Annual Report on the Operation of

The Canadian Multiculturalism Act

2004–2005

Canadian Heritage   Patrimoine canadien

Canada

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Table of Contents

A Message from the Minister of Canadian Heritage and Status of Women

Throughout Canada's history, we have welcomed women and men of all backgrounds to our country. Through hard work and perseverance, they have integrated into Canadian society and enriched it with their cultural and other contributions. Today, Canada has over 32 million citizens representing a wide variety of ethnic, cultural, religious, and linguistic backgrounds.

The 2004–2005 Annual Report on the Operation of the *Canadian Multiculturalism Act* summarizes what the department of Canadian Heritage, in particular the Multiculturalism Program, and other federal institutions accomplished during the reporting year to promote inclusion and respect for diversity. It also looks towards the future and identifies ways to build a stronger, more cohesive, and more inclusive Canada—a Canada that has a strong sense of citizenship built on the commitment and contribution of all its citizens.

As Minister of Canadian Heritage and Status of Women, I am honoured to have been entrusted with the task of ensuring that the values and principles embodied in the *Canadian Multiculturalism Act* are respected throughout the country. As a descendant of an immigrant family, I understand how important these values and principles are, and I will defend them steadfastly.

Our model of multiculturalism is more than just a distinguishing factor. It is a source of our strength. Canadians of all backgrounds make vital contributions to the development of our economy, to our political landscape, and to building a welcoming, respectful society with an exceptional arts and cultural sector.

I invite you to look through the following pages to find out more about how the Government of Canada and affiliated institutions have taken steps to strengthen multiculturalism across the country.

The Honourable Bev Oda, P.C., M.P.

Canada

Foreword

Josiah Henson
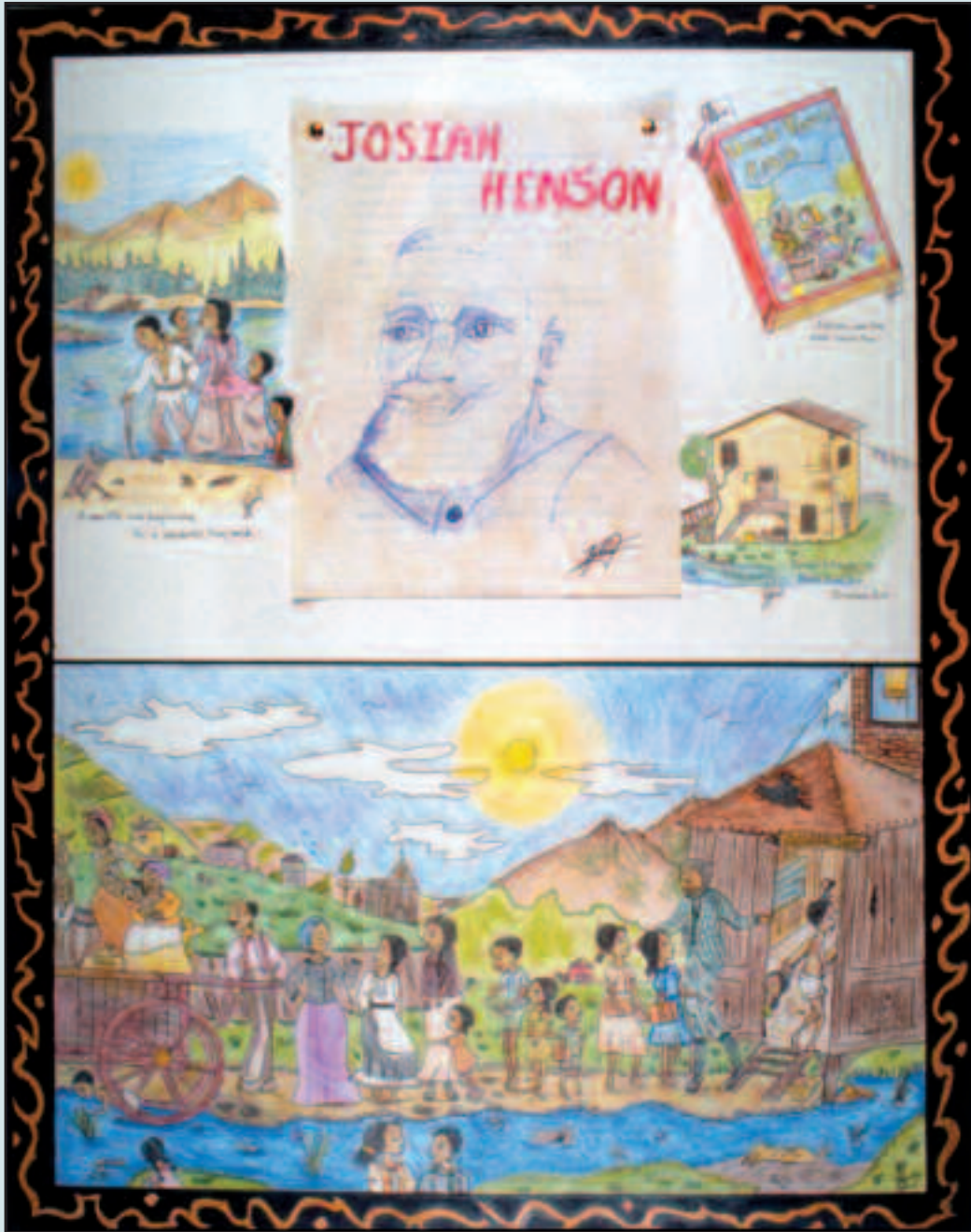
Josiah Henson (1789–1877) spent thirty years on a plantation in Maryland before he escaped slavery and became a Methodist preacher, abolitionist, lecturer, and founder of a cooperative colony of former slaves in Canada. His memoirs, published in 1849, provided Harriet Beecher Stowe with her model of Uncle Tom.

Kylene Cachelin

Lloyds George Elementary

Kamloops, BC

Mathieu Da Costa Challenge

National Creative Writing and Artwork Contest

1998–1999

Foreword

The *Canadian Multiculturalism Act* requires federal institutions to report yearly on their activities to meet the requirements of the Act. This report highlights some key activities undertaken by various federal institutions in reporting year 2004–2005.

This report is divided into three main parts:

Part I   Part I highlights the main achievements of the Multiculturalism Program of the department of **Canadian Heritage** and describes how the Program advances the principles of the *Canadian Multiculturalism Act* and supports federal institutions in their efforts to apply the Act and promote a cohesive, equitable and respectful society.

Part II   Part II begins by summarising the results from a survey conducted of other federal institutions on their implementation of the *Canadian Multiculturalism Act* and continues with an overview of initiatives undertaken by federal institutions to support the Act in their policies, programs and service delivery.

Part III   Part III describes some best practices from two federal programs that adopted innovative strategies to embrace the spirit of the Act.

**Mary Ann Shadd, Harriet Tubman,
Rosemary Brown, Sylvia Estes Stark and Carrie Best**

From top left: Mary Ann Shadd (1823–1893) the first black woman publisher; Harriet Tubman (1820–1913), "Moses of Her People"; Rosemary Brown (1930–2003), politician, writer, social worker.

From bottom left: Sylvia Estes Stark (1839–1944), black pioneer; Carrie Best (1903–2001), poet, journalist, writer, community advocate.

Sylvia Mihaljevic

St. John School

Burlington, ON

Mathieu Da Costa Challenge

National Creative Writing and Artwork Contest

1997–1998

Part I: The Multiculturalism Program

A country of immigration and diversity

Diversity is a fundamental and enduring characteristic of Canadian society. Tens of thousands of years ago, ancestors of Canada's Aboriginal people migrated to North America with a diversity of cultures and languages. Beginning in the 16th century, several waves of immigration began to shape the face of Canada.

While initial waves were largely from the United States and Europe, today almost 47 percent of immigrants report an ethnic origin other than British, French or Canadian. Many visible minority groups have lived in Canada for several generations, such as African-Canadians, who first arrived over 400 years ago, and Chinese- and South Asian-Canadians, who began arriving in the 19th century. The fastest growing visible minority groups today are Arab- and Western Asian-Canadians. In 1981, one in twenty Canadians was a visible minority; in 2001, this figure was one in seven, and in 2017, this figure is projected to be one in five. In 2017, visible "minorities" in Toronto and Vancouver are projected to represent half of the population.

The proportion of the foreign-born population is at its highest in 70 years. Currently, immigration accounts for 53 percent of the population growth in Canada. This is expected to be 100 percent by 2026.

Religious diversity is also increasing rapidly, with the Muslim faith being the fastest growing in Canada. Of the 1.8 million new immigrants who came to Canada during the 1990s, Muslims accounted for 15 percent, Hindus for almost 7 percent and Buddhists and Sikhs for about 5 percent each. Between 1991 and 2001, Muslims in Canada experienced a growth rate of 129 percent, followed by 89 percent for Hindus and Sikhs and 84 percent for Buddhists. In comparison, all other religions in Canada grew by less than 5 percent over the same period.

Legal Framework

A solid legal framework exists in Canada to promote the principles of diversity and the rights of all individuals, protecting them from discrimination. In 1971, Canada was the first country in the world to adopt multi-culturalism as an official policy. In 1982, the Canadian Charter of Rights and Freedoms recognized the importance of preserving and enhancing the multicultural heritage of Canadians. In 1985, the equality rights article of the Charter, Section 15, came into effect, specifying that every individual was equal before and under the law and had the right to equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on, among others, race, national or ethnic origin, colour or religion. In 1988, the Government of Canada proclaimed the *Canadian Multiculturalism Act*.

The Multiculturalism Program—Priority Areas

The Multiculturalism Program of the department of **Canadian Heritage** derives its mandate from the *Canadian Multiculturalism Act*. Its implementation supports the achievement of one of two strategic objectives of the department of **Canadian Heritage**: to foster an inclusive Canada built on inter-cultural understanding and citizen participation. The Multiculturalism Program is one of the means by which the federal government pursues the goals of its multiculturalism policy. It plays a unique and expert role among federal institutions in affecting change. As society has evolved and needs have changed, so too have the priorities of the Multiculturalism Program. The current priority areas are:

- **Fostering Cross-Cultural Understanding:** Supporting programs and initiatives that facilitate understanding of cultural differences, foster an appreciation of the value of diversity and promote connections among all sectors of society and in all urban and rural communities.
- **Combating Racism and Discrimination:** Engaging ethnocultural communities and the broad public in informed dialogue and sustained action to combat racism and discrimination.
- **Civic Participation:** Developing among Canada's diverse population active citizens with both the opportunity and the capacity to participate in shaping Canadian society.
- **Making Canadian Institutions More Reflective of Canadian Diversity:** Acting as a leader in helping federal institutions develop policies, programs and services that are responsive to and reflective of Canada's demographic diversity.

