



Western Economic  
Diversification Canada

Diversification de l'économie  
de l'Ouest Canada



## **2004 – 2005 Status Report**

*For Western Economic  
Diversification Canada*

***Official Languages,  
Implementation of the  
Section 41 Action Plan  
2004-2008***

**Canada** 

## TABLE OF CONTENTS

Preamble.....	1
Summary.....	3
Part 1: General Information.....	5
Part 2: Identification of Community Needs .....	8
Part 3: Action Plan Status Update Contents.....	8
Part 4 : WD's OLA Logic Model .....	9
Part 5: Signatures .....	10
Appendix 1.....	28

**OFFICIAL LANGUAGES ACT (OLA), ACTION PLAN FOR  
THE IMPLEMENTATION OF SECTION 41, 2004-2008**

**PREAMBLE**

Part VII, Section 41 of the *Official Languages Act (OLA)* establishes that every federal institution has a responsibility to:

- a) *enhance the vitality of the English and French linguistic minority communities in Canada and support and assist in their development, and*
- b) *foster the full recognition and use of both English and French in Canadian society.*

In addition, all departments and agencies of the Government of Canada are subject to the accountability and coordination framework adopted in the Government's Action Plan for Official Languages *The Next Act: New Momentum for Canada's Linguistic Duality*.

WD implemented the first year of the multi-year Official Languages Action Plan for Implementation of Section 41. Through various partnerships and participation on numerous committees at the regional and national levels, WD continues to demonstrate its commitments to the Official Languages Minority Communities (OLMC). In 2004-05, WD has made significant advances to this commitment by implementing initiatives in support of partnership agreements and supporting new projects benefiting western French speaking communities.

Western Economic Diversification has fully aligned its operations according to three primary strategic outcomes: enhancing innovation, entrepreneurship and sustainable communities. The department sees Section 41 initiatives as complimentary to the departmental strategic outcomes. WD anticipates further involvement and contributions to the OLMC with respect to community and economic development.

WD's OLA team actively works in partnership with federal, provincial, municipal and community organizations. The OLA team consists of a Regional Coordinator from each province and a National Coordinator located in Edmonton. In addition, from WD's most senior ranks, the Deputy Minister in Edmonton, the Official Languages Champion/Assistant Deputy Minister and the Director General of Operations located in Ottawa, provide further support the Section 41 team. This team stays connected through the use of a sharepoint portal. Through collaboration, western Francophone communities will be in a stronger position to contribute to the economic, social and cultural advancements in western Canada.

WD developed its 2004-2008 Action Plan taking into consideration the policy statements elaborated within the Government of Canada's Action Plan for Official Languages *The Next Act: New Momentum for Canada's Linguistic duality*. The Department also conducted numerous consultations at regional levels and participated in national consultations with the OLMC, the academic fields, associations, and community stakeholder groups. WD collaborated with many other federal departments and its partners, the Francophone Economic Development Organizations (FEDOs), to carry out the consultations with the community.

Further, the Department pursued an external evaluation of the 2000-2004 *Official Languages Act (OLA)*, Action Plan for the Implementation of Section 41. The evaluation addressed issues of relevance, success and effectiveness, including strengths and weaknesses, of the implementation and outcomes of WD's Action Plan. Findings from the evaluation were used to analyze how WD delivers its programs under Section 41. The recommendations assisted the Department in improving the 2004-2008 Action Plan.

Among the findings:

- A number of projects are expected to produce long-term results benefiting community and economic development, such as the "Corridor touristique francophone de l'Ouest" and "La Maison du Bourgeois"; and,
- Respondents agree that the Action Plan has contributed to the development of better business skills and more informed entrepreneurs.

For recommendations, the report suggests:

- The need for a communications strategy;
- Clarification of roles for the Department, its officers and the FEDO partners;
- Incorporation of promotional activities to further promote the Department, the FEDOs and their services.
- Increasing coordinator support.
- Reviewing the FEDO Loans Program.
- Movement towards a more results-based Plan that incorporates a monitoring strategy, including a logic model of the Action Plan, clear outcomes and objectives statements, and a performance measurement strategy.

These recommendations have been addressed through the development of objectives, targets, and performance measures in the 2004-2008 Action Plan and through WD's management response. The result of this evaluations as well as a management response detailing WD's actions have been posted to WD's website at [http://www.wd.gc.ca/rpts/audit/default\\_e.asp](http://www.wd.gc.ca/rpts/audit/default_e.asp)

For the 2004-2008 Action Plan, WD commits to four key activities:

- Communicate the Action Plan by promoting concepts, activities, and achievements of Section 41 within and external to the department.
- Build partnerships with other departments and stakeholders, establishing new partnership with other intergovernmental groups and stakeholders to address priorities identified by the OLMC.
- Provide support to Francophone Economic Development Organizations (FEDOs).
- Provide support to projects with Official Languages Minority Communities (OLMC).

WD's new 2004-2008 Official Languages Action Plan builds on the success of previous years and is enriched by feedback from the community as well as the recommendations from the OLA Evaluation. This strategy is a comprehensive and integrated approach to entrepreneurship, business and community economic development in western Canada's Francophone communities.

Spirit and commitment to serve are the keys to building a vibrant and sustainable Francophone economic development community. WD has implemented the first year of the 2004-2008 Action Plan and continues to endeavour to create an environment of respect for linguistic duality. Western Economic Diversification Canada's (WD) *Official Languages Act (OLA)* Action Plan for the Implementation of Section 41 2004-2008 is an essential element of our broader vision of "A Stronger West, A Stronger Canada".

## Summary Reporting year 2004 - 2005

**Responsible Minister: The Honourable Stephen Owen**  
Minister of Western Economic Diversification Canada

Western Economic Diversification Canada undertook numerous activities under the Official Languages file throughout 2004-05. Among the activities are the Section 41 and the Francophone Economic Development Organizations (FEDOs) evaluations, the extension of the FEDO's partnership agreements, and continuous support to upholding various partnerships, including the Inter-ministerial Partnership with the Official Languages Communities (IPOLC) program with Canadian Heritage and the Memorandum of Understanding with Industry Canada to implement the national Action Plan for Official Languages.

