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Industry Canada Achievement Report 2005-2006



Implementation of Section 41 of the *Official Languages Act*

Canada 

**INDUSTRY CANADA
ACHIEVEMENT REPORT**

**IMPLEMENTATION OF SECTION 41
OF THE *OFFICIAL LANGUAGES ACT***

2005–2006

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Preface

This achievement report provides the results of initiatives conducted by Industry Canada in 2005–2006 to support the implementation of Section 41 of the *Official Languages Act*. The section sets out the federal government's commitment to enhancing the vitality of English and French linguistic minority communities in Canada, to supporting and assisting their development, and to fostering the full recognition and use of both English and French in Canadian society. This report has been prepared according to the requirements set forth by Canadian Heritage.

Industry Canada's work in supporting the development of official language minority communities builds on the achievements of the past few years in two principal ways: the ongoing consultation process established by the Department with the communities involved, and the strong partnership with regional development agencies.

The Department continues to develop tools to improve our knowledge and understanding of official language minority communities. These include relevant socio-economic data, obtained from Statistics Canada, on the economic situation of these communities. Together with the maps developed last year, the tools, still being developed, will help program and service officers to better reach the communities.

The Industry Canada component of the government's Action Plan for Official Languages represents an extension of the Department's ongoing efforts to improve minority community access to, and increase their participation in, existing programs and services. During the past year, advisors worked closely with communities, providing information on departmental programs and services. Additionally, 12 projects designed by minority communities were completed under the *Francommunautés virtuelles* program. We are continuing our close collaboration with regional development agencies in order to implement initiatives that foster the vitality of the communities.

A formative evaluation of Industry Canada's Action Plan (Section 41) and of the economic development of official language minority communities (Industry Canada Portfolio) was undertaken and will be completed in 2006. This evaluation is conducted in collaboration with regional development agencies and Industry Canada's regional offices. The results of this evaluation will guide the Department in its Section 41 implementation process.

The Department initiated a number of new actions during the year. Among the most significant was the invitation from the national coordinators for community leaders of both linguistic groups to meet in person with about 20 managers of programs and services. The aim of these conferences was to help key initiative and program officers to better understand the official language minority communities and their needs, and to establish closer ties with them.

The work accomplished so far confirms that our efforts continue to bear fruit. The strong links developed with official language minority communities and the increased knowledge gained through the work of advisors give us new means to leverage our investments and to foster the vitality of communities.

Key Achievements in 2005–2006

Ongoing Activities

- In 2005–2006, Industry Canada’s new Champion and Co-champion of Official Languages devoted a great deal of their time to issues related to Section 41 of the *Official Languages Act*, i.e., the vitality of official language minority communities and the recognition and use of both official languages.
- Industry Canada’s 2004–2008 Action Plan for the implementation of Section 41 takes into account the mandate and priorities established during the first official consultations that the Department held with official language minority communities. In 2005–2006, the Department consulted with these communities for a third time through official national consultations held in collaboration with regional development agencies (Atlantic Canada Opportunities Agency, Canada Economic Development for Quebec Regions, and Western Economic Diversification Canada). Departmental activities include those of FedNor (Federal Economic Development Initiative for Northern Ontario).
- For the first time ever, the national coordinators invited community leaders of both linguistic groups to meet with program and service managers. The goal of these conferences was to help key initiative and program officers better understand official language minority communities and their needs, and to establish closer ties with them.
- Industry Canada and its partners increased the frequency and the quality of dialogue with organizations representing francophone and anglophone minority communities. This increased dialogue was apparent during formal consultations where community representatives were invited to make a number of presentations on their priorities and initiatives. It was also apparent in the work of on-site advisors in each region and the work of the Department’s network of Section 41 implementation coordinators.
- Industry Canada’s key managers responsible for implementing the Action Plan for Official Languages appeared before the House of Commons Committee on Official Languages in May 2005 to present the Department’s work and to answer the Committee’s questions on the way forward and improvements needed.
- This year, the Department continued its active participation at meetings of the Official Languages Branch of the Privy Council Office, the National Committee for Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority, and on many ad hoc committees set up for specific initiatives. Departmental regional offices also play a major role in task forces and in the work of official language committees of federal councils in each province and territory.
- Officials responsible for Section 41 coordination at the national level are developing and implementing an external communication plan. They have updated the CommunAction.ca website that provides information to official language minority communities. The role of coordinators and regional advisors in creating and maintaining links with those communities is being strengthened. A wide range of

basic information was made available to advisors in order to create communication tools tailored to the particular context of communities with which they work.

Activities Related to the Federal Government's Action Plan for Official Languages

- The Department continued analysis to better understand the priorities of and the issues faced by official language minority communities, and to better respond to them. For example, in 2004–2005, the Department conducted a study to learn about the impact of investments made by Industry Canada and regional development agencies. The analysis showed that the amount invested in the communities corresponded to their demographic weight. In 2005–2006, Industry Canada wanted to continue understanding the scope of these investments and their local impact; interviews with urban and rural project officers throughout the country suggest that investments have a significant impact immediately, and in the longer term, they have an impact on the vitality of communities and their economic development. The Department will be seeking more detail on these effects and developing tools to measure them more accurately.
- The Department developed new tools for better implementation of Section 41 and to increase horizontal cooperation in supporting official language minority communities. An initiative worth noting was the production of a CD-ROM to increase awareness among managers of departmental programs and services. The tool helps them to understand the geographic distribution of the communities. The first phase of the project includes 490 maps that indicate their locations according to certain defined criteria. The second phase, which was the subject of departmental consultations across the country, will extend the criteria and provide a more complete picture of the communities' socio-economic characteristics. The Department would like to create as comprehensive a tool as possible by seeking the input of other federal institutions, such as Canadian Heritage and Human Resources and Social Development Canada, on the information to be included.
- Partnerships with regional development agencies and with community partners for the implementation of the Action Plan for Official Languages were further consolidated. In 2005–2006, the Economic Development component provided an estimated \$3 million for tele-training and tele-learning projects, internships and communication activities.
- Through the Language Industry Initiative, the Department invested more than \$1 million in internal initiatives, or in those conducted in cooperation with institutional, community, government and private partners.
- In the 2005–2006 year, 12 projects were completed in official language minority communities. Grants and contributions provided around \$640 000 for all projects combined. On average, for each dollar that Industry Canada invested in those projects, two additional dollars were invested by the community. As a result, francophone online content, web applications, online services, information and communication technology skills, partnerships and networking have all increased.

1. Ongoing Awareness Building

Result

- Increased understanding of the requirements of Section 41 by executives and managers responsible for prioritized programs and services.

1.1. Activities

- Participation of senior management (Minister, Deputy Minister, Champion of Official Languages, Regional Executive Directors) in Section 41 activities and special events in the Department;
- Establishment of communication ties between Section 41 officials and the managers and employees of the prioritized programs;
- Information sharing on official language minority communities;
- Awareness-building for managers and officers responsible for prioritized programs and services;
- Development of an internal communication plan on official language minority communities and the requirements of Section 41 for program and service managers and officers;
- Design, implementation and strengthening of tools for the Department's employees and managers with information and training sessions on those tools;
- Consideration of the official language minority communities' priorities in planning, developing and implementing the Department's programs and services;
- Facilitation of communications between the communities and the program managers and officers; and
- Consideration of official language minority communities' views in departmental research, studies, and surveys.

1.2. Achievements

Industry Canada's Official Languages Champion's mission is to strengthen the visibility of official languages in the Department and to ensure that obligations are met, both for institutional bilingualism and for the development of official language minority communities. During 2005–2006, the Champion and Co-champion represented the Department at interdepartmental committees on official languages. They participated in departmental consultations on the implementation of the Action Plan for Official Languages organized by the Office of the Privy Council in October 2005. They participated in all the meetings of the Network of Official Languages Champions, including the first forum on official languages in November 2005. They also participated in internal activities organized as part of the Day of La Francophonie, in March 2006.

The Department held an annual meeting with regional coordinators, advisors and program managers in February 2006. The national coordination unit also organizes monthly teleconferences to provide dynamic information-sharing within the network. Coordinators and advisors are updated on tools that are either available or under development, as well as on research projects and analyses conducted by the Department in matters related to Section 41 of the *Official Languages Act*. Presentations were also made to senior management on the analysis and research projects.

The ProAction 41 intranet site, a virtual resource centre for Industry Canada's employees and managers, is an essential tool for regional advisors and coordinators. A newsletter is sent periodically to key users to inform them about improvements and updates, especially in the calendar of activities and the toolbox.

For the first time ever, the national coordinators invited community leaders of both linguistic groups to meet with program and service managers. The goal of these conferences was to help key initiative and program officers better understand official language minority communities and their needs, and to establish closer ties with them.

For example, in 2004–2005, the Department conducted a study to learn about the impact of investments made by Industry Canada and regional development agencies. The analysis showed that the amounts invested in the communities corresponded to their demographic weight. In 2005–2006, Industry Canada wanted to continue understanding the scope of these investments and their local impact; interviews with urban and rural project officers throughout the country suggest that investments have a significant impact immediately, and in the longer term, have an impact on the vitality of communities and their economic development. The Department will be seeking more detail on these effects and developing tools to measure them more accurately.

The Department produced a CD-ROM to increase awareness among managers of departmental programs and services. The tool helps them to understand the geographic distribution of the communities. The first phase of the project includes 490 maps that indicate their locations according to certain defined criteria. The second phase, which was the subject of departmental consultations across the country, will extend the criteria and provide a more complete picture of the communities' socio-economic characteristics. The Department is developing other tools for advisors and coordinators of Section 41.

The Department has also developed working methods to consolidate and increase internal awareness on an ongoing basis, for example:

- follow-up with the national team and regional coordinators after annual consultations, and participation in interdepartmental committees and task forces on official language minority communities;
- the hiring of regional coordinators to establish specific ties with official language minority communities; and
- consultation with regional units during the research phase of the CD-ROM project, and during other studies undertaken or continued by the Department during the year.

The coordination unit for Section 41 implementation receives support from the Communications and Marketing Branch. This ensures compliance with the Communications Policy of the Government of Canada, specifically through the Publishing Toolbox that provides guidelines to ensure that official languages policies are followed in publications intended for the general public. The coordination unit also receives support from the Department's Legal Services Unit. Their main role is to provide legal advice to ensure that the Department's programs and services comply with the requirements of Section 41.