The Multiculturalism Program advanced its four priority areas through policy development, outreach initiatives, and project funding for both national and regional projects. In 2004–2005, more than $8.6 million in grants and contribution funding was approved to support approximately 125 new projects.

Research, consultations and analysis continued to play an important role in informing the development of programs and policies. Whether in partnership with **Statistics Canada** to collect data on hate-motivated crime, or in partnership with the **Social Sciences and Humanities Research Council of Canada** or through its own research, the Multiculturalism Program used findings to understand Canada's diversity, to identify gaps for intervention and attention, and to interpret data related to racism, discrimination, social exclusion and marginalization in communities across Canada. In addition, the Multiculturalism program shared and disseminated its findings with ethnocultural groups, federal departments, other partners, and relevant stakeholders.

In the 2004–2005 fiscal year, the Multiculturalism Program worked with several stakeholders and partners, such as not-for-profit organizations, other levels of government, public institutions, researchers, professional and trade organizations, other federal departments, ethnocultural groups, and international organizations.

Through its collective expertise, the Program endeavoured to understand and focus attention on the root causes of socio-economic disparities that are specific to ethnocultural communities. It also acted as a leader in encouraging institutions to take action to create a level playing field for Canadians of all ethnocultural backgrounds. The following section outlines some of the initiatives undertaken specifically by the Multiculturalism Program and in partnership with others to advance the principles of multiculturalism under each of the four priority areas.

For more information on the *Canadian Multiculturalism Act*, please visit www.multiculturalism.pch.gc.ca.

Fostering Cross-Cultural Understanding

Responding to Canada's growing racial and ethnic diversity requires continued and targeted efforts. In 2004–2005, the Multiculturalism Program, in collaboration with community organizations across the country, supported initiatives to increase the understanding of cultural differences and foster connections between diverse communities.

Understanding and respecting other cultures is the first step towards building bridges between ethnocultural communities and working together to strengthen Canadian society. This is at the core of what the Multiculturalism Program seeks to achieve through annual public education initiatives such as the Mathieu Da Costa Challenge and through assistance to community organizations involved in promoting Black History and Asian Heritage, as described below.

Black History Month—Canada's first official Black History Month took place in February 1996, following a unanimous motion by Parliament. Every year, Canadians take part in activities that honour the legacy of Black Canadians and learn about the rich history and experiences of Black Canadians and the vital role they played in our country's development. The 2004–2005 fiscal year marked the 10th anniversary of Black History Month in Canada. Many activities were held across Canada in partnership with universities, libraries, federal departments and Black community associations. Activities included the travelling exhibit *Black Ink/Encre Noire*, which showcased the wealth and variety of international and Canadian Black literature in five cities, film screenings, panel discussions and the Mathieu Da Costa Challenge. These events were highlighted in the Black History Month National Calendar of Events.

The Mathieu Da Costa Challenge—In 2004–2005, the Multiculturalism Program hosted the annual Mathieu Da Costa Challenge. Born of African ancestry in the Azores, Mathieu Da Costa is believed to have been the first recorded Black person to set foot in Canada, working on the ship that brought Samuel de Champlain to Canada. His interpretative skills helped bridge the cultural and linguistic divide between the early French explorers and the Mi'kmaq people. Today, Da Costa is celebrated as a pioneer in intercultural relations and role model for all Canadians.

To recognize this important figure in Canadian history, the Multiculturalism Program launched the Mathieu Da Costa Challenge in 1996. The Challenge gives students aged 9 to 18 across the country a chance to research, discover and celebrate the contributions of specific individuals of Aboriginal, African and other ethnocultural backgrounds to the building of Canada.

In 2004–2005, the Challenge received 1,053 entries (short stories, poems and artwork) from all provinces and territories. Eleven winning entries were selected and the winners participated in an awards ceremony hosted by the Minister of State for Multiculturalism.

Asian Heritage Month—In December 2001, the Senate of Canada passed a motion designating May as Asian Heritage Month, to commemorate the legacy of Asian Canadians and their many contributions to building Canada.

In 2004–2005, numerous events celebrating Asian heritage took place across Canada and new information about Asian Heritage Month was available on the Multiculturalism Program's Web site. The Multiculturalism Program, in partnership with other programs at **Canadian Heritage** and other federal departments and agencies, presented activities such as film screenings, panel discussions and Asian heritage workshops. This resulted in an enhanced understanding and appreciation of the contributions of the Asian community to Canadian society.

Cross-Cultural Roundtable on Security—The Multiculturalism Program played an important role in the creation of the Cross-Cultural Roundtable on Security in support of the **Department of Justice Canada** and **Public Safety and Emergency Preparedness Canada**. The main objectives of the Roundtable are to provide insight to government officials on the impacts of security measures on Canada's diverse communities, to facilitate the broad exchange of information between government officials and communities and to promote mutual respect and understanding among all Canadians, through a variety of outreach activities. A more detailed description of the work of the Roundtable is featured in the Best Practices section.

Project funding in Support of "Cross Cultural Understanding"

The Multiculturalism Program also supported a number of national and regional projects across the country that fostered cross-cultural understanding. Below are two examples of projects pursued in 2004–2005 that resulted in positive outcomes for the communities where they were implemented. They also illustrate how effective collaboration between the Multiculturalism Program and community organizations helped promote increased understanding among various ethnocultural groups and the public at large.

Multicultural Association of Carleton County (New Brunswick)—The *Building Bridges* project was developed to address the challenges faced by Carleton County, a rural area where attracting and retaining visible minority immigrants is a priority to counter the declining birthrate. Carleton County's population has grown by 20 percent in the past few years mostly due to immigration and an estimated 28 ethnocultural groups now live in the area. Consequently, the project responded to a growing need for enhanced intercultural communications skills to create cultural harmony, combat racism, and ensure that businesses, all levels of government in the region, and educational institutions understand the advantages of diversity, promote civic participation, and foster cross-cultural understanding.

United Nations Association in Canada—The United Nations Association in Canada is a national charitable organization established in 1946 to educate Canadians about the United Nations and the critical international issues that affect us all. The Multiculturalism Program funded the association's *Integration and Belonging: A Youth Education and Community Outreach Initiative.* This project brought together participants from different ethnic, racial and religious backgrounds to develop solutions to strengthen community cohesion and enhance cross-cultural understanding. It focused on youth and emerging leaders from five communities across Canada. The project had two major components: *youth education*, which was delivered through youth workshops and consultations with teachers; and *community outreach*, which identified and engaged local community leaders from diverse communities in an informed and relevant dialogue. The discussions resulted in action plans for each community to help promote awareness among their members about the benefits of diversity.

Combating Racism and Discrimination

Canada is viewed as a leader worldwide for its robust legal framework to promote substantive equality and to combat discrimination. Despite recent polls showing that 77 percent of Canadians are proud of Canada's multicultural character, some continue to encounter obstacles to their full participation in society. Recent indicators of social exclusion reveal disparities in various sectors of Canadian society for different groups of people, in particular for visible minorities. In 2002, the Multiculturalism Program, in partnership with **Statistics Canada**, conducted the Ethnic Diversity Survey (EDS) to help understand the experiences of persons of different ethnocultural backgrounds in Canada. The EDS revealed that 36 percent of visible minorities in Canada reporting experiencing discrimination or unfair treatment in the last five years as a result of their ethnocultural characteristics. At the same time, nearly 50 percent of Blacks in Canada reported discrimination or unfair treatment, compared with 34 percent of South Asians and 33 percent of Chinese.

Combating racism is important to helping protect the rights of all Canadians to be free of discrimination and to fully participate in all aspects of Canadian life. In 2004–2005, the Federal Government released its first ever *Action Plan Against Racism.*

A Canada for All: Canada's Action Plan Against Racism— On March 21, 2005, the *International Day for the Elimination of Racial Discrimination*, the federal government launched *A Canada for All: Canada's Action Plan Against Racism*, as part of Canada's continuing efforts to remove barriers to opportunities for all Canadians. The Action Plan involves anti-racism strategies and initiatives from twenty federal departments and agencies. In addition to ongoing government activities, the Action Plan outlines new initiatives related to the workplace, policing services, public institutions, and the integration of newcomers which will be implemented by the departments of **Canadian Heritage**, **Citizenship and Immigration Canada**, **Human Resources and Skills Development Canada— Labour Program**, and **Justice Canada**.

The Action Plan represents a call for action in six priority areas: (1) Assist victims and groups vulnerable to racism and related forms of discrimination; (2) Develop forward-looking approaches to combat racism and embrace diversity; (3) Strengthen the role of civil society; (4) Strengthen regional and international cooperation; (5) Educate children and youth in the fight against racism; and (6) Counter hate and bias.

Canada's Action Plan Against Racism meets international expectations for an overall anti-racism strategy, as called for in the World Conference Against Racism, Racial Discrimination, Xenophobia and Related Intolerance (WCAR) Declaration and Programme of Action and by the Unite Nations Special Rapporteur on Contemporary Forms of Racism, Racial Discrimination, Xenophobia and Related Intolerance. The plan also supports Canada's implementation of the principles of the *International Convention on the Elimination of All Forms of Racial Discrimination.*

The following describes some of the new anti-racism initiatives to be implemented by **Canadian Heritage** as part of Canada's *Action Plan Against Racism.*

Law Enforcement Aboriginal and Diversity Network (LEAD)—Supported by the Multiculturalism Program, the Canadian Association of Chiefs of Police is implementing LEAD to help law enforcement officers across Canada develop better working relationships with the ethnocultural and Aboriginal communities they serve. LEAD offers training and information on delivering bias-free policing services and will help law enforcement institutions become more diverse through recruitment and retention. The Multiculturalism Program is contributing approximately $1.1 million over five years (starting in 2004–2005) to the LEAD initiative, with $159,000 provided in 2004–2005. In 2004–2005, LEAD activities began at the national level, which included the establishment of a network structure and an invitation to all police chiefs in Canada to join LEAD and participate in its initiatives. LEAD developed an interactive Web site that provides policing services with a communications tool and information on better policing methods. LEAD will conduct national community consultations and host a conference called "Building Trust" in Toronto in April 2006.

