



Industry
Canada

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Industry Canada Achievement Report 2002-2003



Implementation of Section 41 of the *Official Languages Act*

Canada 

**Industry Canada
Achievement Report
2002-2003**

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of Section 41 of the
*Official Languages Act***

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As departmental Champion for Official Languages, I am pleased to present Industry Canada's 2002–2003 Achievement Report relating to Section 41 of the *Official Languages Act*. This document summarizes the major activities undertaken by the Department over the past year to enhance the vitality and economic strength of French- and English-speaking minority communities across Canada.

Some of the more notable achievements reported, realized through a coordinated strategy involving the four regional development agencies, aim to maximize the participation of communities in existing federal economic development programs and services. As part of this strategy, Industry Canada created and launched a new Web site, CommunAction, to respond to minority community needs for information about the Department, the four regional development agencies and related programs and services. Moreover, as a partner in the Government of Canada's action plan on official languages, the Department coordinated two major initiatives that will be implemented over the five-year period from 2003–2004 to 2007–2008. The first, representing a total investment of \$33 million, encompasses a variety of activities to increase the participation of official language minority communities in the knowledge-based economy; the second, valued at \$20 million, is geared toward developing Canada's language industries.

In addition to the foregoing, Industry Canada strengthened its partnership with Canadian Heritage by undertaking 17 new projects within the Interdepartmental Partnership with Official Language Communities initiative. Through this partnership, the Department participated in the launch of a connectivity project for the French-speaking population in Newfoundland, and also supported the Regional Technology Ambassador pilot project for Quebec's English-speaking communities to increase their technology skills and create networks between communities.

Within the Department, connectivity programs such as the Community Access Program, *Francommunautés virtuelles*, Broadband for Rural and Northern Development and SchoolNet provided the communities with access to national and international networks. The Department also maintained its internal campaign to raise awareness of community needs and extended its intranet site, ProAction41, to provide information about Section 41 and about official language minority communities to coordinators of federal organizations.

Over the past year, Industry Canada has worked actively with the official language minority communities to reinforce Canada's linguistic duality. The Department will maintain this momentum and its commitment to a strong partnership with these communities to ensure that they share in Canada's economic prosperity.

John McBride

Summary of Achievements

In 2002-2003, Industry Canada made significant progress towards enhancing the vitality of the country's official language minority communities, as mandated by Section 41 of the *Official Languages Act*. In particular, the Department pursued a three-part strategy in partnership with the regional development agencies: the Atlantic Canada Opportunities Agency, Canada Economic Development for Quebec Regions, Western Economic Diversification Canada and FedNor. This strategy is geared to: improve communications at all levels between the Department and the official language minority communities; improve, through research and analysis, the Department's understanding of the communities' needs; and increase the participation of the communities in the programs and services offered by Industry Canada and its agencies.

Communications

Better-informed communities

The Web site CommunAction.ca, which was launched in March 2003, grew out of a partnership with Industry Canada and its regional development agencies. It is fast becoming an invaluable tool for official language minority communities, allowing them to stay informed about economic and regional development programs and services offered by the federal government.

A better-informed Department

Industry Canada continues to use information sessions, workshops, info-fairs, an intranet site and various publications to inform staff members about the Department's commitments under Section 41 and of the needs of official language minority communities. The **ProAction41** intranet site, which offers information on Section 41 and official language minority communities to all departmental staff, is now available to Section 41 coordinators of other federal organizations.

In 2002-2003, *Le coin linguistique*, the Department's intranet site to enhance the quality of French, was cited by the Office of the Commissioner of Official Languages and by Treasury Board as one of the federal government's "notable achievements". This site helps employees to improve their French-language skills and thus ensures better delivery of services to Canadians.

Analysis and research

This year, the Department's data analysis and research were directed to identifying the needs of official language minority communities and to examining the gap between those needs and the services provided by the Department. In addition, under the Government's Action Plan for Official Languages, Industry Canada, in collaboration with other government departments and agencies, conducted additional research and analysis to examine the socio-economic circumstances of the communities and the options for community economic development.

Making it happen



J'en fais mon affaire

The "fruit tree" design developed for the Awareness campaign is a symbol of growth that produces or bears fruit. In other words, to inform and then convert that awareness into action.

Increased participation in existing programs

In our increasingly interdependent world, openness is one key to vitality and development. Along these lines, Industry Canada is encouraging increased community participation in the Department's connectivity programs. For example, in 2002-2003, the **SchoolNet GrassRoots Program** successfully developed 110 online learning projects for official language minority communities. Since this program was initiated, it has supported 1,444 projects for Francophone communities outside Quebec and 630 projects for Anglophone communities within Quebec.

In 2002-2003, the Department's *Francommunautés virtuelles* program continued to grow: a total of 36 contribution agreements were signed to enable Francophone organizations to expand French-language content, applications and services on the Internet. Twenty-five of these projects involved French-speaking communities outside Quebec, including the *Coopérative Radio-Chéticamp* in Nova Scotia, the *Fédération des associations des juristes d'expression française* in Manitoba and the *Association franco-yukonnaise* in the Yukon.

FedNor has also provided significant ongoing support to Northern Ontario's Francophone communities. Through 28 new projects worth more than \$1.3 million, FedNor has encouraged Francophone communities to better integrate themselves into the information highway and to optimize their economic potential in a variety of areas, including tourism and the knowledge-based economy.

The **Interdepartmental Partnership with the Official Language Communities (IPOLC)**, which has involved Industry Canada since its inception in January 2001, also supported Francophone and Anglophone minority communities in their efforts to connect to the information highway. Since its creation, the Partnership has allocated more than \$2 million to 27 projects. This year, IPOLC funded 12 projects, including the digitization of the Acadian archives in the Argyle region of Nova Scotia, the pilot project to increase technological skills of Anglophone communities in

Quebec, and a strategic plan to help Francophone women in official language minority communities to acquire knowledge about the Internet.

Toward the future

The Department's many achievements in 2002-2003 bode well for the future and, with the Government's Action Plan for Official Languages, many new initiatives will be realized in the future. In the coming year, the Department and its agency partners will deliver outreach and counselling, internships, pilot projects for telelearning and teletraining, and a renewed *Francommunautés virtuelles* program, as well as activities related to the language industries.

Working through the Regions

These initiatives would not succeed without the involvement of the Regional Offices. Direct contact is maintained by regional staff with people in official language minority communities in various ways, such as local events, forums, seminars and Info-Fairs, to communicate information on Industry Canada's programs.

Atlantic Region

Martin-Denis Morais, (902) 426-5592

Quebec Region

Mary Bourdon, (514) 283-3099

Ontario Region

Allan Anderson, (416) 954-5447

FedNor

Marie Desmarais, (705) 670-6109

Prairies and Northern Region

Rita Morin, (403) 292-4512

Pacific Region

Aurora Opazo Saez, (604) 666-1404

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 1: <i>General.</i>			
PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
<p>Industry Sector:</p> <ul style="list-style-type: none"> Organize exhibitions, conferences and awareness workshops for official language minority communities. 	<p>The Industry Sector gave many workshops and presentations on e-business. In most cases, the presentations or workshops were prepared and given in both official languages. The activities organized for official language entrepreneurs during the year included:</p> <ul style="list-style-type: none"> Partnership in e-business, October 17, 2002, in Toronto; Ontario Society for Training and Development, November 18 and 19, 2002, in Toronto; <i>Associations-nous aux affaires électroniques</i>, March 11, 2003, in Montréal; Americana 2003, March 19-21, 2003, in Montréal. <p>The Industry Sector submitted a policy proposal on the language industries under the Action Plan for Official Languages.</p>	<p>Following the policy proposal on the language industries, Industry Canada (IC) should receive \$10 million over five years. Of this amount, \$5 million will be dedicated to the creation of a Canadian network of language industries to begin activities related to coordination and governance. Another \$5 million will be dedicated to marketing activities to heighten the image of the Canadian language industries and to promote their services and products, as well as to contribute to recruiting new talents for these industries. Furthermore, IC should receive an additional sum of \$10 million to create a Canadian centre of linguistic technologies through the National Research Council of Canada (NRC) (NRC budget).</p>	<p>In general, these activities help the development of Canadian small and medium-sized enterprises (SMEs) that are part of official language minority communities (OLMCs).</p>

PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
<p>Industry Sector: (continued)</p> <ul style="list-style-type: none"> Organize exhibitions, conferences and awareness workshops for official language minority communities. 	<p>A project concerning the new electronic business models has received funding from the Industry Sector and from Canadian Heritage under the Interdepartmental Partnership with Official Language Communities (IPOLC). This initiative includes Francophone businesses outside Quebec.</p>		
<p>Strategis:</p> <ul style="list-style-type: none"> <i>Strategis</i>, Canada's largest on-line source of business information, will deliver information sessions and training to official language minority communities. 	<p>Staging of an on-line advertising campaign on lesaffaires.com and globeandmail.com to promote <i>Strategis</i> to Canadian businesses. This campaign reached OLMCs throughout the country.</p> <p>Quebec Presentation in English to the Canadian Federation of Business and Professional Women's Clubs in Québec, on July 15, 2002, attended by approximately 80 persons.</p>		<p>Increased awareness of <i>Strategis</i> and invitation to Canadians to use it.</p> <p>Increased understanding of programs and services.</p> <p>Facilitation of commerce.</p> <p>Increased departmental visibility.</p>

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<p><i>Competition Bureau:</i></p> <ul style="list-style-type: none"> • Make presentations to official language minority communities across Canada on the <i>Competition Act</i> and consumer products programs. 	<p><i>Atlantic</i> Invitations were sent to Francophone associations offering them a presentation on fraudulent telemarketing, to be given in the language of their choice.</p> <p><i>Ontario</i> Bureau staff developed the Mass Marketing Fraud Forum, a public education program, in the two official languages.</p> <p><i>Pacific</i> Bureau staff participated in trade shows offered in both official languages and encouraged the public to ask questions in the official language of their choice or in Cantonese.</p>	<p><i>Prairie and Northern Region</i> In June 2003, a presentation will be made to the members of the <i>Chambre de commerce francophone de Saint-Boniface</i>.</p>	<p>Better awareness and comprehension of the <i>Competition Act</i>.</p> <p>Awareness of the Bureau's activities.</p>
<p><i>Office of Consumer Affairs (OCA):</i></p> <ul style="list-style-type: none"> • Distribute articles on information products featured on the Gateway and on Consumer Connection (OCA's Web site) to official language minority communities, newspapers, and magazines. 	<p>Sending of articles to 103 dailies, weeklies, monthlies and magazines (54 English publications in Quebec and 49 French publications in all provinces and territories outside Quebec) and information clips to 104 radio and television stations (28 English stations in Quebec and 76 French stations in all provinces and territories outside Quebec).</p>	<p>None.</p>	<p>Greater awareness of the Gateway and of Consumer Connection by OLMCs.</p>