In addition to the OLA Evaluation, the Department also carried out a FEDO Evaluation in 2004. The purpose of the exercise was to examine the impact of the partnership between WD and the FEDOs, the effectiveness of services to the OLMC, and seek options for future program enhancements

The FEDOs remain full members of the WCBSN and a highly valued contributor to the WD team. The FEDOs are la Société de développement économique de la Colombie-Britannique, la Chambre économique de l'Alberta, le Conseil de la coopération de la Saskatchewan, and le Conseil de développement économique des municipalités bilingues du Manitoba.

WD's partnership with Canadian Heritage (PCH) for the Interdepartmental Partnership for the Official Languages Communities program (IPOLC), renewed to 2006-07, is intended to encourage new partnerships in the OLMC and seek project resulting in long-term sustainable community and economic advancements. With the success of multiple projects, where both departments share investments into the OLMC, WD and PCH have continued to support projects across the west in 2004-05.

WD is involved in other partnerships such as the joint federal/community committee of Comité national de développement économique et d'employabilité (le comité) and the Regroupement de développement économique et d'employabilité (RDEE). RDEE is the network of offices for labour market, skills, and some economic development. Incidentally, the four FEDOs are also the western RDEE representative sites. The Department remains an active member of the joint committee.

The Government of Canada tabled the Action Plan for Official Languages in 2003. Now, two years later, Departments across the federal service have seen success in the implementation of the Action Plan initiatives intended to improve the quality of life through services and augment the accessibility of programs to the OLMC. WD and other economic development departments are targeted for very specific initiatives to implement the tele-education and tele-learning pilot projects and youth internships in the West. To this end, WD has undertaken pilot projects and offered numerous internship opportunities. As well, WD works collaboratively with IC on Outreach, Communications and Counselling activities.

2004-2005 highlighted the importance of the OLMC through the implementation of the Government of Canada commitments such as The Action Plan for Official Languages. The Department is committed to linguistic duality and to offering services to clients in their official language of choice. The offices employ officers able to make active offers of service in both official languages. In addition, signs prominently display the English/French cards at the main entrances of the Department, indicating availability of services in the official language of choice. All departmental printed or electronic materials are consistently available in both official

languages. With regard to formal communications, public announcements, News Releases, and other items pertaining to media relations, are carried out in English and French. WD ensures it has bilingual staff to serve and communicate with the public. WD also partners with the OLMC to ensure it meets the needs of the western French-speaking population. Regional 2004-2005 highlights include the following:

- Manitoba region, in conjunction with CDEM, held a one-day session "Beyond Pea Soup" with an invitation extended all WD-Manitoba staff and partners.
- Saskatchewan region, in conjunction with CCS, held a one-day session "Forum sur les perspectives économiques Fransaskoises", with an invitation extended to all the French communities.
- Alberta completed an OLA intranet site, which is a superb internal reference tool for use by WD staff.
- British Columbia supported the development, publishing and distribution of a French tourism guide, listing over 150 businesses and tourist organizations who offer services in French in the Vancouver-Whistler corridor, in support of the tourism opportunities that will result from the 2010 Vancouver-Whistler Olympic and Paralympic Games.

**ACTION PLAN  
FOR THE IMPLEMENTATION OF SECTION 41  
OF THE OFFICIAL LANGUAGES ACT**

**Part 1: General Information**

**1. Identification of institution**

Western Economic Diversification Canada  
Suite 1500, Canada Place  
9700 Jasper Ave.  
Edmonton, AB T5J 4H7  
*Telephone:* (780) 495-4164  
*Facsimile:* (780) 495-4557  
*Web site:* <http://www.wd.gc.ca>

**2. Brief description of the institution's mandate**

**Source: WD's Report on Plans and Priorities 2005-2006.**

Western Economic Diversification Canada (WD) was established in 1987 to help lessen the West's (British Columbia, Alberta, Saskatchewan and Manitoba) economic dependence on natural resources. Under the *Western Economic Diversification Act, 1988*, the department is mandated to "promote the development and diversification of the economy of Western Canada and to advance the interests of Western Canada in national economic policy, program and project development and implementation." To do this, WD organizes its programs and services to achieve the following strategic outcomes:

- policies and programs that support the development of Western Canada (Policy, Advocacy and Coordination);
- economically viable communities in Western Canada with a high quality of life (Sustainable Communities); and
- a competitive and expanded business sector in Western Canada and a strengthened western Canadian innovation system (Entrepreneurship & Innovation).

WD's strategic investments in these areas will help to fulfil WD's vision of **A stronger West in a stronger Canada.**

Achieving these strategic outcomes will require a multi-year approach. The department is developing a performance measurement strategy to measure results over time, looking at both output measures annually and outcome measures that span more than one year.

These strategic outcome statements have been re-aligned from previous plans to conform to Treasury Board of Canada Secretariat (TBS) new reporting requirements under the Management, Resources and Results Structure (MRRS) and the Program Activity Architecture (PAA). The PAA provides a structure that reflects how the department manages its budget to achieve results and will be the basis on which WD reports back to Parliament in its *Departmental Performance Report*.

### 3. Officers responsible

*Departmental Champion:*

Judy Ferguson  
Assistant Deputy Minister  
Ottawa Region  
141 Laurier Street, 5<sup>th</sup> Floor  
Ottawa, ON K1P 5J3  
*Telephone:* (613) 952-7096  
*Facsimile:* (613) 941-1096  
*Internet:* [judy.ferguson@wd.gc.ca](mailto:judy.ferguson@wd.gc.ca)

*Executive Liaison:*

Keith Fernandez  
Director General of Operations – Ottawa Region  
Western Economic Diversification Canada  
141 Laurier Street, 5<sup>th</sup> floor  
Ottawa, ON K1P 5J3  
*Telephone:* (613) 954-1640  
*Facsimile:* (613) 957-1154  
*E-Mail:* [keith.fernandez@wd.gc.ca](mailto:keith.fernandez@wd.gc.ca)

