

**National Capital Commission (NCC)  
2003-2004 Annual Report  
on the Operation of the Canadian Multiculturalism Act**

*Name:*

National Capital Commission (NCC)

*Mission:*

The mission of the NCC is to create pride and unity through Canada's Capital Region.

*Mandate:*

The Parliament of Canada created the National Capital Commission through the National Capital Act of 1958. The Act, which was amended in 1988, directs the NCC:

- To prepare plans for and to assist in the development, conservation and improvement of Canada's Capital Region in order that the nature and character of the seat of the Government of Canada may be in accordance with its national significance;
- To organize, sponsor or promote such activities and events in Canada's Capital Region as well as 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; and
- To co-ordinate the policies and programs of the Government of Canada respecting the organization, sponsorship or promotion by departments of the public activities and events related to Canada's Capital Region.

The National Capital Commission (NCC) and its employees are proud to enrich Canadian society. We realize our national mandate with dignity, integrity and passion. We embrace a spirit of open communication, cooperation and teamwork to foster a common vision, while professing and putting into practice the values of *respect, well-being and commitment*.

- **Respect**
  - We demonstrate respect in all our relationships based on mutual trust, strong ethical behaviour and through honesty, support and communication. *We value and respect the diversity of our workforce by embracing tolerance and acceptance, and by promoting and recognizing individual and group achievement, expertise and contributions.*
  
- **Well-being**
  - We recognize that the well-being of the individual is paramount to the success and the effectiveness of the organization as a whole. We promote well-being by encouraging a balance between our personal and professional lives. We foster an environment of flexibility, mutual understanding, fair and reasonable expectations, empowerment and growth. We promote a safe, healthy and secure workplace, motivating productivity, fulfilment and a stable workforce.
  
- **Commitment**
  - We demonstrate commitment to our mandate through accountability as builders, guardians and interpreters of Canada's Capital Region. We encourage and recognize creativity, initiative, resourcefulness and continuous learning. We strive for excellence and apply the principles of effective leadership, teamwork and open communication.

### [Equal Opportunity in Federal Institutions](#)

**What measures, policies, programs, and practices has your organization put in place to ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement?**

#### ***Employment Equity***

The purpose of our employment equity policy is to establish a human resources management framework that ensures employment equity for women, Aboriginal peoples, persons with disabilities and members of visible minority groups.

This is supported by the following:

- no person shall be denied employment opportunities or benefits for reasons unrelated to ability;
- we shall make reasonable accommodations to ensure that persons in designated groups achieve a degree of representation in each occupational group in the employer's workforce;
- we shall implement employment equity and diversity in a unified and coordinated manner in accordance with the approved Employment Equity Plan;
- we shall endeavour to provide quality service to all Canadians by establishing a workforce of qualified employees that reflects the diversity of Canadian society.

#### ***Integrated Human Resources Management Framework***

The need for an Integrated Human Resources Management Framework emerged from issues about recruitment, workload, succession, corporate memory and values. The Public Service wide Human

Resources Management Modernization exercise lead by Treasury Board was another indication that the time had come for the NCC to think of its own HR Management Framework.

The framework is based on these three main elements of HR management: the organization, the employees and the managers.

Included as guiding principles for the element *The NCC, a values-driven employer of choice* are:

- To provide a diversified, open and innovative workplace
  - The importance of open, transparent, and timely communication is recognized
  - Human resources programs complement and reinforce each other
  
- To provide a healthy, safe and harassment-free work environment
  - Harassment and discrimination are not tolerated

Included as guiding principles for the element *Attracting and maintaining a competent, informed, committed and sustainable workforce* are:

- To recruit, through a competitive process, qualified candidates who meet the organizational needs and objectives of a competent and representative workforce
  - Attract competent people, possessing leadership qualities and who are representative of the population they serve, open to knowledge sharing and continuous learning
  - Competitions are announced to employees and draw on recruitment pools to enable the organization to meet its representativity criteria

### **Recruitment**

The NCC posts its external competitions through a variety of networks, including its own website, the Public Service website and a number of designated groups organizations.