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<p><i>Measurement Canada:</i></p> <ul style="list-style-type: none"> • Distribute brochures on Measurement Canada and its services to official language minority communities and associations. 	<p>Distribution of information brochures regarding Measurement Canada and its services (e.g., Can I Count on My Meter?, Buying Propane for Your Barbecue and Buying Firewood? Don't Get Burned).</p> <p>Publication of information brochures on Measurement Canada's Web site.</p>	<p>Continued distribution of information brochures.</p>	<p>Improved access to information on Measurement Canada's services and on consumer and business rights and responsibilities with respect to accurate measurement.</p>
<p><i>Canadian Intellectual Property Office (CIPO):</i></p> <ul style="list-style-type: none"> • Offer several seminars on intellectual property (IP) and the information sources available to IP users to official language minority groups across Canada, in the language of their choice. 	<p>Promotion of CIPO activities related to copyright to the <i>Association des auteurs et auteures de l'Ontario français</i>; inclusion of CIPO in the organization's membership directory.</p> <p>Promotion of CIPO activities to Francophone business associations outside Quebec and invitation to attend a presentation on IP, visit our Web site, order publications, etc.</p>	<p>One presentation on IP for the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB) (this presentation was to have been held in March 2003, but was postponed) at which 20 to 30 participants are expected.</p> <p>Follow-up with some of these associations to try to assess the impact of our promotion activities to these groups. This could lead to additional workshops or presentations on IP.</p>	<p>Better knowledge of CIPO's products and services among these groups.</p> <p>Greater use of CIPO's products and services by these groups. Thus, about 40 Francophone clients in the Atlantic provinces ordered publications and have received advice and guidance.</p> <p>Increased awareness of the importance of IP for business people.</p>

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<p><i>Canadian Intellectual Property Office (CIPO): (continued)</i></p> <ul style="list-style-type: none"> • Offer several seminars on intellectual property (IP) and the information sources available to IP users to official language minority groups across Canada, in the language of their choice. 	<p>Associations contacted:</p> <ul style="list-style-type: none"> • <i>Fédération des francophones de la Colombie-Britannique;</i> • <i>Chambre économique francophone de l'Alberta;</i> • <i>Chambre de commerce franco-colombienne;</i> • SDECB; • various business groups and associations in the Atlantic provinces. <p>Five or six meetings in English with Aboriginal band councils throughout Quebec.</p>		
<p><i>Team Canada Inc (TCI):</i></p> <ul style="list-style-type: none"> • TCI directorate to undertake an information mailing to national-level and trade-related organizations, encouraging businesses of the official language minority communities to take advantage of TCI programs and services. 	<p><i>Ontario</i></p> <p>Upgrade of the French-language Web site (e-business Trade Roadmap), which provides teaching material for better access to electronic trade.</p>	<p>Another mailing will take place during the summer of 2003, when the updating of two key TCI publications has been completed. This mailing was originally scheduled for March 2003.</p>	<p>Heightened awareness by businesses within the OLMCs through their national-level and trade-related organizations, of TCI programs and services.</p>

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<p><i>All Regions:</i></p> <ul style="list-style-type: none"> • Invite official language minority communities to participate in Industry Canada events. 	<p><i>Atlantic</i> OLMCs have been invited to participate in various activities:</p> <ul style="list-style-type: none"> • regional innovation summits; • fair on Government On-Line, sponsored by the Newfoundland Federal Regional Council; • consultation and participation in IT Week 2002-2003 in Newfoundland and Prince Edward Island; • presentations about the Broadband pilot project; • French trade and export seminar held in Wellington, Prince Edward Island. <p><i>Quebec</i> Participation of the Regional Coordinator on the National Human Resources Development Committee for the English Linguistic Minority, which provided information to communities on IC programs, services and activities.</p>	<p>Ongoing.</p>	<p>Consideration of the French minority communities in regional perspectives on innovation.</p> <p>Increased awareness of Industry Canada (IC) programs within the OLMCs.</p> <p>Better understanding and greater involvement of Francophone minority representatives as community champions and promoters of the Broadband pilot project.</p> <p>Increased awareness and knowledge of trade and export among Canadian small and medium-sized enterprises (SMEs).</p> <p>Increased understanding of programs and services.</p> <p>Increased interactions with communities.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Invite official language minority communities to participate in Industry Canada events. 	<p><i>Ontario</i> Planning, Analysis External Relations (PAER) invited participants from both linguistic groups to attend the following events:</p> <ul style="list-style-type: none"> • information exchange session with Small Business Advisors; • summits on innovation, targeting communities such as Windsor and Niagara, to which French-language media were invited and during which simultaneous translation was provided. <p><i>FedNor</i> FedNor communications intended for the public are issued in both languages or through the official language minority press.</p> <p><i>Prairie and Northern Region</i> Representatives of OLMCs were invited to participate in annual conferences on connectivity.</p>	<p>Ongoing.</p>	<p>Increased awareness of IC programs and services available to businesses.</p> <p>Feedback from business stakeholders on IC programs and services.</p> <p>Better knowledge and utilization of programs.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Invite official language minority communities to participate in Industry Canada events. 	<p><i>Pacific</i></p> <p>Through horizontal coordination between IC, Western Economic Diversification Canada (WD) and other federal departments and agencies, and through networks with Francophone associations such as the SCEDB, OLMCs are made aware of IC events, including the following:</p> <ul style="list-style-type: none"> • ensured that OLMCs were advised of activities related to the Community Access Program (CAP) (there are 17 Francophone CAP sites in British Columbia) and <i>Francommunautés virtuelles</i>; • OLMCs participated in a CAP conference held in March 2003; • representatives from OLMCs participated in meetings hosted by IC to discuss community needs. <p>Pacific Region regularly uses the English and French press to advertise its programs and services.</p>		<p>Better understanding of federal programs and services.</p> <p>Better communication with OLMCs.</p> <p>Direct access to initiatives and events for OLMCs.</p>
<ul style="list-style-type: none"> • Support activities of regional trade networks that increase awareness of investment opportunities in official language minority communities, and promote their culture and their potential for economic development. 	<p><i>Ontario</i></p> <p>Interviews with French television and radio stations in the Ottawa area.</p>		<p>Increased awareness of International Trade Centre (ITC) programs and services.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> Support activities of regional trade networks that increase awareness of investment opportunities in official language minority communities, and promote their culture and their potential for economic development. 	<p><i>FedNor</i></p> <p>FedNor Officers hold discussions on a continuing basis with members of the region’s linguistic French community on matters of economic development.</p> <p>This year, FedNor sponsored six events that brought together members of the linguistic minority community, including the following activities:</p> <ul style="list-style-type: none"> a workshop for the <i>Regroupement des gens d'affaires francophones</i>, through the <i>Carrefour francophone</i>; a career day for the <i>Collectif des femmes francophones du nord-est ontarien pour l'avancement de l'éducation</i>; the gala for the <i>Alliance des radios communautaires du Canada</i>; a conference for Sudbury Family Services; the 25th anniversary celebration for the <i>Association des francophones du nord-ouest de l'Ontario</i>; a women’s forum entitled <i>Agir pour un meilleur avenir</i> for the <i>Centre des femmes francophones du nord-ouest de l'Ontario</i>. 	<p>Ongoing.</p> <p>Review new requests.</p>	<p>Economic development.</p> <p>Enhanced networking.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> Support activities of regional trade networks that increase awareness of investment opportunities in official language minority communities, and promote their culture and their potential for economic development. 	<p><i>FedNor (continued)</i> FedNor supported the international trade forum <i>Naturallia 2002</i> for natural resources businesses, held in October 2002 in Rouyn-Noranda and organized by <i>Entreprises « Boréal »</i> in collaboration with Northwestern Quebec partners.</p> <p><i>Pacific</i> A trade bulletin about ITC containing such information as upcoming events, contact persons, regional trade areas and trade fairs was provided to Francophone businesses in the region to inform them of current trade opportunities.</p>	<p>Monitor project.</p> <p>Evaluate new requests.</p>	<p>Better knowledge of opportunities and of trade.</p> <p>Established information flow.</p> <p>Better-informed community.</p>
<ul style="list-style-type: none"> Raise awareness of official language minority interests as a part of Canadian trade policy development. 	<p><i>Prairie and Northern Region</i> IC participated at several meetings of the <i>Chambre économique de l'Alberta</i>, as well as at the <i>Colloque économique Sud</i>, in Gravelburg, Saskatchewan, to promote the services of Trade Team Saskatchewan and the International Trade Sector. IC also worked on various projects with the <i>Conseil de coopération de la Saskatchewan</i>.</p> <p><i>Pacific</i> ITC officers responded to inquiries from OLMCs in the region and sent out information as requested.</p>		<p>Established information flow.</p> <p>Better-informed community.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> Communicate the importance of trade to official language minority companies and their associations, through Team Canada Inc presentations and workshops, and by other means. 	<p><i>Atlantic</i> During <i>Franco-Fête 2002</i> in New Brunswick, a French presentation to the cultural sector entitled <i>Initiation à l'exportation</i>.</p> <p>In October 2002, during Small Business Week, presentation on international trade to the Francophone business community.</p> <p><i>Quebec</i> The ITC office provides ongoing, targeted trade information on a variety of subjects to the Anglophone community. Topics this year included outgoing missions, export licensing and market reports. Fifteen percent of all incoming calls to our Information Officer originated from Anglophone businesses.</p> <p><i>FedNor</i> See <i>PLANNED ACTIVITIES</i>, under "Provide export counselling to Francophone clients."</p> <p><i>Prairie and Northern Region</i> The newsletter of Trade Team Saskatchewan was sent regularly to the Economic Development Officers of the <i>Conseil de coopération de la Saskatchewan</i>.</p>		<p>Provide information to the OLMCs about export opportunities.</p> <p>Increased understanding of programs and services offered to exporters and companies interested in exporting.</p> <p>Better knowledge of trade events and opportunities.</p>

PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
<p>All Regions: (continued)</p> <ul style="list-style-type: none"> Communicate the importance of trade to official language minority companies and their associations, through Team Canada Inc presentations and workshops, and by other means. 	<p>Pacific External outreach activities are promoted via telephone calls, e-mails, posters and ads in French and English printed media.</p>		<p>Increased access to information.</p>
<ul style="list-style-type: none"> Assist official language minority clients to become export ready and to expand their markets through trade missions and fairs. 	<p>Atlantic Work closely with the <i>Conseil économique du Nouveau-Brunswick</i>, which represents Francophone businesses in the province.</p> <p>Ontario Bilingual Export Café at the Ottawa Small Business Conference and Info-Fair.</p> <p>FedNor There were three Francophones among the 18 businesses and organizations represented on Team Northern Ontario, which undertook a trade mission to Atlanta, Georgia, from April 27 to May 2, 2002.</p> <p>Prairie and Northern Region Representatives of OLMCs are regularly invited to events, workshops, seminars and awareness programs.</p> <p>Pacific From November 2002 to March 2003, ITC Vancouver co-hosted, with local partners, four trade events in British Columbia. OLMCs were specifically included in the promotion and invitations.</p>	<p>More activity of this type will follow.</p> <p>Communications surrounding the upcoming trade mission to Detroit will target members of both official language communities.</p>	<p>Increased awareness of Government of Canada programs and services for export-ready businesses.</p> <p>Increased exports.</p> <p>Better knowledge of the services offered by ITC Pacific Region.</p>

