



Canadian  
Heritage

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canadien



# OFFICIAL LANGUAGES

Annual Report 2003-2004

## **Volume 2:**

*Results of the activities of the designated federal departments and agencies –  
Implementation of Section 41 of the Official Languages Act*

Canada 



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# Increasingly dynamic interdepartmental joint action for the betterment of official-language minority communities

*Volume 2 of the Annual Report on Official Languages presents a summary of the main results achieved by the federal departments and agencies designated under the 1994 Accountability Framework for the implementation of sections 41 and 42 of the Official Languages Act (OLA).*

Section 41 of the Act describes the Government of Canada's commitment to promoting the advancement of Anglophone and Francophone minorities in Canada, supporting their development, and promoting the full recognition and use of French and English in Canadian society. Under section 42, the mandate of the Minister of Canadian Heritage is to create and promote a concerted approach within federal institutions to fulfil this commitment.

In 2003-2004, the Department of Canadian Heritage initiated the development of a tool to measure the progress made in implementing section 41 of the OLA. By identifying the main results achieved and the areas in which improvements are needed, this tool will assist federal institutions in the development of their action

plans and reports of yearly achievements through a results-based approach. It will be the focus of a pilot project in 2004-2005.

In August 2003, a new agency was added to the list of designated institutions: the Canadian Radio-television and Telecommunications Commission (CRTC). Following its official designation, the CRTC initiated consultations with the interested community stakeholders with a view to developing its first action plan for the implementation of section 41 of the OLA. It took the opportunity to take stock of the progress made in its field with respect to official-language minority communities (OLMCs).

The December 2003 government restructuring gave rise to significant changes in some federal institutions. As a result, the list of

departments and agencies designated under the 1994 Framework was modified. This report gives an overview of these changes, which will be highlighted further in the next annual report.

This year, the achievements of the federal institutions are divided by activity category. Thus, the Department anticipates better accountability of the progress made and the concrete and joint commitment of the Government of Canada where linguistic duality is concerned. Additional information on action plans and reports on achievement is available by contacting the department or agency directly. A list of resource persons in the designated institutions is included in the middle section of this document, which is also available on the Canadian Heritage Web site at [www.pch.gc.ca](http://www.pch.gc.ca).

## Canada Council for the Arts



### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Canadian Heritage:*  
Liza Frulla

*Director:*  
John Hobday

*Official Languages Champion:*  
Mark Watters

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

The Council promoted the use of back-grounders prepared by the *Fédération culturelle canadienne-française*. These backgrounders are distributed to peer-evaluation committees to make their members aware of the realities facing official-language minority artists and organizations. Artists from these communities continue to participate fully in these committees which also helps raise members' awareness.

#### Consultation

The Council continues to work closely with the *Fédération culturelle*

*canadienne-française*. It also takes part in interdepartmental working groups, coordinated by Canadian Heritage, on visual arts, media arts, theatre, publishing, and songwriting and music. Consequently, it is able to consider the priorities expressed by the representatives of the communities that participate in these working groups.

#### Communications

The Council organized information sessions to inform artists and art organizations about its programs and the Interdepartmental Partnership with the Official-Language Communities (Ipolc) initiative. Media in the OLMCs were widely used to promote the information sessions, thus encouraging participation and the distribution of information.

#### Coordination and liaison

The activities of the Council regarding Francophone artists are carried out mainly within the Agreement for the Development of Francophone Arts and Culture in Canada, which includes such mechanisms as interdepartmental

#### Mandate

*The Canada Council for the Arts is a national arm's-length agency which fosters the development of the arts in Canada through grants and services to professional Canadian artists and arts organizations, as well as administering scholarly awards.*

cooperation agreements, as concluded in the areas of theatre and publishing. A cooperation agreement for the development of visual arts in Francophone minority communities is expected to be signed in 2004.

#### Funding and program delivery

The Council maintained the level of operating grants given to arts organizations in OLMCs, demonstrating its continued support of these organizations. It worked to implement memoranda of understanding concluded with Canadian Heritage within the framework of the IPOLC—one for the Francophone communities outside Quebec and the other for Anglophone communities in Quebec—enabling it to further encourage and support the development of the artists and organizations in these communities.



# Canadian Broadcasting Corporation

## MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Canadian Heritage:*  
Liza Frulla

*President and Chief Executive Officer:*  
Robert Rabinovitch

*Official Languages Champion:*  
George C. B. Smith

*Official Languages Co-champion:*  
Nancy Lalonde

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Consultation

French Television's senior management has continued to meet with representatives of OLMCs to learn about their needs and to offer services to them. The Regions' Panel carried on with its activities, and French Television maintained its objective to maximize the effects of its regional presence.

### Coordination and liaison

The Canadian Broadcasting Corporation (CBC) has upheld its commitment under the Agreement for the Development of Francophone Arts and Culture in Canada and has participated in the various interdepartmental working groups coordinated by Canadian Heritage. Through the Interdepartmental Partnership with the Official-Language Communities (I POLC),

French Television, along with Telefilm Canada and the *Alliance des producteurs francophones du Canada*, participated in a development program for French-language writers and directors who live and work outside Quebec. These partners worked together to prepare a new I POLC project (2004-2007) with a view to creating real opportunities for these craftspeople and bringing about the desired structuring effect.

### Funding and program delivery

For a second year, French Television has produced vignettes highlighting the achievements of various Francophone creators working outside Quebec in publishing, theatre, songwriting and music, and visual arts. As a part of *Rendez-vous de la Francophonie 2004*, one episode of *La Fureur* focused on the Canadian Francophonie. The national network continued to feature regional realities by adding *Zig Zag*, a new weekly cultural magazine for the four Western Canada stations, produced in Winnipeg with contributions from each of the Western provinces.



Regional stations also produced more than 2,000 hours of programming for the *Réseau de l'Information* (RDI). French Radio celebrated the

### Mandate

*As a public broadcaster in Canada, the Canadian Broadcasting Corporation (CBC) provides services in French and in English; its mandate is set out in the Broadcasting Act, which stipulates that the CBC must offer radio and television programming that provides a wide range of information, enlightenment, and entertainment.*

installation of 16 new transmitters for its *Chaîne musicale*—10 of which are outside Quebec—and increased its number of production and broadcasting facilities. Among French Radio's main regional achievements is increased cooperation between regional and national stations and the repositioning of Radio in Acadia, which gave rise to the opening of three news bureaus (Bathurst, Edmundston and Fredericton). English Radio in Quebec aired a series of six specials, *Roots Montreal*, designed to promote talent, reflect our wealth of cultural diversity, and strengthened its relationships with the community by including releases of *Canada Now* programming. The two regional English Radio and English Television stations continue to produce a large number of programs and reports, and contribute to network programming and to *NewsWorld*.

# Canadian Heritage



## Mandate

*Canadian Heritage's mission is towards a more cohesive and creative Canada through its diverse Canadian cultural works, participation in Canada's cultural life, strong connections among Canadians and promotion of the rights and responsibilities of shared citizenship. The Department also reports to Parliament on its obligations as a department designated under the 1994 Accountability Framework for the implementation of sections 41 and 42 of the OLA.*

## MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister:  
Liza Frulla

Official Languages Champion:  
Jean-Pierre Blais

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Awareness

Presentations were made in several regions on the obligations of the Department with regard to section 41 of the OLA. There was also regular participation of several sectoral representatives in working groups on culture, thereby creating an awareness of the needs of official-language communities and improved contact between the Department and these communities. Sport

Canada put stronger measures in place, such as the signing of multi-party agreements, to ensure the integration of both official languages into the staging of major games in Canada.

### Consultation

The Department established the Canadian Heritage-Quebec Anglophone Community Coordination Committee, bringing together representatives of the Department's various sectors and the minority Anglophone community of Quebec to create closer links between the community's priorities and the Department's policies and programs. It also continued to hold meetings of the Canadian Heritage-Francophone and Acadian Communities of Canada Committee, which had been established the previous year.

The Quebec regional office promoted an integrated approach to community development across federal departments, and supported the Global Development Plan of the Quebec Community Groups Network to validate priority needs for the province's English-speaking minority. The Western regional office made a concerted effort to reinforce ties among Francophone, Anglophone, ethnocultural and Native communities in the region, and held a meeting in Edmonton involving 20 federal departments and 30 community organizations to discuss section 41 of the OLA. For the first time, Canadian Heritage held an Official Languages Research Forum that brought together researchers from minority-language universities to analyse data collected in a vast survey on community vitality.



### Communications

The 2010 Vancouver-Whistler Bid Secretariat produced promotional clips in both official languages and involved the Francophone community of British Columbia in its activities. On the world scene, the Department continued to support efforts by TV5 to showcase French-language teaching expertise as well as Canadian talent internationally.

### Coordination and liaison

The Department coordinates a network of national coordinators responsible for the implementation of section 41 of the OLA within designated federal institutions, and provides an analysis of action plans and annual status reports that these institutions are required to prepare. The Canadian Radio-television and Telecommunications Commission (CRTC) became a designated federal institution for the implementation of section 41 of the OLA in August 2003.