Data Collection Strategy on Hate-Motivated Crime—In partnership with **Statistics Canada**, the Multiculturalism Program is pursuing standardized data collection on hate-motivated crime by Canada's police services. As part of this initiative, in 2004–2005, a national consultation was held with police services and the Canadian Association of Chiefs of Police to develop a training program for police services, to deliver on-site training to several police services and to implement new measurements of hate-motivated crime within the Incident-Based Uniform Crime Reporting Survey. Similar activities will continue in 2005–2006.

Inclusive Institutions Initiative—In 2004-2005, the Multiculturalism Program initiated the implementation of the *Inclusive Institutions Initiative* that aims to ensure that new and existing federal policies, programs and services respond to the priorities and needs of ethnocultural communities. Under the initiative, federal departments and agencies will have the potential to receive funding to help increase their capacity to respond to Canada's increasingly diverse population. To address the needs and priorities of ethnocultural communities and to foster ongoing interactions with federal institutions, the initiative will also support projects with community groups through existing federal government funding programs. In 2005-2006, the Multiculturalism Program will develop communication and outreach tools, identify target departments and develop a network of National Co-ordinators.

The Racism. Stop It! National Video Competition

The Action Plan also highlighted on-going anti-racism efforts by the Multiculturalism Program to break down barriers through effective public education and outreach activities. The annual *Racism. Stop It! National Video Competition* is an initiative aimed specifically at enhancing awareness among youth to combat racism and affect change in society at large through the voice of participating youth.

The National Video Competition is celebrated each year on March 21 to coincide with the *International Day for the Elimination of Racial Discrimination,* which was declared by the United Nations in 1966 and celebrated in Canada since 1988 as part of a campaign to promote racial harmony.

In 2004–2005, more than 1,000 youth between the ages of 12 and 18 submitted 252 videos. The nearly 50 youth who created the 10 winning videos took part in an awards ceremony. The Multiculturalism Program also created a new outreach strategy for the competition to reach more youth. For the first time, 15 anti-racism and video production workshops took place throughout Canada to help youth with their entries. The 10 winning videos were edited into public service announcements that were broadcast on the **Canadian Broadcasting Corporation** and **Société Radio-Canada** for six months. The 2005–2006 fiscal year will mark the 10th anniversary of the competition.

"Combating Racism" through Community Projects

In 2004–2005, the Multiculturalism Program continued working with community organizations on projects to address racism. The following examples illustrate two approaches to combating racism.

Media Awareness Network—The Media Awareness Network (MNet) is a Canadian non-profit organization that promotes media and Internet literacy, providing adults with information and tools to teach young people how the media works. In 2004–2005, MNet concluded two important multi-year projects that were supported by the Multiculturalism Program.

The *Diversity Portrayal and Online Hate Lessons and Student Activities for the Classroom* project responded to a need for appropriate support for teachers and students in media education on diversity. Classroom material on diversity portrayal and online hate was produced and promoted for Grades 6 to 12 in all provinces and territories.

The second project, *Media Literacy and Diversity Education*, resulted in the design and organization of two professional development workshops for teaching staff in all of Canada's 550 school districts. This project contributed to making media education on diversity part of the curriculum in each province and territory. In addition, some parents and communities across the country became increasingly aware about the benefits of diversity, new partnerships were created between boards and schools and considerable interest was stimulated concerning diversity representation in the media.

Strengthening Hamilton's Community Initiative—Implemented in two phases over three years, the *Strengthening Hamilton's Community Initiative* was a community project developed in response to an increase in hate crimes in Hamilton. The goal of the first phase, *Community Outreach Facilitation*, addressed the underlying issues behind the hate crimes, particularly those related to racism, and helped build harmonious relationships among diverse communities. The initiative resulted in the establishment of Community Advisory Councils on Diversity and Racism, which were later used by the local media and the Hamilton Police. A training manual for the volunteer sector was also developed and relevant training was provided to community organizations.

The second phase of the project consisted of an evaluation of the community engagement initiative model. The resulting report demonstrated that this effort generated increased public discussion and understanding about racism and fostered community leadership on issues of safety, security and intercultural/interfaith relationships. The evaluation report has served as a model for other municipalities that are considering similar initiatives.

Promoting Civic Participation

The Multiculturalism Program supports initiatives to promote a sense of belonging to Canada and to foster full participation in and contribution to the country's economic, cultural, political and social life by ethnocultural communities.

Recent social and economic indicators reveal that communities with high concentrations of visible minorities and immigrants also demonstrate lower civic, political, and economic participation. For example, according to the Ethnic Diversity Survey (EDS), visible minorities are approximately 30 percent less likely to vote in a federal election.

In 2004–2005, the Multiculturalism Program worked to address economic barriers facing ethnocultural communities. While Canada has been successful in attracting the best and the brightest, we are still confronted with under-employment and significant wage gaps for immigrants based, in part, on the non-recognition of foreign education and credentials by regulatory bodies. Despite their high levels of education, many immigrants are unable to translate their international qualifications and work experience into meaningful employment that is commensurate with their qualifications. According to **Human Resources and Skills Development Canada**, it is estimated that the failure to recognize foreign credentials costs Canada approximately $2 billion per year.

In 2004–2005, the Multiculturalism Program worked through several avenues to support labour market integration of immigrants and foreign-trained Canadians. The following is an example of one such project.

> **Foreign Credential Recognition**—In 2004, the Multiculturalism Program contributed $1 million in funding to the British Columbia Internationally Trained Professionals Network and the Policy Roundtable Mobilizing Professions and Trades in Ontario as part of a two-year project to build provincial networks of internationally trained professionals across Canada. This initiative helped to build networks of internationally trained professionals in these provinces, supported the development of similar networks in other provinces such as Alberta and Nova Scotia, and established the basis on which to create a national roundtable of internationally trained professionals. The project enabled internationally trained professionals to participate collectively in discussions related to foreign credential recognition and to influence change.
>
> In 2005–2006 the Multiculturalism Program will continue its efforts to improve the integration of internationally trained immigrants and Canadians into the workforce, as one of over 15 federal institutions involved in the *Internationally Trained Workers Initiative.*

"Civic Participation" through Community-Driven Projects

In 2004–2005, the Multiculturalism Program worked with community organizations to develop and implement a number of capacity-building projects aimed at fostering civic participation among members of ethnocultural communities. The following initiatives demonstrate the regional and national reach and positive impact of these projects on three communities.

> **The Portuguese Canadian National Congress**—The Portuguese Canadian National Congress is an umbrella organization with 54 member organizations, representing most provinces. Studies reveal that despite its long history in Canada, members of the Portuguese-Canadian community are still vulnerable and marginalized. They are disproportionately concentrated in unskilled and low-skilled occupations, under-represented in professional and management positions, and have average incomes lower than some groups.
>
> To address these issues, the Congress launched a project called *Meeting for Action—Réunir para Agir: A Series of Round-Table Discussions for Action on Systemic Problems in the Portuguese-Canadian Community.* Between 2002 and 2004, the Congress organized 12 regional roundtables and a national policy meeting, with representatives from the Portuguese-Canadian community, as well as governmental and non-governmental organizations, to create strategies to address these needs.
>
> In 2004–2005, the Congress began two multi-year projects to act on recommendations made at the roundtables: Meeting for Action, an initiative to support capacity-building activities; and the *Thinking Critically—Youth Leadership* initiatives aimed at increasing the civic participation of Portuguese-Canadian youth in several Ontario cities.
>
> **Club du Québec des Africains et Africaines originaires de l'Afrique sub-saharienne**—The *Images Plus* project was designed to provide Black youth in the Montreal area with images that would inspire them to pursue professional careers and promote their full participation in Canadian society. The project targeted youth in the Haitian, Sub-Saharan African, and Jamaican communities who have experienced discrimination and are economically disadvantaged. Portraits of 20 Black professionals, prominent in their fields and in their communities, were distributed to schools and community centres. Presentations were given to youth at Montreal-area schools, community organizations and youth centres, and a half-day conference was held on integrating visible minority youth into professional employment. Following the conference, youth reported feeling more empowered to participate and succeed in various professions.

Alliance Jeunesse Famille de l'Alberta Society—*Identity Formation: How African Francophone Immigrant Youth Self-Image Impacts their Success* is a two-year community action research project that involved African-Canadian francophone youth in Alberta and their parents in identifying barriers and issues that prevented them from participating fully in Canadian society. The project was a response to local and national studies and community consultations showing that African-Canadian children often have negative experiences in their everyday interactions in schools and in their communities. As a result, they are more likely to develop perceptions that their contributions to Canada's civic life will be unrecognized, which may in turn lead to negative outcomes, such as performing poorly in and dropping out of school.

The *Identity Formation* project identified ways in which youth see themselves by exploring their experiences in the school system and their communities. The study also compared the perspectives of African-Canadian francophone youth born in Canada with those who immigrated to Canada with their parents. It developed a strategy on how schools, federal and provincial programs in Alberta, community institutions, and immigrant families should support African-Canadian francophone youth to develop a positive identity and a sense of belonging.

Making Canadian Institutions more Reflective of Canadian Diversity

Evidence suggests that Canadian public institutions are not keeping pace with Canada's increasing ethnocultural diversity. In the last year, the Multiculturalism Program encouraged federal institutions to become more representative of Canada's diversity and to provide services and programs that value and respect cultural differences among Canadians.

In 2004–2005, the Multiculturalism Program encouraged other government departments and public institutions to draw on their knowledge and expertise to be more responsive to Canada's demographic reality.

The following represents a sample of initiatives undertaken by the Multiculturalism Program to further this goal.

Canada 2017 Policy Forum: Serving Canada's Multicultural Population for the Future—In the 2004–2005 fiscal year, the Multiculturalism Program organized the *Canada 2017 Policy Forum: Serving Canada's Multicultural Population for the Future.* The forum, held from March 22–23, 2005, examined the future demographic landscape of Canada, which allowed all Government of Canada participants to explore the policy implications of our changing, diverse population, to make informed decisions on the policies and programs needed to meet Canada's future needs.

The forum brought together federal officials, academics, and non-profit community representatives to discuss policies in five key areas: cities, labour markets, youth and generational challenges, public institutions, and health and social services. In support of the forum, the Multiculturalism Program partnered with **Statistics Canada** to produce a report entitled *Population Projections of Visible Minority Groups: Canada, Provinces, Regions.* This report indicated that roughly 20 percent of Canadians will be visible minorities by the year 2017, up from 13.4 percent reported in the 2001 census.