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<p>Quebec:</p> <ul style="list-style-type: none"> Promote Anglophone small and medium-sized enterprises (SMEs) efforts to enter into international strategic alliances. 	<p>Presentation in English to Anglophone interns of Youth International Human Resources Development Canada (HRDC) on the assistance offered to Canadian companies that wish to export to foreign markets, in April 2002, attended by 11 persons.</p>	<p>Yearly presentations.</p>	<p>Increased understanding of programs and services.</p> <p>Increased departmental visibility.</p> <p>Linking of interns with Quebec companies interested in trade opportunities and external markets while developing the skills of these young people.</p>
<p>Ontario:</p> <ul style="list-style-type: none"> Increase awareness of Industry Canada's investment programs and services available to Francophone SMEs, through small business conferences and Info-Fairs targeting Francophones, and through regular newsletters and articles in Francophone business publications such as <i>Le Lien économique</i>. 	<p>Targeted activities for the Ottawa Small Business Conference and Info-Fair which reached an audience of 1,300:</p> <ul style="list-style-type: none"> targeted invitations; bilingual advertisements on transit buses, in newspapers and via a French radio station; live French radio remote broadcast; six workshops (five bilingual and one in French) with simultaneous translation. 		<p>Greater awareness and uptake of a wide variety of Government of Canada programs and services for businesses in the community.</p> <p>Increased capacity for entrepreneurs to become exporters.</p>
<ul style="list-style-type: none"> Represent the Ontario region on the <i>Comité paritaire</i>, which brings key Francophone organizations together with federal and provincial organizations. 	<p>During 2002-2003, the Regional Official Language's Champion attended three committee meetings, followed by a meeting with the <i>Regroupement de développement économique et d'employabilité</i> (RDÉE).</p> <p>FedNor FedNor continues its participation as a member of the <i>Comité paritaire</i>.</p>	<p>Ongoing.</p>	<p>Unified federal response to needs of the Ontario Francophone community.</p> <p>Opportunity to leverage IC funds through the programs of other departments.</p> <p>Increased communication between FedNor and the community.</p>

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<p>Ontario: (continued)</p> <ul style="list-style-type: none"> Organize, in partnership with the <i>Chambre économique de l'Ontario</i>, joint activities to provide export and trade services to Francophone firms. 	<p>FedNor</p> <p>FedNor supported the creation of an industrial and commercial subcontracting centre linked to a network of national and international Francophone businesses, undertaken by <i>Entreprises « Boréal »</i> in collaboration with <i>Sous-Traitance Industrielle Québec</i> and the <i>Chambre économique de l'Ontario</i>.</p>	<p>Monitor project.</p> <p>Review new requests.</p>	<p>Increased trade.</p>
<p>Ontario and FedNor:</p> <ul style="list-style-type: none"> Through Info-Fairs, seminars and trade missions, support the development of the skills required to export and increase participation in export activities by Francophone companies. 	<p>FedNor</p> <p>The bilingual SME Info-Fair, held in Thunder Bay on June 6, 2002, provided trade and export information from various departments and programs.</p>	<p>Completed.</p>	<p>Increased knowledge of SME-related and export-related programs and services.</p>
<p>FedNor:</p> <ul style="list-style-type: none"> Work with technology centres to develop bilingual activities focussed on innovation. 	<p>During 2002-2003, FedNor supported the Northern Centre for Advanced Technology (NORCAT), which provides support, in both official languages, to SMEs in the Sudbury region.</p>	<p>Monitor project.</p>	<p>Access to technological support.</p>
<ul style="list-style-type: none"> Establish cooperative relationships with the Industrial Research Assistance Program (IRAP) and others to promote the diffusion of technology. 	<p>FedNor is pursuing discussions with IRAP, a program of the National Research Council of Canada.</p>	<p>FedNor will work with IRAP to ensure access to bilingual IRAP services for Northern Ontario businesses.</p>	<p>Access to IRAP's technical and financial assistance.</p>

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<p><i>FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work as a partner with businesses and other organizations to review ideas submitted by Northern Ontario entrepreneurs, and to help them grow. 	<p>FedNor Officers hold discussions on a continuing basis with members of the minority community of the region to discuss their project priorities.</p> <p>See other sections of this report for the projects that have received financial assistance from FedNor.</p>	<p>Review new requests.</p>	<p>Business growth and job creation.</p>
<ul style="list-style-type: none"> • Maintain the Northern Ontario economic database to increase access to current data and trends in Northern Ontario's economy, and encourage Francophone clients to use it. 	<p>FedNor updates socioeconomic data produced by Statistics Canada. Data are available through the Community Futures Development Corporations (CFDCs).</p>	<p>Update data.</p>	<p>Access to information.</p>
<ul style="list-style-type: none"> • Support the Public Works and Government Services Canada training modules to assist Francophone businesses to sell to the government. 	<p>Requests for information concerning the sale of products or services to the government are sent directly to Public Works and Government Services Canada.</p>		
<ul style="list-style-type: none"> • Increase the Community Futures Development Corporations' (CFDC) capacity to serve Francophone stakeholders. 	<p>FedNor continues to work with CFDCs to ensure the provision of quality services in French, where demand warrants, and to increase public awareness regarding the work of these organizations in Ontario.</p>	<p>Pursue improvements, and perform monitoring and follow-up.</p>	<p>Access to services in both official languages, where demand warrants.</p>
<ul style="list-style-type: none"> • Monitor the Business Planning Initiative and the agreement with the <i>Mouvement des caisses populaires de l'Ontario</i> across Northern Ontario, and encourage equitable access for Francophones. 	<p>The agreement with the <i>Mouvement des caisses populaires de l'Ontario</i> ended on March 31, 2001.</p> <p>The Business Planning Initiative is accessible to SMEs in areas with participating CFDCs, in French, where demand warrants.</p>	<p>Completed.</p> <p>Monitor project.</p>	<p>Enhanced access to capital.</p> <p>Business planning support.</p>

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<p><i>FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Monitor the Business Planning Initiative and the agreement with the <i>Mouvement des caisses populaires de l'Ontario</i> across Northern Ontario, and encourage equitable access for Francophones. 	<p>This year, a new loan loss reserve was established with the Business Development Bank of Canada, a bilingual institution. This reserve can provide up to \$15 million over three years in higher-risk investments in Northern Ontario SMEs.</p>	<p>Monitor project.</p>	<p>Access to higher-risk investments for Northern Ontario SMEs.</p>
<ul style="list-style-type: none"> • Provide export counselling to Francophone clients. 	<p>FedNor offers support services in the area of exports, including the referral of SMEs to specialized services, such as the ITC of the region, the Department of Foreign Affairs and International Trade (DFAIT), the Canadian International Development Agency (CIDA), the exportsource.ca Web site and other sources.</p> <p>FedNor-supported Export Development Advisors provide services in both languages in the area of Sudbury, Sudbury East and West Nipissing and in the area of Timmins, James Bay, Cochrane and Timiskaming as far as New Liskeard and Haileybury.</p> <p>An Info-Fair for SMEs that offered various information on export- and trade-related programs and services was held in Thunder Bay on June 6, 2002.</p>	<p>Ongoing.</p> <p>Ongoing.</p>	<p>Increased knowledge about trade.</p> <p>Increased exports.</p> <p>Access to trade information.</p> <p>Enhanced access to tools and information.</p>
<ul style="list-style-type: none"> • Promote use of trade information found on the FedNor Web site. 	<p>The FedNor Web site search engine carries out searches through the <i>Strategis</i> Web site, Canada's business and consumer site, which provides a broad range of business data and other information.</p>	<p>Maintain Web site.</p>	<p>Access to commercial data.</p>

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<p>FedNor: (continued)</p> <ul style="list-style-type: none"> Use the New Exporters Program (NEXPRO) to enhance Francophone clients' export preparedness. 	<p>The NEXPRO workshop program is offered by the Business Development Bank of Canada.</p> <p>FedNor funded the RDÉE to provide, in videoconference format, two French e-commerce workshops in May 2002, in collaboration with <i>Collège Boréal</i>, to six Northern Ontario communities.</p>	<p>Completed.</p>	<p>Increased awareness of opportunities related to use of e-commerce.</p>
<ul style="list-style-type: none"> Recruit and encourage Francophone firms to participate in Trade Team Canada missions. 	<p>FedNor facilitates access to information and resources to facilitate exports.</p>	<p>Ongoing.</p>	<p>Increased exports.</p>
<ul style="list-style-type: none"> Promote WIN Export registration to Francophone clients. 	<p>WIN Export is promoted through the network of Export Development Advisors, who provide services in both official languages in the area of Sudbury, Sudbury East and West Nipissing and in the area of Timmins, James Bay, Cochrane and Timiskaming as far as New Liskeard and Haileybury.</p>	<p>Ongoing.</p>	<p>Increased exports.</p>
<p>Prairie and Northern Region:</p> <ul style="list-style-type: none"> Ensure that the Francophone community is considered as a regional client group. 		<p>A proposal was submitted to Regional Senior Management for consideration and implementation as part of a horizontal initiative.</p>	
<ul style="list-style-type: none"> Encourage Francophones to register on WIN Export. 	<p>IC, in collaboration with the <i>Chambre économique de l'Alberta</i>, has provided information on the WIN Export network.</p>		

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<p><i>Pacific:</i></p> <ul style="list-style-type: none"> • Work with Canada Business Service Centres (CBSC) to provide information to members of the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB) on the new <i>Canada Small Business Financing Act</i> program, through information sessions, a radio interview and newspaper articles. 	<p>CBSC responds to requests from the Francophone community on an ongoing basis. An information flow process has been set up with the SDECB, whereby information about the CBSC is exchanged and communicated to SDECB's members. General and business-related information (such as the new <i>Canada Small Business Financing Act</i>) is made available on the CBSC's Web site.</p>		<p>Increased access to information and expansion of business networks.</p>
<ul style="list-style-type: none"> • Ensure that the Francophone community is considered as a regional client group when developing a regional strategy. 	<p>Through presentations to the regional management team and the regional sales force, as well as discussions with sector offices and with policy and communication groups, regional officers are made aware of their responsibility to include official language minority communities (OLMCs) as a client group when developing a regional strategy.</p>		<p>Increased awareness and better understanding of the Francophone community's needs.</p>

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 2: <i>Support and increase participation in the knowledge-based economy by official language minority communities.</i>			
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<p>Communications:</p> <ul style="list-style-type: none"> A guide to the Internet has been developed for Francophone users. This guide will continue to include links to sites of interest to official language minority groups and will be placed on the Connecting Canadians Web site at: connect.gc.ca/en/960-e.asp. 	<p>Site content was updated in 2002-2003; responsibility for site administration was transferred to Information Highway Applications Branch (IHAB).</p>		<p>Regular visits to the site.</p>
<ul style="list-style-type: none"> Industry Canada's Success Story page on the corporate Web site will continue to include links to Industry Canada successes in promoting Internet services to official language minority groups. The showcase can be found at: www.ic.gc.ca/success. 	<p>The site was updated in 2002-2003. Thirteen success stories and links (Industry Canada and Portfolio partners) were added to the corporate site.</p>		<p>Regular visits to the site.</p>
<ul style="list-style-type: none"> Support and advice to ministerial initiatives on official languages. 	<p>Preparation of a communications plan for two policy documents (Language Industries and Economic Development) in support of the Government of Canada's Action Plan for Official Languages.</p>		<p>Support of the government's official languages policy.</p>