*National Coordinator:*

Kiran Cahoon  
Western Economic Diversification Canada  
Suite 1500, Canada Place  
9700 Jasper Ave.  
Edmonton, AB T5J 4H7  
*Telephone:* (780) 495-5976  
*Facsimile:* (780) 495-6222  
*Internet:* [kiran.cahoon@wd.gc.ca](mailto:kiran.cahoon@wd.gc.ca)

#### **British Columbia**

*Regional Coordinator:*

*Beverly Olds*

Western Economic Diversification Canada  
#700, 601 West Hastings Street  
Vancouver, BC V6B 5G9  
*Telephone:* (604) 666-7063  
*Facsimile:* (604)-666-2353  
*Internet:* [beverley.olds@wd.gc.ca](mailto:beverley.olds@wd.gc.ca)

#### **Alberta**

*Regional Coordinator:*

*Noreen Gallagher*

Western Economic Diversification Canada  
Suite 1500, Canada Place  
9700 Jasper Ave.  
Edmonton, AB T5J 4H7  
*Telephone:* (780) 495-6434  
*Facsimile:* (780) 495-4557  
*Internet:* [noreen.gallagher@wd.gc.ca](mailto:noreen.gallagher@wd.gc.ca)



## Saskatchewan

Regional Coordinators: *Marie Bouchard*

Western Economic Diversification Canada  
1925 Rose Street  
Regina, SK S4P 3P1  
*Telephone:* (306) 780-5059  
*Facsimile:* (306) 780-8310  
*Internet:* [marie.bouchard@wd.gc.ca](mailto:marie.bouchard@wd.gc.ca)

*Deanne Belisle*

Western Economic Diversification Canada  
1925 Rose Street  
Regina, SK S4P 3P1  
*Telephone:* (306) 780-5658  
*Facsimile:* (306) 780-5247  
*Internet:* [deanne.belisle@wd.gc.ca](mailto:deanne.belisle@wd.gc.ca)

## Manitoba

Regional Coordinator: *Ron Sellen*

Western Economic Diversification Canada  
P.O. Box 777, 712-240 Graham Avenue  
Winnipeg, MB R3C 2L4  
*Telephone:* (204) 983-8665  
*Facsimile:* (204) 983-1280  
*Internet:* [ron.sellen@wd.gc.ca](mailto:ron.sellen@wd.gc.ca)

## Headquarters Programs

Coordinator: *Jody Simonson*

Western Economic Diversification Canada  
Suite 1500, Canada Place  
9700 Jasper Ave.  
Edmonton, AB T5J 4H7  
*Telephone:* (780) 495-8966  
*Facsimile:* (780) 495-6222  
*Internet:* [jody.simonson@wd.gc.ca](mailto:jody.simonson@wd.gc.ca)

#### 4. Period covered by Action Plan

The Action Plan is a multi-year plan, covering April 1, 2004 to March 31, 2008. This Status Report covers the activities and achievements for the period of April 1, 2004 to March 31, 2005.

## **Part 2: Identification of Community Needs**

### **5. Means used to identify needs of official language minority communities at national and regional levels**

Whether in its population composition, access to services, priorities or approaches to their challenges, each region is unique. In order to continue to be responsive to and meet the needs of the Francophone minority communities of western Canada and to develop a coordinated and integrated approach for the delivery of government programs targeted at these communities, WD personnel participate in regular consultations with Francophone organizations and work with Francophone Economic Development Organizations in each of the four western provinces. In addition, the national and regional coordinators participate in a number of interdepartmental committees at the federal and provincial levels.

The departmental national coordinator is a member of the National Committee for Canadian Francophonie Human Resources Development that is composed of representatives from federal government departments and Francophone communities. The Committee is an important consultative mechanism for both groups to identify and develop a strategic approach to meeting their needs. WD continues to cooperate with the Francophone communities of Canada and with other federal departments with socio-economic mandates to implement the strategies.

WD also provided financial support for a survey on the Vitality of Official Language Minority Communities (OLMCs) being undertaken by Statistics Canada over the next few years, as part of their activities under the Government of Canada's Action Plan for Official Languages. WD has supported Citizenship and Immigration's work on francophone minority immigrant integration.

WD collaborated with and participated in various consultations with Industry Canada, Canadian Heritage, and the Privy Council Office to ensure seamless implementation of the Action Plan for Official Languages. The collective federal departments listened and reflected the communities' priorities in the development of Action Plans and future directions for Section 41 and official languages in a broad scope.

At the regional level, WD had a productive year with the four provincial Francophone Economic Development Organizations (FEDOs). The FEDOs are la Société de développement économique de la Colombie-Britannique, la Chambre économique de l'Alberta, le Conseil de la coopération de la Saskatchewan, and le Conseil de développement économique des municipalités bilingues du Manitoba. WD and the FEDOs provide a wide range of services to Francophone entrepreneurs and SMEs. As members of the Western Canada Business Service Network, the FEDOs' contributions to western Canadian economic development have demonstrated a vibrant official language minority community that is engaged and committed to growing a stronger western economy.

Through frequent communications, the regional OLA coordinators and Francophone community form a collaborative team ready to address specific needs and identify new priorities to enhance the economic viability of the French-speaking community. This team consults with each other to share concerns, needs, and expectations with regard to a western approach to advance the interests of the official languages minority communities.

## **Part 3: Action Plan Status Update Contents**

The contents of the Action Plan have been prepared in table format and are included at the end of this document.

## Part 4: WD's Official Languages Logic Model 2004-2008

A Logic Model is a tool that is useful in planning and evaluating programs, team work and other collaborative projects. WD has developed the Action Plan for 2004-2008 based on a logic model (below). The Action Plan's key activities, objectives, targets, performance measurements, and outcomes are reflective of the logic model.