An employee in the Information Highway Applications Branch (a program of Broadband Services) was designated as the coordinator responsible for the implementation of Section 41. He was involved in working sessions on issues related to official language minority communities. He strengthened working relations with the Section 41 coordination team. In the Operations Sector, coordinators of matters relating to official language minority communities have acquired an analytical expertise that enables them to develop a profile of the communities. Official data from Statistics Canada was distributed. Steps have been taken to ensure that regional officers responsible for the implementation of Section 41 are aware of Branch programs in order to communicate them appropriately to the communities. Two of the four communities included in a recently launched study on the economic and social effects of broadband in New Brunswick are official language minority communities (Bouctouche and Shippagan).

The Community Access Program consulted the various units in the Department to ensure that Section 41 is respected and applied in their work and their document preparation. This program takes into account the minority status of a community when deciding whether or not to provide funding. It targets minority linguistic communities to connect them to the Internet so that they have an equal chance to fully participate in the knowledge-based economy. During the decision-making process, the program includes a specific mention of sites serving official language minority communities; control tools are being upgraded to reflect the commitment to service delivery in institutions serving those communities.

Presentations and discussions are held twice a year with the 15 administrative centres of Student Connections to provide them with information and to raise their awareness of the needs and realities of official language minority communities. When proposals for the recruitment of new centres are requested, respondents must describe their regional strategy that allows the program to serve different communities. Administrative centres are therefore proactive in their outreach activities. In 2005–2006, four new centres were recruited.

The Language Industry Initiative team drew upon the communication plan prepared by the Section 41 team to develop the plan for the Language Industry Program. In September 2005, the Minister responsible for Official Languages was invited to speak to the first language trade show organized by the Language Industry Association. Information is regularly shared between the Language Industry Initiative team and the Section 41 Coordination Unit, whose Director General is a member of the Initiative's Steering Committee.

1.3. Regional Achievements

Atlantic Region

As Official languages champion for the Atlantic Region, the Executive Director of the Atlantic Region was regularly consulted and informed about the design, development and progress of various projects and activities targeting official language minority communities in each of the region's four provinces. With the support of all members of the Atlantic Official Languages Team, the Champion maintained the course towards better awareness and more complete embracing of the spirit of Section 41 in Industry Canada's daily operations in the region. She also met a number of community stakeholders, and specifically committed the Department to working in close cooperation with a number of strategic partners to foster official language minority communities and to promote linguistic duality.

The region keeps abreast of information distributed by the Acadian and francophone minority press in order to keep its staff aware of the concerns, issues and questions of interest to official language minority communities in the Atlantic provinces, particularly in terms of community economic development. Other relevant reference sources are regularly examined so that information and strategic insight on those communities is obtained. Examples are *Bulletin 41-42* of Canadian Heritage, the *InfoAction* newsletter of the Office of the Commissioner of Official Languages, as well as annual reports, Internet sites, minutes of meetings in the Office of the Commissioner of Official Languages, Canadian Heritage, the Privy Council, Treasury Board, the Atlantic Canada Opportunities Agency, the Economic Development and Employability Network (RDÉE), community economic development agencies, economic councils and the four provincial organizations representing the Acadian and francophone communities in the Atlantic Region.

Two studies were conducted to increase knowledge among the staff working with official language minority communities: a socio-economic picture of the francophone community in Atlantic Canada, and a study on employment in the knowledge-based economy and population mobility, specifically focused on francophone communities from urban and rural perspectives.

The director and coordinator responsible for official languages regularly made efforts to raise awareness among the members of the Senior Management Committee and their junior staff of their responsibilities under the *Official Languages Act*.

Priorities were identified to guide the development of an internal communication plan on Section 41; the detailed plan is under development.

Key members of the region's Official Languages Team received training, including the OL Orientation course offered by the Canada School of Public Service and the Portrait of Official Language Communities in Canada workshop offered by Statistics Canada. Other information and learning sessions are under development and will be provided to all staff in 2006–2007.

Industry Canada's Atlantic Region supports a number of internal and external exchanges and consultations; the region works actively to raise awareness among its decision-

makers and to encourage them to implement programs, services and policies that provide greater access for Canadians living in francophone minority communities.

The region actively participated in national exercises held by the Department, including the formative evaluation of Section 41 implementation at Industry Canada, and the project that measured the impact of investments made by regional development agencies and Industry Canada in official language minority communities. A research project on the impact of broadband services (high-speed Internet) on the Acadian and francophone communities in New Brunswick is being prepared; the study will focus specifically on the Acadian regions of Bouctouche and Shippagan.

Quebec Region

The acting Regional Executive Director and the extended management committee took part in a presentation on the *Official Languages Act* made to the managers and employees of the Community Access Program, the Information Highway Applications Branch, and the Spectrum, Information Technologies and Telecommunications Branch.

Information is shared on an ongoing basis, using the teleconferences of the Information Highway Applications Branch and through Canadian Heritage's *Bulletin 41-42*. The regional action plan also calls for internal communication activities; employees have access to a variety of tools for official language minority communities, such as the ProAction 41 intranet site, the CommunAction.ca website and Canadian Heritage's *Bulletin 41-42*.

During planning meetings, time is set aside for specific discussions about the priorities of official language minority communities.

Managers and program officers in the region strengthen their ties with communities in different ways. These include periodic meetings with the National Human Resources Development Committee for the English Linguistic Minority, the Government Table of this committee and the Working Group on Job Creation and Economic Diversification.

Ontario Region

Information is consistently exchanged between the staff in charge of the implementation of Section 41 and the key managers of departmental programs and services. A presentation highlighting the requirements of Section 41 was made to the Senior Management Committee.

The Ontario regional office staff met with their counterparts in Quebec to exchange information on the development of strategies to better serve official language minority communities and to share their best practices for identifying and targeting those communities.

Those responsible for the implementation of Section 41 in the region held a number of meetings with the Department's regional agencies and programs; any who were not reached during 2005–2006 will be targeted for meetings in 2006–2007. These agencies and programs will also be encouraged to participate in the consultations with the official language minority communities of Ontario that will be held in 2006–2007. The formal

communication and awareness plan that will be developed in 2006–2007 will include the involvement of managers and program officers in these consultations.

Much work was done to define who the francophone communities in Ontario are and where they are located. The information collected was shared, either directly or through working groups, with other department units such as the Canada–Ontario Business Service Centres and the Network for Women Entrepreneurs, as well as interdepartmental jurisdictions in the region.

Information sheets and presentation tools on the Department's programs and services were solicited from each branch. This helped to increase awareness among managers and program officers of the needs of official language minority communities.

The Ontario regional office developed an electronic distribution list of key organizations in the province's francophone community; this list was developed in anticipation of the funding programs and opportunities available to official language minority communities.

Internal communication activities encourage regional employees to use a variety of working tools for official language minority communities, such as the ProAction 41 intranet site, the CommunAction.ca website, and Termium, the linguistic and terminological database of the Government of Canada. The Department held a number of training meetings for employees from its various units.

When implementing its programs, the regional office strives to respond directly to project proposals submitted by members of official language minority communities according to their own priorities and needs. In particular, the Community Access Program has explicitly identified those communities as a priority client base and has supported the development of a francophone network to ensure that their specific needs are met.

In addition to the dialogue with program staff at the regional level, the Ontario office continues to participate in a variety of formal and informal forums; these forums play a key role in maintaining communication between francophone communities and regional program representatives.

As the result of consultations with official language minority communities in 2006–2007, the regional office will specifically increase its ability to consider the points of view of these communities in its research, studies and enquiries.

FedNor

In 2005–2006, FedNor (Federal Economic Development Initiative for Northern Ontario) regularly participated in teleconferences of coordinators and advisors responsible for implementing the *Official Languages Act*. It also participated in the Official Languages Forum in January 2006, and Industry Canada's annual meeting of advisors, program managers and regional coordinators in February 2006.

FedNor shares information on official language minority communities with the staff, the official languages working group and those Community Futures Development Corporations (CFDCs) that are designated bilingual. The information includes programs designed for those communities, policies and directives related to official languages.

FedNor also shares information on official language minority communities through specific activities among the CFDCs that are designated bilingual:

- FedNor organizes ad hoc activities, such as a networking session during the annual convention of the Ontario Association of Community Futures Development Corporations, held in Timmins.
- The new regional Official Languages Coordinator toured the CFDCs that are designated bilingual in order to assess linguistic ability, and to promote the active offer and the incorporation of the needs of francophone communities in plans and activities. Discussions included an overall evaluation of the action plans and achievements of CFDCs in terms of official languages.
- In September 2005, FedNor organized a meeting with the CFDCs that are designated bilingual to discuss official-language issues and challenges, the outcomes of the tour, best practices, administrative procedure, and to identify performance indicators for future activities.

FedNor also actively participates in the meetings organized by other federal and provincial government stakeholders (for example, an interdepartmental meeting in the Sudbury region organized by Canadian Heritage, Service Canada and the Ontario Ministry of Citizenship, as well as a working lunch with French services coordinators in the Sudbury region, coordinated by the Ontario Ministry of Northern Development and Mines).

FedNor's internal awareness activities related to Section 41 include:

- a presentation on integrating the needs of official language minority communities into planning and program development activities during the annual meeting of FedNor's Planning and Policy Coordination Unit in May 2005;
- a September 2005 working session for program officers responsible for the CFDCs that are designated bilingual to review administrative policies and procedures, including a discussion on quality assurance and possible result indicators;
- a presentation on various basic elements of official languages matters to new FedNor program officers as part of an orientation day in February 2006 for those in charge of the Community Development Program;
- a presentation to all FedNor program officers on the promotion of Industry Canada and FedNor programs and of the consultation process, which was followed by a general discussion, held during the February 2006 Community Development Program staff meeting; and
- the launch of an awareness and promotion campaign for all staff as part of the *Rendez-vous de la Francophonie* in March 2006.

FedNor's communication and outreach plan for official language minority communities includes internal communication initiatives. Other communication activities came from follow-ups to, and implementation of, the action plan as the result of the audit of CFDCs

conducted by the Office of the Commissioner of Official Languages. Activities in the Community Development Program and awareness sessions for staff are also part of the communication plan. The appointment of a communications officer with specific responsibility for official languages as of February 2006 will facilitate the direction and implementation of communication activities.

Several tools were developed to facilitate awareness among employees and managers, including an insert illustrating the success of francophone economic projects (around 2000 inserts were distributed). Presentations, an information toolbox, a facilitation guide, posters advertising ProAction 41 and CommunAction.ca, and the CD-ROM entitled *Portrait of Official Language Communities in Canada* were also distributed to program officers.

In its program delivery, FedNor responds directly to project proposals submitted by francophone organizations. A conclusion of the summative evaluation final report on the Northern Ontario Development Fund indicates that FedNor consults the minority community and integrates its needs in its program delivery. The evaluation encourages FedNor to continue in this direction.

