



Official Languages

Annual Report 2005-2006

Annual Report to
Canadian Heritage
on Part VII of the
Official Languages Act

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**Annual Report 2005-2006
to Canadian Heritage on
Part VII of the *Official Languages Act***



Preface

Canada Post is the seventh largest employer in Canada. Its vision is to become a world leader in, providing innovative physical and electronic delivery solutions to its customers, its employees and all Canadians. Its goal is to continue providing secure and affordable universal postal services that meet the needs of Canadians. As a Crown corporation, Canada Post continues to adopt practices that contribute to the development of official language communities in a minority situation.

Every working day, we deliver almost 37 million pieces of mail and serve more than 31 million Canadians and more than one million businesses and public institutions. Our 6,000 vehicles make us one of the largest fleet owners in Canada. From sea to sea to sea, we have more than 7,000 post offices, 3,000 of which are operated by the private sector. Canada Post is the federal organization with the largest retail network in the country, featuring 800 postal outlets designated bilingual under the *Official Languages Regulations*. We are stepping up our efforts to ensure that customers receive quality reliable and affordable service in the official language of their choice, an approach consistent with Canada's linguistic duality.

In communities across the country, Canada Post participates in activities and events that strengthen and unite our society.

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Statement of outcomes-based achievements
**Implementation of section 41 of the
*Official Languages Act***
 2005-2006

General Information

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Minister responsible	The Honourable Lawrence Cannon, PC, MP Minister responsible for Canada Post Corporation, Minister of Transport, Infrastructure and Communities
Senior Executive responsible for implementing Part VII of the OLA (official languages champion)	Susan Margles Vice-President, Government Relations and Policy Framework Canada Post 2701 Riverside Drive Suite N0940 Ottawa ON K1A 0B1 Telephone: (613) 734-3094 Fax: (613) 734-7207 E-mail: susan.margles@canadapost.ca
Federal Institution's Mandate	Canada Post Corporation is a Crown corporation with a mission to serve all Canadian residents, businesses and organizations by providing protected conveyance of messages, information and parcels throughout Canada and by providing quality value-added service that earns customers' loyalty.
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Summary of Main Results Achieved

Raising Awareness

Canada Post has taken initiatives to raise its employees' awareness of their responsibilities under Part VII of the *Official Languages Act* and to remind them of the importance of promoting Canada's linguistic duality, through internal publications and information sessions for employees.

Consultation of official language minority communities

Canada Post representatives participate in various consultations with official language minority communities, coordinated by Canadian Heritage or other institutions.

Communications with official language minority communities

Our periodic report and action plan on Part VII of the *Official Languages Act* are submitted to official language minority communities each year to keep them informed of our programs and for feedback. We also contact the communities each year to keep them informed about the Canada Post Literacy Awards. The Corporation published an article on the Canada Post Literacy Awards in the Canadian Heritage publication *Bulletin 41-42*

Coordination and Liaison

Canada Post coordinators responsible for Part VII of the *Official Languages Act* attend interdepartmental coordination meetings organized by Canadian Heritage, as well as other meetings, to discuss section 41 of the *Official Languages Act*.

Program delivery

Canada Post supports development of official language minority communities essentially through its literacy initiatives. The Santa Letter-Writing Program remains a very lively tradition in Canada. Children, including those from official language minority communities, receive answers to their letter in the language in which it was written.

The Canada Post Literacy Awards constitute a national program to encourage literacy initiatives. These awards recognize popular literacy

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initiatives and celebrate the achievements of learners as well as those who help them learn to read and write. To date, Canada Post has presented 308 awards, including 22 percent to members of official language minority communities. In 2005, Canada Post presented seven Literacy Awards, two more than the previous year, to people in official language minority communities: one award (20 percent) was presented to an anglophone in Quebec, and six (21 percent) were presented to francophones outside Quebec.

Canada Post's Stamp Program clearly reflects the country's linguistic duality, and the Corporation has issued many stamps over the years that commemorate recognized members of official language minority communities. To mark the national holiday of Acadians, Canada Post issued a commemorative stamp marking the deportation of Acadians from their homeland. The Corporation also issued a commemorative stamp marking the 400th anniversary of the establishment of a French colony at Port Royal, Nova Scotia.

