNor's Web site offers a link to the CFDC of the Ontario Web site: www.ontcfdc.com.</p>	<p>Project follow-up.</p>	<p>Access to information on the program.</p>
<ul style="list-style-type: none"> • Work with the <i>Associations canadiennes-françaises de l'Ontario</i> (ACFO) of Northern Ontario to develop a Web site and a network to increase on-line accessibility. 	<p>During 2000-2001, FedNor supported the development of a Web site for <i>ACFO du Grand Sudbury</i> through the Youth Internship Program.</p>		<p>Previous year.</p>
<ul style="list-style-type: none"> • Promote e-commerce strategies among Francophone organizations involved in economic development in these regions. 	<p>FedNor supported the <i>Enterprises Boréal</i> of <i>Collège Boréal</i> to establish two new satellite offices for the Student Connection Program – one in Timmins, the other in North Bay/Sturgeon Falls.</p> <p>These offices promote hiring of young people, Internet and e-commerce training as well as consulting and awareness services for small and medium enterprises.</p>		<p>Increased use of e-commerce.</p>
<p>Prairie and Northern Region:</p> <ul style="list-style-type: none"> • Participate in French language media interviews to present existing and new information highway applications programs. 	<p>Section 41 coordinator for Saskatchewan interviewed by <i>La Société Radio-Canada</i> regarding the launch of the <i>Assemblée communautaire fransaskoise CAP</i> network (June 2001).</p> <p>An Industry Canada representative interviewed about the Northern Alberta Institute of Technology CAP network grand opening in winter 2001.</p>		

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<p><i>Prairie and Northern Region: (continued)</i></p> <ul style="list-style-type: none"> Promote e-commerce to regional Francophone economic development organizations. 			
<ul style="list-style-type: none"> Facilitate participation of Francophone school divisions in regional, provincial and national activities. 	<p>Facilitate participation of Francophone school divisions in IT week activities.</p> <p>IC was sponsor and presenter for a contest initiated by the <i>Conseil de coopération de la Saskatchewan</i>, inviting Saskatchewan Francophones and French immersion school divisions to take part in a Web-designing competition.</p>		Contest successful for a second year, gaining profile and encouraging youth towards ICT mentorship.
<p><i>Pacific Region:</i></p> <ul style="list-style-type: none"> Provide a half-day e-commerce workshop in partnership with the Francophone Chamber of Commerce and the <i>Société de développement économique de la Colombie Britannique</i> (SDECB). 		Through IC's Information Products Officer, offer a <i>Strategis</i> workshop in French.	
<ul style="list-style-type: none"> Promote e-commerce capsules and a glossary of e-commerce terms in various regional Francophone newspapers, on the Francophone Chamber of Commerce Web site and on other associations' sites. 	<p>Over 20 e-commerce capsules have been made available to the SDECB for posting on their Web site.</p> <p>A summary of IC's programs and services, including direct links, has been forwarded to the SDECB for posting on their Web site.</p>		Provide better access to information.

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<ul style="list-style-type: none"> • Translate the business-to-business tutorial and, in partnership with regional Francophone associations, promote this tutorial. 	<p>A translated business-to-business tutorial has been made available to the Francophone community through the SDECB Web site and <i>Éducentre</i>.</p>		<p>Improved access to information and to technology.</p> <p>Provided knowledge on how to participate in the knowledge-based economy.</p>

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 3: <i>Support and increase development in rural official language minority communities.</i>			
PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
Community Access Program (CAP): <ul style="list-style-type: none"> • Make special efforts to inform official language minority communities of the importance of the program's goals. Members of these communities serve on all provincial selection committees. Service to these communities will be a part of the program's evaluation framework. 	In urban areas across Canada, 1,450 sites were either approved or established.		
Community Futures Development Corporations (CFDCs): <ul style="list-style-type: none"> • Develop initiatives with CFDCs that address the special needs of Francophones regarding access to capital. 	FedNor Steps were taken to ensure the capacity to provide French-language service within CFDCs operating in the areas where demand warrants, including services relating to access to capital.	Monitor.	Enhanced access to capital.
<ul style="list-style-type: none"> • Establish a CFDC committee to ensure the delivery of services to Francophones. 	FedNor An internal work group and a joint CFDC – FedNor work group is pursuing these improvements.	Continue.	Provision of quality services in French.