This year, internal working meetings were held to begin drafting a consultation plan for official language minority communities. Fednor's proposed consultation process was tested at the Round Table of Northern Ontario RDÉE in February 2006. This exercise will help the working team to evaluate the approach and to revise its consultation plan if necessary.

FedNor's program officers are the first on-site contact people. As such, they are in continuous dialogue with many francophone groups throughout the province. Development officers and the coordinator responsible for official languages participate in many community and regional activities, as well as many meetings and activities organized by various francophone organizations, including the Assemblée de la francophonie de l'Ontario and the Ontario RDÉE. The coordinator, who attends bimonthly working meetings of the Policy, Planning and Coordination Unit, has also participated on several occasions in the meetings of the team of officers responsible for the Community Development Program in order to share information.

Some steps are already in place to ensure that the needs of official language minority communities are considered in various planning activities (policies, guidelines and accountability framework), including a February 2006 training session entitled *Portrait of Official Language Communities in Canada*, held by Statistics Canada in Toronto.

Prairie and Northern Region

Aboriginal Business Canada and the Information Highway Applications Branch are in regular contact with francophone and Métis communities in the region.

The Prairie and Northern regional office facilitates information-sharing about official language minority communities in several ways:

- presentations made to the regional management team in January 2006;
- weekly briefings to the planning, analysis and communication team in the region;

- establishment of networks and holding of consultations with those responsible for the implementation of the *Official Languages Act* at Citizenship and Immigration Canada in the region;
- construction of an intranet site (http://icinfra.ic.gc.ca/pnr/Regional_Information/PAC_official_languages_f.htm) on the implementation of Section 41;
- preparation of five articles on Section 41 activities published in *Connexions*, the region's internal newsletter; and
- distribution of an online quiz given to 32 employees in the region as part of the *Rendez-vous de la Francophonie*, wherein nine activities were held to highlight the event and raise employee awareness of the needs of official language minority communities.

To raise awareness among managers and program officers, the staff assigned to Section 41 in Manitoba visited four communities, in cooperation with Aboriginal Business Canada and the Information Highway Applications Branch. Awareness sessions for francophone entrepreneurs in the region were also organized in Winnipeg, Saskatoon, Edmonton and Calgary on behalf of Corporations Canada, the Canadian Intellectual Property Office and the Canada Small Business Financing Program.

In order to facilitate the consideration of official language minority communities' priorities in the planning, development and implementation of programs and services, the regional office established a comprehensive list of community and economic development priorities for the Section 41 team, the program managers and the officers in the region.

Pacific Region

Industry Canada's Official languages champion took part in a meeting with the regional staff. The Regional Executive Director attended a meeting with the Champion and with the Official Languages Committee of the Pacific Federal Council. All employees of the Pacific Region were invited by the Regional Executive Director to participate in an event organized jointly by Western Economic Diversification Canada and Industry Canada, as part of the *Rendez-vous de la Francophonie*.

Information on official language minority communities is regularly communicated to managers during policy meetings, through the ProAction 41 intranet site (which managers are encouraged to visit regularly) and through the regional office's internal newsletter *Pacific Views*. The regional office's intranet site also includes *Coup de pouce*, a newsletter on official languages from the Pacific Regional Council that published an article about Industry Canada's programs. The intranet site of the Pacific Federal Council includes access to ProAction 41.

The Pacific regional office played a coordination role in establishing a sustainable partnership between the British Columbia RDÉE and Student Connections in the region.

The Department initiated a dialogue with the federal stakeholders in the economic sector and with the secretariat of Vancouver 2010 to guarantee the full participation of official

language minority communities in economic opportunities provided by the holding of the Olympic Games in Vancouver in 2010.

2. Increased Consultations

Result

- A closer working relationship between official language minority communities and the Department.

2.1. Activities

- Formal and informal consultations at national and regional levels;
- Consultations when programs and policies are developed;
- Consultations when programs and policies are implemented;
- Creation of ongoing collaborative relationships among advisors, coordinators and representatives of official language minority communities;
- Participation in formal consultations with official language minority communities that are organized by other federal departments and agencies;
- Participation in national and regional joint committees, and in other activities; and
- Creation of more direct ties between Industry Canada managers and stakeholders, in particular with representatives of official language minority communities.

2.2. Achievements

Industry Canada is working with many community partners at national and provincial levels, including RDÉE Canada, the Fédération des communautés francophones et acadienne du Canada and their provincial members, as well as the Quebec Community Groups Network, The Community Table, and their members.

As part of the third annual formal consultation with official language minority communities, the Department gave great weight to the presentations and contributions of organizations in those communities. During the next consultations, the Department intends to allow communities to plan part of the agenda, and to invite them to present, and open for discussion, any topics of interest to them.

The Department's official languages co-champion met with the new president of RDÉE Canada to discuss the mandate and activities of the National Committee for Economic Development and Employability.

Those responsible for coordinating Section 41 nationally have developed and implemented an external communication plan and begun to update the CommunAction.ca website that is designed to provide information to official language minority communities. The role of regional advisors and coordinators in creating and maintaining links with communities is becoming stronger; a range of basic information

was made available to advisors in order to help them create communication tools tailored to the context of the communities in which they work.

The Department will begin sharing its best practices in the implementation of Section 41 and in consultations with other departments.

Industry Canada participates in the meetings of the National Committee for Economic Development and Employability (francophone communities) and the National Human Resources Development Committee for the English Linguistic Minority. The Department also participated in a regional consultation hosted by Canadian Heritage on the connectivity needs of francophone communities in Manitoba.

Managers of priority programs for the implementation of Section 41 take part in national consultations among official language minority communities. Some programs have taken specific steps to consult with those communities during the past year:

- Through its National Advisory Council, the *Francommunautés virtuelles* program is consistently in contact with official language minority communities. The committee met in September 2005 and held two teleconferences to review financial proposals for 2005–2006. The committee recommended to the Department that the program support projects that contain economic development initiatives. It recommended the acceptance of 27 projects in 2006–2007, of which 14 are from francophone minority communities.
- The Community Access Program (CAP) has negotiated agreements with networks based in official language minority communities. The pilot project entitled *Le Web pour tous* helped to provide anglophone and francophone communities in all regions of Canada with assistive devices in both official languages on the program's sites. Persons with disabilities and individuals with literacy issues can thus have access to services in the official language of their choice. The official languages team is consulted to ensure that requirements are met, and all program documents are prepared in both official languages so that members of official language minority communities can understand, and become involved in, program development.
- A representative of the Fédération des communautés francophones et acadienne du Canada sits on the Steering Committee of the Language Industry Initiative. Like the Section 41 coordination team, the Language Industry Initiative coordination team participates in the Interdepartmental Committee on Official Languages, chaired by the Office of the Privy Council.

2.3. Regional Achievements

Atlantic Region

Acadian and francophone communities in the Atlantic Region have to deal with the requirements of the new economy and are facing major challenges such as a declining birth rate, an aging population, youth migration, urbanization, depletion of natural resources, lack of jobs, and skill development needs of the labour force. The Department regularly seeks input from these communities to identify their economic development needs. It works to identify departmental programs and services that might meet those

needs and determines their suitability. The intent is to decide which programs and services are to be maintained, which are to be rethought, and which are to be designed afresh.

The regional office consults formally and informally with official language minority communities in each of the four Atlantic provinces. Examples include the following:

- The Department is at the table of joint advisory committees involving the communities of the four Atlantic provinces (the Acadian Community Committee of New Brunswick, the Sectoral Table of Economic Development in Nova Scotia, the Francophone Affairs Steering Committee in Newfoundland and Labrador, and the Prince Edward Island Francophone Resources Development Committee).
- The Department is also a member of the official languages committees of the federal councils in each of the provinces and has supported their activities, including the Official Languages Week in New Brunswick, the *Rendez-vous de la Francophonie*, and the Nova Scotia Forum on official languages (*Plus que de belles paroles*), all of which occurred in early 2006.

Industry Canada's regional office actively participates in the activities and meetings of the Atlantic regional network, coordinated by Canadian Heritage, that is responsible for implementing Section 41 of the *Official Languages Act*. It also participates in all conferences and working meetings on francophone affairs organized by the Department at the national level. The Official Languages Coordinator in the Atlantic Region is an active member of the Advisory Committee evaluating the implementation of Section 41, and the federal action plan at Industry Canada.

Creating direct links between departmental managers and official language minority communities is an evolving and ongoing process. A number of initiatives have helped to tap into Acadian and francophone history and culture and to identify initiatives to develop and promote them. For example, in March 2006, all members of the official languages team in the Atlantic region held a working and planning meeting in St. John's, Newfoundland and Labrador, with the Regional Executive Director; they also took the opportunity to visit key representatives of the province's francophone communities at the Centre scolaire et communautaire des Grands-Vents.

Major initiatives in awareness, consultation and support were held in the Acadian communities in Nova Scotia. Specifically:

- As part of a contribution agreement signed with the Fédération acadienne de la Nouvelle-Écosse for the network of Acadian sites in the province through the Community Access Program, the Department met with representatives of the Federation on various occasions, visited all Acadian communities and program sites, met with local stakeholders and took part in videoconferences and the annual members' forum.
- Preliminary discussions were held between the Community Access Program and representatives of the Fédération acadienne de la Nouvelle-Écosse and Service Canada with a view to launching a "one-stop" project, to which program sites in the Acadian communities might serve as access points. Similar efforts were made with the Newfoundland and Labrador Federal Council.

- Discussions were initiated with the Economic Development Council of Nova Scotia on the possibility of holding a regional conference in 2006–2007 for small and medium-sized businesses in Atlantic Canada. The primary target of the conference, planned under the Community Access Program, would be Acadian and francophone entrepreneurs. It would aim to further their participation in the knowledge-based economy, e-business and innovation through the discussion of issues and challenges, and by identifying potential solutions.
- The Department held meetings with the Société acadienne de Par-en-Bas and the Conseil de développement économique de la Nouvelle-Écosse to discuss the promotion of Acadian and francophone small and medium-sized enterprises and their participation in the 2005 Smart Fair on information technologies and the SME trade show in Yarmouth in March 2006. These events were presented in both official languages and each attracted more than 100 participants, 40 percent of whom were francophone. Additional information is available at <http://www.cdene.ns.ca>.
- The Western Counties Regional Library received funding for the *La Boîte des entreprises / Business Room* project to present an updated French version of the section on the provincial library's website. This is an online site that provides information from private and public sectors, in order to help small and medium-sized enterprises with entrepreneurship. The project was presented during the professional SME trade show in Yarmouth.

Quebec Region

The Quebec regional office participates in the planning of formal consultation meetings with anglophone minority communities that are organized annually by the Department at the national level.