Action Plan to Promote Diversity, Respect and Connections between Canadians and Build Social Cohesion and Shared Citizenship—The 2004–2005 fiscal year saw the end of a three-year special initiative, the *Action Plan to Promote Diversity, Respect and Connections between Canadians and Build Social Cohesion and Shared Citizenship.* Launched in 2002, this Action Plan had five components, four of which were delivered by the Multiculturalism Program. These components were: (1) developing cross-cultural training tools and messages to help public servants promote the value of diversity and respect in their programs, policies, and service delivery; (2) strengthening community cohesion and enhancing cross-cultural and interfaith understanding; (3) creating educational and awareness tools to increase mutual respect and understanding among the public and school children; and (4) developing strategies and programs to promote a greater degree of connectivity among all levels of Canadian society and to support the pursuit of common objectives with regard to inclusion and strong communities. The final component, a policy and program framework on social cohesion and shared citizenship, was developed by the Citizens' Participation and Promotion Branch of **Canadian Heritage**.

Multiculturalism Guide—In 2004–2005, the Multiculturalism Program started developing a *Multiculturalism Guide*, which contains a series of questions and recommendations designed to help federal policymakers and service providers to apply a multiculturalism lens on how legislation, policies, programs, and services affect ethnocultural groups. More than 70 community and federal stakeholders across Canada were consulted.

"Institutional Change" Projects Funded by the Multiculturalism Program

In addition to working with federal departments and agencies, the Multiculturalism Program partnered with other public institutions to broaden the application of the *Canadian Multiculturalism Act*. The following are two examples of collaborative efforts with municipal institutions.

City of Greater Sudbury—To address issues related to population loss and demographic changes, mayors from the largest cities in Northern Ontario, including the City of Greater Sudbury, determined that growth could be achieved if skilled and professional new Canadians were attracted to settle in the north. Community leaders in Greater Sudbury realized that their community was becoming more diverse, even as it experienced an overall decrease in population. Community consultations also indicated evidence of racial discrimination, which was acting as a barrier to civic participation.

As a response to these concerns, the City of Greater Sudbury developed *Diversity Thrives Here*. As a result of this project, the municipality approved an official city-sponsored diversity plan, an annual funding allocation for diversity issues in the City's budget and a permanent diversity panel to advise city council and raise public awareness. These tools are being used to remove workplace and service barriers to access and participation and to ensure that new policies and activities are inclusive, visionary and forward-looking.

Saskatoon Police Service—The *Multicultural Inclusivity within the Saskatoon Police Service* project responded to distrust and concern about the Saskatoon Police Service on the part of Aboriginal and visible minority communities. A history of police misconduct incidents involving Aboriginal people had damaged the relationship between the police service and Aboriginal and visible minority communities.

The Saskatoon Police Service, in partnership with a group representing Aboriginal people and other ethnocultural groups, developed this institutional change project. It improved the relationship of the police service with the community through cultural sensitivity training, inclusive hiring practices, and community input.

This project led to: the creation of the *Saskatoon Police Advisory Committee for Diversity*, composed of individuals from diverse ethnocultural backgrounds; the implementation of an Employment Equity Plan; the development of a training manual to sensitize police officers about issues of concern to Aboriginal people and visible minorities; and the production of multilingual brochures. The project also received frequent media attention and influenced the City of Saskatoon as well as other civic institutions to take action against discrimination by adopting inclusive policies and practices.

Way Forward for the Multiculturalism Program

"Canadians living in an inclusive society built on intercultural understanding and citizen participation" is a long-term strategic objective of the department of **Canadian Heritage**.

Canada's approach to managing diversity is cited as a model worldwide. However, our model is being tested and the realities of the 21st century require a renewed approach. The Multiculturalism Program is an active player and a catalyst in advancing the agenda of inclusion, intercultural understanding, strong citizen participation, and Canadian cohesion. In the coming year, the Multiculturalism Program will continue to work closely with ethnocultural communities and other partners to:

- Address emerging and crucial issues facing ethnocultural communities at the national, regional and local levels through increasingly targeted program interventions;

- Apply expertise, call attention to the root causes of socio-economic, cultural and political disparities that are specific to ethnocultural communities and assist in the development of solutions;

- Engage with representative community organizations and individuals across the country to foster connections between ethnocultural communities and institutions where barriers could preclude their full access, involvement, and representation in Canadian society; and

- Act as a leader in encouraging federal and other public institutions to take action to help ensure policies and programs are reflective of demographic realities with a view to leveraging the full benefits of diversity in Canada.

A Nation in Progress

As depicted in the artwork *A Nation in Progress*, Canada is pieced together through the contributions of many Canadian leaders, including John A. Macdonald, Emily Carr, John Wars, Louis Riel, and Emily Murphy, to name a few.

Christina Young

St. Matthew High School

Orleans, ON

Mathieu Da Costa Challenge

National Creative Writing and Artwork Contest

1998–1999

Part II: Implementation of the *Canadian Multiculturalism Act* Across the Government of Canada

Overview

Canada's ongoing success and prospects for the future hinge on the country's capacity to bring people together of all ethnocultural backgrounds to build a society where everyone's identity and cultural heritage are respected. To fully benefit from our growing diversity, it is more important than ever that federal institutions ensure their policies, programs, and services are meeting the changing needs and expectations of all Canadians.

The architects of the *Canadian Multiculturalism Act* recognized the crucial role federal organizations can play in preserving and enhancing multiculturalism in Canada. In addition to directing federal institutions to "carry on their activities in a manner that is sensitive and responsive to the multicultural reality of Canada," the Act instructs federal organizations to address equal opportunity in federal institutions, promote capacity building, enhance the understanding of and respect for diversity, collect research and data that support the development of relevant policies, programs, and practices, and make appropriate use of the language skills and cultural knowledge of individuals of all origins.

Growing diversity
Canada's ethnic, racial, and religious diversity continues to evolve at a rapid pace. Currently, members of visible minority groups make up about 13.5 percent of Canada's population, a figure that is expected to reach 20 percent by 2017.

Survey of Federal Institutions

In 2004–2005, the Multiculturalism Program of the department of **Canadian Heritage** commissioned EKOS Research Associates Inc. to conduct an annual online survey of departmental liaisons in federal institutions that report under the *Canadian Multiculturalism Act*. The data obtained will enable the Multiculturalism Program and other federal institutions to measure the current state and ongoing progress of their efforts to implement the *Canadian Multiculturalism Act*.

A total of 69 of 98 departments, agencies, and Crown corporations completed the survey, for a response rate of 70 percent.

Importance of Diversity and Multiculturalism

A large majority of respondents (95 percent) hold in high regard issues of diversity and multiculturalism in their department or agency, with 46 percent saying that these issues are "somewhat important" and close to half (49 percent) that they are "extremely important" (Figure 1). The salience assigned to these issues tended to be higher in large departments and agencies than in smaller ones. For example, 59 percent of respondents in departments with 500 or more full-time equivalent (FTE) employees reported thinking these issues were "extremely important," compared with those in organizations with fewer than 500 staff (43 percent).

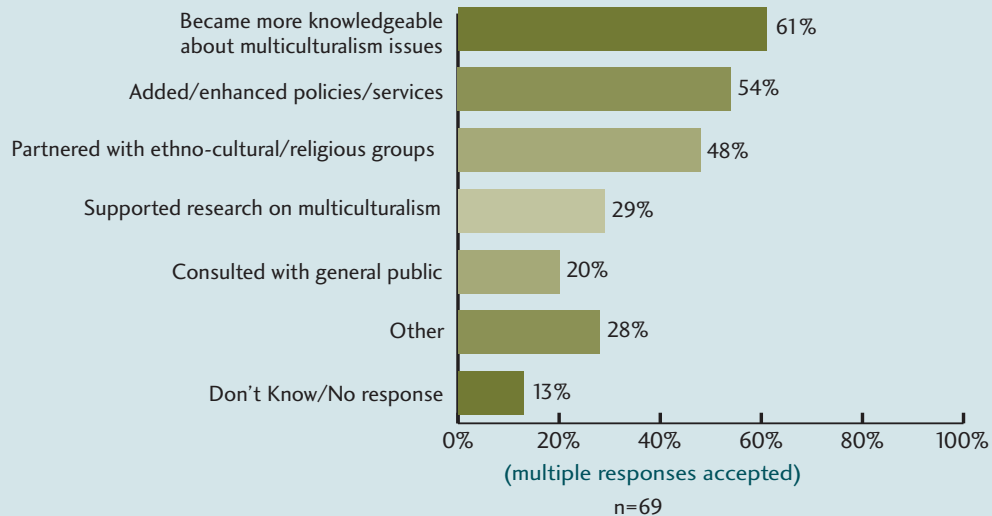FIGURE 1: Importance of Diversity and Multiculturalism Issues
"Overall, how important are issues of diversity and multiculturalism in your federal institution?"
(Overall and by size of federal institution)

Not important — 4%
Somewhat important — 46%
Extremely important — 49%

n=69

<500 — 43%
500+ — 59%

(per cent saying "extremely important")
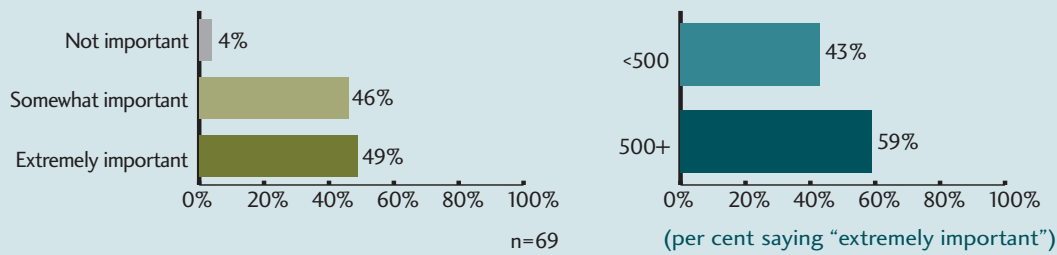
Almost all respondents (93 percent) reported that issues of diversity and multiculturalism are either sometimes or always considered during the development of policies, programs, and services. Many federal institutions also pursued numerous methods of addressing Canada's ethnocultural and religious diversity. For example, 61 percent reported becoming more knowledgeable about multiculturalism issues, 54 percent reported having added or enhanced policies and/or services to better reflect the needs of visible minorities and ethnocultural communities, and just under half (48 percent) reported having developed partnerships with ethnocultural and religious groups (Figure 2).

FIGURE 2: Efforts to Address Diversity
"In fiscal year 2004-2005, what did your federal institution do to address Canada's ethno-racial, ethno-cultural and religious diversity?"