In an effort to further make known its commitment to the principles of employment equity and to encourage candidates from the designated groups to apply, the NCC includes a statement on all employment opportunity posters to read as follows:

*The National Capital Commission is committed to the principles of Employment Equity and to achieving a workforce which is representative of the diversity of the Canadian population. We strongly encourage candidates to self-identify if they are an Aboriginal person, a member of a visible minority group or a person with a disability.*

### **Recruiting of students**

Each year, National Programming Branch recruits over fifty students to provide various services to the public mostly during the summer season and also throughout the year. During our recruiting campaign, we pursue the NCC's commitment to reflecting cultural diversity by reviewing Federal Student Work Experience Program (FSWEP) inventories for candidates who have self-identified as being members of visible minorities. While adhering to the principle of hiring on merit, Program Coordinators take into consideration linguistic and cultural attributes.

## Capacity Building

**What policies, programs, and practices did your organization put in place to enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada? Please specify any measures or performance indicators used to assess your performance.**

### ***Cultural Diversity Alliance***

On Canadian Multiculturalism Day (June 27, 2003), it was announced that the Cultural Diversity Alliance (CDA), represented by the heads of organizations that are part of the Canadian Heritage Portfolio had agreed to develop common initiatives and share expertise, resources and models of good practice, to ensure that these institutions respond to Canada's increasingly diverse society. Building on their commitment and experience, members of the CDA – which includes the National Capital Commission - will work together, sharing expertise, resources and experiences with the goal of achieving full inclusion in employment and professional services. They will also work together on the creation of content and programs and in the development and training of minority creative and business talent in their areas of concern.

### ***Parliament Hill***

The *Discover the Hill* program explored new and different avenues to reach members of diverse communities in hiring for summer positions for the outdoor interpretation programs on Parliament Hill, including direct contact with university cultural associations, cultural community associations and communications networks and targeted websites. Increasingly, staff members reflect the cultural diversity of Canada with approximately 1/3 of staff being members of visible minorities. Linguistic capabilities of staff include: Pakistani, Lebanese, Spanish, Polish, Finnish.

A full day workshop on cultural diversity and values was presented to *Discover the Hill* staff to ensure that the needs of the public were recognized and met and that members of diverse cultural communities felt welcome.

### ***Christmas Lights Across Canada***

The *Christmas Lights Across Canada* program endeavours to reflect more than its Christian foundation. The winter and lighting festivals of many communities and cultures are explained in the program interpretation. Program performers in 2003 included Inuit drummers, Latino Canadians, Gospel singers and German Bells choir. The children's choir included a mosaic of Canada's cultures. This year's lead performer will be Inuit singer Susan Aglukark. This program aims to become more and more multicultural each year.

### ***Sound and Light program***

The *Sound and Light* program puts a strong focus on the voices and experiences of many Canadians reflecting the different perceptions of Canada based upon different cultural experiences and values. A new *Sound and Light* Show for 2005 will feature music and songs from different cultures and languages and will weave them into a tapestry of sounds and languages. Emphasis will be placed on the way Canadians communicate and how diversity has contributed to Canadian values of democracy and peace. Visuals which will be projected on the Parliament Buildings will include images from many cultures.

### ***Public programming in the Core Area of the Capital***

The *Public Programming and Activities Vision for the Core Area of the Capital* puts a strong emphasis on better reflecting Canada and Canadians starting with a sound foundation of research, through a situation analysis, to better understand the values that different Canadians ascribe to the nation and what it means

to talk about “Canadian Identity”. The plan recommends strategies to animate the Capital through diverse cultural programming and to ensure that commemorations and public art are reflective of our diversity.