Ongoing consultations are held through the National Human Resources Development Committee for the English Linguistic Minority (community and government tables) and during meetings with the Quebec Community Groups Network. Managers and program officers in the region establish long-term collaborative relationships with the anglophone communities through these meetings, through participation in the Working Group on Job Creation and Economic Diversification, and through meetings with the Committees on Community Economic Development and Employability (CEDEC).

The Department participates in Canadian Heritage's consultation and information meetings with the Quebec Community Groups Network and the Community Table.

These actions have led to direct links between Industry Canada and anglophone audiences, who were invited to communicate at any time with Industry Canada's advisor, and who can, if needed, talk directly with program and service managers.

Ontario Region

The regional office participated in various consultations at regional and national levels through the region's Official languages champion and Official Languages Coordinators. These include departmental consultations with official language minority communities,

the Official Languages Forum in January 2006, and the Symposium on Official Languages organized by the Ontario office of Canadian Heritage in November 2005. The Ontario Region staff regularly consult with the francophone communities through program officers and attend the annual general meetings of a number of community organizations. The Ontario Region has started to develop a plan to deepen consultations with official language minority communities; the first community consultations will be held in 2006–2007.

Francophone community organizations also took part in the planning phase for the Ontario Network of Women Entrepreneurs. Francophone communities in the province were included as a target group in the funding priorities of the Community Access Program. A project conducted by the Collège Boréal and supported by the Department helped to establish a provincial network of francophone sites under the Community Access Program.

The staff of the regional office have established mechanisms to ensure a close and long-term collaboration with official language minority communities. The region's official languages champion and the official languages team act as liaison between the communities and the program staff.

The regional office actively participates in several committees, including the Interdepartmental Committee on Official Languages, Industry Canada's national network of official languages coordinators, the meeting of the federal–provincial network of departments and agencies, the committee evaluating the implementation of Section 41 at Industry Canada, and the Francophone Minority Communities Steering Committee of Citizenship and Immigration Canada. Industry Canada's Regional Executive Director in Ontario serves as official languages champion in the Ontario Federal Council.

FedNor

FedNor program officers work closely with francophone communities; they participate actively in several local and regional events such as assemblies, trade shows and information meetings. These exchanges reinforce the working relationship between the official language minority communities and FedNor. Through the official languages champion and the regional coordinator responsible for official languages, FedNor has consolidated this joint effort by participating in the National Committee for Economic Development and Employability and in the Joint Committee of Ontario RDÉE, including the *Table de concertation du Nord*. By conducting a follow-up tour among the network of 18 CFDCs that are designated bilingual, and by organizing an exchange meeting with this network, FedNor also encourages information sharing, consultation and a high-quality service for official language minority communities.

The participation of francophone organizations in the Social Economy Round Table led to successes, as FedNor helped stakeholders contribute to the development of this new initiative. The results of FedNor's consultation process will be shared with managers so that they can be aware of the needs and priorities of francophone communities and integrate them into the organization's programs and policies.

An interdepartmental meeting was held in January 2006 in the Sudbury region, bringing together several departments (Canadian Heritage, Service Canada, Health Canada) and community representatives (Assemblée de la francophonie de l'Ontario, Northern

Regional Branch of the Ontario RDÉE). The meeting explored an awareness model designed to mesh the various services and programs of francophone organizations in the region. A working committee was formed to develop the concept.

FedNor encouraged cooperation in a number of events: the Annual Meeting of the Association of Ontario Community Futures Development Corporations in June 2005; the Annual Meeting of the Association des municipalités francophones de l'Ontario in September 2005; the joint committee of Ontario RDÉE in September 2005; the Symposium on Official Languages in November 2005, the founding meeting of the Assemblée de la francophonie de l'Ontario and the Union provinciale des minorités raciales et ethnoculturelles francophones in November 2005, the National Committee for Economic Development and Employability (three meetings), the Official Languages Forum organized by the Ontario Federal Council in January 2006, and Industry Canada's annual meeting with regional advisors, program managers and coordinators in February 2006.

FedNor has strived to ensure a constant presence at events organized by Francophone communities and has sought to formalize ties between Community Futures Development Corporations and the francophone community. This is done by encouraging Community Futures Development Corporations to increase the participation of Francophone communities and to better reflect their priorities by ensuring the involvement of key organizations in these communities in consultation meetings and by creating networking opportunities.

Prairie and Northern Region

The staff assigned to Section 41 in the Prairie and Northern Region consult community leaders and regional organizations on an ongoing basis and have participated in 147 meetings in the past year. In 2005–2006, the noteworthy results include the following:

- participation of an Industry Canada representative in the negotiating committee (federal–provincial–community) in Manitoba;
- support to the *Convergence : Mieux se connaître pour mieux travailler ensemble* forum organized by the Manitoba Federal Council, the Province of Manitoba, and the Société franco-manitobaine in March 2006;
- participation and networking in formal consultations of official language minority communities hosted by the Association canadienne-française de l'Alberta in Edmonton, in October 2005;
- participation and networking in formal consultations of official language minority communities hosted by Canadian Heritage in Yellowknife (Northwest Territories) in March 2006;
- participation in the *Vision d'ensemble* forum organized by the Société franco-manitobaine in December 2005.

Long-term collaborative relationships are also established with other economic and community development stakeholders, both at the departmental level and in other government institutions:

- Industry Canada's regional office actively participates in the Department's national network of Section 41 implementation coordinators.
- The officer responsible for the implementation of Section 41 in the regional office regularly consults Western Economic Diversification Canada.
- The staff assigned to Section 41 actively participates in the official languages coordinators' networks of Manitoba, Saskatchewan, and Alberta.

Pacific Region

The Pacific regional office participated in Industry Canada's annual national consultations with official language minority communities, as well as in the national meeting of the network of Section 41 implementation coordinators. The regional office also conducts or takes part in various formal and informal consultations with these communities. The officer responsible for the development of francophone communities logged more than 40 meetings, consultations or participation events in urban and rural communities in British Columbia and Yukon.

In the Pacific Region, Industry Canada and Western Economic Diversification Canada have reached a memorandum of understanding on their collaboration in the implementation of their respective action plans for supporting the development of official language minority communities. This agreement enables, among other things, to better integrate the concerns of the francophone communities when developing and implementing federal programs and services in the region.

The development officer for official language minority communities is a member of the advisory committee providing support to the British Columbia RDÉE, as well as the advisory committee for the Éducacentre tele-training project (British Columbia). He serves now as the co-chair of the Official Languages Committee of the Pacific Federal Council.

Long-term collaboration relationships with other stakeholders continued to be established, including:

- meetings of the development officer with different governmental departments and organizations (federal, provincial, and municipal) to strengthen partnerships and information exchanges;
- participation in a meeting on tele-training and tele-learning activities organized by Western Economic Diversification Canada in Calgary;
- participation in the *Convergence* conference in Winnipeg to collect best practices for the organization of similar events in the Pacific Region;
- continued participation in the working group for the British Columbia region of the Section 41 federal network;

- participation in regular meetings with Western Economic Diversification Canada, in accordance with the memorandum of understanding between the two institutions for the Pacific Region.

The regional office actively participates in Vancouver 2010 sectoral task forces to ensure the full participation of official language minority communities in work related to the Olympic Games.

The Pacific regional office strives to consolidate direct links between departmental managers and representatives of francophone communities. As an example, the Section 41 team coordinated a working meeting between the British Columbia RDÉE branch and the Department's Regional Executive Director. Meetings focusing on economic development and collaboration were held with the leaders of key organizations: Fédération des francophones de la Colombie-Britannique, Société de développement économique de la Colombie-Britannique (the delegated organization of the RDÉE in the province) and the Association franco-yukonnaise, that also leads the Yukon RDÉE.

3. Communications

Results

- Increased understanding among official language minority communities of the programs and services provided by the Department and regional development agencies;
- Increased availability of information and advice on programs and services;
- Increased awareness among communities of the opportunities offered by the programs and of the benefits that help them participate in the knowledge-based economy; and
- Increased community use of the programs and information provided.

3.1. Activities

- Support for official language minority communities wishing to obtain information on the programs and services provided by the Department and by regional development agencies, appropriate financial assistance and the means to ensure easy and quick access to this assistance;
- Departmental coordination and joint action with other government authorities (federal, provincial, municipal);
- Preparation of an external communications strategy for the Department's implementation of Section 41;
- Design, implementation and reinforcement of external communications tools for the Department's programs and services;
- Distribution of articles promoting programs and services;
- Improvement and promotion of the CommunAction.ca website, a virtual resource centre for official language minority communities;
- Preparation of a regional forum for organizations and businesses in official language minority communities, in order to make them aware of the initiatives undertaken by Industry Canada and by regional development agencies; and
- Collaboration in other regional events such as fairs, workshops and forums.

3.2. Achievements

In 2005-2006, the Department saw the arrival of a new official languages champion. The network of regional advisors and coordinators was more active than ever in its communication with official language minority communities.

Maps identifying and showing the location of official language minority communities were developed jointly with several institutions, including Canadian Heritage, Statistics

Canada and Human Resources and Skills Development Canada (now Human Resources and Social Development Canada).

The Section 41 Coordination Unit continued to distribute the tools used to promote the Department's programs and services among official language minority communities. For example, an insert promoting CommunAction.ca — the Internet information portal designed for these communities — was published in the Yukon directory of French services.

In 2005–2006, CommunAction.ca saw a steady flow of visitors, with some 6000 hits on the site and over 38 500 pages posted on it each month.

The Communications and Marketing Branch, along with its Media Relations Office, continued to oversee and support the Department's communications efforts to target official language minority communities.

All the resources offered by Industry Canada through the Strategis site are presented in both official languages. Over the past year, the Chief Information Office conducted a thorough examination of all the pages and interfaces in order to ensure the high quality of both English and French. Strategis users can access a weekly digest in the language of their choice. Products presented in the Strategis headlines are constantly revised in order to ensure accuracy both in English and in French. Any nonconformities are promptly dealt with. Strategis also provides marketing support to regional offices in both official languages.

Similarly, all websites, promotional tools and brochures describing the initiatives of the E-Learning Branch can be accessed in both official languages.

Broadband service managers invite beneficiaries to communicate with the organizations representing official language minority communities in their respective regions in order to invite them in turn to participate in their projects. Contribution agreements now indicate the official language minority communities to which each project applies, and encourage beneficiaries to take the necessary steps to meet the needs of these communities.

The Community Access Program translates all the information appearing on its website, and provides promotional material in both official languages. It works in close collaboration with more than 100 networks across the country to ensure that official language minority communities are made aware of the programs, tools and services available to them. Meetings are held with all regional offices every two weeks, after which the regions forward information to the networks, to the sites and to the clients of the Community Access Program. The clients can then access information from the 3960 sites providing Internet access throughout the country.