Became more knowledgeable about multiculturalism issues — 61%
Added/enhanced policies/services — 54%
Partnered with ethno-cultural/religious groups — 48%
Supported research on multiculturalism — 29%
Consulted with general public — 20%
Other — 28%
Don't Know/No response — 13%

(multiple responses accepted)
n=69

The large majority of respondents (96 percent) reported that their federal institution understood its obligations under the *Canadian Multiculturalism Act* to either "some extent" or a "great extent." Few respondents (4 percent) reported that their department had little grasp in terms of the responsibilities of federal institutions under the Act.

Designated Departmental or Agency Champion

Close to 9 in 10 respondents (86 percent) reported that they have a designated senior manager or champion who is responsible for the day-to-day implementation of the *Canadian Multiculturalism Act* for their respective federal institution, compared with 12 percent who did not. In most cases, senior departmental managers or human resources personnel serve as the champion (Figure 3).

Interestingly, more than half (58 percent) of federal institutions reported that this champion was also the champion for employment equity. This was more often the case in federal institutions with fewer than 500 employees (72 percent) compared with organizations with 500 or more employees (35 percent).

FIGURE 3: Champion for Multiculturalism and Employment Equity

"Is the senior manager or champion for multiculturalism also the champion for employment equity?" (Overall and by size of federal institution)

Overall	58%
<500	72%
500+	35%

(per cent saying "yes")

(federal institutions where champion has been designated)

n=59
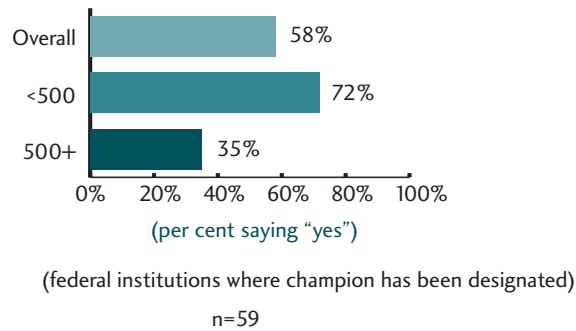
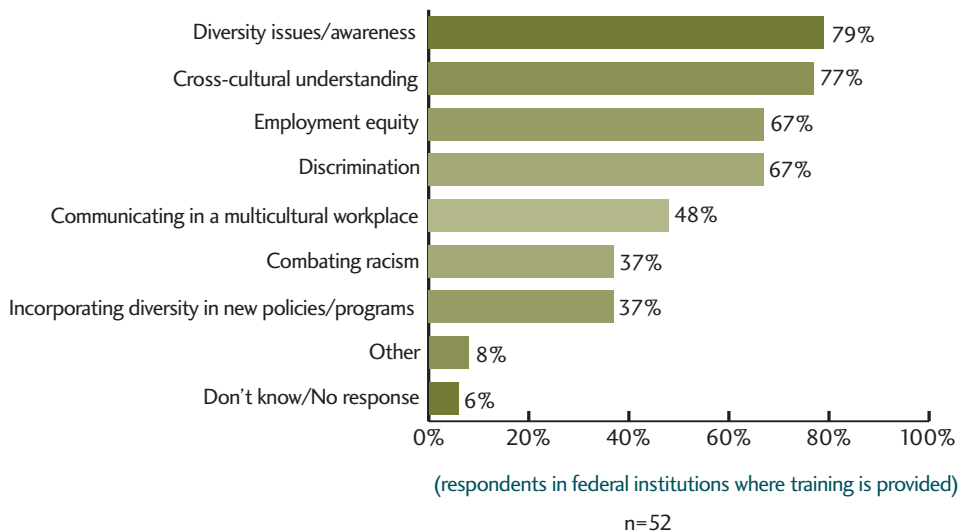**Multiculturalism and Employment Equity are not the same thing**
Employment equity focuses on four designated groups—women, Aboriginal peoples, persons with a disability, and members of visible minorities—in the workplace. Multiculturalism has a wider scope, encouraging the participation of all ethnocultural groups in the social, cultural, economic and political life of Canada.

Employee Training on Multiculturalism Issues

Overall, three-quarters of respondents (75 percent) reported that their institution provided employee training sessions on cross-cultural understanding, fighting racism, or promoting diversity, while 16 percent reported their institution provided no such training. This type of training tended to be far more common in institutions with 500 or more full-time employees (93 percent), as compared to organizations with fewer than 500 full-time employees (63 percent). Some of the topics discussed in these training sessions included: issues pertaining to diversity awareness and cross-cultural understanding (79 percent and 77 percent respectively); education related to employment equity and discrimination (67 percent for both); communicating in a multicultural workplace (48 percent); and combating racism and learning how to incorporate diversity into new policies, programs, and services (37 percent for each) (Figure 4).

FIGURE 4: Training Session Topic Areas

"Please provide one or more examples of the topics dealt with in these training sessions or courses."

Diversity issues/awareness	79%
Cross-cultural understanding	77%
Employment equity	67%
Discrimination	67%
Communicating in a multicultural workplace	48%
Combating racism	37%
Incorporating diversity in new policies/programs	37%
Other	8%
Don't know/No response	6%

(respondents in federal institutions where training is provided)
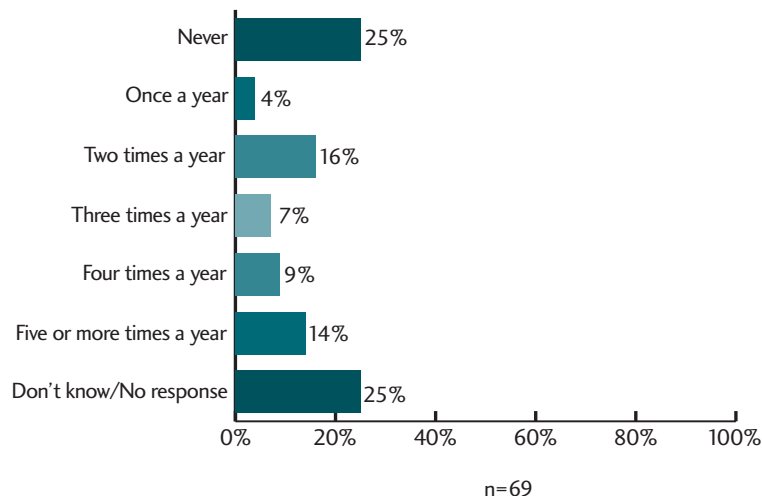
n=52

While the frequency of training varies, it is most commonly provided once per year (31 percent). However, in many federal institutions, training is offered three times per year (19 percent) or five or more times a year (15 percent). This training is most often focused on diversity issues and awareness-raising, cross-cultural understanding, employment equity, and discrimination.

Consultation with Ethnocultural Groups

Approximately 50 percent of respondents reported that in the last fiscal year they did not consult or did not know if they consulted with ethnocultural groups to ensure that the groups' viewpoints were specifically included in the development and implementation of key policies and programs. Among federal institutions where consultations took place, 14 percent of respondents indicated it occurred five or more times and 27 percent indicated it occurred one to three times during the past fiscal year (Figure 5).

FIGURE 5: Consultation with Ethnocultural Groups

"During fiscal year 2004-2005, how often did your federal institution consult with ethno-cultural groups to ensure that their viewpoints were specifically included in the development and implementation of key policies, programs and services?"

Never	25%
Once a year	4%
Two times a year	16%
Three times a year	7%
Four times a year	9%
Five or more times a year	14%
Don't know/No response	25%

n=69

As the survey indicates, federal institutions are moving forward on their obligation to implement the *Canadian Multiculturalism Act*. While there continues to be a significant margin for improvement, federal institutions are making some progress on developing policies, programs, and services that are responsive and reflective of Canada's multicultural character. The following section of the report outlines specific initiatives undertaken by a range of federal institutions to implement the *Canadian Multiculturalism Act*.

The *Canadian Multiculturalism Act* and Federal Institutions

Section 3(2) of the *Canadian Multiculturalism Act* sets out the Government of Canada's multiculturalism policy for federal institutions in five subsections. What follows is a sample of some initiatives that federal departments, agencies, and Crown corporations used in 2004–2005 to implement this Act. The section is organized to correspond to the five requirements of the Act for federal institutions (Section 3(2)).

What is a visible minority?
The *Employment Equity Act* defines visible minorities as "persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour." Under this definition, regulations specify the following groups as visible minorities: Arabs, Blacks, Chinese, Filipinos, Japanese, Koreans, Latin Americans, South Asians, Southeast Asians, West Asians and other visible minority groups, such as Pacific Islanders.

Equal Opportunity in Federal Institutions (Section 3(2)(a))

"all federal institutions shall … ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in those institutions."

Recruitment

Many federal institutions undertook initiatives in 2004–2005 to support increasing the number of employees of different ethnic, racial, and religious backgrounds.

For example, there is a trend in ensuring that members of employee selection boards come from various backgrounds to help make hiring decisions that are bias-free. Work continued in the past year on the *Objective Eye*, an interactive, interdepartmental Web site containing names of members of designated groups (including visible minorities) who are willing to participate in selection boards. In 2004–2005, the **Department of Justice Canada** and **Citizenship and Immigration Canada** were among those that joined the online inventory and incorporated such members on their boards. In addition, the **Department of National Defence** (DND) also developed a communications strategy when joining the *Objective Eye*. In an unrelated initiative, the **Royal Canadian Mounted Police** (RCMP) completed a two-year pilot project that brought about policy changes allowing a member of the community to sit as a selection committee member when hiring a Staff Sergeant Detachment Commander.

Efforts continued to increase the representation of visible minority executives in the federal public service. In 2004–2005, more than a dozen departments (including **Public Safety and Emergency Preparedness Canada** and **Transport Canada**) collaborated with the **Public Service Commission of Canada** to conduct an external competition to hire executives from visible minority groups.

Support at the management level is key to an inclusive workforce. A Director of Inclusiveness Programs was hired at the Executive level at **Agriculture and Agri-Food Canada** (AAFC) to develop a more coherent, consistent, and inclusive recruitment strategy.

Gathering demographic statistics about employees helps federal departments and agencies meet recruitment goals. The **Department of Justice Canada** in the past year implemented nation-wide the recruitment module of its electronic human resources management system, which consistently tracks recruitment data. Enhancements to the module were under way to track the participation of members of designated groups, including visible minorities, in all phases of the recruitment process. After the **Canada Firearms Centre** (CAFC, which oversees the administration of the *Firearms Act* and the Canadian Firearms Program) became a separate agency, it conducted its first-ever employee self-identification survey in the autumn of 2004. The survey established a baseline for the participation of employment equity groups in the CAFC's workforce.