The organization of events in the Atlantic Region celebrating the 400<sup>th</sup> anniversary of the arrival of the first French settlers in Acadia took centre stage through a partnership established between Canadian Heritage and the Atlantic Canada Opportunities Agency. The Department also participated in the eighth Ministerial Conference on Francophone Affairs in Winnipeg.

From a cultural perspective, the Department continued to coordinate interdepartmental working groups in areas such as song-music, theatre, media arts, visual arts and publishing to provide opportunities for discussion and exchange between partners from federal institutions and stakeholders from the cultural communities.

The Department continued to participate in interdepartmental committees led by Human Resources and Skills Development Canada, Health Canada, and Citizenship and Immigration Canada. Intergovernmental cooperation on minority-language education produced such achievements as initiatives to promote access to French-language education in Ontario, the creation of a French-language institute in Regina, and the development of a French-language program at Simon Fraser University. The Prairies and North Region organized the *Forum 4-2-1: 4 provinces, 2 languages, 1 plan*, an unprecedented initiative in the West marking the launch of a cohesive and relevant approach to official languages.

### Funding and program delivery

Canadian Heritage provided support for the development of official-language minority communities and minority-language education through the renewal and continuation of various programs; interesting initiatives were also undertaken for second-language learning (both aspects are dealt with in more detail in Volume 1 of this report).

The Department also continued to provide financial leverage, through the Interdepartmental Partnership with the Official-Language Communities (IPOLC), to encourage federal institutions to establish sustainable relations with these communities (see more details in Volume 1).



In the cultural area, there was greater access for the minority communities to the Book Publishing

Industry Development and Arts Presentation Canada programs, and changes in the Canada Magazine Fund and the Publications Assistance Program allowed greater visibility for the promotion of cultural products. The Canadian Culture Online Program provided enhanced availability and visibility of French-language digital cultural content through such tools as *Word Wizards*, an online toolkit providing Canadian-designed language tools for the general public which has been accessed internationally and referenced by over 40 Web sites in Canada. The Cultural Spaces Canada Program invested in minority-community projects and funding continued for the new bilingual cultural gateway *culture.ca*. The Department also continued to support Virtual Museum of Canada exhibitions, online access to the Canadian Cultural Observatory, and the *Preserving My Heritage* web site.

Through Exchanges Canada, the Department entered into a contribution agreement with Canadian English- and French-speaking community college associations to create a postsecondary student mobility program aimed at improving second-language knowledge. The Department also continued to fund programs aimed at integrating racial and ethnocultural minorities into Franco-Ontarian and other minority communities throughout Canada.

# Canadian Radio-television and Telecommunications Commission

*Note: The Canadian Radio-television and Telecommunications Commission (CRTC) is not obligated to submit a 2003-2004 status report since it became a designated institution in 2003. It submitted, for 2004-2005, its first action plan for the implementation of section 41 of the OLA and included a summary of recent accomplishments in support of the OLMCs.*

## MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Canadian Heritage:*  
Liza Frulla

*Chairperson:* Charles M. Dalfen

*Official Languages Champion:*  
Diane Rhéaume

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Awareness

Since its designation in August 2003 as a key agency under the 1994 Accountability Framework, the CRTC has called on its senior management to develop its first action plan. Consequently, it has made senior management aware of the responsibilities arising from section 41 of the OLA. The CRTC has participated in the annual general meetings of the OLMC organizations, and it is attentive to the complaints received from citizens or organizations with respect to compliance with licence terms or with the *Broadcasting Distribution Regulations*.

### Consultation

In 2000, the CRTC expressed its willingness to ensure more balanced Canadian broadcasting services to minority communities by holding public consultations with Francophone communities in Canada on the status

of French-language broadcasting services. The resulting report, policy, and specific regulatory measures support the CRTC's willingness to ensure that Canadian broadcasting services reflect the realities of the OLMCs everywhere in Canada.

Following its designation as a key institution, the CRTC consulted seven national organizations representing the OLMCs and developed its first action plan (2004-2005), taking into account the comments of these organizations and the priorities that they identified. In its action plan, the CRTC has committed itself to continue with the implementation of the recommendations of the CRTC report on broadcasting services in minority communities in order to promote access to French- and English-language television services throughout Canada for these communities, and to encourage broadcasting licence holders to continue their efforts to increase regional production and broadcasting of programs that reflect the reality of these communities.

### Communications

The CRTC publicizes its activities, namely public hearings, and in the electronic and print media, including those in the OLMCs. Moreover, it ensures that the agencies representing the OLMCs systematically receive all

## Mandate

*The mandate of the CRTC is to regulate and supervise all aspects of the Canadian broadcasting system, including telecommunications service providers and common carriers that fall under federal jurisdiction.*

news releases. It keeps abreast of the OLMCs' concerns through the newsletters it receives from these groups.

## Coordination and liaison

The CRTC attended the meetings of the national coordinators network which is responsible for implementing section 41 of the OLA in order to become familiar with this network and to participate in the exchange of information and best practices.

## Funding and program delivery

As was recommended in its report on broadcasting services in minority communities, the CRTC has taken some regulatory measures to improve access to television programming services. Moreover, it encourages some French-language conventional and specialty television service licensees to call on independent producers in Canada, and requires, in some cases, that broadcasters earmark a percentage of their original broadcasts budget for regional productions.

## National Arts Centre

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Canadian Heritage:*  
Liza Frulla

*President and Chief Executive Officer:*  
Peter Herrndorf

*Official Languages Champion:*  
Debbie Collins

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Consultation

The National Arts Centre (NAC) visited 14 professional theatre companies in Francophone minority communities. In so doing, it was able to better understand their needs and to identify means of providing support to them. It maintains ongoing working relationships with the *Fédération culturelle canadienne-française* and representatives from various artistic disciplines.

#### Coordination and liaison

The NAC is a signatory to the Agreement for the Development of Francophone Arts and Culture in Canada, a participant in the joint theatre forum, and a member of the

interdepartmental working group on songwriting and music. It is also a signatory to a memorandum of understanding for theatre between the Canada Council for the Arts, the National Arts Centre and Canadian Heritage, signed in 1997. Through these joint actions and consultation mechanisms, it keeps abreast of projects originating in OLMCs and ensures that complementary actions are taken in support of the various artistic disciplines.

#### Funding and program delivery

The NAC has continued to develop theatre within Francophone minority communities through the *Développement du théâtre en région* program that promotes theatre in the regions. This program is in keeping with the NAC's national mandate, which is to assist in the development of the performing arts throughout the country. Consequently, the NAC has contributed to the completion of nine projects from ten different theatre companies in six provinces. It plays an active role in organizing the new *Biennale du théâtre en région* (provisional title), the next edition of which is planned for the fall of 2005.

#### Mandate

*The mandate of the National Arts Centre (NAC) is to encourage artistic excellence in all the performing arts. It undertakes specifically to develop performing arts in the National Capital Region and to assist the Canada Council for the Arts in the advancement of performing arts in other parts of Canada.*



A series of five concerts featuring Francophone artists (*Les vendredis de la chanson francophone*) was presented from September to May at the NAC's Fourth Stage as part of its regional programming. The NAC's English Theatre also recruited two Anglophone artists from Montreal to join its production team, and it sponsored a play by a Quebec Anglophone author at the Banff Playwright's Colony. A number of Anglophone artists from Quebec participated in English Theatre productions.

## National Capital Commission



### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Canadian Heritage:*  
Liza Frulla

*President :*  
Marcel Beaudry

*Official Languages Champion:*  
Suzanne Gustafsson

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Communications

In order to create awareness among young people regarding the richness of French-Canadian culture, the National Capital Commission (NCC) coordinated a program called *Adventures in Citizenship*. The NCC also continues to systematically distribute its educational products in OLMC schools as well as to second-language teaching associations.

#### Funding and program delivery

The NCC participated in various symposia/conferences throughout Canada to seek out new Canadian

talent from OLMCs to promote for annual NCC events. As a result, the NCC presented many artists/groups from these communities in *Canada Day* celebrations as well as in activities relating to *Winterlude*. Linguistic duality, rapprochement among Canadians, and linguistic and regional diversity were highlighted in both the *Christmas Lights Across Canada* program and the *Sound and Light Show* on Parliament Hill.

These celebrations are broadcast on television, thereby contributing to the promotion of linguistic and regional diversity of Canada. The NCC is working more closely with the TVA network to reach a larger Acadian population. Efforts were also made to establish closer relations with the TFO network in Acadia, TVO broadcasts in western Quebec, and TVA, which is accessible via cable to all the minority communities throughout Canada.