### Enhancing the Understanding of and Respect for Diversity

**What policies, programs, and practices did your organization put in place to enhance the understanding and respect for the diversity of members of Canadian society? Please specify any measures or performance indicators used to assess your performance.**

#### **Capital Infocentre**

The Capital Infocentre welcomes and informs Canadian and foreign visitors to Canada’s capital. It is intended to help visitors better understand the Capital’s symbolic importance and to provide visitors with information on a wide range of activities, and national and local attractions. Multiculturalism is reflected in its displays (audio available in Italian, German, Japanese, Chinese and Spanish), its theatre presentations (illustrating Canadians of all ethnic origins) and in some of its temporary exhibits. Most Infocentre staff members are multilingual (an important hiring criterion). Some student staff for the 2003 peak season were members of visible minorities.

To meet the needs of its clientele, the Infocentre also publishes and distributes multilingual maps of the city (in German, Spanish, Italian, Japanese and Mandarin).

The NCC operates a Contact Centre which handles over 80,000 contacts per year (phone and e-mail). In 2003-2004, two of its five full-time staff were multilingual.

#### **Canada Day 2003**

In 2003, Confederation Park in Ottawa was once again completely dedicated to special programming focusing on multicultural communities: *A Cultural Mosaic*. In addition to dance groups and musicians on the Park’s stages, the program included a number of workshops highlighting other cultures, among them:

- Workshops on the musical instruments of Africa and Australia
- Workshops on yoga and spiritual awakening
- Workshops on jewellery making and hair braiding in the Afro-Canadian style
- Pottery and European lace-making workshops
- Mehndi art of India
- Concessions offering multi-ethnic culinary delights

The following groups appeared on stage at Confederation Park:

1. Canadian Floor Masters, *breakdance*
2. Salsa Team Canada, *salsa, meringue*
3. Chantier, *African gumboot*
4. Ballet Flamenco Arte de España, *flamenco*
5. Madrigaia, *a cappella, folk*
6. H’Sao, *African pop*
7. Jeszcze Raz, *klezmer and gypsy music*
8. La Chango Family, *gypsy-reggae-latino-funk*
9. Big Stone, *powwow drumming*
10. Fallou Mbacké Diaw, *African djembe*
11. Galitcha, *Indian tablas*

12. Oto-Wa Taiko, *Japanese taiko*
13. Kumpa'nia, *rhythmic procession*

### **Winterlude 2004**

Each year, families from the diplomatic corps are invited to a day designed to help them discover the pleasures of a Canadian winter. A guided visit of the various sites, ending with an impromptu lunch enabled participants to enjoy many activities planned for the occasion along with performances by three multicultural groups:

- Enan Egyptian Dancers (Egypt)
- Ballet Folklorica de Aztlan (Mexico)
- Xiomara Fortuna and his group (Dominican Republic)

In addition, the Embassy of the Dominican Republic sent two of the Republic's sculptors to participate in the International Ice-Carving Competition (solo category).

### **Guide-interpreter services for our programs**

All the guide-interpreters who work in the *Discover the Hill*, the Canada and the World Pavilion and *Tulip Legacy* programs speak fluent English and French and interact directly with the public and may also serve a national and international multilingual clientele. These personalized service providers also make an effort to greet the public and bring out the diversity of visitors' provincial and national origins.

### **Interpretive programs**

The Core Area and Confederation Boulevard Interpretation programs endeavour to communicate about not just the heritage resources of the Capital, but also about Canada and Canadians. The *Capital Adventure Guide* tells many stories relating to diverse people who have contributed to the building of Canada. In a chapter called "Window on Canada", the Guide reveals, through statistical information the cultural and linguistic makeup of the nation. As well, the Guide and our other interpretation publications endeavour to use photos of visitors who are recognizable as members of various cultures.

### **Canada's Capital Commemorations Plan**

An extensive thematic, urban design and site inventory planning exercise is underway by the NCC, on commemorations in Canada's Capital Region. The number one identified strategic objective of the Plan is "To better reflect the identity and diversity of Canada and Canadians". Inherent in this objective will be the broadening of the multicultural story in all six of the identified "national" themes of Canada. It will also further facilitate participation by diverse groups in the commemorative process.