### KEY ACTIVITIES

<p style="text-align: center;"><b>Communicate Action Plan</b></p> <ul style="list-style-type: none"> <li>▪ Internal</li> <li>▪ External</li> </ul>	<p style="text-align: center;"><b>Build Partnership</b></p> <ul style="list-style-type: none"> <li>▪ With Departments</li> <li>▪ With Stakeholders</li> </ul>	<p style="text-align: center;"><b>Provide support to Francophone Economic Development Organizations (FEDOs)</b></p> <ul style="list-style-type: none"> <li>▪ Funding support to FEDOs</li> </ul>	<p style="text-align: center;"><b>Provide support to projects with Official Languages Minority Communities (OLMC)</b></p> <ul style="list-style-type: none"> <li>▪ Projects with OLMC</li> <li>▪ FEDOs</li> <li>▪ SEDI and Pan West</li> <li>▪ Projects for S. 41</li> </ul>
--	---	--	--

### OUTPUTS

<p style="text-align: center;"><b>Increased recognition Section 41 and WD's involvement</b></p> <ul style="list-style-type: none"> <li>▪ Informed WD staff and management through workshops, projects contracting, etc.</li> <li>▪ Informed OLMC of WD and partner activities/ strategy</li> <li>▪ Addition products, consolation</li> </ul>	<p style="text-align: center;"><b>Funds and mechanisms to address S. 41 and francophone community and economic development priorities</b></p> <ul style="list-style-type: none"> <li>▪ Formal protocol with IC</li> <li>▪ Formal protocol with PCH</li> <li>▪ Formal protocol with stakeholders and clients</li> <li>▪ Formal protocols between WCBSN members</li> <li>▪ CED within S. 41 context</li> </ul>	<p style="text-align: center;"><b>Tools, activities, and services to develop Francophone SMEs</b></p> <ul style="list-style-type: none"> <li>▪ Physical infrastructure and virtual service accessibility of FEDOs</li> <li>▪ Complementary services in each region</li> <li>▪ Identification of regional priorities</li> </ul>	<p style="text-align: center;"><b>Additional projects in OLMC and across Western Canada</b></p> <ul style="list-style-type: none"> <li>▪ Project enhancing of economic and community development capacities</li> <li>▪ Pan West tourism corridor</li> <li>▪ Pan West projects</li> <li>▪ Joint conferences</li> <li>▪ Regional SEDI projects</li> <li>▪ Other regional projects and leveraged projects</li> </ul>
--	--	--	---

### IMMEDIATE OUTCOMES

Awareness and articulation of Section 41 and WD's activities and achievements	Increased number of entrepreneurs, business expansions, partnerships	Increased capacity and visibility for Francophone economic communities
---	--	--

### INTERMEDIATE OUTCOMES

Innovation, diversified and sustainable economic activity within western Francophone community
--

### ULTIMATE OUTCOMES

Sustainable official languages minority communities	Increased diversification and development of Western Canada economy
---	---

### GOAL

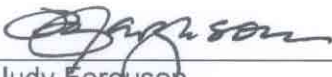
A Stronger West, A Stronger Canada
------------------------------------

**Part 5: Signatures**



---

Kiran Cahoon  
Departmental National Coordinator



---

Judy Ferguson  
Departmental Champion



---

Orysla J. Lempie  
Deputy Minister

**OFFICIAL LANGUAGES ACT (OLA), ACTION PLAN FOR  
THE IMPLEMENTATION OF SECTION 41, 2004-2008**

**KEY ACTIVITY 1: COMMUNICATE ACTION PLAN**

Internally: communicate concepts, activities, and achievements of Section 41 within the department.

- Provide and facilitate information sessions, workshops, and activities, conducted in partnership with official languages stakeholders such as the Office of the Commissioner of Official Languages, other departments, and the official languages minority community

PERFORMANCE MEASURE:	RESULTS ACHIEVED FOR 2004-2005
<ul style="list-style-type: none"> <li>✓ # of information sessions held by WD and external stakeholders, annually and # of attendees</li> </ul>	<p>Alberta: Weekly "Dine à mots" lunch hour conversation activity – attendance varies from 5 – 10 people.</p> <p>Saskatchewan: 2 sessions with 10 persons.</p> <p>British Columbia: Presentation of OLA and SEDI projects to regional Management Committee providing information on OLA context and rationale for project support. WD-BC also coordinated three French-speaking breakfast / lunches for interested staff.</p> <p>Manitoba : In cooperation with the Manitoba Francophone Economic Development Organization (CDEM), a day-long training and information session "Beyond Pea Soup" was developed and implemented for WD Staff and Network Partners to educate all on the history of the francophone culture in Manitoba and what it really means to be a part of that culture.</p>
<ul style="list-style-type: none"> <li>✓ 1 baseline survey in 2004-2005 to gauge the awareness of Section 41 within the department</li> </ul>	<p>This baseline survey was not conducted but is intended to be carried out during the term of this Action Plan.</p>
<ul style="list-style-type: none"> <li>✓ # of activities held within WD to celebrate La Semaine de la Francophonie, such as promoting the Canadian Heritage website or developing of a web site for La Semaine de la Francophonie.</li> </ul>	<p>Alberta : Communicated information on La Semaine de la Francophonie to all staff</p> <p>Saskatchewan : There were two activities held in support of La Semaine de la Francophonie celebrations.</p> <p>British Columbia: WD-BC hosted a</p>

	booth during La semaine de la francophonie in partnership with Industry Canada and La société de développement économique de la C.-B.  Manitoba : The "Beyond Pea Soup" event was held during La Semaine de la Francophonie.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ 5 sessions per year and increase by 10% attendance per session/region	Complete.
➤ Baseline survey to be completed by March 31, 2005	Incomplete. To be conducted at a later point in the Action Plan 2004-2008.
➤ 5 activities per year Pan west	Complete.

<input type="checkbox"/> <b>Enhance relevant Official Languages information to internal staff through the WD Intranet and WD Employees' Orientation module</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ Updates and upgrades to the Intranet and Employees' Orientation sites	Alberta: Exemplary practice - created a highly informative, Alberta region OLA web page. In addition, a module on the Official Languages Act (OLA) was included in the Orientation session given by management to new staff.  Manitoba: WD OLA coordinator reviews WD MB website to ensure the French language version is accurate and up to date on a quarterly basis.
✓ Material to be reviewed and updated on ongoing basis	Needs improvement in some regions and complete and ongoing in others.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005:</b>
➤ Sites updated by September 2004 and upgraded by March 2005	Ongoing: Alberta Region web page updated on a regular basis.
➤ Review and update annually by September of each year	Complete and ongoing - reviewed and updated orientation package prior to spring orientation session.

