

**NATIONAL CAPITAL COMMISSION (NCC)  
RESULTS-BASED STATUS REPORT (2005-2006)  
IMPLEMENTATION OF SECTION 41 OF THE  
*OFFICIAL LANGUAGES ACT***

Under the accountability framework adopted by Cabinet in 1994 to implement sections 41 and 42 of the *Official Languages Act* (the *Act*), the National Capital Commission (NCC) is one of 34 key federal institutions required to submit an annual status report to the Minister of Canadian Heritage. This report outlines the results achieved in relation to the activities carried out in the reporting year, as per our action plan (2003-2006).

The activities are grouped into the following categories:

- **awareness** of linguistic duality and official language minority communities (OLMC) priorities on the part of employees and senior managers;
- **consultation** of OLMCs on their priorities or on new initiatives, policies or programs of our organization;
- **communications** with OLMCs about our programs and services;
- **coordination and liaison** with other federal as well as provincial and municipal government bodies;
- **funding and program delivery** to OLMCs; and
- **accountability.**

<b>General information</b>	
Federal department/agency: Address: Web site:	National Capital Commission (NCC) 202-40 Elgin St. Ottawa, ON K1P 1C7 <a href="http://www.canadascapital.gc.ca">www.canadascapital.gc.ca</a>
Minister responsible:	Marcel Beaudry, Chairman
Senior officials responsible for implementation of Part VII of the <i>Act</i> :	Micheline Dubé, Executive Vice President and Chief Operating Officer  Suzanne Gustafsson, Vice President, Human Resources and Information Management
Mandate of federal institution:	The mandate is to build a great Capital for Canadians, specifically, to prepare plans for and assist in the development, conservation and improvement of the National Capital Region (NCR) in order that the nature and character of the seat of the Government of Canada may be in accordance with its national significance and to organize, sponsor or promote such public activities and events in the NCR as will enrich the cultural and social fabric of Canada.
National coordinator responsible for implementation of section 41: Exact title: Postal address: E-mail:	Stéphane Pellicano Program Officer, Organizational Development National Capital Commission 202-40 Elgin Street Ottawa, ON K1P 1C7 <a href="mailto:spellica@ncc-ccn.ca">spellica@ncc-ccn.ca</a>

## Summary of main results achieved

### Introduction

The National Capital Commission is responsible for building Canada's Capital Region on behalf of all Canadians. Our mission is to make this region a symbol of pride and unity. In order to achieve this, we must be ambassadors of Canada's official languages which are at the heart of our nation.

We are committed not only to applying the *Official Languages Act* to all our sectors of operation, but also to preserving our two official languages in Canada's Capital Region. In the delivery of our mandate, the importance of bilingualism transpires in all aspects of our day-to-day operations.

In creating a meeting place for all Canadians, the NCC presents the Capital region to visitors as a place to experience Canadian heritage, culture and achievements through varied services, events and programs, in support of the Canadian identity. Our public programs and services are not simply offered in both official languages but are designed to reflect the cultural diversity and linguistic uniqueness of our region and of our country. Great attention is given to staging events and activities on both sides of the Ottawa River, and offering visitors an opportunity to experience and discover Canada's cultural diversity.

### Communicate the Capital to Canadians

The NCC is a leader in providing service to the public in both official languages. The Capital Contact Centre, the Capital Infocentre, and the Gatineau Park Visitor Centre continue to be models of exceptional visitor service in both official languages.

All publications, promotional material and information available to visitors, including the NCC web site are bilingual. In addition, NCC festivals are marketed nationally to attract visitors to the Capital Region and, whenever possible, celebrations are televised nationally by means of French and English media. Special efforts are also made to reach linguistic minorities across Canada through televised programs on local television networks. The NCC's *Five-Year Marketing, Communications and External Relations Plan* also underscores the importance of reaching linguistic minorities nationwide.

### Safeguard and preserve national treasures

Our responsibility to safeguard and preserve our national treasures goes beyond the region's built heritage. It also encompasses the preservation of the Capital's natural and cultural heritage on behalf of future generations of Canadians.

Both French and English cultures are very alive in the Capital region. The NCC continually strives to showcase this diversity and authenticity, by making the cultural and social fabric of the region notably rich and active.