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<p><i>Canada Business Service Centres (CBSCs):</i></p> <ul style="list-style-type: none"> Regional Access Partners (RAPs) will include and support official language minority business service intermediaries in the network, where demand and interest exist. 	<p><i>Ontario</i></p> <p>Bilingual collections are being maintained in the 19 RAP sites located in “bilingual regions” of the province.</p> <p>On the basis of recommendations from one partner, new business research materials in French were purchased and added to the RAP library collections.</p>		<p>Entrepreneurs will have access to a wider range of business research materials in their preferred official language.</p>
<ul style="list-style-type: none"> Target promotional activities to official language minority communities (for example, outreach activities, advertising of CBSC services, and participation in trade fairs and seminars). 	<p><i>Ontario</i></p> <p>Bilingual RAPs participating in awareness projects for the Canada/Ontario Business Service Centre (COBSC) invited Francophone business service providers in their areas to information sessions about the COBSC.</p> <p>Information sessions were offered in French.</p> <p><i>Northwest Territories</i></p> <p>Translated, printed and distributed 1,000 copies of a very popular guide, “How to Start a Business in the NWT”.</p>		<p>Greater awareness by Francophone business intermediaries (business advisors, Chambers of Commerce and Community Future Development Corporations representatives) of COBSC programs and services.</p> <p>Sessions promoted federal government business services that are available in both official languages.</p> <p>COBSC RAPs have outreach materials in French for future promotional activities.</p> <p>Will help Francophone entrepreneurs adopt good business practices.</p>

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<p><i>Canada's Digital Collections:</i></p> <ul style="list-style-type: none"> This program, which devotes special attention to official language minority communities, will continue to fund approximately ten digitization projects each year in such communities. <p>These projects will provide opportunities to present the cultural and linguistic diversity of these communities on the Internet.</p>	<p>In 2002-2003, ten contribution agreements with clients from Official language minority communities (OLMCs) were signed.</p> <p><i>Atlantic</i> Invitation to various organizations in the Argyle and Clare regions (Nova Scotia) concerning their participation in the program.</p> <p>Thanks to the Interdepartmental Partnership with Official Language Communities (IPOLC), Canadian Heritage (PCH) has provided an additional contribution toward the project <i>Archives virtuelles des Acadiens de la région d'Argyle</i>, in Nova Scotia.</p>	<p>Two projects will receive additional funding from the IPOLC in 2003-2004.</p>	<p>Thirty-nine young Canadians from OLMCs received their first work experience in the multimedia industry.</p> <p>Ten new digital collections will be made available to the Canadian public.</p> <p>From a heritage and cultural standpoint, this major project will facilitate access for individuals from the area, from other Canadian provinces and from abroad, especially during the Pubnico celebrations in 2003.</p>

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<p><i>Student Connection Program (SCP):</i></p> <ul style="list-style-type: none"> • Offer low-cost, on-site e-commerce and Internet training to small and medium-sized enterprises as well as specialized Internet training to seniors, and ensure that training services and materials are made available in both official languages throughout Canada. 	<p>SCP continues to ensure that training services and materials are offered and available in both official languages through its administration centres, including two Francophone centres outside Quebec and one Anglophone centre in Quebec. Over 133,000 clients have received training from SCP.</p> <p><i>Atlantic</i> Ongoing support for the following activities (New Brunswick):</p> <ul style="list-style-type: none"> • engineering competition of the <i>Université de Moncton</i>; • donation of surplus equipment, magazines, etc.; • special attention to university research. <p>Participation in and design of an Internet café where services of bilingual students were made available during the National Rural Conference, held in Charlottetown, Prince Edward Island.</p> <p>The <i>Université de Moncton</i> promotes the program regularly during meetings with the <i>Conseil économique du Nouveau-Brunswick</i>.</p>	<p>The planned activities and outputs for SCP are ongoing and will continue for the duration of the program.</p> <p>Recruitment of two young Acadians associated with <i>Collège de l'Acadie</i>, from the communities of Clare and Isle Madame, Nova Scotia.</p>	<p>Affordable, high-quality technology training suited to the needs of small and medium-sized enterprises (SMEs) and seniors.</p> <p>The e-commerce training helps businesses to stay competitive in their local economy and the global electronic marketplace.</p>

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<p>Student Connection Program (SCP): (continued)</p> <ul style="list-style-type: none"> • Offer low-cost, on-site e-commerce and Internet training to small and medium-sized enterprises as well as specialized Internet training to seniors, and ensure that training services and materials are made available in both official languages throughout Canada. 	<p>Ontario The <i>Collège Boréal</i> answers Internet-related questions that Francophones would like to ask, on the francoSudbury.com site.</p> <p>The Regional Coordinator attends monthly meetings of the <i>Sudbury Regroupement des gens d'affaires francophones</i>.</p> <p>FedNor During 2001-2002, FedNor supported a project with <i>Entreprises « Boréal »</i>. This two-year project will establish two satellite offices for the SCP, one in Timmins and the other in North Bay/Sturgeon Falls. These offices will offer, through the hiring of young people, Internet and e-commerce training, as well as consulting and awareness services for SMEs.</p>	<p>Monitor project.</p>	<p>Increased computer and e-commerce skills within the Francophone community.</p> <p>Increased opportunity for Francophone business leaders to be informed about the availability of French training for them and their staff.</p> <p>Enhanced use of e-commerce.</p>

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<p><i>Computers for Schools (CFS):</i></p> <ul style="list-style-type: none"> • Deliver 60,000 computers per year to schools and libraries across Canada. 	<p>Since its creation, the CFS program has delivered 425,000 computers to schools and libraries across Canada.</p> <p>In 2002-2003, the CFS program delivered 80,000 computers to schools and libraries across Canada, of which over 6,400 computers were distributed to official language minority schools:</p> <ul style="list-style-type: none"> • 59 computers to Francophone schools in Newfoundland and Labrador; • 20 computers to Francophone schools in Prince Edward Island; • 69 computers to Francophone schools in Nova Scotia; • 2,146 computers to Francophone schools in New Brunswick; • 1,459 computers to Anglophone schools in Quebec; • 2,016 computers to Francophone schools in Ontario; • 267 computers to Francophone schools in Manitoba; • 14 computers to Francophone schools in Saskatchewan; • 224 computers to Francophone schools in Alberta; • 165 computers to Francophone schools in British Columbia. 		<p>Increased development of computer skills and increased learning opportunities for young Canadians.</p>

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<p><i>Computers for Schools (CFS): (continued)</i></p> <ul style="list-style-type: none"> • Deliver 60,000 computers per year to schools and libraries across Canada. 	<p><i>Atlantic</i> Recruitment of a stakeholder, who is a member of the Acadian community, to sit on the program's management committee in Nova Scotia.</p>		
<ul style="list-style-type: none"> • Track program participation by official language minority schools and communities. 	<p>The CFS program is promoted in schools and school boards in Canada by CFS provincial licensees and by CFS headquarters at Industry Canada.</p>		<p>Increased awareness of CFS program in Francophone and Anglophone minority schools.</p>
<ul style="list-style-type: none"> • Encourage CFS licensees to involve minority language groups in the delivery of the program. 	<p>CFS licensees are informed of opportunities to involve minority language groups in the delivery of the program.</p> <p>CFS supports the <i>Collège Boréal</i> in the delivery of a bilingual apprenticeship certification course for the position of information technology (IT) support analyst.</p>		<p>More computers delivered to official language minority groups, and increased opportunity for youth to develop IT skills.</p> <p>Use of Sudbury workshop to liaise with Ontario's Francophone communities.</p> <p>College and high school students learn how to refurbish computers, getting valuable work experience in this field.</p>

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<p>Community Access Program (CAP):</p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the information highway, by establishing 8,800 public Internet access sites. From the outset, CAP has made an effort to establish sites that provide services to official language minority communities across Canada. 	<p>In 2002-2003, CAP provided \$30 million, through 144 Contribution Agreements, to sustain 8,000 sites.</p>	<p>Ontario</p> <p>Formation of the Ontario Francophone network to pool resources and to build a strong voice to advance e-learning and e-commerce in French.</p>	<p>By funding sites to provide affordable public access to the information highway, CAP encourages and supports access and the development of Information and Communications Technologies (ICT) skills by members of official language minority communities (OLMCs), thereby increasing employment skills and developing and increasing related content on the Internet and access to Government On-Line services. Examples include:</p> <ul style="list-style-type: none"> Ontario: There are 20 Francophone CAP networks serving 80 Francophone CAP sites in Ontario. Four networks specifically target French language ethno-cultural minorities and integration into Canadian society. Manitoba: The Province of Manitoba delivers CAP funding to 33 Francophone sites. Overall project goals include expanding help desk services to include a bilingual help desk.

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the information highway, by establishing 8,800 public Internet access sites. From the outset, CAP has made an effort to establish sites that provide services to official language minority communities across Canada. 	<p>In 2002-2003, CAP provided \$30 million, through 144 Contribution Agreements, to sustain 8,000 sites.</p>		<ul style="list-style-type: none"> <i>Alberta:</i> CAP has funded the <i>Société francophone de communication de l'Alberta</i> and the Community Futures Network Society of Alberta to provide training, experience and employment skills to the public through their CAP sites, including 11 Francophone CAP sites. <i>British Columbia:</i> There are many successful CAP sites serving Francophone communities in British Columbia. For example, the <i>Centre culturel francophone de Vancouver</i> CAP site targets Francophone minority communities and plans to create partnerships with other communities across Canada to develop French-language applications, services and content for the Internet.

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the information highway, by establishing 8,800 public Internet access sites. From the outset, CAP has made an effort to establish sites that provide services to official language minority communities across Canada. 	<p><i>Atlantic</i></p> <p>A new bilingual Francophone coordinator was hired for the CAP sites of the Argyle and Clare regions in Nova Scotia.</p> <p>A strategic planning day was funded and presented, in French, in Nova Scotia.</p> <p>Publication of a brochure promoting the CAP sites in each of the Acadian communities in Nova Scotia.</p> <p>Invitation to visit CAP sites on the provincial CAP Day held on January 25, 2003, in New Brunswick.</p> <p><i>Ontario</i></p> <p>Aided by the Interdepartmental Partnership with Official Language Communities (IPOLC), Canadian Heritage (PCH) and Industry Canada (IC) have contributed financially toward a project on an ethno-cultural network for information highway familiarization, in association with the <i>Francophonie, Message Universel</i> (FMU).</p>		

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<p><i>Community Access Program (CAP): (continued)</i></p> <ul style="list-style-type: none"> The Community Access Program (CAP) was launched in 1995 to provide Canadians with universal and affordable access to the information highway, by establishing 8,800 public Internet access sites. From the outset, CAP has made an effort to establish sites that provide services to official language minority communities across Canada. 	<p><i>Prairie and Northern Region</i></p> <p>With a contribution from PCH, under the IPOLC initiative, a learning and training program for youths was financed to improve services to the Francophone community in Saskatchewan through the Francophone CAP network.</p>	<p>Ongoing.</p>	<p>Resource sharing and collaborative project development via the virtual community.</p> <p>Reinforcement of the vision of the global economic development plan of the Fransaskois community.</p> <p>Establishment, through the access network, of a partnership among other organizations and Fransaskois institutions, spanning 14 communities.</p> <p>The network sites now offer training, interview sessions and consultation services by means of video conferencing.</p>
<ul style="list-style-type: none"> Symposium for Francophone communities outside Quebec. 	<p><i>Ontario</i></p> <p>On March 26, 2003, a symposium on the Francophone CAP was organized in partnership with the <i>Collège Boréal</i>. The aim was to regroup the 20 Ontario Francophone CAP networks as a single network.</p>	<p>More symposiums will follow.</p>	