<input type="checkbox"/> <b>Implement a new award for linguistic duality recognizing the enhancement of bilingualism in WD operations or relationship with the department.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ Development of the category and necessary selection criteria	Although this recommendations was taken forward to the corporate pride and recognition committee, it was determined that a specific WD award in support of linguistic duality would not be undertaken at this time. WD has

	launched a new corporate "Unsung Hero" award in 2004-05.
✓ Endorsement of the award by Executive Committee as a corporate award	Not applicable (as this award was not created).
✓ Number of nominations per year	Not applicable (as this award was not created).
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ Category and selection criteria to be in place for inaugural award in 2005-2006.	Not applicable (as this award was not created).
➤ Approval by Executive Committee by March 31, 2005.	Not applicable (as this award was not created).
➤ Increase by 10% nominations per year	Not applicable (as this award was not created).

**Externally: communicate concepts, activities, and achievements of Section 41 external to the department, i.e. to partners, the community and other stakeholders.**

<input type="checkbox"/> <b>Enhance relevant Official Languages information to the partners, stakeholders and the community through the WD Internet</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ Re-design the navigational capacity of the WD Official Languages page, OLA team in collaboration with the Information Management and Technology (IMT)	On-going: There have been some minor changes to WD's OL page – primarily related to ensuring that new documents are posted as they are completed to ensure access by the public.
✓ Ongoing review and update as required of WD official languages materials, OLA team in collaboration with the Information Management and Technology (IMT)	On-going: There is room for improvement. There has been some review and updating of WD official language material.  Exemplary practice: WD's s. 41 OLA team uses a sharepoint server site to share regional and corporate documents.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ New navigational accessibility of the OLA Internet page completed by September 2004.	To be completed.
➤ Review and update to the site to be completed by September annually	Ongoing.

<input type="checkbox"/> <b>Conduct ongoing consultations with the francophone community, interdepartmental groups, federal councils and other stakeholder groups</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ # of regional consultations held per year	Saskatchewan: 8 regional consultations held in 2004-2005.  Alberta: • Participated in the Inter-ministerial consultations with Heritage Canada

	<p>and the OLMC.</p> <ul style="list-style-type: none"> <li>• Participated in the ACFA de Red Deer "concertation."</li> <li>• Meeting to communicate the MOU with Industry Canada with the OLMC</li> <li>• Hired a consultant to work with OLMC and WD on the MOU and to determine needs re: tele-education pilot projects.</li> <li>• On going meetings and partnership with the Faculté Saint-Jean (FSJ).</li> <li>• ADM meeting to discuss potential partnership with FSJ regarding the placement of interns in the Federal Government.</li> <li>• Meetings held between WD Senior Officials and Faculté Saint Jean</li> </ul> <p>Manitoba:</p> <ul style="list-style-type: none"> <li>• Representatives from CDEM included to help ensure OLMC inclusion in Social Economy program development consultation sessions.</li> <li>• Held two sessions with Network Partners in the region, including CDEM, to share information and promote cooperation</li> <li>• Committed to support the Manitoba Federal Council implementation of the Western Federal Councils' Official Languages Strategic Plan</li> <li>• WD MB co-chairs regular meetings of the Fed/Prov/OLMC partnership committee on the economic development of the OLMC in Manitoba.</li> </ul> <p>British Columbia:</p> <ul style="list-style-type: none"> <li>• Ongoing participation to meeting "Rencontre 41-42" (6 times year) with interdepartmental and francophone representation.</li> <li>• Ongoing participation to Pacific Federal Council Official Languages Committee</li> <li>• Member of the advisory committee with other francophone representatives on a CED Forum organized by RDEE.</li> </ul>
--	--



<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ Minimum 4 regional consultations held per year	Complete and exceeded.

<b>☐ Participate in public activities to promote La Semaine de la Francophonie</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ # of regional activities in which WD participates	<p>Alberta: Developed in partnership with Heritage Canada the first inter-departmental "Francophonie Bowl" during La Semaine de la Francophonie to increase awareness of the OLMC in Alberta. WD also had a team that participated in the game.</p> <p>Saskatchewan: 3 activities were held in support of La Semaine de la Francophonie.</p> <p>British Columbia: WD-BC hosted a booth during La semaine de la francophonie in partnership with Industry Canada and La société de développement économique de la C.-B.</p> <p>Manitoba : The "Beyond Pea Soup" event was held during La Semaine de la Francophonie.</p>
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ 4 regional activities per year	Complete.

<b>☐ Establish a more coordinated approach with Communication, Marketing and Consultations (CMC) to develop a communications strategy targeting the OLMC.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ # of articles/best stories regarding official languages in each French language weekly in western Canada or in quarterly newsletters by Canadian Heritage or le Comité national (may include a featured successful Francophone entrepreneur or SME)	Needs improvement – discussions have begun in 2004-05 regarding the establishment of a more coordinated approach with CMC and in developing a communications strategy targeting the OLMC.
✓ Media advertising of WD will include western Canadian Francophone media	Saskatchewan – there is an upcoming advertising campaign for the Canada Celebrates Saskatchewan centennial initiative that will include francophone media.
✓ # of meetings to discuss targeted messages and audience	This was discussed at the February OLA s. 41 team meeting in Edmonton.

TARGET:	RESULTS ACHIEVED FOR 2004-2005
➤ minimum 1 article per year to appear	Not achieved.
➤ 100% of WD advertising is available in both official languages	WD advertising has been reduced due to new Government of Canada advertising policy, but advertisements are always carried in both languages.
➤ 1 meeting per year between OLA Section 41 coordinators and CMC	Complete - there was one meeting in 2004-05 where this was discussed and it has lead to further work on this issue.