### **Monument To Canadian Fallen – Korean War Monument**

This monument was unveiled by the Rt. Hon. Jean Chrétien in September 2003 and was erected with strong support from Korean Canadians and the South Korean Embassy. The Korean granite upon which the monument sits was donated by the Government of the Republic of South Korea and conveys the appreciation of the people from South Korea.

### **Rideau Canal Workers' Memorial**

In June 2004, a monument in the form of a Celtic cross was unveiled at the Ottawa locks of the Rideau Canal. Approximately one thousand people died during the Canal's construction period of 1826-32. The monument commemorates the contribution of these workers and their families, the vast majority of whom were Irish.

### ***Canada and the World Pavilion***

Canada and the World Pavilion, in collaboration with the Canadian Tulip Festival, invited the diplomatic community to celebrate the International Peace Garden, located at the Pavilion, in recognition of the bonds of friendship between various countries that have received peace gardens. On Canada Day 2003, Canada and the World Pavilion successfully offered a multicultural celebration featuring community-based dance companies such as “Mexico Lindo”, “Svitanok”, “Trapocasino” and various artists from the Indian cultural communities.

A visitor profile survey was conducted between July and October 2003 and found that 8% of the visitors spoke a language other than English or French at home.

The main exhibit at the Pavilion celebrates the contributions and achievements of Canadians from all areas and cultural origins.

### ***School and Youth programs***

A new school program called “Ottawa, a World-Class Capital”, developed in 2003-2004 and launched in May 2004 at Canada and the World Pavilion, reflects in its overall content the multicultural richness of the national capital as a representation of the Canadian experience.

### ***Adventures in Citizenship program***

During the month of May 2003, the NCC worked with the Rotary Club on the “Adventures in Citizenship” program. This program brings annually 200 young Canadians to the Capital to discuss the importance of Canadian citizenship. The participants included new Canadians and individuals from families long established in the country.

### ***Awareness campaign***

An ongoing awareness campaign of matters regarding employment equity and diversity takes place through the course of the year (some in collaboration with the Senate of Canada), including e-mails and information kiosks. These awareness events related to Black History Month (February), International Women’s Day (March 8), International Day for the Elimination of Racial Discrimination (March 21), Aboriginal Awareness Week (May 21-24), Canadian Multiculturalism Day (June 27), Women’s History Month (October), and National Day of Remembrance and Action on Violence Against Women (December 6).

### ***Canadian Multiculturalism Day (June 27)***

A film from the National Film Board entitled “Canadian Portraits” was presented during lunch time in both official languages on June 28, 2004. The film featured six Canadians from different cultural backgrounds and explained how they have made a contribution to Canadian society.

### ***Meeting of special interest groups***

It was pointed out at a meeting in May 2004 between the NCC and various special interest groups in Ottawa that the NCC internet website contained little information on employment equity and diversity. The site has since been updated and now includes annual reports on employment equity and diversity, multiculturalism and official languages. There remains a link to be created especially between the NCC and the Employment Equity and Diversity Action Committee of the City of Ottawa, in order that both be made aware of the initiatives underway and results achieved by each other.



Research and Data that Support the Development of Relevant Policies, Programs and Practices

**Describe how your organization collects statistical data to enable the development of policies, programs and practices that are sensitive and responsive to the multicultural reality of Canada. Please describe any studies undertaken.**

**Research**

Using its Corporate Research Framework the NCC conducts research that supports program development and evaluation. The Framework facilitates the collection and analysis of data at the strategic, tactical, and operational level.

Specific research related to Canada’s multicultural reality was not conducted in 2003-2004. However, in order to determine who is being served by NCC programs and services, all research projects continue to collect demographic information such as origin, mother tongue, age, education, sex, income, and travel party status, and where applicable ethnic or cultural background data. These questions are part of the “core questions” developed to ensure the NCC has standard and current data on its clientele. The questions were designed based on Statistics Canada census questions and categories.