In 2005–2006, Community Access Program participated in conferences and forums across the country. The program's 100 networks and approximately 3900 access points provide a large number of sites that offer and promote services in both official languages. The program is in constant communication with several organizations whose main objective is to support and promote the development of official language minority communities (for example, the Collège Boréal, the Fédération acadienne de la Nouvelle-Écosse, and the Conseil scolaire francophone de la Colombie-Britannique).

As part of its external communications activity, Student Connections participated in the Francophonie Gala in Rockland, Ontario, and in the *Gala du Regroupement des gens d'affaires de la Capitale nationale*. It also organized a training activity in partnership with the Economic Council of the City of Hawkesbury, Ontario, and offered French workshops in partnership with the RDÉE Northern Ontario.

Through the Fédération des communautés francophones et acadienne du Canada, information was provided on the Language Industry Program to language service businesses in official language minority communities. Close collaboration was established with the network of coordinators responsible for the implementation of Section 41, a network that distributes information on the program and provides answers to questions from businesses in these communities. Thanks to information sharing between the coordination unit responsible for the implementation of Section 41 and the regional coordinators, the Association and the Language Industry jointly published a special report in the *Globe and Mail* in February 2006, highlighting the concrete benefits that can be brought to a private business by a language product and service provider. The Language Industry Initiative team participated in the Congress of the Association canadienne d'éducation de langue française, which was held in Winnipeg in the fall of 2005. This provided an opportunity to network with a number of representatives of official language minority communities.

During the fall of 2005, the Language Industry Initiative team provided information and support for a Memorandum to Cabinet on additional initiatives in the Action Plan for Official Languages.

3.3. Regional Achievements

Atlantic Region

Ongoing support is provided to official language minority communities wishing to obtain information on the programs and services provided by the Department. Regional office staff members work in close collaboration with their colleagues in the Atlantic Canada Opportunities Agency. The Agency's focus is on regional economic development; it handles the delivery of internships and distance teaching and pilot learning programs for the Atlantic Region.

The Atlantic regional office launched a process to develop a communications strategy jointly with the coordination unit responsible for the implementation of Section 41. Priorities were defined, and the plan is likely to be implemented.

A promotional kit, *Aider les Canadiens à réussir — étape par étape (Helping Canadians Succeed— Step by Step)*, was produced; this invaluable promotion tool will be widely distributed among official language minority communities in order to publicize the complete range of the Department's programs and services and to help the communities maximize their use. The Atlantic regional office produces and distributes a regional newsletter, *Atlantic Connection*, that showcases Industry Canada and its successes, and devotes a part of its content to Acadian and francophone communities in the Atlantic Region.

The principal economic and community development stakeholders in the region, particularly among the Acadian and francophone communities, are on the regional

office's distribution list and receive the newsletter as well as other Industry Canada communications. Other promotional materials are widely distributed at various meetings with official language minority communities and at booths during events such as trade fairs.

The Atlantic regional office actively promotes, both internally and externally, the programs, resources and virtual tools developed by Industry Canada for official language minority communities. These include the CommunAction.ca, *Francommunautés virtuelles* and Strategis websites, as well as the Statistics Canada CD-ROM, *Portrait of Official Language Communities in Canada*.

In 2005–2006, Industry Canada organized or provided financial support for a wide range of events and activities in the region, and in certain cases, actually participated in these events or activities; they include:

- the third edition of the e-commerce *Foire-info de l'Île-du-Prince-Édouard* (Prince Edward Island Info-Forum) held in March 2006;
- the Prince Edward Island Women in Business Symposium, held in November 2005;
- the eXtreme Entrepreneurship eXtrême 2006 event, held in Moncton, New Brunswick, in February 2006;
- the Acadian and francophone (and anglophone) *Salon des affaires* for small and medium-sized businesses, held in Yarmouth, Nova Scotia, in March 2006;
- the official opening of the Centre scolaire et communautaire des Grands-Vents in St. John's, Newfoundland and Labrador, in April 2005;
- the *Forum d'affaires Rendez-vous Acadie-Québec*, held in Edmundston, New Brunswick, in June 2005;
- the *Congrès annuel de l'avancement pédagogique des technologies de l'information et de la communication en Atlantique — APTICA*, held in Moncton, New Brunswick, in May 2005;
- the data collection and tracking system of the Community Access Program used to collect strategic information on the use of the program's sites;
- the Smart Fairs of the Eastern Shore and of Yarmouth County, which provide citizens with information on broadband technology, on its potential applications and on the services from which residents and business in the region could benefit;
- sponsoring a community forum in Terrence Bay, Nova Scotia, on information technology, where the Director General of the Information Highway Applications Branch in Ottawa was a keynote speaker;

- organizing and chairing a group of Community Access Program experts, for the presentation of an address at the Baddeck, Nova Scotia conference on broadband services for connecting communities;
- organizing a visit by the Minister and his chief of staff at a Community Access Program site in downtown Halifax.

Discussions were initiated with strategic partners, particularly the four RDÉE in the region and with the Atlantic Canada Opportunities Agency in order to organize and provide financial support for an Atlantic Forum on the Knowledge Economy in 2006–2007.

Quebec Region

In 2005–2006, the Quebec regional office visited several Community Economic Development and Employability Committees, associations, and the Quebec Community Groups Network. The visit was in order to give them information on the programs and services provided by Industry Canada and by the Canada Economic Development for Quebec Regions. The CommunAction.ca and Strategis Internet sites were used to facilitate access to those services.

Communications were coordinated federally within the Government Table, with provincial Community Access Program and Broadband Services stakeholders, and with municipalities. The mayors of the Basse-Côte-Nord, for example, were contacted about high-speed Internet access.

An external communications strategy is to be part of the regional action plan. The information provided to anglophone communities highlighted the CommunAction.ca and Strategis sites, and the Language Industry Initiatives; information sheets on other programs offered by the Department were also distributed.

The regional office collaborated in various events and forums, specifically the “In session service,” with the Community Table, a multilingualism project with the Quebec Chamber of Commerce, Townshippers’ Day, and the Economic Development Coordination table, with the Quebec Community Groups Network.

Ontario Region

The Ontario regional office communicates with the francophone communities in the province in a number of ways. These include telephone and electronic communications, and departmental participation in events such as project launches and annual general meetings. The regional office has participated in a number of events such as the Annual General Meeting of the Community Futures Development Corporations in Timmins, and the Association française des municipalités de l’Ontario in Kirkland Lake, in order to better understand the needs and priorities of francophone communities.

The regional office has developed an electronic distribution list for Franco-Ontarian communities, and distributes a number of information documents on the funding available in Industry Canada and other departments, on government services offered in French, and on other matters of interest to francophone communities in the province. During the Symposium on Official Languages, francophone communities received

information on the programs and services available in the region through a “Reverse Information Fair” and an “Appointment Book” whereby the regional office makes adjustments and additions to information sheets and presentations produced nationally, for future use. Francophone communities are also referred to the CommunAction website, which contains up-to-date information.

FedNor

In 2005–2006, FedNor implemented a new plan for communicating with communities. To consolidate official language-related communications activities, a communications officer has been in charge of the official languages file since February 2006, and is responsible for facilitating the development and implementation of the communication strategy for Section 41 within FedNor.

FedNor’s Internet site has been updated, and presents information on a variety of programs and services. In 2005–2006, FedNor distributed publications, press releases and general information on a number of programs and services in both official languages. FedNor has also produced a special insert for its bilingual publication, *FedNor Update*, which highlights the success stories of partnerships with the Franco-Ontarian community. Close to 2000 copies of this insert have been distributed to francophone organizations in Northern Ontario.

Over the past year, promotional tools (information kits and scratch pads) were distributed as part of FedNor’s official language-related activity. FedNor promoted the CommunAction.ca site by sending electronic messages to CFDCs designated to provide bilingual services. Posters describing the CommunAction.ca and ProAction 41 sites were distributed to FedNor program officers during an information session that was part of a meeting in North Bay in February 2006. A booth was used at a number of events to distribute information on the programs and services provided by the Department. FedNor programs were presented as part of the RDÉE Northern Ontario *Table de concertation* in February 2006.

Prairie and Northern Region

The Section 41 team for the Prairie and Northern Region includes three communications and awareness advisors who perform outreach work in official language minority communities in conjunction with the programs of Industry Canada and Western Economic Diversification Canada. A number of awareness meetings were organized in order to introduce the programs in 2005–2006, including:

- 137 community meetings;
- 4 visits to the community in Manitoba, conducted jointly with the Information Highway Applications Branch and with Aboriginal Business Canada;
- 14 regional presentations; and
- 16 community activities and forums.

The Section 41 team meets officially with provincial and territorial resource persons once a year. It has established links with all Canada Business Service Centres in the region, and promotes the services offered to official language minority communities.

The Section 41 team regularly updates information kits and slide presentations in order to be able to accurately present information on the programs and services offered. It regularly forwards all relevant information to the Communaction.ca webmaster, including information on activities that are of interest to official language minority communities. Over the past year, the team also took part in the *journées des Rendez-vous de la Francophonie* in Ottawa (using a booth representing the region) and in Edmonton.

Pacific Region

Industry Canada and Western Economic Diversification Canada share a development officer. The officer is the designated key contact for official language minority communities.

The Pacific regional office held a meeting with British Columbia's Minister of Intergovernmental Affairs on possible partnerships and information sharing. It also met with RDÉE British Columbia and with municipal authorities of Coquitlam and Nanaimo to discuss projects relating to the 2010 Olympic Games.

To facilitate and stimulate access by official language minority communities to information on the services offered by the Department, the regional office created and distributed a public service announcement to promote CommunAction.ca in Yukon, in collaboration with Canada Business Service Centres and the Association franco-yukonnaise. It also created and distributed a public service announcement to promote the Consumer Information Gateway in British Columbia, in collaboration with the Fédération des francophones de Colombie-Britannique. The regional office participates in the distribution of information among francophone communities on Industry Canada's *Francommunautés virtuelles* program.

The Pacific regional office organized seven awareness workshops for small businesses in the region. Sessions were offered in collaboration with organizations in official language minority communities, and were specifically tailored to those communities. The Department arranged for the naming of representatives from three federal departments (Public Works and Government Services Canada, Service Canada and the Department of Foreign Affairs and International Trade) and from various Industry Canada sectors (Canadian Intellectual Property Office, Office of the Superintendent of Bankruptcy Canada, SourceCAN, Strategis and Corporations Canada)

The Department also provided support for events organized by other stakeholders, or participated in them directly such as offering the following:

- financial support for the *Semaine de la Francophonie*;
- participation in the RDÉE British Columbia community economic development conference;
- participation in a networking session with an economic delegation from Quebec, from the Nanaimo Chamber of Commerce (Business In Tune With Arts and

Culture) and with representatives from the francophone community in Nanaimo and in the province.