**IMMEDIATE OUTCOMES:**

<input type="checkbox"/> <b>Awareness and articulation of WD's Section 41, the Action Plan activities and achievements</b>	
PERFORMANCE MEASURE:	RESULTS ACHIEVED FOR 2004-2005
✓ Common articulation of Section 41 amongst officers, managers and executive cadre of the department.	Needs improvement – this is an area where more education is required. WD has been addressing this issue by inclusion of OLA information in the staff orientation program in some regions.  Also in Manitoba, they have designated one of WD Manitoba's Operations Manager positions as Bilingual CCC and included a focus on bilingual capacity in Manitoba Regional HR plan. In particular to: <ul style="list-style-type: none"> <li>• Developed statistical information on potential vacancies in bilingual positions, and</li> <li>• develop recruitment strategies for bilingual positions, and</li> <li>• Continue French tutoring sessions, and</li> <li>• Where possible, use simultaneous translation in meetings with CDEM and other partners, and</li> <li>• Offer more cultural awareness sessions similar to "Beyond Pea Soup"</li> </ul>
✓ Surveyed OLMC, partners, and stakeholders report awareness of WD's involvement in the community, programs, services, and achievements in Section 41 activities.	No survey undertaken in 2004-05.
✓ Departmental and community understanding and acceptance of roles for WD, officers, partners and stakeholders.	Improvements planned through the development and implementation of a communications strategy.
✓ Community feedback or submissions generated as a result of consultations and surveys	Unable to assess.

TARGET:	RESULTS ACHIEVED FOR 2004-2005
<ul style="list-style-type: none"> <li>➤ More common articulation of Section 41 from year 1 to subsequent years by officers, managers and executive cadre of the department, as measured by either a survey, an interview by an independent evaluator at the completion of the Action Plan.</li> </ul>	<p>Needs improvement.</p> <p>A survey or interview will be undertaken during at the end of the term of this Action Plan (2004-2008) by an independent evaluator.</p>
<ul style="list-style-type: none"> <li>➤ 75% of those external to the department surveyed acknowledge awareness of WD strategy, activities and impacts, measured over a 4 year period</li> </ul>	<p>Unable to assess – no survey taken in 2004-2008.</p>
<ul style="list-style-type: none"> <li>➤ Departmental agreements and operational plans for WD and partner organizations to reflect the awareness of accountability and expectations - qualitative measure to be determined by an independent evaluator</li> </ul>	<p>Additional measures have been included in the new five year contribution agreements.</p>
<ul style="list-style-type: none"> <li>➤ Improvements to the work required under Section 41, which is reflective of the feedback and submissions received from consultations and surveys</li> </ul>	<p>In response to the OLA Evaluation, a management plan was developed and is currently being implemented in the department with respect to improvements to work under s. 41.</p>

**KEY ACTIVITY 2: BUILD PARTNERSHIPS WITH OTHER DEPARTMENTS AND STAKEHOLDERS**

**With Departments:** new partnership with other intergovernmental groups to address priorities identified by the OLMC.

<input type="checkbox"/> <b>Participate and facilitate the development of Memorandums of Understanding (MOU) to facilitate collaboration, consultation and implementation of regional activities and addressing regional priorities, partners include official languages stakeholder groups, Federal/Provincial departments, Federal Councils, tripartite agreements and others.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
<ul style="list-style-type: none"> <li>✓ # of regional MOUs signed, including renewals</li> </ul>	Saskatchewan - 1 MOU with the province of Saskatchewan.  British Columbia – 1 MOU between WD-BC and IC in the pacific region
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
<ul style="list-style-type: none"> <li>➤ 1 MOU per region</li> </ul>	Complete for Saskatchewan and BC.
<input type="checkbox"/> <b>Renew the MOU with Canadian Heritage (PCH) for the Interdepartmental Partnership for the Official Languages Communities Program (IPOLC).</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
<ul style="list-style-type: none"> <li>✓ New MOU effective from 2004-2005 to 2006-2007</li> </ul>	Complete.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
<ul style="list-style-type: none"> <li>➤ MOU to be signed by Spring 2004, facilitated through the National Official Languages Coordinator</li> </ul>	Complete.
<input type="checkbox"/> <b>Establish new partnership with Industry Canada through the MOU to implement initiatives under the Action Plan for Official Languages.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
<ul style="list-style-type: none"> <li>✓ MOU in place effective from date of signing to March 31, 2008.</li> </ul>	Complete
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
<ul style="list-style-type: none"> <li>➤ MOU to be signed by Spring 2004, facilitated through the National Official Languages Coordinator</li> </ul>	Complete.

<input type="checkbox"/> <b>Establish new partnerships as required to address OLMC or federal priorities identified through consultations.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ # of partnerships established	There was one partnership established with Statistics Canada in support of the Survey on the Vitality of Official Language Minorities.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ minimum 1 new partnership established per year, established through the National Official Languages Coordinator with consultation and input from Regional Coordinators	Complete.

<input type="checkbox"/> <b>Participate or facilitate interdepartmental gatherings.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
# of gatherings per region	<p>Departmental – team meeting: The OLA s. 41 team met in Edmonton at the Faculté Saint-Jean in February 2005. In addition to our interdepartmental gathering, which included the Deputy Minister providing greetings, the OLA Champion and the OLA Executive liaison and Headquarters programs representatives attended and there were representatives from Industry Canada.</p> <p>Alberta region:</p> <ul style="list-style-type: none"> <li>• Participate in the AB Regional Official Languages Coordinators Network (meetings held monthly)</li> <li>• Participate in two Alberta Linguistic Duality Network (ALDN) committees</li> <li>• Participate in the interdepartmental meetings for La Semaine de la francophonie.</li> </ul> <p>British Columbia:</p> <ul style="list-style-type: none"> <li>• WD-BC attends the Pacific Federal Council meetings.</li> </ul> <p>Manitoba :</p> <ul style="list-style-type: none"> <li>• ADM Manitoba co-chaired the first WD pan-western meeting, with representatives of Service Delivery Network Partners, held in fully bilingual format with simultaneous translation.</li> </ul>

	<ul style="list-style-type: none"> <li>Throughout the year, weekly two-hour French language training sessions offered during working hours to all staff at various levels of language proficiency.</li> <li>MB FEDO, CDEM, participated in Manitoba consultations)</li> <li>Manitoba also participated with Federal Council in establishment of the Manitoba Interdepartmental Network of Official Languages Coordinators to promote collaboration amongst the Official Languages Coordinators of various federal institutions by creating opportunities conducive to an exchange of models, best practices and initiatives that could be adopted in the implementation of the Official Languages Act.</li> </ul>
--	---

<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
minimum 1 per year per region, held by Regional Official Languages Coordinators with assistance from National Official Languages Coordinator as required	Complete.