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<p><i>OTHER ACTIVITIES</i></p> <p>In addition to the activities listed in the first two sections, FedNor supported the following activities which assist development in rural official language minority communities:</p> <ul style="list-style-type: none"> • three Francophone community centre projects supported by FedNor and sponsored by the Kirkland Lake ACFO, the <i>Coopérative des organismes francophones de Thunder Bay</i>, and the <i>Fondation communautaire de Témiskaming</i>, were completed during the year (thanks to support provided during 2000–01); • assistance toward a study on behalf of the Rural Secretariat of Agriculture and Agri-Food Canada: Strengthening Youth Attachment and Attraction to Rural Communities. This project is a follow-up to the study entitled Youth Migration Patterns: Leavers, Stayers and Return Migrants, completed in March 2000; • assistance to the <i>Association des francophones du nord-ouest de l'Ontario</i> (AFNOO) toward a strategic five-year plan for the organization, which will include profiles of Francophone communities in Northwestern Ontario, and economic analyses and a review of AFNOO's role in the economic development of Francophones of the region. To accomplish this, AFNOO planned meetings in eight Northwestern communities; • assistance to the Nord-Aski Regional Economic Development Corporation toward a conference entitled Moving Towards a Regional Economic Vision, October 19-20, 2001 in Hearst. 			

PURPOSE: *To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.*

OBJECTIVE 1: *Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.*

SUB-OBJECTIVE 4: *Develop tourism in official language minority communities.*

PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
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Canadian Tourism Commission (CTC):
 • Through the CTC's business and consumer Internet site, provide information on travel and on the CTC's activities, and establish hypertext links with other travel and tourism Web sites. Official language minority communities with established Web sites on tourism products are encouraged to inform the CTC so that they can be included in their sites, as appropriate.

THE CANADIAN TOURISM COMMISSION WILL BE SUBMITTING ITS OWN REPORT.

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<p><i>Canadian Tourism Commission (CTC) : (continued)</i></p> <ul style="list-style-type: none"> As a means to further develop and promote the Francophone cultural communities in Canada, continue to fund tourism product development activities aimed at official language minority communities through the Heritage Product Club partnership. <p>As one of its many activities, the Club developed a map outlining French heritage products in western Canada. Next year, the Club will focus on developing travel packages showcasing the French culture and opportunities to learn French, enhancing the export readiness of existing tourism products, and implementing a new marketing strategy. It also plans to consult, train and provide strong communication links, and to offer value-added tourism services to western and northern French Canadian small- and medium-sized enterprises.</p>			
<p><i>FedNor:</i></p> <ul style="list-style-type: none"> Implement and promote the Tourism Fund, the Not-for-Profit Fund and the Northern Ontario Economic Development Fund to develop tourism in Francophone communities. 	<p>See OTHER ACTIVITIES in this section.</p>		

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<p><i>OTHER ACTIVITIES</i></p> <p>In addition to providing contributions to the <i>Chambre économique de l'Ontario</i> in support of <i>Destination Nord</i>, <i>La Société historique de Field</i> and <i>l'Association française des municipalités de l'Ontario</i> to develop tourism in Francophone communities, FedNor provided the following contributions:</p> <ul style="list-style-type: none"> • to the <i>Club Richelieu</i> in Cochrane to support a global marketing campaign promoting the 10th “Truck Drag” event and the related festival; • to the <i>Accueil francophone de Thunder Bay</i> to allow them to create a promotional tourist information kit in French for the city of Thunder Bay; • to the <i>Regroupement des organismes du patrimoine franco-ontarien</i> in support of a project involving youth, tourism and rural municipalities; • preparations for the Eco-North 2002 <i>Éco-Nord</i> Conference and Trade Show – an event that focussed on the importance and the potential of ecotourism in Northern Ontario, coordinated by the City of Greater Sudbury in partnership with FedNor, on February 7-10, 2002; these preparations took into account the need to reach the official language minority (e.g. communications, promotional material, simultaneous translation, bilingual workshops, show). 			