Through its partnerships and its contributions to organizations working in the field of literacy, Canada Post supports official language minority communities across the country. For example, the Corporation supported the Fondation Paul Gérin-Lajoie, the Fédération canadienne pour l'alphabétisation en français, the Rendez-vous Pan québécois, the Canada Day Poster Challenge, the Association de la presse francophone, The Centre for Literacy, New Frontiers School Board and several others.

Accountability

The Corporation's submissions to Treasury Board or briefs to Cabinet are reviewed by the national coordinator of official languages to ensure that linguistic duality receives consideration.

In her 2005-2006 report card, the Commissioner of Official Languages gave Canada Post an "exemplary" mark in the category *Development of official language minority communities and promotion of linguistic duality*, based on the initiatives taken by the Corporation.

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Detailed Progress Report

Raising Awareness

In 2005-2006, Canada Post took initiatives to raise its employees' awareness of their responsibilities under Part VII of the *Official Languages Act* and to remind them of the importance of promoting Canada's linguistic duality.

Article in Performance

An article was published in the national magazine for employees, *Performance*, to raise their awareness of Part VII of the Act. The article also informed employees about the practices instituted by Canada Post to support the development of official language minority communities across the country and to enhance the vitality of communities. Among these practices, the article highlights Canada Post's efforts to ensure that it projects a bilingual image throughout the country and to promote its literacy programs and the Letters to Santa Program in both languages and in all regions. In addition, the Canada Post Web site Internet, universally accessible, is another way to contribute to the dissemination of information in all communities.

Les Rendez-vous de la Francophonie

Booth at Canada Post's Head Office

Canada Post promoted the Rendez-vous de la Francophonie from 10 to 26 March 2006 among its employees. This celebration promotes Canada's francophone communities through social activities and celebrations. This is a time when francophones and francophiles celebrate the French language and culture.

To mark the event, a booth was set up at the main entrance to Canada Post's Head Office to provide employees with posters as well as copies of the calendar of activities for the Rendez-vous de la francophonie. In certain other locations, posters were placed on walls in workplaces. To kick off the Rendez-vous de la francophonie, Canada Post sent a message to employees throughout the country with access to the intranet.

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National Trouvez le mot caché Contest

A *Trouvez le mot caché* contest was also launched across Canada on the national intranet site. English-speaking and French-speaking employees throughout the country were encouraged to enter. Participants had to find the hidden word in the puzzle. Those who found the word were entered in a draw for a gift certificate. Four hundred thirty people entered this contest. Of these, 253 employees were French speaking (59 percent) and 179 were English speaking (41 percent). Participants came from all provinces of Canada. An English-speaking employee from Winnipeg won the gift certificate. This competition to promote the francophone community and linguistic duality was well received. Positive comments about the contest were received from both language groups.

LectureOttawa

Canada Post supported LectureOttawa in its literacy awareness raising campaign “J’AI Le Droit DE LIRE.” On 29 March 2006, a team of eight volunteers from the Centre Pauline-Charron came to Canada Post’s Head Office in Ottawa to hand out copies of the newspaper *Le Droit* at the building’s entrance. Canada Post employees were invited, on a volunteer basis, to make a contribution in exchange for the newspaper. This initiative allowed the organization to raise funds for literacy and LectureOttawa. Canada Post promoted this event in its weekly publication for Head Office employees and posters were displayed at the entrance to the building.

Awareness raising among groups covered by section 41

The Corporation’s policy on advertising stipulates that all advertising must be published in the English- and French-language media. Over the years, our efforts to reach both language groups have been recognized by the Commissioner of Official Languages.

We ensure that the group responsible for advertising at Canada Post continues to be aware of the rules governing advertising to ensure that media purchases include minority official language community media. In early 2006, the Official Languages team met with the group responsible for advertising at Canada Post to remind them of the key principles governing advertising in minority official language media and newspapers. The group was also reminded of the importance of ensuring that the advertising agencies with which they do business comply with the guidelines set out in Canada Post’s official languages program. We used the opportunity to inform our advertising advisers of recent amendments to Part VII of the *Official Languages Act*.

Analysis of Part VII of the Official Languages Act

Bill S-3, the *Act to Amend the Official Languages Act (promotion of English and French)*, received royal assent in November 2005. To ensure that Canada Post is well aware of its obligations under the amended Act, we

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asked our legal services section to analyse the impact of the amendments. We will use this information as part of our awareness-raising campaigns for employees on Part VII and for implementing our programs.