To emphasize its key role in reinforcing linguistic duality in the CCR, the Chairman of the NCC communicated with business leaders in the region to explore possible initiatives to make

#### Mandate

*The National Capital Commission's (NCC) mandate is to prepare plans for and assist in the development, conservation and improvement of Canada's Capital Region (CCR). It is also responsible for organizing, sponsoring, promoting and communicating public activities and events in the CCR that will enrich the cultural and social fabric of Canada, taking into account the federal character of Canada, the equality of status of the official languages of Canada and the heritage of the people of Canada.*

the bilingual character of the capital region's establishments more visible, both in Ottawa and Gatineau, through bilingual signs, menus and services. The NCC has also welcomed the recommendations in the study conducted by the Office of the Commissioner of Official Languages entitled *For Rent: In Search of Bilingual Services from Businesses in NCR Federal Buildings*, and has taken a leadership role in this regard.



## National Film Board of Canada

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Canadian Heritage:*  
Liza Frulla

*Government Film Commissioner and Chairperson:*  
Jacques Bensimon

*Official Languages Champion:*  
Laurie Jones

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Communications

Following a bus shelter advertising campaign in Moncton, Halifax, Montreal, Ottawa, Toronto, Winnipeg, Edmonton and Vancouver, the National Film Board's (NFB) *Cinéclub* now has 10,000 members in Canada. The NFB's bilingual Web site, toll-free telephone line, on-line shop and on-line catalogue, and *Focus* magazine provide information in the two official languages.

Agreements with partner libraries and others have made NFB films available to official-language minority communities. The NFB presented four documentary films and four animated

films at the *Rendez-vous du cinéma québécois et francophone* in Vancouver. The NFB has presented films from its *French Program* through its participation in a number of film festivals, including the *Festival international du cinéma francophone de l'Acadie* that took place in Moncton in September 2003. It launched its public version of *CineRoute*, an on-line film library that offers on-demand free viewings of 250 NFB films, half of which are in French.

#### Coordination and liaison

The NFB actively participated in the interdepartmental working group on media arts, optimizing its opportunities for partnerships with other federal stakeholders. It also contributes to the work of the agreement for the Development of Francophone Arts and Culture in Canada.

#### Funding and program delivery

The reopening of the NFB French Program's *Studio Ontario/Ouest* provided filmmakers and film craftspeople with improved access to NFB services. The NFB celebrated the 30<sup>th</sup> anniversary of its *Aide au cinéma indépendant*

#### Mandate

*The National Film Board (NFB) produces and distributes films and other audiovisual works to help Canadians and the world identify with and understand Canada.*



program, through which it supported six projects presented by Francophones from outside Quebec. Through its *Filmmaker Assistance Program*, the NFB has supported 65 projects by filmmakers working in English in Quebec. The NFB has partnered with Telefilm through the Canadian Heritage Interdepartmental Partnership with the Official-Language Communities (IPOLC). Through the IPOLC, the NFB has offered workshops, specialized courses, and training activities to Francophone minority filmmakers; it organized a meeting of Francophone filmmakers from various parts of Canada, which 14 filmmakers attended.

## Parks Canada



### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of the Environment:*  
Stéphane Dion

*Chief Executive Officer:*  
Alan Latourelle

*Official Languages Champion:*  
Michel Latreille

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

Parks Canada continued to raise awareness of the importance of linguistic duality among its employees.

#### Consultations

In Manitoba, the education specialist collaborates with the cultural activities

coordinator for the *Division scolaire franco-manitobaine* to discuss the needs and expectations for on-site and outreach programming. Ontario, Quebec, Manitoba and Nova Scotia field units worked with tourism representatives from OLMCs to explore opportunities for collaboration and for promotion of their regions and products. In Quebec, the Forillon National Park field unit has been working with the Committee for Anglophone Social Action to put in place a heritage presentation project at Grande-Grave.

#### Communications

Parks Canada continued to involve OLMCs in its business. As an example, in the Yukon, heritage presentations have been improved by portrayals of French-Canadian historical figures.

#### Mandate

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

#### Funding and program delivery

The pilot project for a fully bilingual national campground reservation system now includes, among others, Gros Morne, Bruce Peninsula, Cape Breton Highlands and Kouchibouguac. Parks Canada uses the Young Canada Works and the Federal Student Work Experience Programs to hire young bilingual Canadians and to broaden their cultural and linguistic horizons.



## Telefilm Canada



INIS training participants

### **Mandate**

*Telefilm Canada is a federal cultural agency dedicated primarily to the development and promotion of the Canadian film, television, new media, and music industries.*

### **MINISTER AND RESPONSIBLE SENIOR OFFICIALS**

*Minister of Canadian Heritage:*  
Liza Frulla

*Interim Executive Director:*  
Carolle Brabant

*Official Languages Champion:*  
Shelley Stein-Sacks

### **MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY**

#### **Consultation**

Telefilm Canada held its own consultations to accurately identify the priorities of the OLMCs.

#### **Coordination and liaison**

Telefilm actively participated in the work of the Joint Working Group on Media Arts whose members include key federal stakeholders and the *Alliance des producteurs francophones du Canada* (APFC).

#### **Funding and program delivery**

Nineteen projects were completed by nine production houses that shared

\$368,397 in funding. Telefilm Canada contributed funds to 14 Canadian festivals that presented films in the minority official language of a province, and earmarked \$1.6 million for the dubbing and captioning of Canadian productions. Telefilm provided support for 35 projects in French-language development and production outside Quebec and maintained its financial contribution of \$4 million. The 79 English-language projects completed in Quebec received \$12.8 million in financial assistance. Despite a decline in international co-production of feature films and a decrease in funding from the Canadian Television Fund, Telefilm Canada's participation in Francophone projects outside Quebec rose from 17 per cent in 2002-2003 to 31 per cent in 2003-2004.

Telefilm Canada, in cooperation with the APFC, carried on with the implementation of its memorandum of understanding with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC). Consequently, Francophone producers enhanced

their ability to manage their businesses, particularly in the preparation of business plans. Immersion sessions, pre-television market training, and the participation of MIP-TV at Cannes and the *Banff Television Festival* enabled APFC producers to align themselves with broadcasters and decision-makers and to raise awareness among potential buyers at home and abroad. Through IPOLC, and in partnership with *Radio-Canada* and the National Film Board, five directors and four writers in Francophone minority communities received intensive training in producing and script development at the *Institut national de l'image and du son* (INIS). A number of participants were given the opportunity to practise their newly acquired skills in Francophone production teams outside Quebec. Telefilm Canada noted a continuing increase in the volume of production and licences granted by broadcasters for Francophone productions outside Quebec.

## Agriculture and Agri-Food Canada



### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister:*

Andrew Mitchell

*Official Languages Champion:*

Yvon Martel

*Official Languages Co-champion:*

Donna Mitchell

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

Agriculture and Agri-Food Canada (AAC) has raised its employees' awareness to OLMC issues by inviting them to attend some of the meetings of the network of national coordinators responsible for implementing section 41 of the OLA. For example, the Farm Women's Bureau attended a meeting held by Canadian Heritage on the challenges specific to women in Francophone minority communities.

#### Consultation

AAC held a number of meetings with OLMC representatives—namely, the major stakeholders in the economic sector—to gain a better understanding of their priorities and to better target its activities. This enabled it to form considerable ties with this client base. It invited the OLMCs to participate in consultations that led to the development of the new *Advancing Canadian Agriculture and Agri-Food Program*.

#### Coordination and liaison

AAC continued to participate actively in two economic development and employability committees (Francophone communities outside Quebec and Anglophone communities in Quebec) which come under Human Resources and Skills Development Canada. These committees help strengthen partnerships between federal government departments and promote closer ties with the OLMCs.

#### Mandate

*Agriculture and Agri-Food Canada (AAC) provides information, research and technology, and policies and programs to achieve security of the food system, health of the environment and innovation for growth.*

#### Funding and program delivery

AAC carried on with its Interdepartmental Partnership with the Official-Language Communities (IPOLC) projects. Consequently, the *Canadian Agricultural Rural Communities Initiative in Official-Language Minority Communities*, which received matching funds from the IPOLC, enabled the completion of 39 projects in 70 official-language minority communities, including three in Quebec. AAC initiated partnership renewal discussions with Canadian Heritage to consolidate the basis of its activities in rural official-language minority communities. It also completed other specific rural economic development projects in the areas of cooperation, agri-food industry, and agri-environment.

# Atlantic Canada Opportunities Agency

## MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister:*

Joseph McGuire

*Official Languages Champions:*

Brian Dick and Paul Joudrey

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Consultations

The Atlantic Canada Opportunities Agency (ACOA) was involved in the work of the Committee of Deputy Ministers of Official Languages, led by the Privy Council Office, and of the Citizenship and Immigration Canada–Francophone Minority Communities Steering Committee. Through its involvement, ACOA has been able to shed light on certain issues of particular concern to OLMCs. ACOA has also demonstrated its commitment by taking OLMC priorities into account when implementing its policies, programs and services. Specifically, ACOA signed a memorandum of understanding with Prince Edward Island's Francophone community and other federal and provincial departments.