<input type="checkbox"/> <b>With Stakeholders: new partnership with other stakeholders groups to consult with and seek resolutions to priorities identified by the OLMC.</b>	
Facilitate formal protocols and gatherings among Western Canada Business Service Network (WCBSN) members to enhance service to the OLMC.	

<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
# of protocols established, such as client referrals, sharing of tools, etc.	Please see attached statistics attached in Appendix 1.
# of gatherings across the West	During the past year, WD has held two all partners meetings to discuss partner service provision across Western Canada.

<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
1 protocol per region, facilitated between Service Partnerships Secretariat, National and Regional Official Languages Coordinators	Target not achieved. It has been determined that there is no longer the need for this type of internal protocol.
2 gatherings per year across the West	Complete

<b>Facilitate a tripartite agreement between WD, FEDOs, and the community to ensure all stakeholders of the OLMC are represented in initiatives.</b>	
--	--

<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
Protocols are to be established where required	Complete – cross-referral mechanisms have been put into place.

<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
4 protocols across the West	Complete.

**Facilitate partnerships with other stakeholders, including association, academia, and other interest groups, to add additional services to and programs accessibility by OLMC.**

<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
# of <u>enhanced</u> partnerships	Strengthened WCBSN. There is a total of 102 partners across Western Canada.

<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
2 per region per year	Complete.

**IMMEDIATE OUTCOMES:**

**Establish broader partnerships inter-governmentally and within the community to provide access to investments, tools, and expertise to address francophone community and economic development priorities**

<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
# of partnerships or \$ leveraged	<p>There was one partnership established with Statistics Canada in support of the Survey on the Vitality of Official Language Minorities and WD contributed \$250,000 in support of the survey.</p> <p>WD also provides support to Citizenship and Immigration (CIC) and other related groups on the Immigration file.</p> <p>WD has supported the Interdepartmental Partnership for Official Language Communities (IPOLC) partnership through projects in British Columbia and Manitoba.</p> <p>British Columbia partnerships expanded to include the City of Coquitlam and City of Nanaimo, who are both interested in promoting minority language communities as a lead up to 2010 Olympic Games.</p>

<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
# of partnerships or \$ leveraged to be increased by 10%, measured over a 4 year period, as measured by an independent evaluator upon completion of the Action Plan in 2008.	Not applicable for 2004-05.

**KEY ACTIVITY 3: PROVIDE SUPPORT TO FRANCOPHONE ECONOMIC DEVELOPMENT ORGANIZATIONS (FEDOs)**

**Ensure support to FEDOs is funded and ongoing in order to meet WD entrepreneurship development and enhancement needs of the OLMC across western Canada.**

<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
Renewal of the partnership agreement and core operational funding of the FEDOs.	The contract with the FEDOs has been renewed for a five year period at an increased funding level of \$45,000 for a total of \$545,000 per FEDO per year.  In addition to their agreement, it has been communicated to the FEDOs that they can also apply for project based funding for consideration by WD.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
Extension of existing agreements to 2004-2005.	Complete
Renewal of agreements from 2004-2005 to 2007-2008.	Complete – renewed for the next five years to 2009-2010.

**Ensure community economic development activities and coordination are undertaken to enhance the vitality of the OLMC in priority sectors identified, impacting on the sustainability of western Francophone communities**

<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
Renewal of financial support for Special Economic Development Initiatives, Pan western initiatives funds such as loan loss reserves.	Approval has been given for the renewal of Special Economic Development Initiative (SEDI) funds in support of the OLMC. FEDOs have also been encouraged to submit pan-west projects which will be considered when received and reviewed by WD. The FEDO loan model is currently under review.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
Extension of existing agreements to 2004-2005.	Complete.
Renewal of agreements from 2004-2005 to 2007-2008.	Complete.



IMMEDIATE OUTCOMES:	
<input type="checkbox"/> <b>Increase number of Francophone entrepreneurs and business expansions by facilitating access to tools, programs, and services for business and economic development of Francophone SMEs.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
Infrastructure and on-line accessibility to tools, programs and services	Please see appended FEDO pan-west statistical report.
Evidence of complementary services in each region to advance Section 41	Complete. In 2004-05, WD received a very positive review from the Office of the Auditor General with regard to the provision of integrated and complementary services to Francophone entrepreneurs.
Identification of priorities is consistent	Agree.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
FEDO in each region with complimentary programs and services, including core services and projects that address the regional needs of Francophone SME	Complete.
75% of surveyed clients report services are available across all regions	To be completed as part of the new contribution agreements and reporting mechanisms.
Consultations identify common sector priorities, through evidence such as list of identified needs and wants	Regional consultations with the OLMC identify common sector priorities. Meetings will all partners to discuss common issues and cross-referral mechanisms.

**KEY ACTIVITY 4: PROVIDE SUPPORT TO PROJECTS WITH OFFICIAL LANGUAGES MINORITY COMMUNITIES (OLMCs)**

- Provide financial and collaborative assistance to projects that address high priority economic development issues in each of the OLMC, that may include sustainable deliverables such as:**

Long term impacts to the OLMC  
 Partnerships established in the creation and collaboration of the project  
 Leverage of funds and resources  
 Declining reliance on government assistance

**PERFORMANCE MEASURE:**

# of projects and investments by WD

**RESULTS ACHIEVED FOR 2004-2005**

Alberta:

- Implementation of Phase II of the Tele-education project with the Faculté Saint-Jean under the MOU with Industry Canada
- 2 Internships hired under the MOU with Industry Canada
- AB approved two projects supporting OLMC in Alberta: Support to erect 19 bilingual interpretive signs along the 278-km Iron Horse Trail, which passes through several OLMC. These large information signs are strategically located at each of the 19 main access points to the trail, a section of which has been designated as a part of the Trans-Canada Trail. [Approved contribution: \$49,324]
- Support was provided for a co-operative of francophone artists in Alberta to market their products via the internet. [Approved contribution is \$63,000]

Saskatchewan:

- Assemblée Communautaire Fransaskoise (ACF) - In 2004-05 one project was approved supporting the OLMC in Saskatchewan in that a service provider conference was held and francophone communities participated.
- La Conseil de la Coopération de la Saskatchewan (CCS)- The project Youth Camp is a one-week long youth camp whereby the youth create business plans, undergo business simulations and work on creating a business to launch at the end of the week.