Periodic reports

To raise awareness among senior management, Canada Post sent its summary under Part VII of the *Official Languages Act* as well as its action plan to all vice-presidents.

A reminder of the Corporation's obligations under Part VII of the Act was also sent to members of Canada Post's Board of Directors and to members of the Management Board.

General information on Part VII of the *Official Languages Act* is periodically presented to internal interest groups. These consist of our national and regional official languages coordinators who implement the program as well as our literacy coordinators and our Communications team responsible for launching literacy initiatives and approving donations by the Corporation.

Consultation of official language minority communities

Canada Post representatives participate in various consultations with official language communities in a minority situation, coordinated by Canadian Heritage or other institutions.

Regional interdepartmental meetings are also organized and attended by representatives of official language minority communities. For example, Canada Post's national coordinator and regional coordinator for Part VII of the *Official Languages Act* took part in a meeting in Halifax in 2005 attended by representatives of the Fédération acadienne de la Nouvelle-Écosse. This was a very productive meeting with the community that enabled us to add value to the services we deliver to this community.

In April 2006, our regional coordinator in British Columbia met with a representative of the Fédération des francophones de la Colombie-Britannique to discuss the community's development plan. Meetings are now in progress.

In June 2006, Canada Post's national and regional coordinators for Part VII will attend a meeting coordinated by Heritage Canada in Manitoba to be attended by members of the Société franco-manitobaine. This meeting will provide us with an opportunity to discuss Canada Post's programs likely to interest the community.

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Communications with official minority language communities

Each year, our periodic report and action plan on Part VII of the *Official Languages Act* are submitted to official language minority communities to keep them informed about our programs and activities of interest to them and to obtain feedback. With a concern for constant improvement, we gather their comments on our report. Canada Post's Web site is fully bilingual and the report is posted at the following address:

<http://www.canadapost.ca/officiallanguages>

We also communicate with communities each year to keep them informed about the Canada Post Literacy Awards. Official language minority communities have been included on our Awards distribution lists. We also communicate with them to consider certain aspects of linguistic duality, such as delivery of bilingual services at postal outlets and other subjects of regional interest.

The Corporation's advertising policy stipulates that all advertising must appear in the English- and French-language media. Over the years, our efforts to reach both language groups have been recognized by the Commissioner of Official Languages.

Moreover, the Corporation published an information article in the Canadian Heritage publication *Bulletin 41-42* on the Canada Post Literacy Awards.

Coordination and liaison

The national and regional coordinators responsible for Part VII of the *Official Languages Act* attend interdepartmental coordination meetings organized by Canadian Heritage to discuss section 41 of the Act. The coordinators also attend meetings of regional federal official languages councils. Canada Post's official languages champion, who sits on the Corporation's Management Board attended the champions' meeting in March 2006 in Vancouver.

Program delivery

Official language minority communities have access to programs implemented or sponsored by Canada Post. One need of communities, to improve literacy in Canada, has been integrated into delivery of our programs. Here are a few examples:

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Canada Post Literacy Awards

The Canada Post Literacy Awards constitute a national program to encourage local literacy initiatives. They recognize popular literacy initiatives and celebrate the achievements of learners as well as those who help them learn to read and write. To date, Canada Post has presented 308 awards, including 22 percent to members of official language minority communities.

Canada Post promotes the awards with adult education services, literacy organizations and official language communities in a minority situation. Information on the Literacy Awards is also posted on Canada Post's Web site.

In 2005, Canada Post presented seven Literacy Awards, two more than the previous year, to people in official language minority communities: one award (20 percent) was presented to an anglophone in Quebec, and six awards (21 percent) to francophones outside Quebec.

Each winner in the Individual Achievement and Education categories receives a complete home computer system. Winners in the Community Leadership category receive a \$2,000 donation on behalf of the organization they represent. All winners also receive certificates of success and public recognition, and their travel costs to the awards presentation ceremony in their province or territory are covered if necessary.

The following winners of the 2005 Canada Post Literacy Awards belong to official language minority communities.