In 2003-2004, two studies included questions on ethnic/cultural heritage. For the Parliament Hill 2003 Visitor Survey, two questions were asked: “To which ethnic or cultural group did your ancestors belong?” and “What country were you born in?”. Next, the 2004 Winterlude participant survey asked the question: “To which ethnic or cultural group would you say that you belong?” The NCC will continue to track this in future studies on these programs.

i) Parliament Hill 2003 visitor study results:

To which of the following ethnic or cultural groups did your ancestors belong?

<u>%</u>	
30	Canadian
16	French Canadian
9	Quebecois
22	British
7	French
31	European
2	Arab/ Middle East
5	Asian
1	African
0	Latin/South American
2	Aboriginal
4	Other
1	Don’t Know
1	No Answer/Refuse

What country were you born in?

<u>%</u>	
81	Canada
1	United States

- 1 Latin/South America
- 6 Europe
- 2 Middle East
- 3 Asia
- 2 Africa
- 1 Carribean
- 1 Australia/New Zealand
- 3 Britain
- 1 Other
- 0 Don't Know/ No Answer

ii) Winterlude 2004 study results:

To which ethnic or cultural group would you say that you belong?

- | <u>%</u> |  |
|----------|--|
| 50       | Canadian   |
| 12       | French Canadian  |
| 11       | Caucasian/white  |
| 8        | Quebecois  |
| 4        | British  |
| 2        | French   |
| 2        | Irish  |
| 2        | Scottish   |
| 2        | Northern European (German, Austrian Dutch, Scandinavian, Finnish)                |
| 2        | American   |
| 1        | Other European   |
| 1        | Asian  |
| 1        | Latin/South American   |
| 1        | Chinese  |
| 1        | Southern Europe (Italian, Spanish, Portuguese)                                   |
| 1        | Eastern European (Czech/Slovak, Hungarian, Polish, Croatian, Russian, Ukrainian) |
| 1        | Oceanic (Australian, New Zealander)  |
| -        | English  |
| -        | African  |
| -        | Greek/Macedonian   |
| -        | Indian/Pakistani/Sikh/Bengali/Sri Lankan/Tamil/Bangladesh                        |
| -        | Japanese/Korean  |
| -        | Jewish   |
| -        | Native Indian/Inuit  |
| -        | Black  |
| -        | Welsh  |
| -        | West Indian/Caribbean  |
| 1        | Other  |
| 2        | No Answer/Refuse   |
| 5        | Don't know   |

### **Volunteer Centre**

The NCC Volunteer Centre coordinates volunteer initiatives for all of the NCC's public programs that require volunteer participation to successfully take place. In total, for the 2002-2003 period, more than 1,650 volunteer positions were filled by nearly 1,441 different volunteers. Of these 1,441 volunteers, 877 were directly recruited by the Volunteer Centre, with the others coming from service groups. To determine whether the Volunteer Centre is a diversified environment and whether the opportunities for volunteer work available with the NCC are attractive for the cultural communities, we added two optional questions to our registration forms (country of birth and date of arrival in Canada). The data from 877 individuals surveyed account for the following statistics for the 2003-2004 year:

- 140 of the 877 individuals were born in another country (16%);
- 58 volunteers arrived in the country within the last 5 years;
- 27 volunteers arrived in the country within the last 5 to 10 years;
- 16 volunteers arrived in the country within the last 10 to 15 years and
- 39 volunteers arrived in the country more than 15 years ago.
- 58 different countries were identified as countries of birth; those identified most often were:
  - China (21 individuals)
  - Yugoslavia (8 individuals)
  - England (7 individuals)
  - Lebanon (6 individuals)
  - United States (6 individuals)
  - Jamaica (6 individuals)
  - India (5 individuals)
  - France (4 individuals)
  - Hong Kong (4 individuals)
  - Germany (4 individuals)

Canada Day 2003 was the program that drew the most volunteer participation from the cultural communities with 102 volunteers or 31% of the NCC volunteers for Canada Day.

The Volunteer Centre's website presents photos of volunteers from the cultural communities to demonstrate that people of all origins participate in NCC programs as volunteers.