4. Coordination

Result

- Collaboration with multiple partners to foster the development and self-sufficiency of official language minority communities.

4.1. Activities

- Participation by the Department's senior management (Minister for Official Languages, Deputy Minister and Champion) in the special activities and events held as part of the implementation of Section 41;
- Including official language minority communities in the various activities, and sharing of information among partners;
- Partnerships with federal, provincial and municipal agencies;
- Active participation by the Department in various networks (national and regional) for the implementation of Section 41;
- Ongoing dialogue between the coordinators of prioritized programs and services and communications officers from the Department; and
- Distribution of *Bulletin 41-42* of Canadian Heritage and drafting of articles on departmental initiatives related to Section 41.

4.2. Achievements

Industry Canada's official languages champion participated in the Official Languages Good Practices forum jointly organized by the Public Service Human Resources Management Agency of Canada and Canadian Heritage. The co-champion's appearance before the Standing Committee on Official Languages in May 2005 provided an opportunity to review the initiatives and efforts undertaken by the Department under the *Official Languages Act* and those designed to meet the needs and expectations of official language minority communities as prescribed in Section 41 of the Act.

Regional coordinators and advisors participated in a two-day meeting whose aims were to strengthen departmental cooperation in support of official language minority communities, to discuss management and communications issues, and to update government policy.

The memorandum of understanding between Industry Canada and Canadian Heritage for an interdepartmental partnership with official language communities is still in effect. The projects that will be receiving support from this interdepartmental partnership in 2006–2007 are currently under review.

In 2005–2006, the Department actively participated in the following networks to further the implementation of Section 41 of the *Official Languages Act*:

- Comité national de développement économique et d'employabilité;
- National Human Resources Development Committee for the English Linguistic Minority;
- Committee of Deputy Ministers on Official Languages;
- Group of Ministers on Official Languages;
- Meeting of assistant deputy ministers on the economic development of official language minority communities;
- Official Languages Support Committee (Privy Council Office);
- Coordinating Committee on Official Languages Research (Privy Council Office); and
- Committee of National Coordinators (Canadian Heritage).

Within the Department, the Communications and Marketing Branch has maintained regular contact with regional communicators in charge of building awareness among official language communities. In February 2006, Branch representatives participated in an annual meeting of national and regional coordinators and managers whose functions are related to Section 41. The Branch also conducts ongoing liaison with the unit responsible for the coordination of Section 41, and has an advisor on hand who is responsible for the file, and can provide communications advice and support.

Over the past year, a formative assessment of the Industry Canada Action Plan (2004–2008) for the implementation of Section 41 of the *Official Languages Act* and the economic development of official language minority communities (Industry Portfolio) was carried out under the auspices of the Audit and Evaluation Branch, which also carried out the formative assessment of two components of the Language Industry Initiative (Language Industry Association and the Language Industry Program). National Research Council Canada is responsible for the implementation of the third component, the Language Technologies Research Centre. This is not a part of the assessment of the components that fall under the responsibility of the Department. Both assessments will be completed in 2006, and the reports will be available on Industry Canada's website.

The summative evaluation of the Language Industry Initiative is planned for 2007–2008.

Coordination efforts also include the writing of articles for Canadian Heritage's *Bulletin 41-42*. An article featuring the *Francommunautés virtuelles* program has been submitted, and will be published in the next edition of the bulletin.

The Community Access Program ensures that its programs are implemented by virtue of more than 100 agreements reached across Canada, and with the involvement of five provincial governments and one territorial government. In regions where official language minority communities are well represented, specific elements of the control model emphasize the measures taken at the site to meet the needs of the language minority population. The 100 program networks, and their partners and stakeholders,

ensure that official language minority communities are represented and that their needs are met. In that context, the Ontario Region supported the creation of a francophone network, which designed the promotion and training tools for people designated as francophones or for the program's bilingual sites. This network, hosted at the Collège Boréal, has 78 sites. The initiative proved to be very successful in meeting the needs of Franco-Ontarian communities.

4.3. Regional Achievements

Atlantic Region

The Regional Executive Director took part in the *Forum d'affaires Rendez-vous Acadie-Québec* in Edmundston, New Brunswick, in June 2005, and awarded the Prix Aboiteau, which goes to one or more Acadians or francophones who distinguish themselves in the development of the economic vitality of the province of New Brunswick. The event was jointly sponsored by the New Brunswick Economic Council and by the Fondation de l'entrepreneuriat du Québec.

In March, the Regional Executive Director met with the entire Atlantic Region official language team in St. John's, Newfoundland and Labrador, for a working and planning conference on the implementation of Section 41.

The regional office establishes and maintains a number of partnerships with community organizations and with federal, provincial and municipal organizations in the region. For example:

- Industry Canada is one of the seven key partners participating in the design and funding of the One-Stop Service project that provides travelling bilingual services in the southwest shore of Newfoundland. The hybrid One-Stop Service counter launched in March 2006 was created to serve the very isolated francophone community in Stephenville on the Port-au-Port Peninsula.
- Industry Canada is an active member of the advisory board of the *Économie francophone du savoir au Nouveau-Brunswick* — Francophone New Brunswick Knowledge Economy project, funded by the RDÉE New Brunswick. The Department is a partner in promoting and providing financial support to the annual Prix Aboiteau campaign awarded by the New Brunswick Economic Council.
- In Nova Scotia, discussions on a variety of initiatives have been held, particularly with Fédération acadienne de la Nouvelle-Écosse representatives, the Société acadienne de Par-en-Bas, and Service Canada. Industry Canada organized and chaired a group of Community Access Program experts presenting an address at the Baddeck, Nova Scotia conference on broadband services. The Department held discussions with the Conseil de développement économique de la Nouvelle-Écosse, the Université Ste-Anne and the University of New Brunswick, to organize workshops for small businesses in Nova Scotia using an e-business awareness program developed by the University of New Brunswick in both official languages.

Industry Canada's Atlantic regional office is well connected and strategically positioned within the networks that are best able to achieve the objectives of Section 41, both at the regional and at the national levels. Those in charge of Section 41 implementation work in close collaboration with the Communications team, and are regularly looking to further expand the networks.

Quebec Region

Information sharing among partners is done primarily through the Government Table and the National Committee. The Quebec regional office works in partnership with Canada Economic Development for internships and pilot projects in distance teaching and learning. It also works with CFDCs and with Canadian Heritage in interdepartmental partnership with official language communities.

The Quebec Region is a part of various networks, or works jointly with others to implement Section 41 of the *Official Languages Act* in the province. These networks include the Quebec Community Groups Network, the Community Table and the Standing Working Group on Job Creation and Economic Diversification. The regional office participates in monthly teleconferences of Industry Canada regional coordinators and Section 41 advisors. The Quebec Region is also represented in the federal government's rural team in Quebec. The Department's regional office handles coordination within the Quebec region in conjunction with regional program officers. Canadian Heritage's *Bulletin 41-42* is distributed to these networks.

Ontario Region

The Ontario regional office participates in several committees that bring together representatives of various federal and provincial institutions, as well as paragonovernmental agencies (such as the Trillium Foundation). The Ontario regional office participates in key events throughout the year, and is actively involved in the work of a number of committees and working groups in the implementation of Section 41. Of note is its participation in the monthly teleconferences of the Department's official language coordinators.

Over the coming year, the Ontario regional office will be developing a consultation plan that will allow Official language minority communities to participate fully in planning the Department's initiatives in the province.

FedNor

FedNor is constantly exchanging information with institutions at various levels of government with a view to better serving the francophone community in the province. These include Service Canada, Health Canada, and Canadian Heritage at the federal level, and the ministries of Citizenship and of Northern Development and Mines at the provincial level.

The consultation process calls for a wide range of data collection activities, particularly during local consultation meetings. This is done in collaboration with CFDCs designated to provide bilingual services.

Following a local meeting of program managers in the Sudbury region, another meeting was held with the Sudbury branch of the Association canadienne française de l'Ontario and with RDÉE Northern Ontario. The goal of the meeting was to assess the information and coordination needs of francophone organizations in the Greater Sudbury region. A joint working committee consisting of community program representatives was created to coordinate an awareness initiative within the community.

Prairie and Northern Region

The Prairie and Northern and Pacific regional offices have partnered with Western Economic Diversification Canada to carry out a feasibility study of the distance teaching and learning needs of the official language minority communities in the Western provinces and the North.

The collaborative work done with the various stakeholders (specifically Canadian Heritage and Industry Canada's Operations Branch) allowed the approval of matching funding for the Manitoba Association of Bilingual Municipalities connectivity program. This occurred under the interdepartmental partnership with official language communities.

The regional office participates on the Board of Directors of the Manitoba Interprovincial Network of Official Languages Coordinators, whose magazine, *Coup de pousse*, is distributed to all federal departments in Manitoba. The Department was also part of the working group to maintain French learning retention in Saskatchewan and in the Alberta Linguistic Duality Network.

Pacific Region

The Regional Executive Director for the Pacific Region took part in a meeting with Industry Canada's national Official languages champion and with the Official Languages Committee of the Pacific Federal Council. During the visit, the official languages champion met with regional office staff.

Efforts to involve official language minority communities in the planning and activities of the Department continued in a number of ways, such as consultation gatherings and working meetings. The Department also participated in events organized by other stakeholders, and in networks like the RDÉE Advisory Board, working groups for Vancouver 2010, the working group handling Part VII of the *Official Languages Act* in British Columbia, and the Pacific Federal Council. All these activities are described in detail in other parts of this document.

The Industry Canada regional office collaborates closely with Western Economic Diversification Canada in accordance with its specific memorandum of understanding on official language minority communities. Many meetings have been held to coordinate its work with that of other federal institutions, such as Human Resources and Skills Development Canada (now Human Resources and Social Development Canada), Canadian Heritage, Public Works and Government Services Canada, Indian Affairs and Northern Development Canada, Citizenship and Immigration Canada and the Canada School of Public Service.

The regional office has also formed partnerships with provincial and municipal authorities.

5. Delivery of Programs and Services

Results

- Increased participation by official language minority communities in the Department's programs;
- Increased use and operation of knowledge-based tools by the communities;
- Opportunity for young people to acquire work skills and experience in the official minority language; and
- Increased partnership.

5.1. Activities

- Participation by official language minority communities in prioritized programs and services;
- Partnerships and agreements on the delivery of services, joint projects, research or other initiatives linked to the economic development of official language minority communities;
- Participation in the Interdepartmental Partnership with official language communities;
- Financial assistance for specific projects on the needs of official language minority communities, offered directly or in collaboration with other partners.