### Communications

ACOA appointed bilingual economic development officers to better serve

Francophones in Prince Edward Island and Nova Scotia. It has participated in economic development promotion activities with the *Conseil économique du Nouveau-Brunswick*, the *Conseil de développement économique de la Nouvelle-Écosse* and various municipalities.

### Coordination and liaison

ACOA sat on the National Committee for Economic Development and Employability, chaired by Human Resources and Skills Development Canada. It was involved in the work of the official languages sub-committees of each federal council in the four Atlantic provinces. The Agency also took part in meetings of the network of national coordinators responsible for the implementation of section 41 of the OLA.

### Funding and program delivery

ACOA completed a number of projects in various fields: information technologies, economic development, international activity, tourism, and business training and development for young entrepreneurs. A joint \$10M investment by ACOA and Canadian Heritage under the Atlantic Canada Cultural and Economic Partnership has made possible nearly 80 projects to celebrate history and

### Mandate

*The Atlantic Canada Opportunities Agency (ACOA) has a broad mandate for economic development in Atlantic Canada to increase the number of jobs and the earned income of Atlantic Canadians.*

cultural diversity and stimulate economic development. Atlantic Canada's Francophone and Acadian communities have also benefited from other investments made by ACOA and the Interdepartmental Partnership with the Official-Language Communities (IPOLC) in about a dozen projects in the areas of tourism, young entrepreneurs and business development.

### Accountability

ACOA included its report on activities related to the implementation of section 41 of the OLA in its *2003-04 Performance Report*.

## Business Development Bank of Canada

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Industry:*

David L. Emerson

*Acting President and*

*Chief Executive Officer:*

André Bourdeau

*Official Languages Champion:*

Mary Karamanos

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Communications

The Business Development Bank of Canada (BDC) carried out a variety of activities with a view to promoting its services. For example, its Moncton, New Brunswick, branch presented the *E-Start* program at the *Salon Franco-Tech* (Shippagan), and gave a workshop on entrepreneurship to young and women entrepreneurs during the *Extreme Entrepreneurship Extrême Conférence*. In Quebec, the BDC Consulting Group held a number of conferences and workshops for Anglophone communities on themes including succession, strategic selling, and income tax credits for research and development. In a national advertising campaign, BDC used the media in OLMCs across the country. In cooperation with other agencies, it also

sponsored the publication of a business-oriented newspaper, *La Voix des affaires francophones*, which was distributed by the only Francophone daily in New Brunswick, *L'Acadie Nouvelle*.

#### Consultation

In 2003-2004, BDC took part in various formal and informal consultations sponsored by the National Committee for Economic Development and Employability (Human Resources and Skills Development Canada) and by Canadian Heritage. Specifically, it held a targeted consultation with the Francophone community of Ontario. BDC employees have the opportunity to speak with OLMC representatives in the course of their current business development activities.

#### Coordination and liaison

BDC took part in the official languages committee of the Pacific Council of Senior Federal Officials with a view to increasing its presence in the OLMCs. It maintained its support of the National Committee for Economic Development and Employability. Its participation in the working sub-group on communications and the sub-committees on youth, tourism, and knowledge-based economy have given it a better understanding of OLMC issues.

#### Mandate

*The Business Development Bank of Canada (BDC) offers financial services and creative consultation services to small Canadian businesses, with a specific focus on small and medium-sized businesses involved in export and the technology sector.*

#### Funding and program delivery

BDC worked with federal partners such as FedNor and Canada Economic Development (Quebec regions). For example, in Quebec, six Anglophone businesses participated in a new program called *Tech Strategy*. This year, BDC paid close attention to businesswomen and rural economic development in Quebec in particular.

#### Accountability

BDC moved to the second phase of its program review and carried out a practical assessment of the eligibility of OLMCs for its programs. It concluded that the best way to implement section 41 of the OLA was to integrate it into the current activities of all its branches (more than 80) across the country.



# Canada Economic Development (Quebec regions)

## MINISTER AND RESPONSIBLE SENIOR OFFICIAL

*Minister:*

Jacques Saada

*Official Languages Champion:*

Rita Tremblay

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Awareness

Canada Economic Development (CED) made its Operations Sector management team aware of the principal responsibilities related to the implementation of section 41 of the OLA, the involvement required and the activities to be carried out. CED appointed a resource persons in its business offices providing services to Anglophone communities and offered them a training session on section 41. In-house, CED distributed information material, including statistical data on the socio-economic characteristics of Quebec Anglophone communities. These data helps to define the action to be taken and develop strategies that take into account the realities of the community.

### Consultations

CED took part in the departmental consultations organized under the Government of Canada's Action Plan for Official Languages, in cooperation with Industry Canada; it was thus able

to grasp the Anglophone community's viewpoint on the implementation of the plan's economic component in Quebec. CED coordinated consultations, in conjunction with several governmental partners, with Anglophone communities in the Lower North Shore, Gaspé Peninsula and the Magdalen Islands, which face fisheries-related socio-economic problems.

### Communications

In its public communications, CED makes use of English-language community media.

### Coordination and liaison

CED sat on Human Resources and Skills Development Canada's National Committee for Economic Development and Employability; it co-chaired the Job Creation and Economic Diversification Permanent Working Group and contributed to the Communication and Youth permanent working groups. It also worked with Industry Canada on the development of a common vision for intervention with OLMCs.

### Funding and program delivery

CED offers programs and services to Anglophone entrepreneurs (both active and future) and small and medium-sized businesses (SMEs), and to Anglophone communities and their members. It has contributed

### Mandate

*The mandate of Canada Economic Development (CED) (Quebec regions) is to promote the economic development of the regions of Quebec, paying special attention to those with slow economic growth and inadequate employment, with a view to the enhancement of prosperity and employment in the long term.*

over \$9 million to more than a hundred projects that affect Quebec's Anglophone minority. CED has also fostered the development and strengthening of ties between Anglophone communities and its economic and community development partners, such as the Community Futures Development Corporations. It collaborated with Canadian Heritage on a training camp for young entrepreneurs under the Interdepartmental Partnership with the Official-Language Communities (IPLC).

### Accountability

CED has integrated its OLA section 41-related objectives into its *Report on Plans and Priorities*, tabled in Parliament.

## Canadian Tourism Commission

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Industry:*  
David L. Emerson

*President and Chief Executive Officer:*  
Michèle McKenzie

*Official Languages Champion:*  
Chantal Péan

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

Canadian Tourism Commission (CTC) representatives attended interdepartmental meetings of federal and community partners to gain a better understanding of OLMC priorities and inform the communities about the Commission's programs.

#### Consultations

The President-CEO undertook a round of consultations with tourism industry stakeholders. This included a meeting with the president of the National

Committee for Economic Development and Employability (RDÉE Canada), to familiarize herself with OLMC issues.

#### Communications

CTC improved the information posted on its website by conducting and releasing research on business opportunities, new products in demand, trends, obstacles to growth and avenues for reducing transaction costs. In its publications, CTC covers OLMC projects that contribute to tourism industry development, such as the celebrations surrounding the 400<sup>th</sup> anniversary of the first French settlement in North America.

#### Funding and program delivery

CTC worked in cooperation with OLMC economic development organizations in British Columbia, Alberta, Ontario and New Brunswick to promote tourism in Francophone communities outside Quebec. In addition, it contributed to ensuring the presence of OLMC representatives at the *Salon mondial du tourisme* in France, at

#### Mandate

*The mandate of the Canadian Tourism Commission (CTC) is to sustain a vibrant and profitable Canadian tourism industry, market Canada as a desirable tourist destination, and support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories.*



seminars for travel industry specialists in Canada and foreign trade shows to help them promote tourism in their regions. In addition, CTC contributed to the *Prix Montfort* awards gala presentation by awarding a prize to the *Festival de la Chanson de Granby* to mark this organization's contribution to the promotion of emerging Francophone performers.



# Industry Canada

## MINISTER AND RESPONSIBLE SENIOR OFFICIAL

*Minister:*

David L. Emerson

*Official Languages Champion:*

John McBride

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Awareness

Industry Canada organized consultations and workshops for its departmental and regional coordinators responsible for implementing section 41 of the OLA so as to provide them with better tools.

### Consultation

Industry Canada carried out its first formal consultations with OLMCs to achieve more productive working relations with them and to better understand their needs and concerns.

### Communications

The Department set up a network of counsellors who will be working directly in the field with OLMCs in the different regions. Their role will

be to close the gap between OLMCs, on the one hand, and the Department and regional development organizations on the other.

### Coordination and liaison

Industry Canada began to implement the component of the Action Plan for Official Languages for which it is responsible and worked closely with regional development organizations (ACOA, WED, CED and FedNor) to this end. It participates actively in the work of the National Committee for Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority. It is also an active member of the network of national coordinators responsible for the implementation of section 41 of the OLA.