Individual Achievement Awards

Prince Edward Island

Margaret Arsenault, Wellington

After growing up with learning problems, Margaret dropped out of school without knowing how to read. She cared for children but did not earn an adequate income. Faced with constant isolation, she decided at age 34 to go back to school. After managing to read and understand a few books, Margaret discovered the pride of being able to talk about them! Her social life was transformed—today she can foresee graduating one day and working in child-care services!

New Brunswick

François Hickey, Eel River Crossing

A victim of life circumstances, François dropped out of school in grade 10, when he was already older than most students. He soon met his spouse,

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found a job and then found the courage to go back and finish grade 10. However, the birth of his first child forced him to quit school again. Later, in a literacy program, he started over in grade seven but this time, working at his own pace, he achieved some superb successes and no failures!

Quebec

Maria Petrilli, Châteauguay

Maria could not read books about parenting and she knew her son deserved better. Therefore, five years ago, she enrolled in private literacy courses. Her son is very proud of her. Maria can now handle her own bank transactions, use the dictionary and understand product labels. She also did community volunteer work in Montréal last spring, reading her own poems as part of a poetry challenge.

Ontario

Gaston Betty, Verner

Born on a farm and unable to read or count when he became an adult, Gaston had to turn down well paid jobs and suffered from not being able to help his children read. Since deciding to learn how to read and write, Gaston has contributed to the production of a video, sat on boards and set up a national learners committee for the Fédération canadienne pour l'alphabétisation en français. With renewed vitality, he now manages his own business in addition to creating important projects for the community.

Manitoba

Denis Bourrier, Winnipeg

Denis had always held odd jobs as a day labourer. In 1999, after an accident prevented him from performing manual labour, he decided to learn how to read and write. With the help of Pluri-elles in Manitoba, he worked hard to improve his education with the goal of earning a *GED* certificate. Denis can finally dream of a stable, happy life. He says, "to have a place in society, you have to be educated."

British Columbia

Anissa Boumeddane, Burnaby

In her native Algeria, Anissa had difficulty adapting to French, the new language of instruction. She dropped out before learning how to read, which she kept secret a long time out of shame, and stayed away from books. When she immigrated to Vancouver, she became totally dependent on her husband, even to help with her children's homework. This motivated her to enrol in Éducacentre, where she finally discovered the joy of decoding words. Anissa is now dreaming of a degree in education!

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Education Award

New Brunswick

Paul-Émile Cormier, Saint-Antoine

With degrees in arts and education, Paul-Émile is passionate about community volunteer work. A teacher and principal for 32 years, he has been dedicated to the cause of literacy since 1984. He heads a literacy pilot project in Kent-South and received the Alpha Award for volunteer organization of the year. Paul-Émile organizes many activities, sets up Community Academic Services Programs, writes a column on literacy and is the pride of the Kent-Sud School Board.

For the 2006 edition of the Literacy Awards, Canada Post has relied in particular on the support of partners such as the Canadian Community Newspapers Association, Hebdo Quebec, and this year, Canada Post is proud to announce a new partner, the Association de la presse francophone, which reaches the francophone community outside Quebec.

Santa Letter-Writing Program

The Santa Letter-Writing Program is still as popular as ever. For the fifth consecutive year, Canada Post helped Santa Claus answer more than one million letters sent by children from around the world. Through their dedication, postal elves help forge solid letter-writing links between Santa and his friends. Furthermore, in this electronic age, admirers of the jolly old elf can now send their letter by e-mail if they wish. All children can send a letter to Santa. It is comforting to know that the art of letter-writing is still alive thanks to the Santa Letter-Writing Program.

Once again this year, more than 11,000 Canada Post volunteers helped Santa answer letters in 28 languages, including Braille. Santa also received almost 35,000 e-mails from children who wrote to him through the Canada Post Web site.

Since Canada Post employees first began helping Santa answer his Holiday mail, more than 30 years ago, he has received more than 13 million letters, all delivered by Canada Post.

Fédération canadienne pour l'alphabétisation en français

Through a long-standing partnership with the Fédération canadienne pour l'alphabétisation en français, Canada Post contributed to the distribution of 300,000 bookmarks in French distributed in January 2006 for Family Literacy Day in French-language primary schools, public libraries and literacy groups. The bookmark contains a brief message in which Canada Post encourages parents to read to their children every day. Canada Post also supported the newsletter *Mosaïque* published by the Réseau permanent des personnes apprenantes, distributed to more than

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10,000 people in the literacy sector across Canada. This newsletter informs literacy centres about the personal, professional and academic activities and achievements of adults in training. Each of the three issues of this newsletter is posted on the Fédération's Web site.