5.2. Achievements

Note: Industry Canada-led initiatives that are specifically linked to the federal government's Action Plan for Official Languages will be examined in detail in Section 6, which deals exclusively with the federal action plan.

The unit responsible for the coordination of Section 41 at the Department conducted a study of the collaboration mechanisms in economic development that exist between various federal agencies and departments. The unit also established a pilot project on the creation of a mentorship program for young Francophone entrepreneurs in the National Capital region; the project's aim was to identify the expertise paths needed for new francophone entrepreneurs.

Several other research or analysis projects were conducted by the Department:

- an action-research project with the Fédération des communautés francophones et acadienne du Canada to set up a collaboration and learning network on the Internet;
- a project with the Fédération franco-ténoise to examine the viability of the Internet as an associative network, followed by a redesign of the Fédération site

according to the identified findings and needs. Another project with Boréal Consultants to find the best way to use the Franco-ténois portal as an economic and community development tool; and

- two studies conducted in collaboration with francophone associations in British Columbia to enhance the economic development of the province's francophone communities (the target regions were Nanaimo and Coquitlam) by allowing them to establish small and medium-sized francophone businesses in their communities.

A three-year agreement with Canadian Heritage for the joint funding of projects under the Interdepartmental Partnership with Official Language Communities is still in effect. New projects for the 2006–2007 fiscal year are being studied.

Business Services

The Canada-Ontario Business Service Centre distributed publications in French at 31 regional partner access sites in order to better serve the francophone populations in those regions.

Three dialogue sessions were organized for meetings of the Network for Women Entrepreneurs with key community stakeholders. One session was in French. The meetings attracted more than 70 participants, including representatives of the provincial and federal governments, representatives of non-governmental organizations and independent businesswomen. Participants provided feedback on the form and objectives of the Network for Women Entrepreneurs.

The Canada–Northwest Territories Business Service Centre distributed a “how-to” manual, published in 2004, that explains how to start an online business.

In 2005–2006, several federal partner institutions in British Columbia and in the Yukon offered a total of ten workshops in eight communities in both official languages. As the lead department, Industry Canada organized the event in conjunction with local service providers such as CFDCs, Business Service Centres (including the Canada–Yukon Business Service Centre, which hosted the activities in Whitehorse), two francophone economic development agencies, and other local organizations, some francophone. Three of the ten workshops were targeted specifically to francophone communities, while four others targeted both linguistic communities simultaneously. The French workshops were directly targeted at francophone businesspeople. The event included a pilot session in French and in English on potential business opportunities presented by Vancouver 2010, as well as a seminar on government services for small businesses. The feedback received indicates that the workshops succeeded in increasing the knowledge of service suppliers by both the francophone and anglophone target groups.

E-Learning

The Computers for Schools Program delivered a total of 7644 computers to official language minority communities in 2005–2006, with 872 going to anglophone schools and non-profit organizations in Quebec, and 6772 to francophone schools and non-profit organizations outside Quebec. The program includes 61 repair workshops, 23 of which are situated in official language minority communities. Throughout the country, wherever

a workshop is available in or close to official language minority communities, the program presents opportunities for skills development and learning to young Canadians from those communities.

SchoolNet's Network of Innovative Schools granted funding to innovative schools to support projects that integrate information and communications technologies into their curricula. Six schools from official language minority communities participated in the program: three anglophone schools in Quebec and three francophone schools outside Quebec. Each innovative school received \$30 000 for each of two or three years of funding. In 2005–2006, the three francophone schools received \$50 000, while the three anglophone schools received \$60 000. The funds all come from private sector sponsors.

The E-Learning Branch is also leading the *Francommunautés virtuelles* program, which is funded under the federal government's Action Plan for Official Languages.

Broadband Services

In 2004–2005, the Department allocated \$80 million for the construction of a broadband infrastructure in 900 communities in all regions of Canada. Of these communities, 115 are official language minority communities, and they will be receiving broadband services by 2007.

Canada-Ontario Municipal Rural Infrastructure Fund

In November 2004, the Canadian and Ontario governments signed an agreement creating the Canada-Ontario Municipal Rural Infrastructure Fund. The agreement requires each government to inject over \$298 million by 2009 into infrastructure projects for Ontario populations with populations of less than 250 000. The program is aimed at improving and expanding public infrastructures in priority areas, such as the treatment of drinking water and wastewater, roads and bridges, and waste management.

In 2005–2006, following receipt of the initial applications, \$124.6 million was invested by Industry Canada in 120 communities. Twenty of them have at least 5 percent of people with French as their mother tongue. The Department invested a total of \$43 million in projects in these communities.

Community Access Program

The Community Access Program comprises more than 100 networks across the country that represent and serve most official language minority communities. These networks handle a large number of projects, research activities, job opportunities and other opportunities that have contributed to the economic development of all communities, including official language minority communities. The total investment by Industry Canada in the program for 2005–2006 reached \$1.27 million.

The Community Access Program conducted activities with groups of stakeholders throughout the Atlantic Region. The activities involved trade fairs, program sites, web library portals offering resources to companies, and a "Virtual Community" program.

The Program considers communities when funding decisions are made. It targets official language minority communities in order to connect them to the Internet, thereby levelling the playing field and allowing them to fully participate in the knowledge economy.

The Fédération acadienne de la Nouvelle-Écosse is the beneficiary of a project under the Program that brings together about twenty bilingual sites under a single network. All the member sites pool all their resources and best practices towards a common vision. The Fédération encourages the stability of the sites by facilitating the information exchange and access to information and communications technologies. It establishes partnerships and strategic and financial alliances, and develops bilingual educational tools to train the network's instructors. The project received a total of \$160 000 as part of two-year national program, with \$100 000 of that amount used in 2005–2006.

Student Connections

In 2005–2006, Student Connections hired 49 francophone students outside Quebec and two anglophone students in Quebec. The investment was about \$295 000.

5.3. Regional Achievements

Atlantic Region

In 2005–2006, the Atlantic regional office continued its efforts to increase participation by official language minority communities in the Department's programs and services. The following are some examples:

- In partnership with the Western Counties Regional Library, the Department designed and implemented the *Boîte des Entreprises / Business Room* project designed to present up-to-date information on entrepreneurship to small francophone businesses.
- The Broadband for Rural and Northern Development (BRAND) program in the francophone minority region of Wellington on Prince Edward Island has now been completed. Wireless high-speed Internet service is now available to the West Prince region of Évangéline. This broadband infrastructure improvement project in the rural francophone region will contribute to an improved quality of life and social development of its Acadian and francophone communities, and will allow them to increase their potential for innovation and economic development.
- The Atlantic regional office provided financial support for the study "*Tournée de sensibilisation de l'évaluation des capacités en matière de commerce électronique auprès des Agences de développement économique communautaire (ADEC) – Awareness Tour for the Assessment of E-Commerce Capability Among Community Economic Development Agencies (CEDA)*," and for the feasibility study "*Portail virtuel pour l'industrie de l'aquaculture au Nouveau-Brunswick — Virtual Portal for the Aquaculture Industry in New Brunswick*" conducted by the Collectivité ingénieuse de la péninsule acadienne in March 2006.

- Industry Canada also actively collaborated with and provided financial support for the research project on the impact of high-speed Internet services on the Acadian and francophone communities in New Brunswick conducted by the Consortium de recherche sur la large bande du Nouveau-Brunswick. High-speed Internet service is required for the use of innovative applications and the delivery of electronic services, particularly in the key areas of health, education, government services and business.

Quebec Region

The Quebec regional office continued its efforts to enhance participation by the province's anglophone communities in the Department's programs and services.

Joint projects were conducted with CEDECs in Estrie, in Huntingdon (Southwest Quebec) and in the Outaouais. A National Satellite Initiative project is currently underway, in collaboration with the CEDECs, in the Basse-Côte-Nord and in the Coasters, to provide anglophone communities there with access to high-speed Internet.

The Department also took part in three specific projects on the needs of official language minority communities: an economic study of the town of Richmond, a study called the *Vision Pontiac dans l'Outaouais*, and the updating and addition of three CEDECs in the *Perspectives* document.

Ontario Region

In 2005–2006, the Ontario regional office channelled about \$4.66 million to 973 Community Access Program sites in Ontario. Of those sites, 69 involved francophone organizations and establishments in the province. These received funding totalling approximately \$500 000. A number of official language minority communities were targeted, with the number indicated in each contribution agreement.

Three projects were developed to support the economic development of francophone communities and to offer resource support to small Francophone businesses in Ontario. The targeted regions include Welland/Niagara, Simcoe County and the Greater Toronto Area.

FedNor

In 2005–2006, FedNor invested more than \$3.7 million to support over 40 projects serving francophone communities specifically. FedNor supported the economic development efforts of these communities through projects aimed at stimulating innovation, increasing the presence of francophones in the knowledge economy, encouraging community economic development, entrepreneurship and the growth of small business, the expansion of tourism and the integration of young people. FedNor also collaborates in special activities set up by the francophone communities it serves.

FedNor has contributed over \$400 000 to strengthen the delivery of services in both official languages under the Community Futures Program. The total amount invested comes to more than \$4.1 million for 2005–2006. Also under the Community Futures Program, official language action plans were developed by 18 CFDCs designated to provide bilingual services. Work tools used to develop business plans and administrative

procedures (project funding approval stages) have been modified. After completing follow-ups, FedNor, in collaboration with its development agents, moved to update the delivery of services by CFDCs that are designated bilingual.

Prairie and Northern Region

The Prairie and Northern regional office participated in joint initiatives linked to the economic development of official language minority communities. These partnerships led specifically to the development of a vision for economic development, following the Global Vision forum, for the bilingual Riel district in Winnipeg. A strategy targeting bilingual services for the Baudoux Communications Broadband Services project in northern Saskatchewan was also developed.

The regional office provided support for certain specific projects involving the needs of official language minority communities, directly, or in collaboration with other partners:

- support for the development of a communications strategy for the Conseil de développement économique du Manitoba;
- support for the improvement of the tourist website of Entreprises Riel, in Manitoba;
- workshops on tourism, held in collaboration with the Corridor touristique francophone de l'Ouest designed to increase the capacity of small businesses working in this area;
- workshops on business in the Northwest Territories designed to strengthen the capacity of small businesses;
- funding of a study on the economic impact of the Fête franco-albertaine and of the Festival du film francophone de l'Alberta — Alberta French Film Festival;
- workshops for young Saskatchewan entrepreneurs; and
- workshops on information and communications technologies for Saskatchewan youth.