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 5: <i>Integrate youth into the economic development in official language minority communities.</i>			
PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
<i>Student Connection Program (SCP):</i> <ul style="list-style-type: none"> • Hire, train and certify young people to provide e-commerce training to SMEs, and Internet training to business people and seniors under the Youth Employment Strategy. 	<p>Since 1996, SCP has hired and trained more than 4,400 youth across the country.</p> <p>SCP developed an on-line learning and certification platform for student business advisors available in both official languages.</p> <p>Training services and materials for student business advisors and clients are available in both official languages throughout Canada.</p>	Ongoing.	<p>Successful school-to-workforce transitions by providing on-the-job technology and business experience.</p> <p>Opportunities to showcase their skills to potential employers.</p> <p>The development of their communication, information technologies and business skills.</p>
<i>Canada's Digital Collections:</i> <ul style="list-style-type: none"> • Hire young people (ages 15 to 30) on contract to create Web sites, allowing them to develop and apply skills related to the new information technologies. Roughly 10 percent of the projects are created by young people from official language minority communities, who represent some 10 percent of the young people employed through the program. 	<p>Sixty-two young Canadians from official language minority communities produced 14 digital collections.</p>		

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<p><i>FedNor:</i></p> <ul style="list-style-type: none"> • Continue offering the Youth Internships Program, to give young people of Northern Ontario the opportunity to gain work experience in the area of business and economic development. 	<p>During 2001-2002, FedNor supported Youth Internships with Francophone organizations, as follows:</p> <ul style="list-style-type: none"> • <i>Collège Boréal</i>: coordination of a project to reintegrate young people into the job market and a summer camp for young entrepreneurs (ages 8 -13); • Hearst-Mattice-Val Côté Chamber of Commerce: various activities related to the implementation of a strategic plan and the development of a marketing plan; • <i>Corporation de la ville de Dubreuilville</i>: in support of various projects, including a centralized resource centre, a tourism brochure and a database; • The Field Historical Society: research on the history of Field and on possibilities for creating a museum or institute, as well as the coordination of a festival; • <i>Les Entreprises Forma-Jeunes Inc.</i>: drafting of a strategic plan and marketing strategy; 	<p>Project monitoring and evaluation of new requests.</p>	<p>Keeping youth in Northern Ontario.</p>

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<p><i>FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Continue offering the Youth Internships Program, to give young people of Northern Ontario the opportunity to gain work experience in the area of business and economic development. 	<ul style="list-style-type: none"> • <i>Regroupement des organismes du patrimoine franco-ontarien (ROPFO)</i>: in support of a project focussing on youth, tourism and rural municipalities; • <i>Centre franco-ontarien de ressources en alphabétisation (FORA)</i>: in support of marketing initiatives; • Timmins Economic Development Corporation: implementation of the third phase of Timmins' strategic plan, including a component relating to the particular priorities and interests of the Francophone community. 		
<p><i>Prairie and Northern Region:</i></p> <ul style="list-style-type: none"> • Ensure that post-secondary institutions have timely and pertinent information and take advantage of programs such as Netcorps, CanConnect, and the Student Connection Program. 			
<p><i>Pacific Region:</i></p> <ul style="list-style-type: none"> • In conjunction with Francophone associations, help to organize a business contest targeting young entrepreneurs. Industry Canada will participate by Web hosting, producing promotional material and holding the awards event. 	<p>Preliminary meetings were held to develop the Entrepreneurship contest in cooperation with Economic Diversification Canada and the <i>Société de développement économique de la Colombie-Britannique</i>.</p>		

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<i>OTHER ACTIVITIES</i>			
<p>Prairie and Northern Region collaborated with Western Economic Diversification Canada and the <i>Conseil de développement économique du Manitoba</i> to offer two French-language business courses on International Marketing and International Trade Finance to university students in Manitoba.</p>			

PURPOSE: *To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.*

OBJECTIVE 2: *Increase Industry Canada's awareness of the needs of official language minority communities and increase the Department's understanding of its obligations under Section 41 of the Official Languages Act.*

SUB-OBJECTIVE 1: *General.*

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<p>Evaluation</p> <ul style="list-style-type: none"> In response to the 2000-2001 evaluation of the departmental activities for Section 41, IC will establish a portfolio strategy for Section 41. 	<p>Last year, based on the evaluation report's recommendations, IC developed and implemented a strategy for the Industry portfolio with regional development agencies (Atlantic Canada Opportunities Agency, Canada Economic Development for Quebec Regions, Western Economic Diversification Canada, and FedNor). The three-part strategy – communications, analysis and research, and enhancing existing programs and services – was implemented throughout the year.</p> <p>A national coordination for IC's Section 41 strategy was strengthened and six functions were established: policy, research and analysis, communications, quality assurance, trouble-shooting, project management and coordination.</p>	<p>A new action plan is being developed during the year, based on the recommendations of the evaluation and consultations with OLMCs.</p> <p>A new vision for Section 41 was drafted.</p>	<p>Implementation of a coordinated strategy to reflect the recommendations of the evaluation; coordination with regional agencies; sharing of information.</p>