Fondation Paul Gérin-Lajoie – La dictée P.G.L.

In the past few years, Canada Post has supported the Fondation Paul Gérin-Lajoie. *La Dictée P.G.L.* is one of the leading educational activities in primary schools in Canada. This activity gives young Canadians an opportunity to upgrade their mastery of the French language.

Canada Post contributed to the success of the 15th edition of *La Dictée P.G.L.* by helping distribute promotional and educational documents on this activity: *Mon magazine* (student's guide), *Cahier des parents* (parents' handbook), *Guide d'enseignant* (teacher's manual). The 15th edition brought together more than 170,000 students from more than 1,000 schools in Canada.

Rendez-Vous Pan québécois

Le Rendez-Vous Pan québécois is an event that brings together students from across Quebec, Saskatchewan and New Brunswick to promote the next generation of artists. The seventh edition of this event will be held from 25 to 28 May 2006 in Gatineau. The main objectives of the Rendez-vous Pan québécois are to forge strong bonds with students by giving them an opportunity for self-expression through theatre arts and to raise the profile of the French language. Canada Post is proud to support this event which reaches the official language minority community in Saskatchewan and New Brunswick.

Philately

Canada Post's Stamp Program clearly reflects the linguistic duality of our country and the Corporation has issued many stamps over the years to commemorate recognized members of official language minority communities. The stamps feature a wide variety of activities, people, organizations, sports and achievements throughout the country. Here are the most notable in the community.

Canadian musician Oscar Peterson

Canada Post celebrated the life and work of internationally renowned Canadian composer and musician Oscar Peterson by issuing a stamp in his honour. Oscar Peterson was born and grew up in Montréal's Saint-Henri neighbourhood. He has received many tributes; in particular, he has been named a Companion of the Order of Canada and has received the Glenn Gould Award, as well as UNESCO's International Music Award.

Acadian National Holiday

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On August 15, 2005, to mark the Acadian National Holiday, Canada Post issued a commemorative stamp as a reminder of the deportation of Acadians from their homeland. The stamp was unveiled during Acadian Day celebrations in "The Vieux-Couvent" of Caraquet, New Brunswick; Old Government House in Fredericton NB and at the Church of the Grand Pré National Historic Site in Nova Scotia.

400th anniversary of the establishment of a French colony at Port Royal in Nova Scotia

On 16 July 2005, Canada Post issued a commemorative stamp to mark the 400th anniversary of the establishment of a French colony at Port Royal, Nova Scotia. The stamp, featuring a drawing of the Habitation by explorer Samuel de Champlain, is the second in a series of five stamps devoted to French settlement in 1604 and 1608 and to related exploration in what would later become Canada.

Stamp Collecting Month is an event held each year in October to promote stamps across Canada and around the world. During this month, collectors celebrate the joys of stamp collecting. Children in Canadian schools, including those from official language minority communities, are invited to demonstrate their best moves in a contest organized to mark Stamp Collecting Month. By sending a photo of themselves playing their favourite sport, they have a chance to win a \$500 coupon redeemable for sports merchandise of their choice and a Photo Stamp™ featuring their own photograph.

Canada Day Poster Challenge

Canada Post has sponsored the 2006 Canada Day Poster Challenge for Quebec. Each year, students age 18 or under are invited to enter the Canada Day Poster Challenge by designing a poster that illustrates the pride they feel for their country as Canadians. This year, the contest theme is *Images of Canada*. From June to September 2006, the Canadian Children's Museum at the Canadian Museum of Civilization in Gatineau, Quebec, will present the works of all 13 provincial and territorial finalists.

Scrabbletons ensemble à la découverte des mots

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The Association des francophones des Kootenays Ouest (AFKO) invited francophones and francophiles to celebrate the French language by entering the contest *Scrabbletons ensemble à la découverte des mots*. This language marathon, aimed primarily at young people in immersion classes as well as those being home schooled by their parents, is an activity to promote the bilingual nature of Canada, foster the development of francophone communities in a minority situation in Canada, and encourage closer links between francophones and francophiles. Canada Post sponsored this project, which will contribute to the spread of French language and culture in the community.