### The NCC as a corporate citizen

The NCC is proud to play an important role in promoting both official languages in Canada's Capital Region while doing business with partners, community leaders and residents. The NCC also plays a leadership role in working with municipal governments to promote the important matter of linguistic duality in Canada's Capital Region which, in turn, can serve as an example for the entire country.

The NCC ensures performance and compliance with respect to its obligations to provide services to the public in both official languages including any concessionaires and entrepreneurs who provide a service on its behalf. This being said, there are still improvements to be made in certain areas. With regard to our leasing portfolio, we have made significant progress and have put various measures in place. Having said this, we are committed to pursuing our initiatives in order to ensure that commercial tenants in NCC leased properties comply with the official languages provisions of their leases. We are prepared to work with our tenants and to offer them access to the necessary tools to facilitate the process and to impress upon them the benefits of

bilingualism.

The NCC reiterates its strong commitment to pursue our efforts in meeting the highest standard of bilingualism requirements. We recognize that this ongoing challenge will require constant effort on our part and we are prepared to meet that challenge.

**Detailed status report**

**A. AWARENESS (In-house activities)**

Main expected results for the period 2003-2006 covered by the action plan	Main activities carried out for the year 2005-2006 covered by the status report	Progress (results) achieved for the year 2005-2006 covered by status report
<p>Awareness was not a specific component of our Action Plan 2003-2006. However, awareness has always been a key, ongoing component of our Official Languages Program.</p>	<ul style="list-style-type: none"> <li>➤ All submissions to Executive Management Committee (EMC) take account of human resources implications, including official languages.</li> <li>➤ Annual reports on official languages submitted to the central agencies are posted on our intranet site and our internet website</li> <li>➤ Message posted on intranet informing employees that the <i>Act</i> had been strengthened with regards to Part VII.</li> <li>➤ Message posted on intranet inviting all employees to participate in the <i>Rendez-vous de la francophonie</i>.</li> <li>➤ NCC Official Languages Champion regularly updates EMC on official languages files, including our obligations flowing from Part VII of the <i>Act</i>.</li> <li>➤ Official Languages Champion was a member of a steering committee comprised of champions that reviewed and recommended projects to Treasury Board under the Official Languages Innovation Fund.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Official Languages Champion ensures that the planning for new projects/programs/services submitted to EMC for approval take into account official languages considerations.</li> <li>➤ Increased awareness both internally and externally of our Official Languages Program.</li> <li>➤ Coordinator keeps Official Languages Champion informed of developments with regards to implementation of section 41 of the <i>Act</i>.</li> <li>➤ Official Languages Coordinator participates regularly in the meetings of national coordinators from key federal departments and agencies responsible for the implementation of section 41 of the <i>Act</i>.</li> <li>➤ Awareness of projects/activities of other departments and agencies that could be useful to NCC.</li> </ul>