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<p><i>Evaluation (continued)</i></p> <ul style="list-style-type: none"> In response to the 2000-2001 evaluation of the departmental activities for Section 41, IC will establish a portfolio strategy for Section 41. 	<p>FedNor hired a consultant to consult the Francophone community and develop a French-language service delivery strategy within the Community Futures Program in Ontario to respond more effectively to the needs of the community.</p> <p>To increase the capacity of Community Futures Development Corporations (CFDC) to offer quality services in French (in areas where demand justifies the use of both official languages), FedNor introduced a clause in agreements with 18 CFDCs to enhance requirements regarding the provision of services in both official languages.</p>	<p>Pursue improvement and follow-up on initiative.</p>	<p>Access to quality services in both languages in regions where numbers warrant.</p>

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<p><i>Awareness Campaign:</i></p> <ul style="list-style-type: none"> • Implement a campaign to increase employee awareness of their responsibilities under Section 41 and of the needs of official language minority communities. 	<p>Launch of the second part of the internal awareness campaign targeting managers of programs and services with the greatest potential interest to and spin-offs for OLMCs.</p> <p>Four information sessions were delivered to managers in Ottawa.</p> <p>Canadian Heritage gave a presentation on the English linguistic minority community, and the Quebec regional office gave a presentation on Section 41 to the IC Regional Management Committee in Montreal.</p> <p>FedNor coordinated five official languages awareness sessions for staff and two additional sessions for FedNor officers responsible for the 18 Ontario Community Futures Development Corporations (CFDC) that are required to offer their services in French.</p> <p>Broad distribution of promotional material to increase Department staff awareness of Section 41, i.e., small and large note pads, notebooks, paperweights, brochures and folders.</p>	<p>Approximately 10 information sessions will be delivered during 2002-2003 in Ottawa and in regional offices.</p> <p>Continuation.</p>	<p>Managers will have a better understanding of the needs of OLMCs and our obligations under Section 41.</p> <p>Managers incorporate minority communities in strategies and plans.</p> <p>Sharing of best practices.</p>

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<p><i>Creation of an Intranet site</i></p> <ul style="list-style-type: none"> • Create an Intranet site to provide IC employees with more information on Section 41 and OLMCs. 	<p>Creation of the Intranet site ProAction41: http://icweb.ic.gc.ca/proaction41.</p> <p>The site was launched March 21 to encourage Department employees to become more proactive in Section 41 implementation. The site contains information on the <i>Official Languages Act</i>, official language minority communities, the Department's key achievements and regional development agencies.</p> <p>A poster was created and distributed across the Department to encourage employees to use the site.</p>	<p>Regular updating.</p>	

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<p><i>Analysis and research</i></p> <ul style="list-style-type: none"> Analyse existing studies and reports on OLMCs and research their needs and expectations. 	<p>Preliminary analysis of various reports and studies conducted by Canadian Heritage, <i>la Fédération des communautés francophones et acadienne du Canada</i>, Human Resources Development Canada, and regional development agencies.</p> <p>Representatives of OLMCs were surveyed in December 2001 to find out what they know about the Department and regional development agencies and their programs and services, and to obtain suggestions on how to support development of OLMCs more effectively.</p> <p>In cooperation with the <i>Fédération nationale des femmes canadiennes-françaises</i>, a study was conducted in February 2002 for IC on the use of new technology by Francophone women in minority communities in Canada and their knowledge of the Department's programs and services.</p>	<p>Publish the reports on the ProAction41 Intranet site.</p> <p>Analyse needs, gaps and recommendations to respond more effectively to the needs of OLMCs.</p>	<p>Better understanding of needs of OLMCs.</p> <p>Detailed information for development of partnerships with communities and entrepreneurs.</p>

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<p><i>Support the Official Languages Champion</i></p> <ul style="list-style-type: none"> • Provide Industry Canada's Official Languages Champion with an opportunity to meet representatives of official language minority groups and agencies and to make presentations to various organizations and departmental committees. 	<p>The Champion delivered three presentations to various executive committees explaining the strategy for Section 41 and providing an overview of key achievements. The Commissioner of Official Languages also gave a presentation to the Executive Committee during one of the Champion's presentations.</p> <p>The Champion met with the Commissioner of Official Languages on two other occasions to discuss the Department's various initiatives and the Commissioner's vision and concerns.</p> <p>At the request of FedNor, the Champion met with representatives of Ontario CFDCs in areas where demand warrants delivery of services in both official languages.</p>	<p>Continuation.</p>	<p>Increased visibility of the Champion and better knowledge on the part of senior management of IC's ongoing efforts and achievements in implementing Section 41.</p> <p>Better sharing of information between the Department and the Commissioner of Official Languages.</p>
<ul style="list-style-type: none"> • Participate actively in the departmental Champions network created by Treasury Board. 	<p>The Champion attended the Vaudreuil conference, in Quebec, in November 2001.</p>	<p>Continuation.</p>	<p>Networking and sharing of best practices.</p>