New design of the Postal Planet Web site

In October 2005, Canada Post officially launched the newly redesigned Postal Planet Web site by issuing a press release. In addition, the press release, Postal Planet poster and cover letter were sent to all primary schools and libraries in the country, including those in official language minority communities.

The site includes a variety of games, activities and information for children, teens, parents and teachers. It helps visitors understand the importance of written communication—virtual and real—and learn to use the postal system. The site is growing in popularity: more than 17,000 visits a month on average. Activities on the site are highly sought after. For example, in the English version of the site, activities are downloaded an average of 7,900 times a month and, on the French side, 6,300 times. Visit Postal Planet at www.postalplanet.ca. Postal Planet also includes a new Stamp Quest site. In particular, children can learn how stamps first appeared and how to start a stamp collection.

This entertaining and educational virtual environment allows children to explore the world of communications and stamp collecting in total safety, and gives teachers access to frequently updated information, activities and lesson plans they can use.

These sites are accessible on the Internet in both languages. Official language minority communities therefore have access to the sites in their preferred official language.

23rd Gala des Prix d'excellence de l'Association de la presse francophone (l'APF)

The APF network of French-language newspapers is an information vehicle that contributes fully to the vitality of Canada's francophone and Acadian communities. For 23 years, the Gala des Prix d'excellence has recognized the quality of work produced by print media professionals in minority communities in Canada. This year, the newspaper *Le Gaboteur* will host the event in St. John's, Newfoundland and Labrador on 7 July 2006. Canada Post Corporation is proud to be a major sponsor of this event.

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Sponsorship and donation programs

Many sponsorships and donations recognize literacy and other initiatives that support official language minority communities. Here are a few examples of these types of donations:

- ❑ French for the Future / Le français pour l'avenir
- ❑ Coalition francophone pour l'alphabétisation et la formation de base en Ontario
- ❑ Les Rendez-vous Pan québécois
- ❑ The Learning Exchange
- ❑ La Fédération canadienne pour l'alphabétisation en français
- ❑ The Peter Gzowski Invitational Golf Tournaments
- ❑ L'Association de la presse francophone (l'APF)
- ❑ Le Centre Culturel Français de l'Okanagan
- ❑ L'Association des francophones de Nanaimo
- ❑ L'Association francophone de Kamloops
- ❑ Les Rendez-vous de la Francophonie
- ❑ The Centre for Literacy
- ❑ La Fondation Paul Gérin-Lajoie
- ❑ L'Association francophone de Kootenay
- ❑ Yamaska Literacy Council
- ❑ Canadian Legion (Montréal)
- ❑ New Frontiers School Board
- ❑ KRPF Quataq
- ❑ Montreal Association for the Blind Foundation
- ❑ Saving Station Foundation
- ❑ The Lucky Harvest Project

Canada Post recognizes the importance of providing Canadian athletes with an opportunity to compete in international events. These athletes proudly represent Canada on the international scene and deserve support from the business world. We are proud to support them.

For example, Jennifer Heil and Clara Hughes were sponsored by Canada Post. They won a gold medal in free-style skiing and speed skating respectively at the 2006 Torino Olympics. Jennifer lives in Montréal and is studying for a bachelor of commerce degree at McGill University. Clara lives in Glen Sutton, Quebec and is truly more than an athlete: Goodwill Ambassador, motivational speaker, television host, writer, teacher and painter.

Accountability

The Corporation's submissions to Treasury Board or briefs to Cabinet are reviewed by the national coordinator of official languages to ensure that due consideration is given to linguistic duality.

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In 2005, the Commissioner of Official Languages issued her first report card on the language performance of large federal institutions. The Commissioner gave Canada Post an “exemplary” mark in the category *Development of official language minority communities and promotion of linguistic duality*, based on the initiatives taken by the Corporation. In April 2006, the Commissioner informed Canada Post that the Corporation had maintained this mark in this category. The national coordinator for Part VII of the *Official Languages Act* at Canada Post examines major projects in the context of community development. In addition, Canada Post Corporation’s business plan submitted to Treasury Board contains a separate statement on the Corporation’s commitment in respect of Part VII.