### **Language Skills and Cultural Understanding of Individuals of all Origins**

**How does your organization make use, as appropriate, of the language skills and cultural understanding of individuals of all origins? Please provide examples.**

#### **Parliament Hill**

Increasingly, staff members of the *Discover the Hill* program reflect the cultural diversity of Canada with approximately 1/3 of staff being members of visible minorities. Linguistic capabilities of staff include: Pakistani, Lebanese, Spanish, Polish, Finnish.

### **Capital Infocentre**

Most Infocentre staff members are multilingual (an important hiring criterion). Some student staff for the 2003 peak season were members of visible minorities.

To meet the needs of its clientele, the Infocentre also publishes and distributes multilingual maps of the city (in German, Spanish, Italian, Japanese and Mandarin).

### **General Activities**

**Briefly describe any special accomplishments or new initiatives that you would like to see featured in the 2003-2004 annual report to Parliament on employment equity in the Public Service of Canada.**

Several noteworthy initiatives occurred during 2003 (and at the beginning of 2004). A diversity committee has been created in an effort to assist the NCC in being more diversified, more inclusive and reflective of the Canadian population it serves. This initiative is also linked to the Cultural Diversity Alliance of the Canadian Heritage Portfolio announced in June 2003 and to the Portfolio's Employment Equity and Diversity Sub-Committee created in November 2003 that the NCC leads. As a Portfolio, we are hoping to build on the best practices and successes of one another and to strengthen our ability to respond to our legal obligations and social responsibility in the areas of employment equity and diversity.

### ***Employment Equity and Diversity Subgroup***

The mandate of this working-level committee, which was created in November 2003 and which NCC chairs, brings together members of the Canadian Heritage portfolio to:

*Work together, as members of the Canadian Heritage portfolio to share expertise, resources and experiences, with particular emphasis being placed on identifying key priority issues and developing solutions, the goal being to value diversity and achieve full inclusion in our organization.*

Thus far, the Subgroup has met four times (November 2003, January 2004, March 2004 and June 2004) with the next meeting scheduled for September 2004. This forum is proving to be a fertile ground for brain-storming ideas for initiatives and for sharing best practices.

### ***Diversity Committee***

In January 2004, the NCC created a Diversity Committee composed of about 10 members. The committee includes a member of Executive Management Committee who serves as Diversity Champion, and who is also our representative on the Cultural Diversity Alliance, an initiative of the agencies within the Canadian Heritage portfolio. Other members of our Committee include the employment equity coordinator, a union representative, and designated group members.

The Diversity Committee's mandate is:

- provide advice to Executive Management Committee and Human Resources Branch of NCC on the implementation of the *Employment Equity Act*;
- serve as a forum for discussion on employment equity and diversity, both in employment and in programming;
- participate as a consultative body for various organizational initiatives by providing employment equity and diversity perspectives (for example programming, interpretation, marketing, etc);

- organize and participate in training and awareness activities related to employment equity and diversity;
- update and review 3-year employment equity action plan, implement initiatives and monitor it on a continual basis.

**Does your institution have a process for reviewing existing policies and programs in light of Canada's Multiculturalism Policy? If such a process exists, have any adjustments been made to policies or programs in light of that review?**

***Employment Equity Policy***

As is stated in the Employment Equity Policy, the NCC shall implement employment equity and diversity in a unified and coordinated manner. Furthermore, the NCC shall endeavour to provide quality service to all Canadians by establishing a workforce of qualified employees that reflects the diversity of Canadian society.

The Diversity Committee has begun revising and updating the Employment Equity Plan, including consultations which are taking place with union representatives.

***Describe your future priorities and steps to be taken to implement better the Canadian Multiculturalism Act.***

The National Capital Commission will continue its efforts to reflect Canada's cultural and linguistic diversity in its policies, programs, services and activities.

Stéphane Pellicano  
Program Officer, Organizational Development  
National Capital Commission  
202-40 Elgin Street  
Ottawa, Ontario  
K1P 1C7

Tel (613) 239-5334  
Fax (613) 239-5552  
E-mail [spellica@ncc-ccn.ca](mailto:spellica@ncc-ccn.ca)