- One IPOLC partnership project leveraging \$45,456 from Canadian Heritage for the Phase 2 with CCS in support of the creation of a web portal for the French Business Community.
- WD-SK & IC work closely on the tele-education and tele-learning file.

British Columbia:

- Six projects including two conference supports in 2004-05.
- 1 Interdepartmental Partnership for Official Language Communities (IPOLC) partnership project leveraging \$77,000 from Canadian Heritage.
- Two new partnerships with BC Francophone organizations established through conference support for two events.
- British Columbia hired a consultant who undertook an overview of post-secondary distance education for Francophones in western Canada to identify needs, gaps and opportunities for official linguistic minority communities (OLMC) in the West.
- WD-BC & IC-BC work closely and collegially in the tele-education and tele-learning file and other projects that support the development of OLMCs in the region.

Manitoba:

- Facilitated Cirque Molière Theatre support under the Canada/Manitoba Economic Development Agreement, including Canadian Heritage support
- Commenced discussions, under Canada/MB/Winnipeg Urban Development Agreement, for the redevelopment of North St. Boniface as a key OLM Community development project.
- Support provided to hire 8 francophone youth research interns at Collège Universitaire de St. Boniface.
- Supported CDEM project to enhance OLMC targeting rural and youth
- Special CDEM project supported to enhance participation of OLMC in trade with France and Belgium.
- Contracted, in cooperation with Industry Canada, with consultant to research and develop pilot projects for francophone distance education in Manitoba.

✓ Leveraged partnerships or funds by all partners to advance Section 41 projects	Please see above WD's numerous achievements in this area.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ Increase in number of projects from the 2004-05 baseline, which will be determined in 2004-05	Not applicable in 2004-05.
➤ # of new partnerships established or leveraged funds to be increased by 10% annually, measured over a 4 year period	Not applicable in 2004-05.

<input type="checkbox"/> <b>Provide vehicles to support Pan Western initiatives that will enhance the sustainability of the official languages minority communities of the West.</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ # of partnerships established	Saskatchewan took the lead in developing a pan-west project partnership in 2004-05 in support of Les Lauriers des PMEs.
✓ # of tools, initiatives, etc. for shared capacity building	Succession planning booklet and support to the Western Canada Francophone Tourism Corridor. Both initiatives support shared capacity building.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ Increase of sustainable partnerships	Target achieved.
➤ Increased shared resources	Target achieved.

<input type="checkbox"/> Support activities that enhance other federal priorities related to official languages, Section 41.	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ # of projects and investments to meet government wide OLA priorities with OLMC and stakeholders	Please see (above) WD's numerous achievements in this area.
✓ # of community based partnerships established	Please see (above) WD's numerous achievements in this area
✓ # of internships established through initiatives of The Action Plan for Official Languages	Alberta: 2 Interns hired under the MOU with Industry Canada British Columbia: Established internships with 6 organizations (urban and rural) Manitoba: 8 interns hired under the MOU with Industry Canada.
✓ # of initiatives and participation with Federal Councils and senior management to enhance Section 41	OLA regional coordinators have been involved in the Regional Federal Council initiatives in support of the Official Languages Act s. 41.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ increase in # of projects and investments per region, measured annually	Not applicable for 2004-05.
➤ increase of sustainable community partnerships	Not applicable for 2004-05.
➤ 2 interns per year per region	Complete in all regions except for

	Saskatchewan.
➤ support the targets identified by Federal Councils, federal organizations and the community from Forum 4-2-1	Complete and on-going.

**IMMEDIATE OUTCOMES:**

<input type="checkbox"/> <b>Increase capacity and visibility for Francophone economic communities</b>	
<b>PERFORMANCE MEASURE:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
✓ Articulation and promotion of Official Languages Minority Communities (OLMC) project achievements	Needs improvement: to be achieved through the communications plan which is currently under development.
✓ # of partnerships and shared resources established to advance projects	Please see (above) WD's numerous achievements in this area.
<b>TARGET:</b>	<b>RESULTS ACHIEVED FOR 2004-2005</b>
➤ 75% of those surveyed acknowledge awareness of OLMC activities and impacts, measured over a 4 year period	Unable to assess in 2004-05.
➤ Increase of sustainable partnerships and shared resources	Not applicable for 2004-05.

## Appendix 1

PAN WEST (2004-2005)	Annual Target 2004-05	Cumulative total
<b>BASIC SERVICES</b>		
<b>Commercial Services</b>		
Information Services		
# of requests for basic business information services	7,000	6,919
# of web site visits	40,000	66,642
# of clients referred to other organizations	655	668
Other	0	0
<b>Technical and Advisory Services</b> (including business planning assistance)	0	<b>1,505</b>
# of businesses receiving business planning assistance	880	958
# of business plans completed	116	72
# of orientation sessions	285	475
# of businesses created/expanded	98	83
# of jobs created/maintained	256	222
Value of leveraged investment	1,000,000	\$ 1,769,000 \$
Other	5	0
<b>Training and Skills Development</b>	0	<b>977</b>
# of clients receiving entrepreneurial training	290	365
# of clients receiving export training	52	13
# of clients receiving management training	190	259
# of clients receiving marketing training	201	340
# of symposia/workshops	42	40
# of hours of training	530	739
Other	0	0
<b>Mentoring</b>	0	<b>67</b>
# of mentoring relationships put in place	56	14
# of positive evaluations of participants	27	53
Cost per mentoring relationship	2,060 \$	160 \$
Other	0	0
<b>Networking</b>	0	<b>176</b>
# of events in which your organization participated	154	143
# of events organized	56	33