Initiatives to recruit employees from various cultures paid off for several federal institutions. During the 2004-2005 winter work term at the **Financial Transactions and Reports Analysis Centre of Canada** (FINTRAC, Canada's financial intelligence unit), half of the students hired were members of visible minorities. Another success was **Environment Canada**'s National Meteorologist Recruitment Program. In August 2004, the Department established a pool of 21 pre-qualified candidates in one job classification level (in the scientific and professional category) who were visible minorities and persons with disabilities. At the time of reporting, five people had been permanently hired from this pool.

Additional initiatives for 2005–2006 are planned to recruit more members of ethnocultural communities to the federal public service. The **Public Service Commission of Canada** will conduct a study to better understand the contributing factors resulting in the drop in "application-to-appointment" rates for visible minorities and to explore the effectiveness of strategies adopted to improve the hiring rate of visible minorities into the public service. The **Canadian Food Inspection Agency** will review its policy of giving preference to Canadian citizens in external recruitment and may consider residents with landed immigrant status, providing more job opportunities for people from different ethnocultural backgrounds. **Canadian Heritage** will consult employment equity lists as part of its staffing processes in preparation for Canada's participation in Expo

> "A DIVERSE WORKPLACE AT CIC IS A STRENGTH AS SOME EMPLOYEES ARE IMMIGRANTS THEMSELVES AND SHARE THEIR PERSONAL EXPERIENCES. THESE PERSPECTIVES HELP SHAPE OUR UNDERSTANDING AND HELP SHAPE POLICY."
>
> –CITIZENSHIP AND IMMIGRATION CANADA

Zaragoza 2008 and the 2010 Shanghai World Expo to ensure that qualified and competent members of visible minority communities are hired.

Employment equity and human resources plans to render recruitment policies and practices more inclusive will be the focus of or implemented by several federal institutions, including the **Canadian International Trade Tribunal**, the **Canadian Forces** (to improve representation of designated groups in the military), the **Canada Economic Development (for Quebec Regions)**, **Public Works and Government Services Canada**, the **Royal Canadian Mounted Police**, and **Transport Canada**.

Promotion and Retention

In 2004–2005, efforts were under way to promote and retain members of various cultures in the federal public service.

The **Bank of Canada** expanded its mentoring program, which provided ongoing career development advice and support to increase opportunities for target group members to advance in the workplace. **Public Works and Government Services Canada** implemented the Executive Development Program for Visible Minorities, Aboriginal Peoples, and Persons with Disabilities to provide executive learning and job experience to members of these groups. **Export Development Canada** (EDC), which provides Canadian exporters and investors with expertise in trade finance and risk management, engaged an external consultant to conduct a review of the enterprise-wide competencies project that supports employee career development. The purpose of these consultations was to determine whether this project created any barriers for employees from various ethno-cultural groups. In 2004–2005, **VIA Rail Canada Inc.** conducted a comprehensive Employment Systems Review. Among other things, it examined internal promotions and staff development to determine whether designated groups, including visible minorities, benefit fairly from job opportunities. In general, internal staffing and promotion practices were found to provide equal opportunities for members of visible minorities. In 2005–2006, **VIA Rail Canada Inc.** will implement an enhanced Employment Equity Plan based on the results of its Employment Systems Review. Also in the coming year, the **International Development Research Centre** (IDRC) will review its staffing process to modernize its practices to offer greater flexibility for promotions. The **Department of National Defence** will draw up to half the participants in its Leadership Development Program from designated groups, including visible minorities.

"OUR POLICIES AND PROGRAMS, AIMED TOWARD BECOMING A MORE INCLUSIVE CANADIAN FORCES, PUT CANADA FORWARD AS ONE OF THE WORLD LEADERS IN PROMOTING INCLUSION OF MULTICULTURALISM IN ITS MILITARY. THIS PROVIDES US WITH AN OPPORTUNITY TO INFLUENCE OTHER COUNTRIES IN THIS REGARD AND OUR VOICE ON INTERNATIONAL COMMITTEES SUCH AS NATO MAY BE STRONGER AS A RESULT."

—CANADIAN FORCES

Since the requirement to speak both official languages for some federal positions is sometimes a barrier in career advancement to members of other cultures, some departments are increasing their efforts to provide training to develop and maintain English and French skills. In 2004–2005, the **National Gallery of Canada** applied for a grant to provide on-site training for employees in need of improving their official language skills. Similarly, some employees of the Western Region of **Veterans Affairs Canada**, with Cantonese and Chinese as their first language, were enrolled in French-language training. In 2005–2006, **Health Canada** will investigate offering more training in official languages as bilingualism becomes a requirement for an increasing number of positions. **Transport Canada** will adapt training methods to facilitate French-language training for employees whose mother tongue is not English.

Several departments have recently implemented exit interviews for departing employees to determine why they are leaving. The objective of the interviews is to identify and eliminate any barriers to retaining employees, especially those from designated groups such as visible minorities. These participating institutions include the **NAFTA Secretariat**—Canadian Section (which is responsible for administering the dispute settlement provisions of the North American Free Trade Agreement) and **Natural Resources Canada**. The **Canadian Forces** has added a designated group member identity question to its exit survey of people leaving the military. In 2005–2006, the **International Development Research Centre** (IDRC) will also start conducting exit interviews.

Diversity Training and Multiculturalism Awareness-Raising

Many departments provide employee training to encourage a work environment where individuals from all cultures are respected.

Mandatory training for most or all employees in diversity and anti-discrimination was provided by several institutions, including the **Business Development Bank of Canada**, **Environment Canada**, **Natural Resources Canada**, **Public Works and Government Services Canada**, and the **Royal Canadian Mint**. Increases in multiculturalism and diversity awareness training for employees and managers are planned for 2005–2006 in several departments and agencies, including **Agriculture and Agri-Food Canada**, the **Canada Deposit Insurance Corporation**, the **Canadian Air Transport Security Authority**, **Export Development Canada**, and the **Financial Transactions and Reports Analysis Centre of Canada**.

More informal ways of helping employees learn about different cultures were also used. **Export Development Canada** (EDC) held an educational and interactive "Lunch and Learn" session for employees, entitled *Religious Diversity Panel*. This panel of religious experts from Islamic, Hindu, Christian, Jewish, and Buddhist traditions attracted a record-breaking number of attendees. EDC employees learned about various religions and spiritual practices, their celebrations and observances, and dress and dietary requirements.

Showing new employees the importance of a diverse workforce is an effective strategy for advancing the spirit of multiculturalism. The **Immigration and Refugee Board of Canada** (IRB) launched a new employee orientation program in 2004–2005 that included information on employment equity and diversity. New employees were strongly encouraged to sit in on hearings of the IRB's three tribunals, which hear cases of immigrants and refugees wanting to stay in Canada, to provide a better awareness of some of the challenges of other cultures. **Transport Canada**'s Ontario Region developed a video to help promote the department's diversity strategy. It will be used at orientation courses, job fairs, information sessions, Public Service Week celebrations, Diversity Awareness sessions and other relevant fora.

Some federal institutions offered diversity training externally. The **Department of Justice Canada** provided funding for the independent National Judicial Institute (NJI), which offered continuing education for federally and provincially appointed judges throughout Canada. The NJI's curriculum in 2004–2005 included a number of training modules related to multiculturalism. The **Canadian Race Relations Foundation**'s (CRRF) Education and Training Centre continued to offer training on anti-racism to federal employees and the public. In the past year, it delivered the course *Anti-Racism and Equity in Education* to teachers within the Toronto District School Board, and developed and delivered, among other initiatives, the training workshop Engagement Strategy for the Racism Free Workplace for **Human Resources and Skills Development Canada**, which is part of *A Canada For All: Canada's Action Plan Against Racism*. In 2005–2006, the CRRF will launch a Speakers Bureau to engage various groups and enhance understanding of and respect for ethnocultural communities.

Culture that Embraces Diversity

Many federal workplaces implemented strategies to embrace diversity as part of their everyday work culture.

Several federal institutions created formal policies codifying respect for employees of all backgrounds. The **Canadian Centre for Occupational Health and Safety** drafted a "Values and Ethics Code" to ensure that all staff, clients, contractors, and partners are treated fairly and with respect. The **Freshwater Fish Marketing Corporation** (which markets and trades fish and fish products) in the past year developed a Respectful Workplace Policy that prohibits harassment on any grounds and also sets out a mechanism for reporting any perceived incidents of harassment. In 2004, the **Canadian Museum of Nature** developed an "Accommodation Policy," a "No Discrimination and No Harassment Policy," and an "Employment Equity Policy." Staff were briefed on the various policies and all these documents are now included in the orientation package provided to new employees. The **National Capital Commission** (the steward of federal lands and buildings in the National Capital Region) created a working group in January 2005 to develop a policy on workplace accommodation to foster an inclusive, barrier-free, and non-discriminatory workplace.

Federal institutions accommodated employee requests to observe their religious holidays. The **National Research Council of Canada**, **Canadian Heritage**, and **Statistics Canada** provided quiet rooms where employees could pray and meditate. The **Natural Sciences and Engineering Research Council of Canada** (NSERC) changed the terms and conditions of employment for non-managers to allow them non-discretionary leave for religious observances. The **Bank of Canada** developed a proposal to have a more inclusive approach to holiday celebrations. **Correctional Service Canada** (CSC) appointed an Imam as the first Muslim chaplain in the CSC, based at the Joyceville Institution in Kingston, Ontario. The **Canada Mortgage and Housing Corporation** helped managers plan business meetings to avoid conflicts with significant religious or cultural events. The **Canadian Security Intelligence Service** amended its policy to have managers make "every reasonable effort" to accommodate staff requests for time off to fulfill their religious beliefs.

"THE AGENCY RECOGNIZES THAT EMBRACING DIVERSITY AND THE EQUITABLE TREATMENT OF ALL CANADIANS TRANSLATES INTO HEALTHY MANAGEMENT PRACTICES."

– CANADIAN ENVIRONMENTAL ASSESSMENT AGENCY

There are many plans to implement formal diversity policies in 2005–2006. Communicating to employees a commitment to meeting the *Canadian Multiculturalism Act* and fostering diversity will be a priority for the **Canadian Centre for Occupational Health and Safety** and the **Royal Canadian Mint**. **Agriculture and Agri-Food Canada** plans on creating a Regional Diversity Committee in Quebec. The **National Film Board of Canada** will create a Diversity Action Plan for 2006–2009. The **Canada Economic Development (for Quebec Regions)** will produce a formal action plan for multiculturalism to guide its public policies and programs. The **National Research Council of Canada** will appoint a Diversity Ambassador in every institute, branch, and program. **Export Development Canada** will introduce a corporate, team-based Diversity Award to recognize team efforts that embrace and encourage diversity in the workplace.
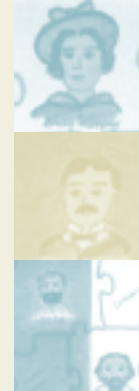
Capacity Building (Section 3(2)(b))

"all federal institutions shall … promote policies, programs and practices that enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada."