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

Main expected results for the period 2003-2006 covered by the action plan	Main activities carried out for the year 2005-2006 covered by the status report	Progress (results) achieved for the year 2005-2006 covered by status report
<p><u>Principal needs identified in Action Plan (2003-2006)</u></p> <p><u>Canada Day and Winterlude</u></p> <ul style="list-style-type: none"> <li>➤ Need for putting on shows and performing for a variety of audiences in the aim of launching a career, something the NCC can offer with its large-scale national events such as Canada Day and Winterlude.</li> </ul>	<p><u>2005 Canada Day</u></p> <ul style="list-style-type: none"> <li>➤ The NCC promotes pride and unity by planning, organizing and coordinating Canada Day celebrations in the National Capital Region.</li> <li>➤ The following artists from OLMCs participated in 2005: <ul style="list-style-type: none"> <li>○ Kate &amp; Anna McGarrigle (QC)</li> <li>○ Mighty Popo (francophone, ON)</li> <li>○ Bob Lanois (francophone, ON)</li> <li>○ Aytahn Ross (anglophone, QC)</li> <li>○ Dr Lee &amp; Sufi Girl (QC)</li> <li>○ Circus Cowboy (QC)</li> <li>○ Pierre Sabourin (AB)</li> <li>○ Madrigaïa (francophone, MB)</li> <li>○ Poly-Ester (francophone, SK)</li> <li>○ Nouveau Station Wagon (BC, SK, MB, NB)</li> <li>○ Annie Lefebvre (francophone, ON)</li> <li>○ Marcel Aymar (francophone, NB)</li> <li>○ Daniel Lavoie (francophone, MB)</li> </ul> </li> </ul> <p><u>Winterlude 2006</u></p> <ul style="list-style-type: none"> <li>➤ Winterlude, North America's greatest winter carnival, was presented for the 28th year in February 2005.</li> </ul> <p><u>Snowbowl</u></p> <p>The Snowbowl, a unique attraction in Canada's Capital Region, brought together artists from every part of the country, representing a variety of Canadian communities for a gigantic winter celebration in the Capital.</p>	<ul style="list-style-type: none"> <li>➤ The program entitled "J'avions 400 ans" was broadcast from Jacques Cartier Park in Gatineau as part of the 400<sup>th</sup> anniversary of Acadia. A total of 19 artists were featured from OLMCs, which is an increase of 90% from the year before.</li> <li>➤ Situated in the downtown area at the beginning of the Rideau Canal Skateway and in the vicinity of the National Arts Centre, the Snowbowl is a new open air Winterlude theatre that presented a variety of free afternoon and evening shows. A total of 5 artists were showcased.</li> </ul>

<p><u>Adventures in Citizenship</u></p> <ul style="list-style-type: none"> <li>➤ The current list of program participants recruited by Rotary Clubs from schools across Canada underscores a weakness in terms of the participation of youth from OLMCs.</li>   <li>➤ In September 2005, the NCC launched a new bilingual educational resource called “Get Ready for the Capital”. This downloadable pre-visit kit aims to excite students about their upcoming visit to Canada’s Capital Region and prepare them for what they are going to see and do in Canada’s Capital</li> </ul>	<ul style="list-style-type: none"> <li>➤ The following artists from OLMCs participated in 2006:             <ol style="list-style-type: none"> <li>1. Gérald Laroche (francophone, MB)</li> <li>2. Aytahn Ross (anglophone, QC)</li> <li>3. Daniel Lanois (francophone, ON)</li> <li>4. Rise Ashen (francophone, ON)</li> <li>5. Oni Joseph (francophone ON)</li> <li>6. Stars (anglophone, QC)</li> <li>7. Dr Lee &amp; Sufi Girl (QC)</li> <li>8. École secondaire publique de la Salle (francophone, ON)</li> <li>9. Aurèle Lecompte (ON)</li> </ol> </li> <li>Recruitment of new Canadian talent and artists from OLMCs at conferences/meetings in 2005-2006:             <ul style="list-style-type: none"> <li>○ Contact ontarois (ON, January 06)</li> <li>○ La Bourse RIDEAU (QC, February 06)</li> </ul> </li>   <li>➤ This resource is promoted by the NCC and many national institutions located in the Capital to their visiting school groups. Promotion of this resource includes fairs, teachers’ networks and OLMCs.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Participation in 2 venues of recruitment.</li>   <li>➤ Out of more than 217 participants that the NCC greeted in May 2005 as part of the “Adventures in Citizenship” program, 29 participants identified themselves as bilingual. From Quebec, the program hosted 2 students who identified themselves as Anglophones and two students from outside Québec identified themselves as being Francophone.</li>   <li>➤ This resource is well used by teachers of both official languages and educational tour operators to prepare their students for their trip to the Capital.</li> </ul>
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<p>and enrich their visit about the treasures of Canada's Capital, including the dual nature of Canada as represented in the Capital.</p> <p><u>Sound and Light Show on Parliament Hill</u></p>	<ul style="list-style-type: none"> <li>➤ As part of a visitor survey, we gathered spectators' opinions as they exited the <i>Canada: the Spirit of a Country</i> Sound and Light Show in 2005. This was the first time we had presented a combined bilingual version.</li> </ul>	<ul style="list-style-type: none"> <li>➤ The Sound and Light Show on Parliament Hill was a clear hit.</li> <li>➤ Spectators appreciated the show in general (90%) as much as the bilingual approach, since we specifically asked for their opinions on this issue in the survey. It is also interesting to note that the survey revealed no difference between the satisfaction of anglophones and francophones regarding our combined bilingual approach.</li> <li>➤ We can therefore conclude that this approach successfully highlighted the cultural diversity and linguistic duality of the country and seamlessly exposes the various Canadian cultural communities to the other official language and its cultural treasures.</li> </ul>
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**C. COMMUNICATIONS (Transmission of information to OLMCs)**