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<p><i>Support the Official Languages Champion (continued)</i></p> <ul style="list-style-type: none"> • Secretariat for the Champion. 	<p>Presentation to the Champion on the various initiatives implemented to date and substantiating the requirement for additional resources for next year. Six functions were identified based on a considered approach to managing Section 41.</p> <p>Preparation of briefing notes for meetings with the Champion and OLMC representatives and senior managers with an interest in Section 41.</p>	<p>Continuation.</p>	<p>Budget and HR allocation were increased by \$622,000 for 2002-2003.</p> <p>Better understanding on the part of the Champion of issues affecting OLMCs.</p>
<p><i>Interdepartmental Partnership with Official Language Communities (IPOLC)</i></p> <ul style="list-style-type: none"> • The communities, Canadian Heritage and IC engaged in the development of joint projects. 	<p>Seven new projects were approved during the year, with total contributions of \$365,003 from IC and \$349,528 from Canadian Heritage.</p>	<p>Continue working with organizations and our program managers to develop new projects.</p>	<p>Implementation of 10 joint projects with Francophone and Anglophone organizations in minority communities. Those projects have resulted in an increase in French-language content on the Internet, provided OLMCs with new tools and introduced those communities to new technologies.</p>
<ul style="list-style-type: none"> • Develop a memorandum of understanding with Canadian Heritage. 	<p>The MOU was signed in March 2001.</p>	<p>Seek an extension of the MOU, which expires in March 2003.</p>	<p>Implementation of numerous projects with OLMCs.</p>

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<p><i>National Committee for Canadian Francophonie Human Resources Development</i></p> <ul style="list-style-type: none"> Participate in meetings and activities of the National Committee. 	<p>Participation in Committee meetings.</p> <p>Appointment of a FedNor representative to the Committee.</p> <p>One FedNor representative and one IC representative from the Toronto office participate as members in meetings of the Ontario joint committee of the <i>Réseau de développement économique et d'employabilité</i>.</p> <p>Signing a memorandum of understanding with the Fransaskois community.</p>	<p>Continuation.</p>	<p>Continuing consultations with community organizations.</p> <p>More dialogue with communities.</p>
<p><i>National Human Resources Development Committee for the English Linguistic Minority</i></p> <ul style="list-style-type: none"> Appoint an IC representative to the Committee. 	<p>The Section 41 coordinator, Quebec Region, was appointed as the Department's representative on the Committee.</p>	<p>Continuation.</p>	<p>Better understanding of the key needs of the English linguistic minority community in Quebec.</p>

<i>PLANNED ACTIVITIES</i>	<i>ACTIVITIES COMPLETED TO DATE</i>	<i>OUTSTANDING ACTIVITIES TO BE COMPLETED</i>	<i>IMPACTS OF ACTIVITIES</i>
<ul style="list-style-type: none"> Participation in Committee meetings and activities. 	<p>IC participated in all 20 Committee and working groups meetings and in all their activities.</p> <p>Two departmental representatives are co-chairs of the two standing working groups: Job Creation and Economic Diversification and Communications.</p> <p>Community Table representatives met with the Associate Deputy Minister.</p>	Continuation.	Provides business opportunities to the minority community.
<p><i>Network of coordinators</i></p> <ul style="list-style-type: none"> Liaison and coordination with regional coordinators. 	<p>Organization of monthly conference calls and an annual meeting with regional coordinators.</p> <p>At the annual meeting in Ottawa, regional coordinators met with the Commissioner of Official Languages who spoke to them about her vision and expectations.</p> <p>Frequent and regular consultation on all national and regional initiatives such as IPOLC projects, the Section 41 awareness campaign and the creation of ProAction41.</p> <p>Each provincial coordinator prepared a statement of achievements and organized numerous meetings with OLMC representatives to keep them up to date on our programs and services.</p>	Work closely with the coordinators network to develop new Section 41 implementation initiatives.	Information sharing and better coordination.