Consulting Ethnocultural Communities

Federal departments recognized the importance of consulting with ethnocultural groups to deliver better services to them and to all Canadians.

The **Canada Mortgage and Housing Corporation** conducted consultations with ethnocultural communities to identify their housing needs and ways to disseminate information regarding services to help meet those needs. In 2004–2005, consultations were held in the Prairies with the Vietnamese, Filipino and Indochinese communities and in British Columbia with the South Asian community regarding housing needs for their growing seniors' populations. **Citizenship and Immigration Canada** conducted public opinion research with new immigrants in 2004–2005 to enhance its Web site, *Going to Canada Immigration Portal,* to provide additional information and tools to help newcomers better integrate into the Canadian labour market and society. **Parks Canada** continued to work with ethnocultural groups to encourage them to nominate places, persons, and events to be considered for a designation as a National Historic Site of Canada. In 2003, Parks Canada launched a strategy to commemorate the history associated with ethnocultural communities. In 2004–2005, 16 consultations with specialists of ethnocultural history and 22 cultural groups took place with members of the African, Chinese, German, Japanese, Jewish, Italian, Mennonite, Portuguese, and Ukrainian communities.

Community consultation was also crucial for assessing the impact that government policies and programs have on ethnocultural groups.

Correctional Service Canada set up a toll-free number for members of ethnocultural communities who could not afford long-distance fees to discuss correctional issues related to community reintegration of offenders belonging to minority groups. **Statistics Canada** (STC) conducted testing and consultations on new questions, including those on Canadian diversity, for the 2006 Census of Population. In 2005–2006, STC plans to contact almost every ethnocultural group and immigration centre across the country in the lead-up to the 2006 Census to obtain their agreement to promote the census among their clients using STC materials, which will be available in more than 40 languages.

In 2004–2005, **Agriculture and Agri-Food Canada** (AAFC) undertook a community outreach project, in partnership with **Canadian Heritage**, called *Diversity…Reaching Out to New Opportunities.* This initiative included roundtable discussions with diverse communities to learn how AAFC could improve the cultural sensitivity of its programs and services. In the past year, terms of reference were drafted for the Corporate Diversity Committee of the **Canada Science and Technology Museum Corporation**. The committee's mandate includes consulting and partnering with representatives from diverse communities, including Aboriginals, to ensure that museum activities are accurate and appropriate. The **National Gallery of Canada** consulted with representatives of communities that were being featured in upcoming exhibits, including Toronto's South Asian Visual Arts Collective and several groups in the National Capital Region, such as the Indo-Canadian Community Centre. In 2005–2006, **Public Safety and Emergency Preparedness Canada** will explore ways to strengthen its approach to citizen engagement, including ethnocultural outreach. The approach will focus on four key pillars: research, community outreach, communications, and recruitment and training.

Empowering and Engaging Communities

Several federal initiatives focused on enabling members of ethnocultural communities to participate and be fully represented in Canadian society.

Having the desire to give members of visible minorities a greater say in correctional issues, the **National Parole Board** appointed more visible minorities. Efforts continued in 2004–2005 to ensure that when searching for Board members, notices of vacancies were published in ethnocultural publications and/or distributed to ethnocultural community groups and organizations interested in criminal justice matters. This practice has significantly increased the number of interested applicants drawn from a wide variety of diverse ethnocultural communities and has resulted in the appointment of greater numbers of visible minority Board members.

The **Canada Economic Development (for Quebec Regions)** funded projects that encouraged members of various cultural communities to become entrepreneurs. Among groups and projects supported in the past year was the "Coalition of Outremont Hassidic Organizations," which helped young people in Montreal's Hassidic community obtain grants, loans, scholarships, access to marketing strategies, and advice about exporting. The **Business Development Bank of Canada** sponsored and became a member of several ethnic entrepreneurial associations, including the Lebanese Chamber of Commerce (Ottawa), the Black Business Summit (Halifax), the Indo Canada Chamber of Commerce (Toronto), the Hong Kong Business Association (Calgary), and the Alberta Network of Immigrant Women (Calgary). **Public Works and Government Services Canada** gave an information session in February 2005 to more than 100 ethnocultural editors and media representatives on the Government of Canada advertising process, which would allow these media outlets greater access to these revenues.

Several federal initiatives encouraged greater participation of diverse groups in cultural and sports activities.

Extensive consultations were taken in 2004–2005 with all provinces and territories to ensure their under-standing of and support for an international convention on cultural diversity. Since 1998, the federal government, including **Canadian Heritage**, has actively sought a binding international agreement on cultural diversity that would recognize the importance of culture to social and economic development, and establish rules to enable countries to maintain and develop policies that promote culture. It would also create opportunities for Canadian artists and producers from all backgrounds to express their talents and contribute to Canada's social development. **Telefilm Canada**, the **National Film Board of Canada** (NFB) and the **Canada Council for the Arts** provided grants for 12 projects by visible minority producers and two of Aboriginal descent under their two-year-old "Spark Plug Program," which integrates culturally diverse film and television productions into mainstream media. Nearly 14 percent of all NFB productions in 2004–2005 were directed by filmmakers from diverse cultural or Aboriginal backgrounds. Several films had multicultural themes, including: *Me and the Mosque*, which explores the place of women in Islam; *Mon fils sera arménien (My Son Shall be Armenian)*, which follows six Canadians of Armenian origin as they return to their ancestral homeland; and *Tolérance Zéro*, which tackles racial profiling (and was distributed to police schools across the country, which spurred an open dialogue on racial profiling and the impacts on communities). Sport Canada, part of **Canadian Heritage**, provided $1.9 million through its "Sport Participation Development Initiative" to 37 national sport organizations for projects to increase the participation in sports of various targeted groups, including visible minorities and Aboriginal peoples. There is evidence that sport is a key integration tool for new Canadians. In March 2005, the 2010 Olympic and Paralympic Winter Games Federal Secretariat and **Indian and Northern Affairs Canada** organized a National Aboriginal Workshop, which brought together key Aboriginal stakeholders to inform them about the 2010 Vancouver Olympic and Paralympic Winter Games and to brainstorm on Aboriginal involvement in the games as a means to increase economic opportunities, healthy living, and cultural development.

Services for Newcomers

Several departments provided services to help newcomers better integrate into Canada's labour market and economy.

Citizenship and Immigration Canada (CIC) made enhancements to its *Going to Canada Immigration Portal* on its Web site in 2004–2005. These enhancements, made after conducting public opinion research with new immigrants, provided additional information and tools for newcomers seeking employment. CIC's "Enhanced Language Training Initiative" developed and delivered functional and job-specific language training to adult immigrants that helped them enter and remain in jobs commensurate with their skills and qualifications. With the help of CIC funding, the "Toronto Region Immigrant Employment Council" developed a Web site (hireimmigrants.ca) and a toolkit to help employers hire immigrants. **Canada Post**'s human resources staff teamed up with the "Making Changes Employment Association" in Calgary to provide pre-employment training to increase the familiarity of immigrant women with the local labour market. The **Business Development Bank of Canada** sponsored the Ethno Business Council of British Columbia's "New Canadian Entrepreneur Awards," which, among other things, provided a forum to create awareness of programs available for new Canadian entrepreneurs. The **Transportation Safety Board of Canada**, in 2004–2005, developed and implemented a safety communications strategy directly addressed to the Vietnamese and Chinese fishing community on the Pacific coast. It printed safety notices and a marine distress radio procedure in Vietnamese and Chinese for distribution to fishers, and also gave presentations on coldwater survival and basic vessel stability to the Vietnamese fishing community. The **Canadian Food Inspection Agency** (CFIA) communications officers in the Quebec Area delivered general presentations on the CFIA as part of community outreach activities for immigrants who specialize in agri-food.

> **Immigrant education**
> More than 40 percent of immigrants arriving in the 1990s had at least one university degree, compared with the Canadian average of 22 percent. (Source: *Education in Canada: Raising the Standard,* 2001 Census: Analysis Series, Statistics Canada, March 2003.)

Programs were also created to help newcomers in their daily lives.

The **Canada Mortgage and Housing Corporation** designed a resource kit for new Canadians with information on renting and buying a home in Canada. The **Financial Consumer Agency of Canada** produced a manual to train people working in community groups across the country, such as the YMCA, to teach consumers how to access basic banking services. Many of the workshops will target new Canadians, who need to know their rights when it comes to banking. In 2005–2006, the agency plans to offer the workshops in major cities across Canada. **Industry Canada** funded many new Internet terminals in public areas, several of which serve ethnocultural and immigrant communities. The new sites established in ethnocultural community centres in 2004–2005 included: Thunder Bay, Ontario; Calgary, Alberta; Saint-Jean-sur-Richelieu, Quebec; and Fredericton, New Brunswick. These new sites provide affordable access to the Internet for those who might not have computers or Internet access in their homes or workplaces. In 2004–2005, the **Canada Post** Literacy Awards expanded their eligibility criteria to recognize programs that help English and French as a second-language learners, many of whom are newcomers to Canada.

Enhancing the Understanding of and Respect for Diversity (Section 3(2)(c))

"all federal institutions shall … promote policies, programs and practices that enhance the understanding of and respect for the diversity of the members of Canadian society."

Serving a Diverse Public

Several initiatives in 2004–2005 were aimed at improving federal services for ethnocultural groups.

In March 2005, **Correctional Service Canada** held a national conference of federal, provincial, and municipal government representatives in Toronto to discuss the assessment of needs and programming for ethnocultural offenders and how to establish helpful links with communities. **VIA Rail Canada Inc.** (VIA) established a new Code of Conduct, which sets out clear standards of behaviour for all VIA employees and specifically prohibits any discriminatory behaviour towards customers and co-workers with respect to race, national or ethnic origin and religion. All employees participated in a series of learning modules supporting the Code of Conduct. In 2004–2005, VIA created a new Compliance Officer position to oversee the fair, confidential, and impartial application of the Code of Conduct and to act as a final resource person to guide employees on questions about the Code. Furthermore, in its marketing and communications program, VIA showcased the multicultural diversity of both the corporation and the people of Canada served by passenger rail.