### Funding and program delivery

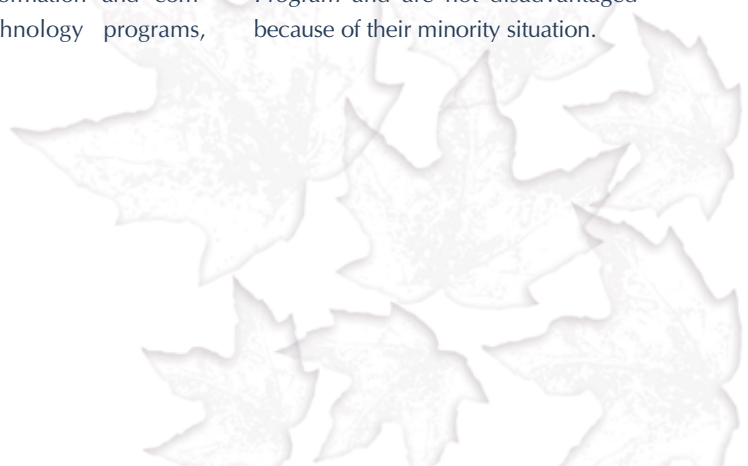
Industry Canada has contributed over \$7 million to activities and initiatives involving OLMCs, of which more than \$2 million came from FedNor. OLMCs took part in large numbers in departmental information and communications technology programs,

### Mandate

*Industry Canada's mandate is to help make Canadians more productive and competitive in the knowledge-based economy, thus improving the standard of living and quality of life in Canada. The Department helps to stimulate a dynamic and innovative economy.*



such as *SchoolNet*, *Community Access* and *Computers for Schools*. The Department made sure that OLMCs benefit from the *Broadband for Rural and Northern Development Pilot Program* and are not disadvantaged because of their minority situation.



## Public Works and Government Services Canada

### MINISTER AND RESPONSIBLE SENIOR OFFICIAL

Minister:  
Scott Brison

Official Languages Champion:  
Francine Kennedy

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

Public Works and Government Services Canada (PWGSC) organized activities under the *Rendez-vous de la Francophonie* to promote the French language and culture in Canada. It also developed an action plan for the active offer of bilingual services in federal buildings in Canada's Capital Region.

#### Consultation

PWGSC took part in various meetings in which OLMC representatives explained their priorities, thereby enabling it to better understand these communities' realities.

#### Communications

The Department gave some 120 information sessions on *How to do Business with the Federal Government* and *Writing an Effective*

*Proposal* to help OLMC businesses be better prepared to deal with the federal government.

#### Coordination and liaison

PWGSC participates in the work of the National Committee for Economic Development and Employability and Forum 4-2-1. Under the Regional Partnerships Fund, it supported the networking of Western official languages coordinators to promote the sharing of best practices and support efforts to assist OLMCs. The Translation Bureau set up the National Terminology Council to help the provinces and territories support OLMCs and improve the quality of bilingual services. In addition, PWGSC played an active role in the interdepartmental working group on the use of minority media set up by Canadian Heritage, further to a recommendation by the Commissioner of Official Languages.

#### Funding and program delivery

PWGSC agreed to support the 2005 Francophonie Games, which will be held in Winnipeg, and the 2004 World Acadian Congress, by contributing to translation costs. It continued to ensure that OLMC organizations benefit from reduced rates in hotels that do business with the federal government and has

#### Mandate

*The mandate of Public Works and Government Services Canada (PWGSC) is to provide the infrastructure and common services the government needs to carry out its program, thus enabling it to meet the needs and expectations of Canadians.*

offered OLMCs copies of *TERMIUM+*, a terminological research tool. Through an agreement with Industry Canada, it provides non-profit OLMC organizations with access to computer equipment. Meanwhile, the Translation Bureau continues to offer career opportunities to young people from OLMCs under its *Un Deuxième Souffle* program. It also hosts translation students under the *University Partnership* and CO-OP programs, which enable students to gain practical experience either at Bureau offices or from their communities.

## Western Economic Diversification Canada



### **Mandate**

*The mandate of Western Economic Diversification Canada (WED) is to promote the development and diversification of the economy of Western Canada and advance the interests of the West in national economic policy.*

### **MINISTER AND RESPONSIBLE SENIOR OFFICIAL**

*Ministre:*

Stephen Owen

*Official Languages Champion:*

Judy Ferguson

### **MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY**

#### **Awareness**

The implementation of the Francophone Business Development Strategy earned Western Economic Diversification Canada (WED) the *Head of the Public Service Award* in the new *Official Languages* category, in recognition of its work with western Francophone communities and its efforts to promote linguistic duality.

#### **Consultation**

WED collaborated with Industry Canada in consultations to identify the needs, priorities and options for action of OLMCs. It also took part,

with the Privy Council Office, in regional consultations to ensure the effective conduct of activities set out in the Government of Canada's Action Plan for Official Languages.

#### **Communications**

WED examined methods for gathering and conserving success stories by region and for all of Western Canada.

#### **Coordination and liaison**

WED continued to play an active role on the official languages subcommittees of the Councils of Senior Federal Officials and other similar organizations. It also worked closely with Canadian Heritage and Industry Canada and took part in the work of Human Resources and Skills Development Canada's National Committee for Economic Development and Employability. It has entered into discussions for the renewal of the Interdepartmental Partnership with the Official-Language Communities (Ipolc) memorandum of agreement for

another four-year period, since this partnership has led to the success of numerous projects and enabled community stakeholders to collaborate on the implementation of a more sustainable community development strategy.

#### **Funding and program delivery**

WED sponsored the integration of Francophone Economic Development Organizations such as the *Chambre économique de l'Alberta*, into the Western Canada Business Development Network and strengthened their role as key service providers to OLMCs. WED implemented a Francophone strategy, with an operating budget, special economic development initiatives and a regional fund. It also made use of Ipolc to promote tourism development, support Francophone entrepreneurs and set up the electronic information network *Gazel.ca* in Saskatchewan.

## Canada Post Corporation

### MINISTER AND RESPONSIBLE SENIOR OFFICIAL

*Minister of National Revenue:*  
John McCallum

*President and Chief Executive Officer:*  
Anne Joynt

*Official Languages Champion:*  
Ann-Therese MacEachern

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Consultations

The Canada Post Corporation (CPC) took part in various meetings, which enabled it to keep informed of the needs and priorities of OLMCs.

#### Communications

Canada Post participated in the 5<sup>th</sup> annual *Rendez-vous de la Francophonie*. In co-operation with *Radio Rock-Détente* and *Rendez-vous de la Francophonie*, it launched the *Écris-moi sans faute* contest to highlight the French language. It also sponsored the *Prix Montfort* in the *Affaires* category, awarded to Denis Losier, former executive director of the *Société des Acadiens et Acadiennes du Nouveau-Brunswick*. It issued a

stamp marking the 400<sup>th</sup> anniversary of the first French settlement in Acadia, and another commemorating the centennial of the founding of the Montreal Children's Hospital. As part of its *Literacy Awards Program*, CPC recognized the efforts of six award winners from OLMCs.



Stamp issued for the 400<sup>th</sup> anniversary of the first French settlement in Acadia

#### Coordination and liaison

Canada Post actively participates in the activities of the network of national coordinators responsible for the implementation of section 41 of the OLA.

#### Funding and program delivery

Canada Post supported the national organization *French for the Future*, which manages an exchange program

#### Mandate

*The mandate of the Canada Post Corporation (CPC) is to establish and operate a postal service for the collection, transmission and delivery of messages, information, funds and goods both within Canada and internationally.*

that promotes bilingualism and biculturalism in Canada. This organization held events in French in ten Canadian cities, bringing together high school students from several provinces and territories. Through its partnership with the *Fédération canadienne pour l'alphabétisation en français*, Canada Post contributed to the production of 550,000 French bookmarks distributed as part of *Canadian Family Literacy Day*. Also in the literacy field, Canada Post supported the Literacy Foundation's project *La lecture en cadeau* by contributing to the purchase of new books for children.



## Canada School of Public Service (Canadian Centre for Management Development)

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*President of the Treasury Board:*  
Reginald B. Alcock

*President and Chief Executive Officer:*  
Janice Cochrane

*Official Languages Champion:*  
Jocelyne Cormier

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### **Awareness**

The Canadian Centre for Management Development (CCMD) continued to expand its outreach to public service managers to further their contribution to section 41 of the OLA and to foster a better understanding of official-language minority communities in Canada. Many groups and individuals within the Knowledge Management and Advance Education cluster made efforts to communicate in both official languages (i.e. e-mails, meetings, voice messaging). Information sessions were organized in both official languages or were bilingual.

#### **Communications**

About 500 hard copies of the *Action-Research Roundtable on Official Languages* were distributed to senior managers and official-language specialists of the Public Service of Canada. This report was quoted in a study of the Office of the Commissioner of Official Languages entitled *Walking the Talk: Language of Work in the Federal Public Service*. A *Young Mentorship Initiative* was designed to provide young Canadian scholars with a privileged access to federal public executives and exposes them to cutting-edge practices in public administration.