Main expected results for the period 2003-2006 covered by the action plan	Main activities carried out for the year 2005-2006 covered by the status report	Progress (results) achieved for the year 2005-2006 covered by status report
<p>Communications were not a specific component of our Action Plan (2003-2006). However, in sending our Status Report (2004-2005) to the OLMC groups and organizations, we will be eliciting their feedback, which will assist us in revising and updating our action plan next year.</p>	<ul style="list-style-type: none"> <li>➤ In July 2005, the Official Languages Champion contacted the OLMC and we sent them our Status Report for 2004-2005 as well as our Action Plan (2003-2006) so that they could comment and make suggestions. We asked for their ideas regarding partnership activities that could be of mutual interest and inquired as to the needs and priorities of their communities.</li> </ul> <p><u>Communications and marketing</u></p> <ul style="list-style-type: none"> <li>➤ Including of OLMCs media outlets located in Canada's Capital Region on news release distribution list.</li> <li>➤ Last year, the NCC communications team contacted target media in the OLMC to promote projects and events organized in Canada's Capital Region.</li> </ul> <p><u>Broadcasting</u></p> <ul style="list-style-type: none"> <li>➤ May 2005: <i>Salut Bonjour Week-End</i>, TVA, 6 hours of live broadcasting from Canada's Capital. TVA broadcasts across Canada and is particularly popular in the Maritime provinces.</li> <li>➤ Canada Day:               <ul style="list-style-type: none"> <li>○ <i>CBC Kids</i> production of program segments in the Nation's Capital.</li> <li>○ <i>Jour de Plaines et de Montagnes</i>, a show paying tribute to francophones in Western Canada and broadcast on August 7, 2005 throughout the TVA network at prime time.</li> </ul> </li> <li>➤ February 2006:               <ul style="list-style-type: none"> <li>○ <i>Salut Bonjour Week-End</i>,</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Even though no comments were received, the activities of the NCC are known by the OLMCs.</li> <li>➤ Maintain a contact with the OLMCs.</li> <li>➤ NCC presence within the media throughout Canada.</li> </ul>



	<p>TVA, 6 hours of live broadcasting from Winterlude.</p> <ul style="list-style-type: none"> <li>○ <i>Mégallo</i> of TFO, a series of vignettes produced from Winterlude 2005 and the Winterlude promotional campaign. TFO broadcasts on cable in New Brunswick and by satellite across Canada.</li> <li>○ <i>The Morgan Waters Show</i> CBC Television, production of segments from Winterlude that were aired across the country, including in Quebec.</li> </ul> <p>➤ January-February 2006: <i>The Weather Network and MétéoMédia</i> promotion campaign on the Rideau Canal Skateway and on Winterlude, that was available to both francophone OLMCs and to Anglophone minorities in Quebec.</p>	
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**D. COORDINATION AND LIAISON (Does not include funding - Internal coordination and liaison with other government institutions)**

Main expected results for the period 2003-2006 covered by the action plan	Main activities carried out for the year 2005-2006 covered by the status report	Progress (results) achieved for the year 2005-2006 covered by status report
<p><u>Provision of services in English and in French from businesses that lease premises from the federal government<sup>1</sup></u></p> <p>➤ National Capital Commission and Public Works and Government Services Canada should assist their commercial tenants in meeting the linguistic obligations outlined in the language clauses in their lease through direct action or referral, as appropriate.</p>	<p>➤ Further to a the results of a study of leases from February 2004 entitled <i>For Rent: Bilingual services among commercial tenants of NCC federal buildings</i>, the NCC is pleased that the Commissioner of Official Languages has stated that availability of (bilingual) services has improved among NCC tenants.</p>	<p>➤ Quebec-based businesses having lease agreements with the NCC scored a nearly perfect mark regarding in-person and telephone services that they provide, as well as written documentation. On the Ontario side, since 2003 the availability of French-language services and bilingual materials has improved, with the most</p>