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<p><i>Francommunautés virtuelles:</i></p> <ul style="list-style-type: none"> Thanks to funds allocated by Canadian Heritage (PCH) through a Memorandum of Understanding to <i>Francommunautés virtuelles</i>, \$4 million in funding was announced on March 20, 2002, to create French projects related to ICT for 2002-2003. 	<p>Since 1998, <i>Francommunautés virtuelles</i> (FV) has funded 110 projects totalling \$7 million, of which \$4 million comes from PCH.</p> <p>For 2002-2003, contribution agreements were signed for 36 selected French projects, for a total of \$3.7 million. Of the 36 projects, 25 are intended for Francophone communities outside Quebec.</p>	<p>Management of 36 contribution agreements. The government will continue to support FV, providing it with \$13 million over the next 5 years (2003-2008) — Action Plan for Official Languages.</p>	<p>The projects funded by the program have improved the ICT skills of Francophone communities and the Acadian community in all parts of Canada. These projects have helped to increase French services on the Internet.</p> <p>“For Francophones, the program <i>Francommunautés virtuelles</i> enables individuals, associations and communities to share information over the Internet and to share their experiences in the area of economic and community development”. (“The Next Act: New Momentum for Canada’s Linguistic Duality,” March 12, 2003)</p>

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<p>SchoolNet:</p> <ul style="list-style-type: none"> SchoolNet activities support: access to and effective use of Information and Communications Technologies (ICT) by Canadian learners and learning professionals; use of domestic ICT infrastructure by Canadian learners, learning professionals, employers and job-seekers; availability of learning resources in both official languages, which are multimedia, on-line, and Canadian content-rich; domestic and international awareness of Canada as a world-class provider of ICT to learning environments; international market participation by Canadian ICT sector. 	<p>Industry Canada’s SchoolNet (SNT) is proud that all schools have been connected to the Internet since March 1999. Since then, the Internet has become a widely used tool for learning purposes. Its growth has surpassed targeted projections. Under the umbrella of SNT, the Network of Innovative Schools (NIS) is a unique initiative that recognizes, supports and encourages Canadian schools in their efforts to improve student learning by integrating ICT creatively into their provincial/territorial curricula. Connectivity continues to improve as more and more schools advance toward broadband access, integrating sophisticated smart technologies in ICT learning. Since 1999, 114 schools have been selected to become members of the NIS network. From the province of Quebec, a total of 12 schools have benefited from the NIS program; of these, 4 are from the Anglophone community. Three Francophone schools outside Quebec have also benefited from the program.</p>	<p>Continue to further ICT integration into learning.</p>	<p>Increasing availability of high-quality on-line learning content.</p> <p>SNT now known as the leading source of Francophone learning content.</p> <p>Growing sophistication in ICT skills among Canadian learners.</p> <p>Development of communities of learners transcending geographic boundaries.</p> <p>Canada now recognized as a leader in ICT integration into learning.</p>

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<p>SchoolNet: (continued)</p> <ul style="list-style-type: none"> SchoolNet activities support: access to and effective use of Information and Communications Technologies (ICT) by Canadian learners and learning professionals; use of domestic ICT infrastructure by Canadian learners, learning professionals, employers and job-seekers; availability of learning resources in both official languages, which are multimedia, on-line, and Canadian content-rich; domestic and international awareness of Canada as a world-class provider of ICT to learning environments; international market participation by Canadian ICT sector. 	<p>The SNT Communications group promotes, in both official languages, the achievements and partnerships of programs and initiatives through various media events, and SNT’s magazine provides daily resources for educators through @SchoolNet Today. The group has extended its reach through various partnerships. Peer-reviewed learning resources accessible through the SNT portal exceed some 7,000 learning resource links, of which more than 2,500 are in the French language.</p> <p>SNT also made some specific advances in networking in the Francophone learning communities through the development of projects such as <i>Zoom, Innovations Cyberpédagogiques, MonPIF.ca, Cybertip.ca, Pistage des élèves francophones du Canada</i> and <i>Parents fransaskois branchés</i>. These projects created bridges among Francophone educators at the pan-Canadian level by providing multimedia learning resources.</p> <p>Aided by the IPOLC, IC (SNT) and PCH have contributed financially toward five projects targeting Francophone communities.</p>		

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<p><i>SchoolNet: (continued)</i></p> <ul style="list-style-type: none"> SchoolNet activities support: access to and effective use of Information and Communications Technologies (ICT) by Canadian learners and learning professionals; use of domestic ICT infrastructure by Canadian learners, learning professionals, employers and job-seekers; availability of learning resources in both official languages, which are multimedia, on-line, and Canadian content-rich; domestic and international awareness of Canada as a world-class provider of ICT to learning environments; international market participation by Canadian ICT sector. 	<p><i>Atlantic</i></p> <p>Outreach activities during various trade shows, such as <i>Avancement pédagogique des technologies de l'information et de la communication en Atlantique (APTICA)</i> and the Info-Fair for small and medium-sized enterprises (SMEs) in New Brunswick.</p>		<p>Increased number of submissions to Information Highway Applications Branch (IHAB) programs.</p>
<ul style="list-style-type: none"> Evolve the GrassRoots program to encourage the development of higher quality GrassRoots projects (shareable on-line learning resources); emphasize the application of higher order thinking skills; focus on the use of multimedia; increase both the number of teachers participating in GrassRoots for the first time and the number of projects generated by high school classrooms, including those in official language minority communities. 	<p>As of the end of the 2002-2003 school year, 31,600 GrassRoots projects had been developed since the beginning of the initiative in 1996, of which 1,444 projects targeted Francophone communities outside Quebec and 630 targeted Anglophone communities in Quebec.</p>	<p>Continue to support collaborative, project-based on-line learning.</p>	<p>Through GrassRoots, Canadian students and teachers have more learning tools, allowing them to contribute to ITC community development, learn about global issues, create international partnerships and take charge of their future.</p>

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<p><i>Smart Communities:</i></p> <ul style="list-style-type: none"> • Develop a range of on-line resources in both official languages to assist all Canadian communities in developing and implementing their own Smart Communities strategies. 	<p>Through the Smart Communities Resource Exchange Program and Tool Kit, on-line resources were developed, such as:</p> <ul style="list-style-type: none"> • international profile on a French rural community, Parthenay, France; • Tool Kit – Self-Evaluation Tool; • how to prepare a Smart Community business plan; • how to prepare an evaluation plan; • how to prepare a viability plan; • success stories; • lessons learned. <p><i>Atlantic</i></p> <p>In Nova Scotia, IC funded an Acadian genealogical research project undertaken by <i>Université Sainte-Anne</i>.</p> <p>Through evolution of the program, a consortium of seven municipalities, including Clare (Acadian region), the Pearson Peace Center, <i>Université Sainte-Anne/Collège de l'Acadie</i> and the Nova Scotia Community College was created for the purpose of constructing and managing a broadband community network known as Fundy Web. IC (in Nova Scotia) has participated in several meetings and continues to work closely with the consortium.</p>	<p>The Smart Communities Program invites all Francophone communities to exchange, to promote activities, to learn and to work with us. Smart Communities opens the door to the imagination.</p>	<p>Smart Communities pilot projects will improve economic and cultural development in the region. They will also link Francophone communities across the country and around the world. By delivering services and training in French, the Program will extend the benefits of new technologies to the greatest number of people.</p> <p>This project permits access to a great deal of information on various Acadian families.</p>

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<p><i>Smart Communities: (continued)</i></p> <ul style="list-style-type: none"> Develop a range of on-line resources in both official languages to assist all Canadian communities in developing and implementing their own Smart Communities strategies. 	<p><i>Atlantic (continued)</i></p> <p>Through a national competition, the <i>Péninsule acadienne</i>, a rural Francophone community, was selected for the New Brunswick Smart Communities Demonstration Project, which started on May 11, 2000, and will run until 2004. All on-line content is in French and is accessible at: www.cipanb.ca.</p>		
<p><i>Broadband for Rural and Northern Development:</i></p> <ul style="list-style-type: none"> This initiative provides funding through a competitive process to bring publicly available broadband access to Canadian communities, with priority given to First Nations, northern, remote and rural communities which are currently unserved by Digital Subscriber Line (DSL) or cable modem service. 	<p>Information sessions, meetings, miniconferences and videoconferences were organized in the regions.</p> <p>Presentation of the Broadband Pilot Program at the Francophone Community Access Program (CAP) Champion meeting on March 26, 2003.</p>	<p>Similar activities will be undertaken to ensure that communities interested in having broadband access are aware of the Pilot Program and apply for it.</p>	<p><i>Newfoundland and Labrador</i> Two applications including two Francophone communities received \$38,000 to develop a business plan.</p> <p><i>Prince Edward Island</i> The <i>Société de développement de la Baie acadienne</i> received \$29,400 to develop its business plan.</p> <p><i>New Brunswick</i> One application representing 124 Francophone communities received \$30,000 to develop a business plan.</p> <p><i>Quebec</i> Two Anglophone proposals, for the Grand Council of the Crees and the Municipality of Wakefield, received a total of \$59,750.</p>

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<p><i>Broadband for Rural and Northern Development: (continued)</i></p> <ul style="list-style-type: none"> This initiative provides funding through a competitive process to bring publicly available broadband access to Canadian communities, with priority given to First Nations, northern, remote and rural communities which are currently unserved by Digital Subscriber Line (DSL) or cable modem service. 			<p><i>Manitoba</i> The program allocated \$76,850 to 13 bilingual communities for business plan development.</p> <p><i>Saskatchewan</i> During the second funding competition, an application was received from the <i>Assemblée communautaire fransaskoise</i>, a group of 6 bilingual communities.</p> <p><i>Alberta</i> The <i>Chambre économique de l'Alberta</i> will probably submit a request for implementation money to reach many Francophone communities in the Northeast region of Alberta. It intends to provide bilingual Internet services to those communities.</p>