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Results-based action plan
**Implementation of section 41 of the
*Official Languages Act***
2006-2007

Detailed action plan

Raising awareness

Main expected results	Main activities planned	Performance indicators
<p>Employees and senior executives are aware of the importance of promoting the bilingual nature of Canada.</p> <p>Implementation of awareness-raising initiatives to remind employees of the importance of promoting Canada's linguistic duality.</p>	<p>Carry out promotion activities for the 2007 Rendez-vous de la Francophonie.</p> <p>Prepare periodic reports on Part VII of the <i>Official Languages Act</i> for senior managers.</p> <p>Publish an article in a publication for employees to increase their awareness of Part VII of the <i>Official Languages Act</i>.</p>	<p>Concrete measures taken.</p> <p>Progress reports provided.</p> <p>Articles published.</p>

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Consultations and communications with official language minority communities

Continue consultations in cooperation with the Department of Canadian Heritage (official languages support programs) and official language minority communities. Continue to keep these communities informed about our literacy initiatives.

Key targeted outcomes	Main activities planned	Performance indicators
Opportunities are provided to official language minority communities to make their needs known.	Attend meetings organized by Canadian Heritage also attended by official language communities in a minority situation.	Active participation in meetings.
Consultations are organized in cooperation with Canadian Heritage and official language minority communities.	Submit our periodic reports and annual action plans on Part VII of the <i>Official Languages Act</i> to official language minority communities and ask them to add comments.	Reports provided on a regular basis. Feedback obtained.
Official language minority communities are informed of the existence of our literacy initiatives.	Send official language minority communities documentation on the Canada Post Literacy Awards.	Validation of distribution lists for minority official language communities.
The profile of Canada Post Literacy Awards is raised with official language minority communities.	Promote the 2006 Canada Post Literacy Awards in Canadian Heritage's <i>Bulletin 41-42</i> .	Article published each year.
Advertising campaigns in both official languages.	Send reminders to process owners, where applicable. Conduct random checks to ensure ongoing compliance.	Reminders issued when appropriate. Number of checks conducted.

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Coordination and liaison

Key targeted outcomes	Main activities planned	Performance indicators
National and regional coordinators use best practices for implementing section 41 of the <i>Official Languages Act</i> .	<p>Inform regional coordinators of the best practices.</p> <p>Attend meetings of regional and national coordinators organized by Canadian Heritage.</p>	<p>Coordinators are informed.</p> <p>Encourage active participation in meetings.</p>

Program delivery

Key targeted outcomes	Main activities planned	Performance indicators
<p>Canada Post continues to support the literacy cause in Canada.</p> <p>Official language minority communities benefit from the Corporation's intervention in literacy programs.</p>	<p>Continue to support literacy organizations.</p> <p>Continue to develop or sponsor initiatives that support official language minority communities.</p>	<p>Literacy initiatives sponsored/taken.</p> <p>Literacy initiatives sponsored/taken.</p>

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Accountability

Key targeted outcomes	Main activities planned	Performance indicators
The new requirements set out in Part VII of the <i>Official Languages Act</i> are integrated into the new Policy Centre.	Develop a policy on Part VII and integrate it into the Canada Post Policy and Practice Centre.	Policy on Part VII of the <i>Official Languages Act</i> included in the Canada Post Policy and Practice Centre.

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Communications plan

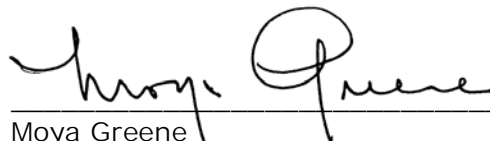
Canada Post's action plan for implementing section 41 of the *Official Languages Act* will be submitted to the Department of Canadian Heritage, the Commissioner of Official Languages and Canada Post coordinators responsible for the initiative and members of senior management.

Copies of the plan will also be made available to official language minority communities across Canada.

The report will also be posted on the Canada Post Web site:

<http://www.canadapost.ca/officiallanguages>

Signature



Moya Greene
President & CEO

22/05/06
Date

Annual Report – Part VII of the *Official Languages Act*

Your comments on the action plan

General comments:

Strengths:

Areas to improve:

Proposals:

Please return this form to the national coordinator:

Robert Gauthier
Manager, Official Languages
Canada Post
2701 Riverside Drive Suite N0870
Ottawa ON K1A 0B1