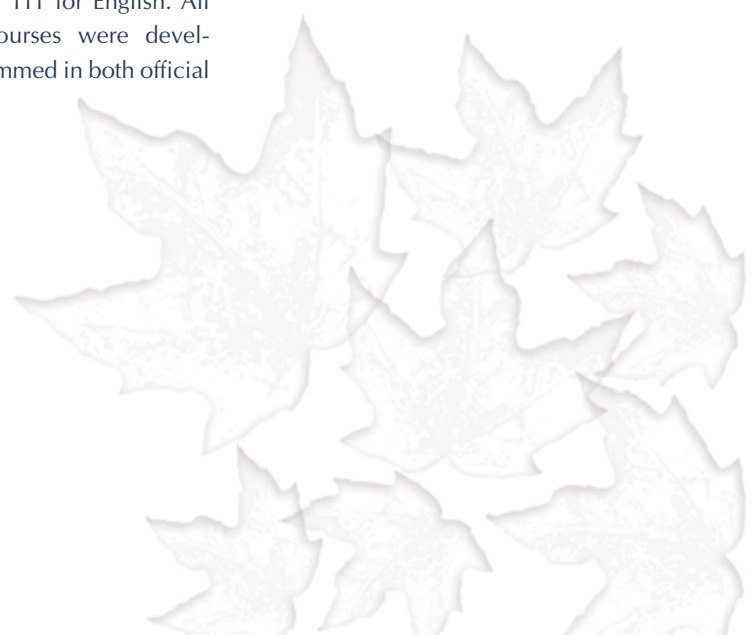
#### **Funding and program delivery**

Significant efforts were made by the CCMD Library and by *Campusdirect* to find and offer commercial products in both official languages. *Campusdirect* on-line offers 93 courses for French titles and 111 for English. All custom-made courses were developed and programmed in both official languages.

*As a result of the federal government restructuring announced on December 12, 2003, the Canadian Centre for Management Development (CCMD) was integrated into the new entity called the Canada School of Public Service.*

#### **Mandate**

*The Canada School of Public Service is mandated to encourage pride and excellence in the Public Service; to foster a sense of common purpose, values and traditions; to support common learning and development needs; to assist deputy heads and their counterparts meet their organizations' learning needs; and to pursue excellence in public sector management and public administration.*



# Health Canada

## MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister:

Ujjal Dosanjh

Official Languages Champion:

Marcel Nouvet

Official Languages Co-champion:

Aldean Andersen

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Awareness

Health Canada has adopted a new internal policy on official languages in order to more effectively reach its employees and support OLMCs. It also organized various activities as part of the *Rendez-vous de la Francophonie*. Health Canada's six regional offices received funding to help them better reflect linguistic duality and increase their capacity to promote better access to health services.

### Consultation

The Department took part in departmental consultations on implementing the Government of Canada's Action Plan for Official Languages. It has also brought together its (Anglophone and Francophone) OLMC advisory committees regularly and has ensured that these communities take part in the renewal of its funding programs.

### Communications

Information about Health Canada programs and services is provided to



OLMCs through the Department's network of regional coordinators and through OLMC media. Health Canada's Web site is also an important source of bilingual information.

### Coordination and liaison

Health Canada actively participates in the meetings and work of the Citizenship and Immigration Canada steering committee, where it recommended various measures to improve the capacity to receive immigrants and provide for their economic, social and cultural integration. The Department also took part in the Departmental Official Languages Champions Conference in Edmonton in April 2003. It is also a very active partner in the network of national coordinators responsible for implementing section 41 of the OLA.

### Funding and program delivery

As part of the Government of Canada's Action Plan, the Department created the *Contribution Program to Improve Access to Health Services* for OLMCs, which funds networking initiatives and health care professional training and retention measures. Within this context, 14 contribution agreements have been signed with recipients in both communities: *Société Santé en français* and the Quebec Community

### Mandate

*Health Canada is responsible for helping the people of Canada maintain and improve their health; it plays an important role with respect to policy development and program and service delivery. Health Canada works in partnership with the provincial and territorial governments, First Nations and Inuit communities, as well as other interested parties.*

Groups Network, which will receive \$9.3M and \$4.7M, respectively, over a five-year period to maintain and develop networks for facilitation and coordination of activities around health-care issues. For training and retention, the *Consortium national de formation en santé* (ten post-secondary institutions) will receive \$63M over five years to ensure the availability of health-care professionals who can work in French. As well, McGill University will receive \$12M to organize training activities to ensure the availability of health-care professionals who can work in English in Quebec.

### Accountability

Health Canada has modified its grants and contributions management system so it is able to identify projects that support OLMCs and provide more accurate reporting on the assistance it provides them.



# Human Resources and Skills Development Canada Social Development Canada

## MINISTERS AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Human Resources and Skills Development:*  
Joseph Volpe

*Official Languages Champion:*  
Maryantonett Flumian

*Minister of Social Development:*  
Ken Dryden

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Awareness

Human Resources and Skills Development Canada's (HRSDC) Secretariat, Official-Language Minority Communities (SOLMC), used various approaches to educate managers and employees about the importance of implementing section 41 of the OLA.

### Consultation

HRSDC and Social Development Canada (SDC) actively took part in consultations organized by the Privy Council Office in connection with the Government of Canada's Action Plan for Official Languages. They also took part in meetings of the network of official languages champions and the network of national coordinators responsible for the implementation of section 41 of the OLA. At HRSDC, regional coordinators play an important role by helping to develop and

modify programs and by being attentive to community development priorities.

### Coordination and liaison

HRSDC continued to direct the work of the National Committee for Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority. The annual reports of these two committees present significant achievements in OLMCs through the programs and services offered by a number of federal departments and agencies working in the area of economic development and employability.

### Funding and program delivery

HRSDC set up initiatives involving literacy, internships for young people and bilingual service improvements at the Job Bank. It also continued its work to renew the Support Fund, which supports the work of the two national committees on economic development and employability.

As for SDC, it instituted a national pilot project to provide an update on child care services in French and their influence on the linguistic and cultural development of OLMCs. As well, SDC mandated the *Commission nationale des parents francophones* to support OLMCs in developing policies better suited to their educational and child care needs.

*On December 12, 2003, Human Resources Development Canada was dismantled and two new departments were created: Human Resources and Skills Development Canada and Social Development Canada.*

### Mandate

- ❑ *Human Resources and Skills Development Canada (HRSDC) is responsible for providing all Canadians with the tools they need to thrive and prosper in the workplace and community, through human capital development and labour market development.*
- ❑ *Social Development Canada (SDC) is mandated with helping to secure and strengthen Canada's social foundation, by helping families with children, supporting people with disabilities and ensuring that seniors can fully participate in their communities.*

## Social Sciences and Humanities Research Council of Canada

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Industry:*  
David L. Emerson

*President:*  
Dr. Marc Renaud

*Official Languages Champion:*  
Shirley Squires

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Consultation

In 2004, the Social Sciences and Humanities Research Council of Canada (SSHRC) consulted a number of universities, including minority-language institutions, on the possibility of transforming itself from a granting council to a “knowledge council”, which puts additional emphasis on the mobilization, transfer, use and application of knowledge created by social sciences and humanities research.

#### Communications

SSHRC regularly informs its community about its programs, both electronically and through mail-outs. It also communicates with its clients through post-secondary institutions. In the area of official languages research, SSHRC distributes program and other information to individual researchers, to universities in official-language minority regions, and to

related associations such as the *Regroupement des universités de la francophonie hors Québec*.

A compendium of SSHRC-funded research projects on the bilingual character of Canada’s population and on official-language minority communities is drawn up and updated regularly.



#### Coordination and liaison

In 2003-2004, SSHRC and the Official Languages Support Programs Branch of the Department of Canadian Heritage explored the possibility of establishing a joint initiative to contribute to the rebuilding and expansion of Canada’s research capacity in the areas of minority official languages, bilingualism and second languages.

#### Mandate

*The Social Sciences and Humanities Research Council of Canada (SSHRC) is an arm's-length federal agency that promotes and supports university-based research and training in the social sciences and humanities.*

#### Funding and program delivery

SSHRC continues to provide peer-reviewed grants and fellowships for academic research projects on many topics, including issues relating to official-language minorities and Canada’s bilingual character. Examples of funded research projects include: an examination of how Catholic Francophone immigration into Saskatchewan contributed to the “Fransaskois” identity; a study of nationalist commemorations in minority Francophone communities in Nova Scotia and Ontario; and an analysis of Francophone culture in the Prairies with a focus on literary production.

In 2003, the *Community-University Research Alliances (CURA)* program became one of SSHRC’s mainstream strategic programs. CURAs fund research partnerships between community organizations, such as official-language minority groups, and Canadian universities through national competitions of peer-reviewed research projects.