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<p><i>All Regions:</i></p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p><i>Ontario</i> The Canada/Ontario Business Service Centre (COBSC) has redesigned and launched a new and improved Web site.</p> <p><i>Pacific</i> During the year, the region granted sponsorships to support various e-business seminars in the Yukon, in which members of the business community, including official language minority communities (OLMCs), were invited to participate.</p> <p>The availability of electronic information and services was promoted through placement of ads in various association newsletters, brochures and directories. The ads — for <i>Strategis</i> and Consumer Gateway — promote the wealth of information that is available on-line, covering a variety of topics from trade to consumer protection.</p> <p>Pacific Region International Trade Centre (ITC) uses its on-line resources (Web site and e-mail) to publish and distribute a trade newsletter informing businesses, including OLMCs, of the material that is available on-line and encouraging them to grow their markets externally.</p>	<p>Monitoring of use and feedback.</p>	<p>Web site compliant with federal Common Look and Feel standards and offers full English-French equivalency to facilitate online searching.</p> <p>Promotion of IC programs and services.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Increase awareness and promote usage of electronic information services to official language minority clients, both businesses and consumers. 	<p><i>Pacific (continued)</i> During the year, Pacific region supported the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB) in its effort to publish a tourism guide on-line and in printed media promoting British Columbia Francophone businesses to regional, national and international markets.</p> <p><i>Yukon</i> The Canada/Yukon Business Service Centre has added Talk to Us!, a bilingual Web-based service helping clients navigate on the Internet at: vweb.cbsc.org/english/forms/na/tellme.html.</p>		<p>Increased access to electronic business information in French through bilingual call agents.</p> <p>Better understanding of Web-based business information.</p>
<ul style="list-style-type: none"> • Offer information sessions on Industry Canada connectivity programs and on e-commerce to ensure that members of official language minority communities can access information and tools to assist in information technology integration. 	<p><i>Atlantic</i> During 2002-2003, several bilingual meetings and presentations were held, involving the Nova Scotia Coordinator of information highway programs and stakeholders from Acadian communities in the province.</p> <p>Participation in an Info-fair in Yarmouth, Nova Scotia, involving business people from the Acadian communities of Clare and Argyle.</p>		<p>Increased awareness and increase in number of submissions to Information Highway Applications Branch (IHAB) programs.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> • Offer information sessions on Industry Canada connectivity programs and on e-commerce to ensure that members of official language minority communities can access information and tools to assist in information technology integration. 	<p><i>Ontario</i> From January to March 2003, a workshop on e-commerce was developed</p> <p><i>FedNor</i> Through an ongoing dialogue with the communities, FedNor Officers inform communities of IC and FedNor programs that may be of assistance to their initiatives.</p> <p>FedNor funded the <i>Regroupement de développement économique et d'employabilité (RDÉE)</i> to provide, in videoconference format, two French e-commerce workshops in May 2002, in collaboration with <i>Collège Boréal</i>, to six Northern Ontario communities.</p> <p><i>Pacific</i> <i>Strategis</i> information sessions were offered this year through the Student Connection Program (SCP) in English and French, where demand and interest existed.</p>	<p>Implementation of workshops in Francophone communities.</p> <p>Ongoing.</p> <p>Completed.</p>	<p>Increased use of e-business by Francophone small and medium-sized enterprises (SMEs).</p> <p>Enhanced access to programs.</p> <p>Awareness of opportunities offered by the information highway and increased skills in this area.</p> <p>Increased knowledge of the available programs and services.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> Promote the connectivity programs and e-commerce to official language minority communities. 	<p><i>Atlantic</i></p> <p>Information-sharing sessions, consultations and various regional activities pertaining to programs and services available to the Francophone community:</p> <ul style="list-style-type: none"> RDÉE, Atlantic Canada Opportunities Agency (ACOA), <i>Collectivité ingénieuse de la Péninsule acadienne</i> (CIPA), <i>Concertation rurale de la Péninsule acadienne</i> (CRPA), <i>Fédération des francophones de Terre-Neuve et du Labrador</i> (FFTNL); advertisement in the only French-language services guide in Prince Edward Island, <i>Le bottin des services en français</i>; guidance and advice to OLMCs in finding other sources of financing to complement IC programs; regional summits on innovation; funding to the first phase of the <i>Gaboteur en ligne</i> project in Newfoundland. 	<p>Thanks to the Interdepartmental Partnership with Official Language Communities (IPOLC), additional funding will be provided next year by Canadian Heritage (PCH) for the <i>Gaboteur en ligne</i> project.</p>	<p>Increased number of submissions to IHAB programs.</p> <p>Increased awareness of IC programs and services for businesses.</p> <p>Increased visibility of IC among Francophone communities.</p> <p>Consideration of French minority communities from the perspective of innovation.</p>

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<p><i>All Regions: (continued)</i></p> <ul style="list-style-type: none"> Promote the connectivity programs and e-commerce to official language minority communities. 	<p><i>FedNor</i> In addition to the RDÉE project, FedNor supported the <i>Centre franco-ontarien de ressources en alphabétisation</i> in implementing an e-commerce system — <i>Achats Virtuels Alpha</i> — which will facilitate the distribution of literacy materials to the Francophone community.</p> <p><i>Pacific</i> Ongoing promotion of programs through regular discussions and meeting with OLMCs, as well as at trade fairs and events, and through ads and bulletins (on-line and in printed media).</p> <p>Promotion through monthly meetings of interdepartmental Official Languages Coordinators and the community, monthly meetings of Section 41 Interdepartmental Coordinators and the community, and quarterly meetings of regional associations and the IC Coordinator.</p> <p>Twelve ads were placed in the Francophone and Anglophone community press, and the on-line quarterly Trade Bulletin was e-mailed to businesses.</p>	<p>Monitor project.</p> <p>Review new requests.</p>	<p>Increased adoption of e-commerce tools.</p> <p>Improved access to information and to technology.</p> <p>Establishment of information flow.</p>

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<p><i>Ontario and FedNor:</i></p> <ul style="list-style-type: none"> Using small business conferences and Info-Fairs, provide support to the Francophone business community to access opportunities, skills and knowledge of the information highway. 	<p>The bilingual SME Info-Fair, held in Thunder Bay on June 6, 2002, provided information from various departments and programs, including those related to the information highway.</p>	<p>Completed.</p>	<p>Awareness of opportunities offered by the information highway and increased skills in this area.</p>
<ul style="list-style-type: none"> Working with newly recognized Francophone school boards, increase the number of computers for schools and public libraries. 	<p>During 2000-2001, FedNor supported a Computers for Schools project to establish a workshop in Sudbury to repair and upgrade computers, and to provide French-language services for the CFS program for Francophones in Ontario. This project, administered by the <i>Collège Boréal</i> in collaboration with Renewed Computers Technology, is still in operation.</p>	<p>Monitor project.</p>	<p>Increased use of computers.</p>
<ul style="list-style-type: none"> Deliver community awareness workshops and support subregional telecommunications working groups in order to increase access to, and usage of, the information highway. 	<p>During the past year, FedNor assisted Northern Ontario communities in the development of their applications for support of business plans through the federal pilot project Broadband for Rural and Northern Development (BRAND). FedNor provided additional support to most of the successful applicants. In total, 118 Northern Ontario communities will benefit from this pilot project and FedNor support, including a number of communities with large Francophone populations, such as Hearst, North Bay, Mattawa, Nipissing, Alban, Cache Bay, Lavigne, St Charles, Sturgeon Falls, Kirkland Lake and New Liskeard.</p>	<p>Continue to enhance access to broadband infrastructure.</p>	<p>Enhanced access.</p>

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<p>Ontario and FedNor: (continued)</p> <ul style="list-style-type: none"> Continue to work with partners and municipalities to promote e-commerce conferences throughout Northern Ontario. 	<p>In May 2002, FedNor funded the RDÉE to provide, in videoconference format, two French e-commerce workshops, in collaboration with <i>Collège Boréal</i>, to six Northern Ontario communities.</p>		
<ul style="list-style-type: none"> Work with service providers to promote and encourage a telecommunication infrastructure in Northern Ontario that will allow participation in the worldwide economy. 	<p>With respect to connectivity, FedNor collaborates with Northern Ontario communities to develop and enhance telecommunications infrastructure and networks, to increase opportunities for local businesses, to build high-speed data linkages to rural areas and to facilitate community economic development.</p> <p>FedNor supports activities that focus on connectivity, telecommunications (infrastructure and networks) and Information and Communications Technologies (ICT) (general and e-commerce applications).</p> <p>In 2000-2001, FedNor supported a three-year project with <i>Collège Boréal</i> to promote high-speed telecommunications with the aim of linking all Northern Ontario campuses and allowing advanced courses to be offered on the Internet.</p>	<p>The project was completed this year.</p>	<p>Access to communications technology.</p>

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<p><i>Ontario and FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work with service providers to promote and encourage a telecommunication infrastructure in Northern Ontario that will allow participation in the worldwide economy. 	<p>FedNor supported the establishment of a videoconference network by the <i>Conseil scolaire catholique Franco-Nord</i> of North Bay, in collaboration with the <i>Conseil ontarien des directeurs de l'éducation des conseils scolaires de langue française</i>.</p> <p>One component of a broader rural development project with the <i>Association française des municipalités de l'Ontario</i>, approved by FedNor, was designed to develop a Web site to link all Francophone municipalities in the region.</p> <p>With respect to innovation, FedNor helps to reinforce the overall competitive position of the North and to accelerate movement of the region toward a knowledge-based economy. By promoting interaction and partnerships between the scientific and industrial sectors, FedNor helps Northern companies to bring new products and services to market as quickly as possible. FedNor supports activities such as early research and development, precommercial product development, and other projects with a focus on applied research and development, as well as building capacity for innovation.</p>	<p>Monitor project.</p>	<p>Enhanced connectivity.</p>

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<p><i>Ontario and FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Work with service providers to promote and encourage a telecommunication infrastructure in Northern Ontario that will allow participation in the worldwide economy. 	<p>This year, FedNor hosted two bilingual innovation summits, in Thunder Bay and Sudbury, which helped substantially in gathering public opinion about the challenges and opportunities associated with implementing the Innovation Strategy in Northern Ontario.</p>	<p>Address needs of the Francophone community as we implement the Innovation Strategy.</p>	<p>Enhanced innovation capacity and enhanced productivity.</p>
<ul style="list-style-type: none"> • Develop an electronic network to link all Community Futures Development Corporations (CFDC) in a bulletin board that will help Francophones to access information. 	<p>FedNor's Web site offers a link to the Web site of the CFDCs of Ontario: www.ontcfdc.com.</p>		<p>Access to information about the program.</p>
<ul style="list-style-type: none"> • Work with the <i>Associations canadiennes-françaises de l'Ontario (ACFO)</i> of Northern Ontario to develop a Web site and a network to increase on-line accessibility. 	<p>FedNor supported the establishment of Web portals for Northern Ontario Francophone communities by ACFO - <i>région de Kirkland Lake</i>, linking nonprofit organizations, businesses and other partners.</p>	<p>Monitor project.</p>	<p>Enhanced networking capabilities.</p>
<ul style="list-style-type: none"> • Promote e-commerce strategies among Francophone organizations involved in economic development in these regions. 		<p>Hold a meeting with RDÉE's Northern Ontario Officers to discuss their project priorities and follow up.</p>	<p>To be determined.</p>

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<p><i>Prairie and Northern Region:</i></p> <ul style="list-style-type: none"> Facilitate participation of Francophone school divisions in regional, provincial and national activities. 	<p>The <i>École canadienne-française</i> is an urban school Community Access Program (CAP) site in Saskatoon. This site will be part of the single-window network in Saskatchewan next year.</p>		
<p><i>Pacific Region:</i></p> <ul style="list-style-type: none"> Promote e-commerce capsules and a glossary of e-commerce terms to various regional Francophone newspapers, on the Francophone Chamber of Commerce Web site and on other associations' sites. 	<p>In collaboration with the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB), promoted various e-commerce topics on an ongoing basis, by posting topical e-commerce capsules on the SDECB Web site and by regular distribution of the capsules via e-mail to the members of the SDECB.</p>		<p>Provision of knowledge on how to participate in the knowledge-based economy.</p> <p>Development of a network to help Francophone businesses access information.</p>