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<ul style="list-style-type: none"> • Coordination with the network of resource persons from various sectors and programs. 	<p>Regular discussions with program and service managers and officers to gain a better understanding of their programs and services and to explore how to target OLMCs more effectively.</p> <p>These resource persons worked on developing and implementing IPOLC projects.</p>	Continuation.	Approval of a number of projects originated by OLMCs as part of our programs.
<p><i>Interdepartmental activities</i></p> <ul style="list-style-type: none"> • Work with other federal agencies on coordinating projects originated by OLMCs or government projects relating to Section 41 more effectively. 	<p>Participation in over 40 interdepartmental meetings or working groups organized by various departments.</p> <p>A representative from the Saskatchewan regional office is a member of the Saskatchewan Federal Council's Official Languages Sub-Committee.</p> <p>As part of the project evaluation process, FedNor officers regularly consult other federal and provincial institutions as needed.</p> <p>FedNor and the Ontario Regional Office participated in a survey conducted by the Ontario office of Canadian Heritage's Official Languages Support Programs on Section 41 implementation efforts.</p>	<p>Continuation.</p> <p>Evaluation of observations following receipt of survey findings.</p>	<p>Better understanding of key issues and sharing of best practices.</p> <p>Implementation of some projects requiring participation by several departments.</p>

<i>PLANNED ACTIVITIES</i>	<i>ACTIVITIES COMPLETED TO DATE</i>	<i>OUTSTANDING ACTIVITIES TO BE COMPLETED</i>	<i>IMPACTS OF ACTIVITIES</i>
<p><i>Distribution of documentation</i></p> <ul style="list-style-type: none"> • Broad distribution of our Action Plan, Achievement Report and documents or newsletters relating to Section 41. 	<p>Two hundred copies of the Achievement Report 2000-2001 were distributed to key national and provincial organizations in OLMCs and within IC.</p> <p>The Report is available on our Web site at www.ic.gc.ca/epublications and on our ProAction41 Intranet site.</p> <p>The newsletters prepared by the National Committee for Canadian Francophone Human Resources Development and copies of Canadian Heritage's Bulletin 41-42 were sent to senior departmental managers and to program and service delivery officers. IC often uses the newsletters to promote its programs and services to OLMCs.</p> <p>Articles on the Champion and various activities are regularly published in the Department's internal newsletter, <i>Argus</i>.</p>	<p>Continuation.</p>	<p>Better understanding by communities of IC's programs and services.</p> <p>Better knowledge of OLMCs on the part of IC managers.</p>

<i>PLANNED ACTIVITIES</i>	<i>ACTIVITIES COMPLETED TO DATE</i>	<i>OUTSTANDING ACTIVITIES TO BE COMPLETED</i>	<i>IMPACTS OF ACTIVITIES</i>
<p><i>French on the Internet</i></p> <ul style="list-style-type: none"> • Develop guidelines and principles for increasing the volume and quality of French-language content on IC Web sites. 	<p>The Department implemented four pilot projects aimed at increasing French-language content on four sites. Roughly, 800 Web site pages were translated.</p> <p>The French language Intranet site, <i>Le coin linguistique</i>, is updated monthly with at least six new pages; the number of visits between May 2001 and February 2002 was 4,132.</p> <p>IC participation at meetings of the Interdepartmental Technolinguistic Committee chaired by Treasury Board.</p>	<p>Analyse findings of the latest report from the Commissioner of Official Languages, “French on the Internet: Key to the Canadian Identity and the Knowledge Economy” to determine the most effective means of implementing the recommendations.</p>	<p>Enhancing managers’ awareness of the importance of increasing the quality and volume of French-language content on the Internet.</p>
<p><i>OTHER ACTIVITIES</i></p> <p>Funding and booths for <i>Affaires 2001/Le mondial des Amériques 2001</i> (\$79,000).</p> <p>IC/FedNor officers participated in numerous exhibitions, economic forums and general meetings to promote their programs and services and to gain a better understanding of the needs of OLMCs.</p> <p>In addition to supporting several bilingual projects, FedNor invested over \$1,185,000 to support 28 new projects or sponsorships aimed at serving the Francophone community in Northern Ontario. Through those projects, FedNor supported the efforts of Francophone groups aimed at stimulating innovation and technology, increasing the participation of Francophones in e-commerce, encouraging community economic development and entrepreneurship, promoting the growth of small business and the development of tourism and youth integration, and ensuring that communities are connected to the information highway.</p>			