## Status of Women Canada



### MINISTER AND RESPONSIBLE SENIOR OFFICIAL

*Minister:*

Liza Frulla

*Official Languages Champion:*

Florence levers

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

With a view to developing its 2003-2006 action plan, Status of Women Canada (SWC) made its senior management aware of the importance of aiming for concrete results and assuming leadership for implementing the plan. In each directorate, the official responsible for official languages received basic training and certain tools designed to facilitate the work. As well, SWC is committed to recognizing and promoting Canada's linguistic duality at its 15 service points across the country.

#### Consultation

Status of Women Canada developed its three-year action plan by considering

its mandate and priorities following consultations with women in OLMCs, mainly with respect to access to government programs, services and information; financial, material and technical support and support for social development; increased participation in the women's equality movement; and opportunities to take part in the government policy development process.

#### Communications

Information on SWC programs, services and resources is available in both official languages on the Internet or on paper from headquarters and regional offices. Policy research reports funded by the Policy Research Fund are also available; they have been distributed to federal and provincial ministers and officials, SWC regional offices, research organizations, women's groups, etc. SWC also published an article on gender-based analysis and official languages in Canadian Heritage's *Bulletin 41-42* to promote this important policy and program analysis tool.

#### Mandate

*Status of Women Canada (SWC) is responsible for promoting gender equality and the full participation of women in the economic, social, cultural and political life of the country.*

#### Coordination and liaison

SWC continues to take part in various interdepartmental committees that support OLMCs, such as Federal Councils, the network of national coordinators responsible for section 41 of the OLA, the *Canadian Rural Partnership* and the *National Homelessness Initiative*. Therefore, SWC can ensure that policy discussions and considerations reflect the issues and priorities of women in OLMCs.

#### Funding and program delivery

Through its *Agenda for Gender Equality Program*, SWC has invested over \$1M to achieve the expected outcomes in its action plan: to improve the organizational capacity of OLMC women's groups and to promote inclusive processes for developing government policy so that OLMC women can have full access to and participate fully in the political, social and cultural aspects of Canadian society.

## Canadian International Development Agency



### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of International*

*Co-operation:*

Aileen Carroll

*President:* Paul Thibault

*Official Languages Champion:*

Jean-Marc Métivier

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### **Funding and program delivery**

The Canadian International Development Agency (CIDA) has worked with many partners from the voluntary and private sectors. It has supported several teaching institutions serving OLMCs that offer international development programs. The Agency continues to support the efforts of these communities, particularly through its regional offices in the Atlantic, Pacific and Prairies regions. These offices, which support international co-operation efforts by encouraging greater regional participation in CIDA's activities, have forged ties with OLMCs in their regions.

#### **Mandate**

*The Canadian International Development Agency (CIDA) is mandated to facilitate the efforts of the people of developing countries to achieve self-sustainable economic and social development in accordance with their needs and environment, and to provide humanitarian assistance, thereby contributing to Canada's political and economic interests abroad.*





# Citizenship and Immigration Canada

## MINISTER AND SENIOR OFFICIALS RESPONSIBLE:

*Minister:*  
Judy Sgro

*Official Languages Champion:*  
Lyse Ricard

*Official Languages Co-champion:*  
Louise Gravel

## MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

### Awareness

Official-language clauses were incorporated into settlement and resettlement program contribution agreements, and guidelines for their implementation were issued to all Citizenship and Immigration Canada (CIC) offices.

### Consultation

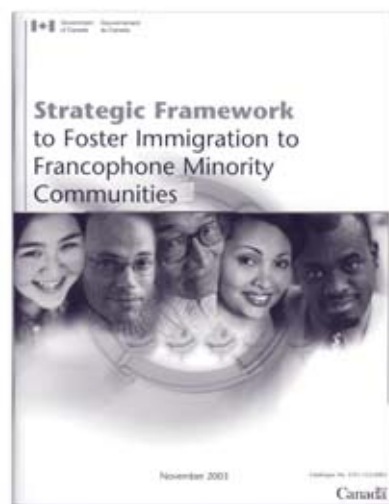
Citizenship and Immigration Canada continued to promote immigration to Francophone minority communities through the Citizenship and Immigration Canada-Francophone Minority Communities Steering Committee. CIC was able to increase support from and participation in the Committee from other federal departments and from provincial and territorial governments. In November 2003, the Committee published the *Strategic Framework to Foster Immigration to Francophone Minority Communities* and began the development of

national, provincial and territorial action plans to attain the five objectives identified through consultation of all its members.

### Communications

A prototype of a Francophone immigration Web site was developed to provide information on the *Official Languages Act* and on Francophone minority communities for CIC clients both in Canada and abroad.

CIC also participated in two tours in central European and South American cities. These tours were organized in collaboration with the *Fédération des communautés francophones et acadienne du Canada*, Foreign Affairs and International Trade Canada and Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities



### Mandate

*Citizenship and Immigration Canada's (CIC) mandate is to build a stronger Canada by deriving maximum benefit from the global movement of people; protecting refugees at home and abroad; supporting the settlement, adaptation and integration of newcomers; and managing access to Canada.*

(IPOOLC). The purpose of the tours was to encourage potential immigrants to come to Canada and settle in Francophone minority communities.

### Coordination and liaison

Clauses that recognize the importance of encouraging the development of the OLMCs are included in all new and renegotiated federal/provincial/territorial agreements such as the Agreement for Canada-British Columbia Cooperation on Immigration, the Canada-Manitoba Immigration Agreement and the Canada-Saskatchewan and Canada-Nova Scotia Agreements on Provincial Nominees.

A new Metropolis centre was created in Atlantic Canada to stimulate, promote and support productive partnerships among academics in pursuing policy-related research agendas on immigration, population migration and cultural diversity.

## Foreign Affairs Canada International Trade Canada



### MINISTERS AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Foreign Affairs Canada:*  
Pierre Pettigrew

*Official Languages Champion:*  
Gisèle Samson-Verreault

*Minister of International Trade Canada:*  
James Scott Peterson

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

Under the *Speakers Program*, tours were organized across Canada for Heads of Mission and departmental officials. Special attention was given to OLMCs in the planning of these tours.

#### Consultation

In 2003, the Department of Foreign Affairs and International Trade (DFAIT) participated in a number of interdepartmental working groups coordinated by Canadian Heritage. Its representatives have regular contact with the *Fédération culturelle canadienne-française* and other artistic groups. They have also met with organizations and institutions such as the *Université de Moncton* and the *Société éducative de l'Alberta*.

#### Communications

FAC and ITCan promote Canada's linguistic duality in all their activities both in Canada and abroad by presenting this duality as an integral part of Canadian society. Special events such as the *Rendez-vous de la Francophonie* are also promoted.

#### Funding and program delivery

DFAIT contributed to various projects that promote Canada's Francophone minority community and its richness, diversity and vitality: a tour of an Acadian musical group in Francophone communities in Louisiana, U.S.A.; the *International Acadian-Cajun Festival of Quebec*; and the participation of the *Association franco-yukonnaise* in a Canada-France/France-Canada International Congress.

In the context of the 400<sup>th</sup> anniversary of Acadie and the French presence in North America, DFAIT's contribution to the *Société nationale de l'Acadie* allowed the organization to support numerous requests for Acadian and Franco-Canadian participation in activities held in France, Belgium and other Francophone countries.

Under the Interdepartmental Partnership with the Official-Language Communities (IPOLC) signed with Canadian Heritage, DFAIT, Citizenship

#### Mandate

On December 12, 2003, the Department of Foreign Affairs and International Trade (DFAIT) was split into two entities:

- *Foreign Affairs Canada (FAC) supports Canadians abroad, works towards a more peaceful and secure world, and promotes our culture and values internationally.*
- *International Trade Canada (ITCan) supports the development of trade by providing services to exporters, developing policy, and attracting investment in the Canadian economy.*

and Immigration and the *Fédération des communautés francophones et acadienne du Canada* funded an international tour of Francophone artists. The tour showcased the artistic and cultural richness and diversity of Canada's Francophone minority communities in Eastern Europe, Latin America and Francophone Africa.



## International Development Research Centre

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Foreign Affairs:*  
Pierre Pettigrew

*President:*  
Maureen O'Neil

*Official Languages Champion:*  
Chantal Schryer

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

The International Development Research Centre's (IDRC) *Training and Awards Program* helps young researchers acquire experience in their field of interest. Applications are carefully reviewed and priority is given to researchers in official-language minority communities.

#### Communications

IDRC continued to invest substantial resources to communicate all corporate information, news, features and program-related information to OLMCs. It continues to reach out to Canadians in OLMCs that are actively involved or interested in international development research.

#### Funding and program delivery

IDRC maintained its support for the OLMCs in Canada through the *Canadian Partnerships Program* and the *Training and Awards Program*. Grants were awarded to universities for activities involving minority-language students. The goal is to provide exposure to official-language minority community students and to afford them opportunities to further develop their interest in the field of international development.