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 3: <i>Support and increase development in rural official language minority communities.</i>			
PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
<p>Community Futures Development Corporations (CFDCs):</p> <ul style="list-style-type: none"> Develop initiatives with CFDCs that address the special needs of Francophones regarding access to capital. 	<p>FedNor</p> <p>Steps were taken to ensure the capacity of CFDCs to provide French-language services in areas where demand warrants, including services relating to access to capital.</p> <p>With regard to other initiatives relating to access to capital, FedNor:</p> <ul style="list-style-type: none"> established a new loan loss reserve with the Business Development Bank of Canada, a bilingual financial institution. This reserve can lever up to \$15 million over three years in higher-risk investments in Northern Ontario SMEs; provided financial assistance to the <i>Coopérative du regroupement des organismes francophones de Thunder Bay</i> for a feasibility study to assess the viability of establishing a <i>Caisse populaire</i> service centre. 	<p>Monitor.</p> <p>Monitor project.</p> <p>Monitor project.</p>	<p>Enhanced access to counselling for small and medium-sized enterprises (SMEs) and enhanced capital support services.</p> <p>Enhanced access to higher-risk capital for Northern Ontario SMEs.</p> <p>Subject to results of feasibility study.</p>

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<i>Community Futures Development Corporations (CFDCs): (continued)</i> <ul style="list-style-type: none"> • Establish a CFDC committee to ensure the delivery of services to Francophones. 	<i>FedNor</i> An internal working group is pursuing these improvements.	Ongoing.	Provision of quality services in French.
<i>OTHER ACTIVITIES</i>			
FedNor supported the following rural development activities: <ul style="list-style-type: none"> • a Community Development Officer, to implement a strategic plan and promote community and economic development in Dubreuilville; • a symposium for Francophone businesses presented by the <i>Chambre économique de l'Ontario</i> in Timmins in September 2002; • a conference entitled <i>Diversification, gouvernance et partenariats... pour garantir l'avenir de nos enfants</i>, presented by the <i>Association française des municipalités de l'Ontario</i> in Timmins in September 2002; • a March 2003 business symposium <i>Options et Occasions</i> for 45 Francophones from the region, hosted by the <i>Association des francophones du nord-ouest de l'Ontario</i> in Thunder Bay; • a dialogue and workshop program on community economic development, hosted by the <i>Association canadienne-française de l'Ontario du grand Sudbury</i>, held in October 2002. 			

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 4: <i>Develop tourism in official language minority communities.</i>			
PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
Canadian Tourism Commission (CTC): <ul style="list-style-type: none"> Through the CTC's business and consumer Internet site, provide information on travel and on the CTC's activities, and establish hypertext links with other travel and tourism Web sites. Official language minority communities with established Web sites on tourism products are encouraged to inform the CTC, so that they can be included in their sites, as appropriate. 	THE CANADIAN TOURISM COMMISSION WILL BE SUBMITTING ITS OWN REPORT.		

<i>PLANNED ACTIVITIES</i>	<i>ACTIVITIES COMPLETED TO DATE</i>	<i>OUTSTANDING ACTIVITIES TO BE COMPLETED</i>	<i>IMPACTS OF ACTIVITIES</i>
<p><i>Canadian Tourism Commission (CTC) : (continued)</i></p> <ul style="list-style-type: none"> As a means to further develop and promote the Francophone cultural communities in Canada, continue to fund tourism product development activities aimed at official language minority communities, through the Heritage Product Club partnership. <p>As one of its many activities, the Club developed a map outlining French heritage products in western Canada. Next year, the Club will focus on developing travel packages showcasing the French culture and opportunities to learn French, enhancing the export readiness of existing tourism products, and implementing a new marketing strategy. It also plans to consult, train and provide strong communication links, and to offer value-added tourism services to western and northern French Canadian small and medium-sized enterprises.</p>			<p>THE CANADIAN TOURISM COMMISSION WILL BE SUBMITTING ITS OWN REPORT.</p>

<i>PLANNED ACTIVITIES</i>	<i>ACTIVITIES COMPLETED TO DATE</i>	<i>OUTSTANDING ACTIVITIES TO BE COMPLETED</i>	<i>IMPACTS OF ACTIVITIES</i>
<p><i>FedNor:</i></p> <ul style="list-style-type: none"> • Implement and promote the Tourism Fund, the Not-for-Profit Fund and the Northern Ontario Economic Development Fund to develop tourism in Francophone communities. 	<p>FedNor authorized new contributions toward:</p> <ul style="list-style-type: none"> • marketing and promotion initiatives to support the Chapleau Nature Festival, presented by the <i>Centre culturel Louis-Hémon de Chapleau</i> in July 2002; • purchase and installation of sculptures as well as development of a new commercial area for the sale of local arts and crafts, at the tourism information kiosk on Highway 11 in Hearst; • the <i>Foire gourmande de l'Abitibi-Témiscamingue et du nord-est ontarien</i>. 	<p>Monitor projects.</p> <p>Review new requests.</p>	<p>Enhanced tourism.</p>
<p><i>OTHER ACTIVITIES</i></p> <p>FedNor continues its activities for the second year in the <i>Destination Nord</i> project of the <i>Chambre économique de l'Ontario</i>, which promotes Francophone tourism activities in Northern Ontario. The project includes five components: research, communications and networking, training, marketing and the commercialization of tour packages. Among the anticipated outcomes are enhanced visibility of Francophone tourism products in the North and an enhanced capacity to target the Francophone tourism market through a coordinated marketing campaign.</p>			

PURPOSE: <i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>			
OBJECTIVE 1: <i>Increase the awareness of, and participation in, Industry Canada's programs and services by official language minority communities in areas of need identified by these communities.</i>			
SUB-OBJECTIVE 5: <i>Integrate youth into the economic development in official language minority communities.</i>			
PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACTS OF ACTIVITIES
<i>Student Connection Program (SCP):</i> <ul style="list-style-type: none"> Hire, train and certify young people to provide e-commerce training to small and medium-sized enterprises (SMEs), and Internet training to business people and seniors under the Youth Employment Strategy. 	<p>Since 1996, SCP has hired and trained over 5,000 youths across the country.</p> <p>SCP continues to develop and add to its on-line learning and certification platform, which is available in both official languages.</p> <p>Additional training services and materials for student business advisors and clients are available in both official languages throughout Canada.</p>	<p>The planned activities and outputs for SCP are ongoing and will continue for the duration of the program.</p>	<p>Successful school-to-workforce transitions through on-the-job technology and business experience.</p> <p>Opportunities for young people to showcase their skills with potential employers.</p> <p>The development of young people's communication, information technology and business skills.</p>
<i>Canada's Digital Collections:</i> <ul style="list-style-type: none"> Hire young people (ages 15 to 30) on contract to create Web sites, allowing them to develop and apply skills related to the new information technologies. Roughly 10% of the projects are created by young people from official language minority communities, who represent some 10% of the young people employed through the program. 	<p>Thirty-nine young Canadians from official language minority communities (OLMCs) produced ten digital collections.</p>		

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<p><i>FedNor:</i></p> <ul style="list-style-type: none"> • Continue offering the Youth Internships Program, to give young people of Northern Ontario the opportunity to gain work experience in the area of business and economic development. 	<p>FedNor supported six youth internships with Francophone organizations, as follows:</p> <ul style="list-style-type: none"> • a youth intern with the <i>Club canadien français de Thunder Bay</i>, to undertake community, economic and business development activities; • a youth intern to develop a strategic plan related to establishing <i>Le Racoin</i>, a boutique that will showcase local artisans, and to update organizational policies at the <i>Centre régional des loisirs culturels</i> in Kapuskasing; • a youth intern to undertake economic development and strategic planning activities in Moonbeam; • a youth intern with the <i>Conseil de la coopération d'Ontario</i> in Sudbury, to undertake development activities toward establishment of a community cooperative support centre in Northern Ontario; 	<p>Introduce private-sector internships, monitor projects and review new requests.</p>	<p>Retain skilled youth.</p>

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<p><i>FedNor: (continued)</i></p> <ul style="list-style-type: none"> • Continue offering the Youth Internships Program, to give young people of Northern Ontario the opportunity to gain work experience in the area of business and economic development. 	<ul style="list-style-type: none"> • a youth intern with the <i>Association canadienne-française de l'Ontario</i> (ACFO) of Greater Sudbury, to develop and implement a marketing plan for the distribution of materials related to the franco-ontarian flag, including concept development and an annual travel plan for a mobile kiosk; • a youth intern to develop a business plan and implement marketing strategies in support of the <i>Centre Alpha-culturel de Sudbury</i>. 		
<p><i>Pacific Region:</i></p> <ul style="list-style-type: none"> • Support projects that promote entrepreneurial and small Francophone businesses and that provide youth with opportunities to gain work experience. 	<p>In conjunction with the <i>Société de développement économique de la Colombie-Britannique</i> (SDECB), Industry Canada (IC) funded a project focussing on tourism-related entrepreneurs and small Francophone businesses to help them market their services nationally and internationally. The project yielded a marketing CD and brochure listing these companies and their services.</p>		<p>Increased capabilities of entrepreneurs and provided youth with work experience.</p>
<p><i>OTHER ACTIVITIES</i></p> <p>FedNor also supported the establishment of a 50-week entrepreneurial program offered by <i>Collège Boréal</i> for youth wishing to start or operate a small and medium-sized enterprise (SME). Anticipated impacts include enhanced business skills for youth.</p> <p>This is also the second year of a two-year project entitled <i>Partenariat d'information et de promotion de l'entrepreneuriat communautaire</i> with the <i>Association de la presse francophone</i>. This project is intended to promote community economic development among young people and to encourage them to get involved within their communities.</p>			

PURPOSE:		<i>To enhance the vitality of the English and French minority communities in Canada, to support and assist their development, and to foster, through Industry Canada's programs and services, the full recognition of both English and French in Canadian society.</i>	
OBJECTIVE 2:		<i>Increase Industry Canada's awareness of the needs of official language minority communities and increase the Department's understanding of its obligations under Section 41 of the Official Languages Act.</i>	
SUB-OBJECTIVE 1: <i>General.</i>			
PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACT OF ACTIVITIES
<p>Awareness campaign:</p> <ul style="list-style-type: none"> Implement a campaign to increase employee awareness of responsibilities under Section 41 and of the needs of official language minority communities (OLMCs). 	<p>Nine information sessions were held in Ottawa for managers. Forty-three sessions have been provided in Ottawa and the regional offices since the awareness campaign began in 2000-2001.</p> <p>Atlantic Through the Regional Executive Management Committee, provincial directors and managers have been sensitized to the importance of giving special attention to the responsibilities identified within the framework of Section 41, as well as to the needs of Acadian communities.</p> <p>FedNor A two-day meeting was held with officers responsible for the Community Futures Development Corporations (CFDCs) in identified areas, to discuss improvements needed in French-language services.</p>	<p>Ongoing.</p> <p>Monitor implementation of improvements.</p>	<p>Better understanding on the part of managers and senior program and service officers of the needs of OLMCs and of Industry Canada's (IC's) obligations under Section 41.</p> <p>Managers and officers are learning about best practices.</p> <p>Greater awareness on the part of community stakeholders and better knowledge of the programs and services offered by IC.</p> <p>Quality services provided in French by identified CFDCs.</p>