<sup>1</sup> Recommendations extracted from special study conducted by the Office of the Commissioner of Official Languages entitled: *Provision of services in English and in French from businesses that lease premises from the federal government in the National Capital Region: a matter of national pride and mutual respect*

<ul style="list-style-type: none"> <li>➤ Canadian Heritage should determine, in cooperation with the National Capital Commission, the most effective means of sensitizing the private sector in the NCR to linguistic duality and conduct an awareness campaign aimed at encouraging private sector businesses to respect Canada's bilingual character by providing their services in both official languages.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Representatives of Heritage Canada, Public Works and Government Services Canada (PWGSC), the City of Ottawa, and the NCC met several times to explore ways to promote the range of bilingual services offered by Ottawa commerces and, more specifically, to discuss the possibility of staging an event to promote the economic benefits of bilingual services targeting the business community in Canada's Capital.</li> </ul>	<p>significant improvement noted in terms of in-house signage and promotional materials. These efforts will continue to be maintained.</p> <ul style="list-style-type: none"> <li>➤ The organization of an event (steered by the City of Ottawa) to highlight the achievements of our commercial tenants is scheduled for the Fall now rather than Spring.</li> </ul>
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**E. FUNDING AND PROGRAM DELIVERY**

<p><b>Main expected results for the period 2003-2006 covered by the action plan</b></p>	<p><b>Main activities carried out for the year 2005-2006 covered by the status report</b></p>	<p><b>Progress (results) achieved for the year 2005-2006 covered by status report</b></p>
<p><u>Measures proposed to respond to community needs</u></p> <ul style="list-style-type: none"> <li>➤ When there are specific celebrations to commemorate minority community anniversaries, such as, for example, the 2004 World Congress of Acadia, or when there are provincial or territorial anniversaries, we are going to feature artists from the minority communities of those regions during Canada Day celebrations in the Capital;</li> <li>➤ Establishing programming themes that can include representatives from official language minority communities;</li> <li>➤ Continuing our participation in conferences and maintaining our involvement in the artistic and cultural networks of the OLMCs;</li> </ul>	<ul style="list-style-type: none"> <li>➤ Artists from OLMCs were mentioned in Section B.</li> <li>➤ 2005-2006 Conferences/Meetings – mentioned in Section B (p. 6).</li> </ul>	<ul style="list-style-type: none"> <li>➤ This formula which has served us well will continue to be used.</li> </ul>

<ul style="list-style-type: none"> <li>➤ Exploring with Rotary Club the possibility of proactively recruiting students from francophone networks outside Quebec and OLMCs in Quebec in order to ensure better representation.</li> </ul> <p><u>Financial and other resources dedicated to the completion of the action plan</u></p> <ul style="list-style-type: none"> <li>➤ We are going to ensure the participation of representatives of minority communities in events in the Capital from existing financial resources, and the same applies to our participation in artistic and cultural conferences;</li> <li>➤ We will explore the possibility of signing an agreement with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC) and proposing development projects that would fall under this initiative, in an effort to help raise awareness of the NCC's activities among the minority communities.</li> <li>➤ Sound and Light Show on Parliament Hill</li> </ul>	<ul style="list-style-type: none"> <li>➤ We have explored with the National Office the possibility of proactively recruiting students from OLMCs; however, the task is very difficult for them as participants are selected directly by local Rotary Clubs in collaboration with their local schools.</li> <li>➤ The financing was ensured from existing financial resources; see Section B (pp. 5-6)</li> <li>➤ The NCC proposed two projects to IPOLC, i.e. <i>Cinéma Sussex</i> and <i>A Gathering Place: An Exploration of Canada's Capital</i></li> <li>➤ Among other things, the show features various leaders from our major regions and from various sectors of Canadian society. Some of these public figures, for example Antonine Maillet, Gabrielle Roy, Daniel Lavoie, Edith Butler, Buffy Ste-Marie and Jim Corcoran, represent our rich cultural fabric, flourishing within a linguistic or cultural minority.</li> </ul>	<ul style="list-style-type: none"> <li>➤ We have not achieved the desired results and we will revisit this approach.</li> <li>➤ The financing was not confirmed.</li> <li>➤ The new bilingual format will be repeated in the Summer 2006.</li> </ul>
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**F. ACCOUNTABILITY**