#### Mandate

*The International Development Research Centre (IDRC) initiates, encourages, supports, and conducts research into the problems of the developing regions of the world and into the means for applying and adapting scientific, technical, and other knowledge to the economic and social advancement of those regions.*



## Justice Canada

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister:*

Irwin Cotler

*Official Languages Champion:*

Michel Bouchard

*Official Languages Co-champion:*

Dawn Edlund

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

Justice Canada has sought to educate its employees about its strategic plan and the official-language accountability and coordination framework. Consequently, program managers have taken part in information workshops on such issues as the needs of OLMCs and the importance of consulting them. The Department continues to promote linguistic duality internally by promoting its benefits to employees. In this regard, the Official Languages Co-champion has taken part in management committees; the Department also organized activities as part of the *Rendez-vous de la Francophonie*, and orientation sessions for new employees deal with linguistic duality.

#### Consultation

The Department developed a strategic plan that reflects the needs of OLMCs and is intended to demonstrate leadership in implementing section 41 of the OLA. It also set up

an Advisory Committee on Justice in Both Official Languages to bring together stakeholders in the legal community, OLMCs and the Department of Justice. There are also three consultative sub-committees: one on access to justice in both official languages, and two on the community component, section 41 of the OLA (one Anglophone and the other Francophone).

#### Communications

The Department developed a communication plan for the implementation of section 41 and is planning to produce various tools, including *Rendez-vous de la Francophonie* banners, a guide for regional and departmental coordinators, and a Web site on implementing section 41 in order to facilitate access to departmental programs and services. The network of regional coordinators is now complemented by a network of program and policy coordinators. Regional coordinators have taken part in numerous annual general meetings of community organizations to present departmental programs and services. As well, the Department has taken part in conferences, workshops and other presentations to increase awareness of the linguistic obligations of federal institutions.

#### Coordination and liaison

The Department continues to play an active role on the federal-provincial-

#### Mandate

*The mission of the Department of Justice is to ensure that Canada is a just and law-abiding society with an accessible, efficient and fair system of justice; provide high-quality legal services and counsel to the government and to client departments and agencies; and promote respect for rights and freedoms, the law and the Constitution.*

territorial working group on access to justice in both official languages, whose mandate consists of examining obstacles and potential solutions to improve access to justice in both official languages. The Department also participates actively in meetings of national coordinators responsible for the implementation of section 41.

#### Funding and service delivery

The following five programs support OLMCs: the *Access to Justice in Both Official Languages Support Fund*, the *Youth Justice Renewal Initiative*, the *Public Legal Education and Information Program*, the *Child-Centred Family Justice Fund*, and the *Family Violence Initiative* (Justice component).

## Statistics Canada

### MINISTER AND RESPONSIBLE SENIOR OFFICIALS

*Minister of Industry:*  
David L. Emerson

*Chief Statistician:*  
Dr. Ivan Fellegi

*Official Languages Champion:*  
Alain Séguin

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

Statistics Canada's regional Advisory Services staff has been briefed on section 41 of the *Official Languages Act* (OLA) and its responsibilities in that regard. Statistics Canada established an in-house committee of representatives from key divisions that develop surveys of significant interest to official-language minorities. The Committee's mandate is to promote and facilitate information-sharing and implementation of section 41 of the OLA at Statistics Canada.

#### Consultation

In February 2004, Statistics Canada participated in the first meeting of the new consultative committee on research in the areas of family literacy and awakening to French-language writing. Executives also participated in a workshop with members of Quebec's Anglophone communities, representatives of federal departments and academic experts to take stock of the needs of these communities with

respect to available data and the development of research projects.

#### Communications

Statistics Canada produced various publications relating to Canada's official languages and issues relating to official-language minority communities. A new brochure entitled *Information on Official Languages at Statistics Canada* was distributed to community associations as well as to federal departments and is available at all Statistics Canada regional offices. It also updated the publication *Languages in Canada – 1996 Census*, adding analyses that take into account new data and linguistic variables from the 2001 Census. In December 2003, Statistics Canada researchers published two articles in the journal *Canadian Social Trends*: "30 years of education: Canada's language groups" and "Health care in French outside Quebec".

A CD-ROM on the portrait of official-language communities based on the 2001 Census has been distributed free of charge to a number of official-language minority associations. Statistics Canada made presentations at

#### Mandate

*Statistics Canada's mandate is to: collect, compile, analyse, abstract and publish statistical information; promote and develop integrated social and economic statistics pertaining to the whole of Canada and to each of the provinces, and to coordinate plans for the integration of those statistics.*

various meetings to promote the possible uses of the data available on this CD-ROM as well as on its Web site, and a training workshop has been developed.

#### Coordination and liaison

Statistics Canada is a member of the Interdepartmental Working Group on Official Languages Research chaired by the Privy Council Office. It informs delegates from other government departments of new surveys and analytical projects. It also carried out research projects in cooperation with Canadian Heritage, Justice Canada, and other departments.



# Treasury Board Secretariat

## Public Service Human Resources Management Agency of Canada

### MINISTER AND RESPONSIBLE SENIOR OFFICIAL

*Treasury Board President:*  
Reginald B. Alcock

*President of the Public Service Human Resources Management Agency of Canada:*  
Michelle Chartrand

### MAIN RESULTS ACHIEVED BY ACTIVITY CATEGORY

#### Awareness

The Official Languages Branch (OLB) continues to review Treasury Board submissions to ensure maximum impact on official languages in such areas as service to the public, language of work and the development of OLMCs. This way, initiatives contained in these presentations better reflect the realities of these communities and better address their development priorities.

#### Consultation

Following the release of 2001 Census data by Statistics Canada, institutions subject to the OLA have had to review their obligations with respect to service delivery in both official languages. Given that OLMCs are concerned about a possible reduction in services in their language, the OLB set up a discussion group to study the impact of the exercise on communities. Treasury Board approved a transition period, during which federal institutions must consult OLMCs targeted for service reductions.

The OLB has also held some of its advisory networks' meetings in the regions, which has given OLMCs the opportunity to raise their needs with officials from the federal institutions in attendance.

#### Coordination

The OLB continued to support the work of the National Committee for Economic Development and Employability, its coordinating groups on economic development and employment (RDÉE), and the National Human Resources Development Committee for the English Linguistic Minority, coordinated by Human Resources and Skills Development Canada. As a result, the members of these two committees are better informed about Treasury Board's roles and responsibilities.

The OLB also coordinates the meetings of the official languages champions network and two advisory committees (departments and Crown corporations) on official languages.

#### Funding and program delivery

The Government of Canada's Action Plan for Official Languages earmarks \$400,000 per year over five years for pilot projects to attract and retain bilingual candidates within the Public Service, which could be of particular interest to OLMCs. A five-year agreement to that effect was reached with the Public Service Commission.

Under the *Official Languages Innovation Program*, \$800,000 has been distributed to regional federal

#### Mandate

*The Treasury Board Secretariat is tasked with providing advice and support to Treasury Board ministers in their role of ensuring value for money as well as providing oversight of the financial management functions in departments and agencies.*

*The Public Service Human Resources Management Agency of Canada was created in December 2003 to ensure that the government's agenda for renewal of human resources management throughout the Public Service is carried out.*

councils and institutions. A number of the activities approved under this program target OLMCs. Therefore, in partnership with the Quebec Community Groups Network, the OLB conducted a study on the status of Anglophones in the federal Public Service in Quebec. The Quebec Federal Council set an action plan and submitted proposals to the *Official Languages Innovation Program*. Two projects selected for 2004-2005 aim to improve the status of Anglophones in the federal public service in Quebec.



## Accountability framework (1994) for the implementation of sections 41 and 42 of the *Official Languages Act*

In August 1994, the Government of Canada approved the establishment of an accountability framework for the implementation of sections 41 and 42 of the *Official Languages Act*. Section 41 commits the federal government to enhancing the vitality of English-speaking and French-speaking minority communities, as well as to fostering the full recognition and use of both English and French in Canadian society. This commitment ensures not only that official-language minority communities have access to services in their language, but also that all federal institutions actively contribute to the development and vitality of these communities.

Section 42 of the *Official Languages Act* mandates the Minister of Canadian Heritage to promote and encourage a coordinated approach to these commitments among federal institutions.

### **THE MAIN ELEMENTS OF THE ACCOUNTABILITY FRAMEWORK ARE AS FOLLOWS:**

- ❑ Initially, measures will target a certain number of key federal institutions in areas of intervention which are vital to the minority official-language communities and have the greatest impact on their development. The key federal institutions are primarily those involved in the areas of economic, human resources and cultural development.
- ❑ Each key federal institution develops an action plan for the implementation of section 41 which takes into account the specific needs of the official-language minority communities.
- ❑ The action plans are developed in consultation with the official-language minority communities in order to identify community needs and to allow institutions to take these into account in their activities.
- ❑ Each minister or agency head must submit its action plan to the Minister of Canadian Heritage and produce an annual status report.
- ❑ The Minister of Canadian Heritage reports to Parliament on the implementation of this governmental commitment via the Annual Report on Official Languages. The Annual Report highlights the results attained during the previous year by each key federal institution targeted by this framework.

## The national coordinators are there to help you!

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