Pacific Region

In addition to the many consultations, communication and coordination activities described in the preceding sections, the regional office conducted and funded several special projects to develop official language minority communities, specifically:

- the “BIZ in Tune with Art and Culture” event held in Nanaimo;
- a series of workshops for small businesses held in seven communities in the Pacific Region;
- workshops on e-commerce, held in partnership with RDÉE British Columbia;

- a bilingual student recruitment study for Student Connections;
- workshops for official language minority communities on business opportunities related to the Olympic Games to be held in Vancouver in 2010; in addition, the Department coordinated the development of the business guide (writing, translation, printing) and held a pilot session in the Yukon on business opportunities associated with the 2010 Vancouver Games.
- collaboration between the Pacific regional office and the national coordination unit responsible for Section 41 at the Department, for two studies related to Vancouver 2010 in the Nanaimo and Coquitlam regions; and
- translation support for the Association des francophones de Nanaimo.

6. Activities Relating to the Federal Government's Action Plan for Official Languages

Results

- Increased delivery of information and advice to official language minority communities in order to help them participate in the knowledge-based economy;
- Increase in the amount of virtual content, of web applications and of online services available in French; reinforcement of information technology and telecommunications skills and increased access to partnerships and to networking;
- Increased participation by official language minority communities in economic development programs and services;
- Acquisition of working skills and experience in their own language by young people in official language minority communities, thus allowing them to stay in their communities;
- Establishment of partnerships with businesses and organizations in Official Language Minority Communities and increase in the number of partnerships with such organizations; and
- Creation of new businesses and expansion of existing businesses in official language minority communities.

6.1. Activities

Economic development:

- Internships;
- Distance education and learning pilot projects;
- *Francommunautés virtuelles*; and
- Consultation, communication and information for official language minority communities (liaison, communication, and counselling services offered to the communities through regional offices, including advisors' salaries).

Language industry:

- Market introduction and brand image;
- Coordination and networking; and
- Language Technologies Research Centre.

6.2. Achievements

Economic Development

Thanks to the partnership between the Department and regional development agencies, 15 internship projects allowed 52 young people to gain work experience in the learning of information technologies. Quebec and Ontario each carried out one project. The Prairie and Northern Region carried out four projects, and the Pacific carried out nine projects. The Department invested close to \$500 000 in these projects.

Each year, the youth employment section of the Community Access Program hires more than 1000 young people across the country. They work at program sites, assisting clients, providing training and technical support, and carrying out other activities in the communities, including official language minority communities. Industry Canada is responsible for the coordination of the Youth Initiative of the Community Access Program, which is funded through Human Resources and Social Development Canada's Youth Employment Strategy. The budget for 2005–2006 was \$8 million.

During the past fiscal year, Industry Canada partnered with regional development agencies to complete 17 distance education and learning pilot projects, which were aimed at bringing the very latest technologies to official language minority communities. The Atlantic Canada Opportunities Agency completed seven projects, the Ontario regional office conducted four projects, as did Western Economic Diversification Canada (one in the Pacific Region and three in the Prairie and Northern Region). Canada Economic Development and FedNor each conducted one project. Over the past year, the Department invested \$1.94 million in these projects.

Some activities and services offered by the Community Access Program involve training, online learning and general education courses and exams. Many regions across the country are directing the program toward distance teaching and learning. These services can be offered in both official languages as needed and upon request.

The 31 projects approved in 2003–2004 under the *Francommunautés virtuelles* program were completed in 2005–2006. They resulted in an increased amount of French content available online, in an increase in the number of web applications, in online services, in information technology and communications skills, in partnerships, and in networking. In 2005–06, 11 projects were completed in official language minority communities. A total of \$640 000 in grants and contributions was paid out in 2005–2006 for all projects.

A new request for proposals was launched in October 2005 under the *Francommunautés virtuelles* program for projects to be funded in 2006–2007. The 71 applications received are currently under review. The Committee recommended to the Department that preference be given under the program to projects supporting economic development initiatives. Approximately 27 projects should be undertaken in 2006–2007, with 14 directly targeting francophone minority communities.

The E-Learning Branch has joined the Language Industry Initiative team to develop websites aimed at promoting language-related careers, such as translation, interpretation and second-language instruction.

Industry Canada has helped the regional offices to increase their presence in official language minority communities through consultation, communications and information dissemination activities. In 2005–2006, payments of over \$500 000 were made to the regions in order to help them carry out these activities.

Language Industry

During the 2005–2006 fiscal year, nine businesses from official language minority communities (two in Ontario and seven in Quebec) obtained support from the Language Industry Program for market introduction and brand image activities, such as participation at trade fairs or an improvement of existing marketing material. These projects, completed on March 31, 2006, received total investments of close to \$80 000. Fifteen funding applications have been submitted by businesses from official language minority communities since the program was created in 2003–2004.

The Language Industry Initiative team worked closely with the Fédération des communautés francophones et acadienne to distribute the Language Industry Program flyer to industry members. The team took part in consultations with official language minority communities and shared additional information about the program.

The Language Industry Initiative team also conducted research in order to increase the quantity and quality of data on the industry. It conducted market studies on business opportunities and participated in over 20 promotional events in 2005–2006, several of them in collaboration with the language industry. The Initiative participated in the funding of these projects, which cost approximately \$330 000 in 2005–2006. Work on the development of the language industry portal is ongoing.

The Language Industry Initiative team works closely with the Language Industry Association and with the Language Technologies Research Centre to consolidate the three sectors of the industry (training, translation, technology) and to strengthen the industry both in Canada and abroad. This is done by distributing information, by participating in events, and by offering training sessions. In 2005–2006, Industry Canada contributed a total of \$600 000 to the Association.

The formative evaluation of the Language Industry Initiative was carried out throughout the year, and will be completed in 2006.

The Language Technologies Research Centre undertook many activities in 2005–2006: a summary report of Canadian language technology resources; a list of Canadian language technology resources; an inventory of university research centres; closer collaboration with other industries (vertical collaboration); publication of a Webzine, and the production of a flyer on the Centre for its official opening in May 2006. The Centre also developed a course on the marketing of language technologies.

6.3. Regional Achievements

Atlantic Region

As part of a memorandum of understanding, Industry Canada and the Atlantic Canada Opportunities Agency are getting ready to launch ten internship programs during the 2006–2007 fiscal year.

Under the same memorandum of understanding, seven projects to develop mediated distance education and learning courses were extended or approved in the Atlantic Region. The following institutions participated: the University of Moncton, four New Brunswick Community College campuses (Bathurst, Campbellton, Dieppe, and Péninsule acadienne), the Université Ste-Anne and the Société éducative de l'Île-du-Prince-Édouard.

The regional office participated in the launch of the *Toile canadienne francophone Santé*, a project funded through the *Francommunautés virtuelles* program, during the *Franco Tech 2005* trade show held at Moncton University's Shippagan campus in November 2005.

Quebec Region

For all regions in Quebec, economic development falls under the responsibility of Canada Economic Development. Industry Canada's regional office closely monitors Canada Economic Development initiatives, and collaborates in some of them.

In addition to regular visits to the CEDEC and to the Quebec Community Groups Network, its participation in various tables and community events in the Quebec anglophone community, the regional office participated in the *Job Creation / Economic Diversification* working group. The Quebec office employs a full-time coordinator and two part-time employees to carry out these activities.

In 2005–2006, the Department provided support for internships conducted by Youth Employment Services, as well as for a distance education and learning pilot project conducted by the Réseau d'investissement social du Québec and by the Centre for Innovative and Entrepreneurial Leadership.

Ontario Region

During the 2005–2006 fiscal year, the Industry Canada regional office delivered an internship program in collaboration with the Ontario Chamber of Commerce, which has the required experience and expertise. Eight additional internships were funded.

Industry Canada also delivered four tele-education and tele-learning projects in the region, with the collaboration of TFO-TV Ontario, the University of Guelph – Alfred College, RDÉE Ontario and the Chambre économique de l'Ontario. In 2006–2007, requests for proposals will be made under the distance education and learning pilot project initiative, and will be jointly managed and evaluated with FedNor.

The Ontario regional office intends to strengthen its working relations with the *Francommunautés virtuelles* program team over the next year.

The regional office participated in many consultation, communications and information events with francophone communities throughout 2005–2006. It is planning formal consultations with the Franco-Ontarian community in 2006–2007.

FedNor

FedNor provided support for a tele-education and tele-learning pilot project at Laurentian University, designed to provide and adapt a distance management and learning tool in French and to ensure the deployment of francophone distance teaching services for remote and on-campus learning.

An update on the tele-learning initiative was posted on FedNor's Internet site, and has been sent out by email to a list of French organizations working in the field.

FedNor hired a regional official languages coordinator in May 2005, and made a communications officer responsible for official languages initiatives in February 2006.

Prairie and Northern Region

The Prairie and Northern regional office conducted a feasibility study on tele-education and tele-learning in the Northwest Territories and assessed tele-education and tele-learning needs in Nunavut.

Pacific Region

Working in partnership with Western Economic Diversification Canada, the Pacific regional office carried out nine youth internship projects.

The regional office also supported Virtual Campus, a project that resulted from a partnership between ÉducaCentre (British Columbia), the Service d'orientation et de formation des adultes (Yukon), the Service francosaskois de formation aux adultes and the Fédération franco-ténoise, proposing the establishment of a virtual campus in Western Canada. The project aims to ensure that francophones have access to post-secondary education in French regardless of where they live. The work involves the development of courses and programs, online services, electronic services (orientation advice, student loans, resource centre), online communications tools, and the training of teachers and staff. The British Columbia government has announced that it will participate in the project financially.

The Department also funded a project for the development of distance learning technical capability in the Yukon.

Webography

Canada Business	http://www.rcsec.org
Cyberwise	http://www.cyberaverti.ca
Student Connections	http://scp-ebb.com
FedNor	http://fednor.ic.gc.ca
Canada–Ontario Municipal Rural Infrastructure Fund	http://www.fimrco.ca
<i>Francommunautés virtuelles</i>	http://francommunautes.ic.gc.ca
Information Management / Information Technology	http://www.vsi-isbc.ca/eng/imit/program.cfm
Computers for Schools	http://cfs-ope.ic.gc.ca
VoluntaryGateway.ca	http://www.voluntarygateway.ca
Community Access Program	http://pac.ic.gc.ca
Language Industry Program	http://strategis.ic.gc.ca/epic/internet/inlip-pil.nsf/en/Home
Canada's SchoolNet	http://rescol.ca
Broadband	http://broadband.gc.ca
Strategis	http://strategis.ic.gc.ca
CommunAction.ca	http://communaction.ca
ProAction 41 [intranet]	http://icweb.ic.gc.ca/proaction41