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<p>Creation of an intranet site:</p> <ul style="list-style-type: none"> • Create an intranet site to provide IC employees with more information on Section 41 and OLMCs to reinforce the awareness campaign. 	<p>Federal public servants now have access to the extranet version of the ProAction41 site.</p>	<p>Regular updates.</p>	<p>All IC employees, as well as the networks of Coordinators for the 29 departments targeted by Section 41, now have access to this site.</p> <p>A total of 2,011 pages are viewed per month.</p>
<p>Creation of an Internet site:</p> <ul style="list-style-type: none"> • Create an Internet site for official language minority communities in order to respond to information needs on the programs and services of IC and the regional development agencies, and thereby increase the participation of OLMCs in these programs and services. 	<p>In cooperation with the Atlantic Canada Opportunities Agency (ACOA), Western Economic Diversification Canada (WD), Canada Economic Development for Quebec Regions and FedNor, IC has developed the CommunAction site (www.communaction.ca) designed to help communities find the information they need on IC programs and services, in addition to regional development agencies within the portfolio. The site was launched internally on March 20, 2003, during a breakfast held as part of the <i>Rendez-vous de la Francophonie</i>.</p> <p>A target audience was consulted to identify the needs of the communities and to obtain their comments on the name, content and structure of the new CommunAction site, which was created for them.</p>	<p>Regular updates.</p> <p>Continue to work closely with regional development agencies, OLMCs and other departments to enrich the site and obtain user feedback.</p> <p>Promote the site internally, as well as with OLMCs and federal agencies.</p>	<p>No data are available, as the site was only launched on March 20, 2003.</p>

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<p><i>Analysis and research:</i></p> <ul style="list-style-type: none"> Analyse existing studies and reports on OLMCs and research their needs and expectations. 	<p>An analysis of the gaps between the needs of the communities and the programs and services of IC and its economic development agencies was performed as part of the development of a policy proposal for the Dion Action Plan.</p> <p>IC and Canadian Heritage (PCH) provided funding to the <i>Fédération nationale des femmes canadiennes-françaises</i> to help this group develop an implementation strategy entitled <i>Femmes et francophonie virtuelle</i>. The goal of this strategy is to encourage Canadian Francophone women living in minority communities to make greater use of the Internet.</p> <p>Other studies are listed under the headings “French on the Internet” and <i>Le coin linguistique</i>.</p>		<p>A better understanding of the needs of OLMCs.</p>

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<p><i>Dion Action Plan:</i></p> <ul style="list-style-type: none"> • Collaborate with the Privy Council, as well as with agencies which have an economic component within the framework of the Dion Action Plan. 	<p>IC, in collaboration with regional development agencies, Human Resources Development Canada, Citizenship and Immigration Canada and the Rural Secretariat, developed and submitted a policy proposal on the economic development of OLMCs. IC and the regional development agencies should receive \$33 million for a five-year period.</p> <p>A policy proposal to develop the language industries was also presented by IC as part of the Dion Action Plan, and \$20 million over five years was approved for specific initiatives.</p>	<p>Initiatives to be implemented during the next five years include strengthening the network of Coordinators to improve awareness and information and consultation services dedicated to OLMCs; creating internships for minority communities; launching pilot projects in telelearning and teletraining; and extending the <i>Francommunautés virtuelles</i> program.</p> <p>See “Industry Sector” in Section 1.1 for activities to be completed.</p>	
<p><i>Support the Official Languages Champion:</i></p> <ul style="list-style-type: none"> • Participate actively in the departmental Champions’ network created by Treasury Board. 	<p>IC participated in the Departmental Champions’ Conference held in Sudbury on May 30 and 31, 2002.</p>		<p>Networking and sharing of best practices.</p>
<p><i>Interdepartmental Partnership with Official Language Communities (IPOLC):</i></p> <ul style="list-style-type: none"> • The communities, Canadian Heritage (PCH) and Industry Canada (IC) engaged in the development of joint projects. 	<p>Seventeen new projects were approved during the year. The total contribution from IC and PCH for 2002-2003 was \$1,361,863.</p>	<p>Project follow-up and development of new projects.</p>	<p>To date, 27 IPOLC projects have been approved, with total funding from IC and PCH of \$2,184,394.</p>

PLANNED ACTIVITIES	ACTIVITIES COMPLETED TO DATE	OUTSTANDING ACTIVITIES TO BE COMPLETED	IMPACT OF ACTIVITIES
<p><i>Interdepartmental Partnership with Official Language Communities (IPLC): (continued)</i></p> <ul style="list-style-type: none"> The communities, Canadian Heritage (PCH) and Industry Canada (IC) engaged in the development of joint projects. 	<p><i>FedNor</i> FedNor sponsored three projects under the IPLC initiative.</p>	<p>Continue to identify potential projects.</p>	<p>Additional financial support.</p>
<ul style="list-style-type: none"> Renewal or extension of the Memorandum of Understanding with Canadian Heritage. 		<p>The Memorandum of Understanding will be extended until March 31, 2004.</p>	
<p><i>National Committee for Canadian Francophonie Human Resources Development:</i></p> <ul style="list-style-type: none"> Participate in meetings and activities of the National Committee. 	<p>Participation in all National Committee meetings.</p> <p>Financial contribution to the Prix Lauriers (\$35,000) and membership on the selection committee.</p> <p><i>FedNor</i> FedNor is represented on the National Committee.</p> <p>FedNor also participates on the <i>Comité paritaire</i> of the <i>Regroupement franco-ontarien de développement économique et d'employabilité</i> (RDÉE).</p>	<p>Ongoing.</p> <p>Ongoing.</p>	<p>Better understanding of the needs of the Francophone minority community and sharing of information.</p> <p>Enhanced awareness of the needs and priorities of the Francophone community.</p>

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<p><i>National Human Resources Development Committee for the English Linguistic Minority: (continued)</i></p> <ul style="list-style-type: none"> • Participation in Committee meetings and activities. 	<p><i>Quebec (continued)</i></p> <p>Signature of a Memorandum of Understanding (MOU) by the IC Associate Deputy Minister, representatives of the English linguistic minority community and other federal departments in May 2002.</p> <p>Organization of two seminars on entrepreneurship, presented in English, which were provided through the Dobson Entrepreneurship Institute to Anglophone Regional Economic Development Officers and to the members of the National Committee.</p>		<p>Will provide a framework for implementation of our Action Plan and ongoing advisory role to the National Committee on matters related to economic and community development.</p> <p>Improved participants' understanding of issues related to entrepreneurship so that they might better serve the English community in Quebec.</p>
<p><i>Network of Coordinators:</i></p> <ul style="list-style-type: none"> • Liaison and coordination with Regional Coordinators. 	<p>Monthly teleconferences.</p> <p>Frequent, regular consultations with Coordinators to discuss all activities related to the implementation of Section 41.</p>		<p>Sharing of information and best practices, as well as improved coordination.</p>
<p><i>Interdepartmental coordination:</i></p> <ul style="list-style-type: none"> • Work with other federal agencies on coordinating projects submitted by OLMCs or government projects relating to Section 41 more effectively. 	<p>Participation in interdepartmental meetings or working groups organized by various departments.</p>		<p>Sharing of information and best practices, as well as improved communication.</p>

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<p><i>Interdepartmental coordination: (continued)</i></p> <ul style="list-style-type: none"> • Work with other federal agencies on coordinating projects submitted by OLMCs or government projects relating to Section 41 more effectively. 	<p><i>FedNor</i> FedNor participated in an official languages conference in Ottawa, which involved federal and provincial departments and agencies, as well as representatives of the Ontario Francophone community (September 2002).</p> <p>FedNor participated in a meeting involving regional representatives of federal and provincial departments and agencies working in Northern Ontario.</p> <p><i>Prairie and Northern Region</i> The Saskatchewan Coordinator for Section 41 participates in the Official Languages Subcommittee of the MOU Working Group and is also a member of the Selection Committee for the Rural Secretariat's Vision program.</p>	<p>Continue to discuss ways of improving support of the development of the OLMC.</p> <p>Follow-up on the proposal entitled <i>Appui à l'entrepreneuriat fransaskois</i>, which has been submitted to the working group and which identifies the various partners that can respond to funding requests.</p>	<p>Enhanced awareness of the priorities of the OLMCs and ways in which we can support them.</p>

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<p><i>Distribution of documentation:</i></p> <ul style="list-style-type: none"> • Broad distribution of our Action Plan, Achievement Report and documents or newsletters relating to Section 41. 	<p>Approximately 200 copies of the Achievement Report were distributed within the Department and to other national and provincial organizations.</p> <p>The report is available in both HTML and PDF formats on our new site at: www.communaction.ca.</p> <p>Articles on the implementation of Section 41 have appeared in “Argus,” the Department’s internal newsletter, and in PCH’s “Bulletin 41-42”.</p> <p>The newsletters prepared by the National Committee for Canadian Francophonie Human Resources Development and copies of PCH’s “Bulletin 41-42” are sent to managers and program and service officers within IC.</p>		<p>Better understanding and knowledge of initiatives generated by the communities, the Department and other federal agencies.</p>

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<p><i>French on the Internet (FOI):</i></p> <ul style="list-style-type: none"> Enhance the volume and quality of French-language content on IC Web sites. 	<p>Two studies were completed by internal consultants:</p> <ul style="list-style-type: none"> one to better identify selection criteria for Internet sites created with IC contributions; the other to identify the needs of Francophone users of IC sites. <p>A study was conducted by The Conference Board of Canada to analyse the first recommendation of the report of the Commissioner of Official Languages; the study report was entitled “French on the Internet: Key to the Canadian Identity and the Knowledge Economy”.</p>	<p>Pursue discussions at meetings of relevant departmental committees.</p> <p>Establish convergences with the results of studies collected and conducted under the <i>Francommunautés virtuelles</i> program.</p> <p>Pending senior management approval, create an advisory committee, with a secretariat and research support, to examine alternatives for promoting French on the Internet.</p>	<p>Enhanced awareness in all sectors of IC.</p> <p>Increased quality and quantity of French on the Internet.</p> <p>Improved response to the needs of IC’s Francophone clientele.</p>
<p><i>Le coin linguistique:</i></p> <ul style="list-style-type: none"> Maintain and enrich the site, which is designed to improve the quality of French at IC. 	<p><i>Le coin linguistique</i> (an intranet site for the improvement of French-language skills) continues to be enriched and has been entirely revised and indexed.</p> <p>A feasibility study was performed to examine the possibility of providing access to the site to the entire public service and of creating a component for the improvement of English-language skills.</p>	<p>Ongoing.</p>	<p>Improvement in the quality of French within IC, on Internet sites and in interactions with the public.</p> <p>On average, 60,000 hits and 900 visits are recorded monthly.</p>

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<p><i>OTHER ACTIVITIES</i></p> <ul style="list-style-type: none"> • Financial participation by IC in the <i>Mondial de l'entrepreneuriat</i>, which took place from September 23 to 29, 2002, in Ottawa. • Financial participation by IC in the awards gala of the <i>Alliance des radios communautaires</i>, which was held May 25, 2002, in Midland, Ontario. • On March 17, 2003, during a breakfast held as part of the <i>Rendez-vous de la Francophonie</i>, the Industry Canada Official Languages Champion for Ontario spoke about achievements and presented the new Web site www.communaction.ca to regional employees. • The Atlantic Executive Regional Director had an opportunity to meet with business leaders, the warden and other members of the Acadian community, such as the President and Vice-President of <i>Université Sainte-Anne/Collège de l'Acadie</i>. This type of meeting serves to create good relations between the Department and the individuals concerned and facilitates the exchange of strategic information regarding certain projects, programs and events. • FedNor identified an Official Languages Champion within the FedNor management team. • FedNor also identified Sectoral Leads, to help ensure that official languages considerations are taken into account in FedNor's planning activities. • FedNor also provided input to the development of IC's policy document on economic development of OLMC's. 			