Main expected results for the period 2003-2006 covered by the action plan	Main activities carried out for the year 2005-2006 covered by the status report	Progress (results) achieved for the year 2005-2006 covered by status report
<p><u>Measures proposed to evaluate success of expected results</u></p> <ul style="list-style-type: none"> <li>➤ Taking into account and considering the number of artists from official language minority communities who participate in Canada Day and Winterlude;</li> <li>➤ Taking into account and considering the number of OLMCs represented at both these events;</li> <li>➤ Exploring with Rotary Club how to achieve, between now and 2006, the objective of recruiting 10% of total participants from OLMCs.</li> </ul>	<ul style="list-style-type: none"> <li>➤ See Section B (p. 5-6)</li> <li>➤ See Section B (p. 5-6)</li> <li>➤ See Section E (p. 11)</li> </ul>	

**Communication plan**

**Distribution list**

- members of the Committee of Deputy Ministers on Official Languages
- members of the House of Commons Standing Committee on Official Languages
- members of the Senate Standing Committee on Official Languages
- Commissioner of Official Languages
- OLMC groups and organizations

**Precise Web address of federal institution's status report:**

[http://www.canadacapital.gc.ca/bins/ncc\\_web\\_content\\_page.asp?cid=16302-22560-22579&lang=1](http://www.canadacapital.gc.ca/bins/ncc_web_content_page.asp?cid=16302-22560-22579&lang=1)

**Appendix**

**Government of Canada's Horizontal Results-based Management and Accountability Framework on Official Languages**

**Privy Council Office of Canada (Intergovernmental Affairs)**

<b>Immediate horizontal results</b>	<b>Performance indicators</b>	<b>Possible association between federal institution and results</b>
Improved access to justice in both official languages	<ul style="list-style-type: none"> <li>- Capacity to provide services in both official languages</li> <li>- Awareness of service availability in the language of choice</li> </ul>	Justice Canada
Increased participation in and improved access to education and learning in support of linguistic duality	<ul style="list-style-type: none"> <li>- Availability of programs</li> <li>- Access to programs</li> <li>- Participation in programs in the official language of choice</li> </ul>	PCH, Justice Canada, Health Canada, HRSDC, Industry Canada, CIC, etc.
Improved access to health and social services in the language of choice	<ul style="list-style-type: none"> <li>- Capacity to provide services in both official languages</li> <li>- Access to services in the language of choice</li> </ul>	Health Canada, Social Development Canada
Enhanced cultural activities in support of Canadian identity	<ul style="list-style-type: none"> <li>- Community capacity to conduct cultural activities</li> <li>- Participation in cultural activities in support of Canadian identity</li> </ul>	PCH, Industry Canada, NAC, CCA, CBC, FAC, NCC, NFB, Parks Canada, Telefilm Canada
Strengthened community economic development and language industries	<ul style="list-style-type: none"> <li>- Participation of OLMC members in the economic development of their communities</li> <li>- Development of language industries</li> </ul>	HRSDC, Industry Canada, ACOA, WED
Enhanced community vitality	<ul style="list-style-type: none"> <li>- Composition and social capital of OLMCs</li> <li>- Perception with regard to OLMCs as welcoming and inclusive</li> </ul>	PCH, CIC, HRSDC, Social Development Canada
Linguistic duality is reinforced in the institutions of Canadian society and reflected abroad	<ul style="list-style-type: none"> <li>- Canadian institutions provide services in both official languages</li> <li>- Canadians utilize services in the language of their choice</li> </ul>	PSHRMA, PCH, CIC
Federal institutions respect the <i>Official Languages Act (OLA)</i> and the Constitution	<ul style="list-style-type: none"> <li>- Federal institutions offer programs and services that take into account and support the development of OLMCs while respecting the OLA</li> </ul>	All designated federal institutions