Canada's changing face

Depending on different growth scenarios, roughly one out of every five people in Canada could be a member of a visible minority by 2017, when Canada celebrates its 150th anniversary. By then, Canada would have between 6.3 and 8.5 million members of visible minorities, an increase ranging from 56 to 111 percent from 2001. In contrast, the projected increase for the rest of the population is estimated to be between only 1 and 7 percent from 2001 to 2017. (Source: *Population Projections of Visible Minority Groups, Canada, Provinces and Regions, 2001 to 2017,* Statistics Canada.)

> "VIA serves a culturally diverse market across the country, and draws customers from around the world. A workforce that understands and can respond to the unique needs, perspectives and cultures of a global market is vital to ensure a relevant, responsive service to all customers."
>
> **– VIA Rail Canada Inc.**

Many federal institutions offered public services in non-official languages.

In 2004–2005, **Public Works and Government Services Canada**'s Translation Bureau, at the request of the Multiculturalism Program of the department of **Canadian Heritage**, began a project to translate the *Canadian Charter of Rights and Freedoms* into 35 languages. So far, the Charter is available in 30 languages. **VIA Rail Canada Inc.** enhanced its Web site, which now provides information and travel services in eight languages: French, English, Spanish, Portuguese, Dutch, Japanese, Korean, and German. The **Canada Mortgage and Housing Corporation** offered its homebuyers' seminars in non-official languages, including Cantonese and Mandarin. The Markham, Ontario branch of the **Business Development Bank of Canada** became the first to install signs in Chinese. The **Canadian Food Inspection Agency** media relations staff worked with ethnocultural media to provide timely information on food safety to Canadians in many languages. The **Department of Justice Canada** translated and published its booklet "Stalking is a Crime Called Criminal Harassment" in three languages—Chinese, Spanish and Punjabi—to provide legal information for members of these communities. **Health Canada** issued an advisory for an ayurvedic natural health product (one that follows the holistic traditional Indian approach to medicine) that was also translated into Hindi.

Celebrating Canada's Cultural Heritage

Celebrating Canada's multicultural heritage

Black History Month . . . . February

International Day for the Elimination of Racial Discrimination . . . . March 21

Asian Heritage Month . . . . May

National Aboriginal Day . . . . June 21

Canadian Multiculturalism Day . . . . June 28

Canada Day . . . . July 1

Many federal institutions marked and celebrated a variety of observances in honour of the multicultural heritage of their employees and/or the general public, including **Agriculture and Agri-Food Canada**, the **Canada Firearms Centre**, the **Canadian Environmental Assessment Agency**, the **Canadian Food Inspection Agency**, the **Canadian Forces Grievance Board**, the **Canadian Security Intelligence Service**, **Export Development Canada**, the **Department of Finance Canada**, the **Financial Transactions and Reports Analysis Centre of Canada**, **Canadian Heritage**, **Health Canada**, **Industry Canada**, **Library and Archives Canada**, the **National Capital Commission**, the **Department of National Defence**, the **Public Service Commission of Canada**, **Transport Canada**, and **Veterans Affairs Canada**. Departments created unique ways of celebrating diversity. For example, **Industry Canada**'s Competition Bureau held a multicultural day in June with the theme "A Taste of Culture," which included an employee-driven potluck featuring traditional dishes from many cultures and a world trivia game that exposed employees to different cultures. **Environment Canada**'s Pacific and Yukon Region celebrated Chinese New Year with a lion dance performance and a learning session on Chinese culture. **Natural Resources Canada** employees in Calgary held two orientation sessions for new employees that featured food from various ethnicities and prepared by co-workers who gave a short presentation on their culture. **Export Development Canada** celebrated Canadian Multiculturalism Day with an employee fair, featuring travel and cultural awareness, food, music and dance and a cultural awareness quiz.

Several institutions, including the **Business Development Bank of Canada**, the **Canada Mortgage and Housing Corporation**, **Health Canada**, **Public Works and Government Services Canada** (PWGSC) and **Statistics Canada**, provided employees with calendars marking religious and cultural holidays and celebrations. The Atlantic Region of PWGSC sent messages to employees notifying them about local cultural festivals such as the Halifax Greek Fest and the Polish Festival.

"A NATION'S CAPITAL SHOULD REFLECT ITS COUNTRY'S HISTORY, VALUES AND ITS DIVERSITY. THE NATIONAL CAPITAL COMMISSION (NCC) IS COMMITTED TO PRESENTING PROGRAMS THAT ARE TRULY REPRESENTATIVE OF CANADA, ITS CULTURES, PROVINCES AND TERRITORIES. BY ENSURING THAT THE CAPITAL IS A SOURCE OF PRIDE FOR ALL CANADIANS, THE NCC WILL ENRICH CANADIANS' COLLECTIVE MEMORY OF THEIR CAPITAL."

– NATIONAL CAPITAL COMMISSION

Some of the many religious holidays in 2006

Eid-ul-Adha (January 10–13, 2006)—the Islamic Feast of Sacrifice is the most important feast of Islam. It concludes the Hajj and is a three-day festival recalling Abraham's willingness to sacrifice his son in obedience to Allah. Holy day usually begins at sundown the day before this date.

Vaisakhi (April 13, 2006)—One of the most important dates in the Sikh calendar. It is the Sikh New Year festival and also commemorates 1699, the year Sikhism was born as a collective faith. The day is observed by temple worship, feasting and dancing. Hindus also celebrate Vaisakhi. Local or regional customs may use a variation of this date.

Hindu solar New Year (April 13, 2006)—The day is observed by temple worship, feasting and dancing. Local or regional customs may use a variation of this date.

Good Friday (April 14, 2006)—The Christian solemn day of remembrance of the crucifixion of Jesus Christ.

Easter (April 16, 2006)—The most holy of Christian sacred days. It commemorates the resurrection of Jesus Christ from his death by crucifixion. Observances include worship services beginning at sunrise, special music, feasting, and parades.

Wesak (May 13, 2006)—The most important of the Buddhist festivals. It occurs on the full moon in May and celebrates Buddha's birth, enlightenment and death. It is a public holiday in some countries. Local or regional customs may use a variation of this date. Holy day usually begins at sundown the day before this date.

Hanukkah (begins December 16, 2006 at sunset)—Also known as the Festival of Lights or Festival of Dedication, Hanukkah is an eight-day Jewish holiday that starts on the 25th day of Kislev, which generally falls in December or sometimes in late November. The festival is observed in Jewish homes by the kindling of lights on each of the festival's eight nights, one on the first night, two on the second night, and so on.

Many agencies helped celebrate our diverse heritage with the public.

Several institutions held or sponsored ethnocultural productions in 2004–2005, including: the **Canadian Museum of Nature**, which hosted a performance of an Indonesian-inspired shadow puppet theatre group; the Canadian Children's Museum, part of the **Canadian Museum of Civilization Corporation**, which held a six-day carnival in association with local Latin American embassies and cultural communities; the **Canadian Museum of Civilization Corporation**, which added a special exhibit called Presenza, the largest exhibition ever on the heritage and day-to-day lives of Italian Canadians; the **National Capital Commission**, which revamped its Sound and Light Show shown on summer evenings on Parliament Hill, to feature music and songs from different cultures and languages; the **National Arts Centre** in Ottawa, which put on performances by artists such as Chilean-born Oscar Lopez and the Japanese dancer and performance artist Min Tanaka; the **National Film Board of Canada**, which sponsored several ethnocultural film festivals, including *Festival du monde arabe* in Montreal, the Vancouver Asian Film Festival, and the Toronto Hispano-American Film Fest; **Telefilm Canada**, which provided grants to several television and film productions with a multicultural theme, including *Comment conquérir l'Amérique en une nuit,* a film about Haitian immigrants in Montreal; the **Royal Canadian Mint**, which launched a Chinese Lunar coin series commemorating the Year of the Rooster and a coin marking the eve of the 120th anniversary of the Canadian Pacific Railway, celebrating the contributions made by Chinese railway workers; and **Canadian Heritage**, which provided funding to celebrate the centennials of Alberta and Saskatchewan, highlighting many cultures.

Documenting Canada's diverse heritage is also a federal strategy.

Library and Archives Canada (LAC) encouraged cultural groups to preserve and utilize archives important to their community. In 2004–2005, it transferred copies of a portion of its Taduesz Romer collection to the National Archives of Poland, received material from individuals from the Ukrainian-, Polish-, Icelandic-, and Jewish-Canadian communities, and received collections from the Inuit Art Foundation and the Jamaican Canadian Association. (LAC will conduct consultation sessions with members of several cultural groups in Ottawa and Montreal in 2005–2006 to facilitate better understanding of the needs and interests of specific
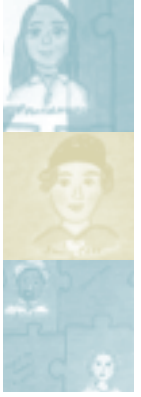
communities.) The **Blue Water Bridge Authority** (which operates the international bridge at Sarnia, Ontario) sponsored and participated in a local cultural project, "Ontario Visual Heritage," to document and preserve local heritage. In the construction of the second span of the bridge, nearly one million native artefacts were unearthed—some as much as 5,000 years old. The **Canadian Forces** (CF) distributed copies of its book *Religions in Canada*, which provides information and awareness about the various religious and spiritual practices in Canada, to every unit in the CF, to other federal departments, and to members of the public. The CF also published and distributed a new book *For My Country*, which describes the contribution of Black Canadians in the Canadian military. The book was launched at the Halifax Black Cultural Centre in February 2005 to celebrate Black History Month. The CF intends to translate the book *Fighting for Canada*, about Chinese and Japanese Canadians in military service, into Chinese and Japanese in 2005–2006.

Fighting Racism and Discrimination

A Canada for All: Canada's Action Plan Against Racism represents the first-ever horizontal, coordinated approach across the federal government to combat racism. It is a comprehensive strategy with a range of concrete and practical measures, to be taken both in Canada and internationally, intended to realize the shared Canadian vision of an inclusive and equitable society. The following departments will be implementing new initiatives as part of this Action Plan: **Canadian Heritage**; **Citizenship and Immigration Canada**; the **Department of Justice Canada**; and **Human Resources and Skills Development Canada** (HRSDC)—**Labour Program**. As part of the plan, the **Royal Canadian Mounted Police** continued supporting research and consultation with partners to develop a progressive approach to policing in an increasingly diverse country and to develop and implement culturally sensitive strategies, plans, and programs to address the needs of Aboriginal people in urban and rural areas. **Citizenship and Immigration Canada** laid the groundwork to begin working with non-governmental organizations and provincial partners to foster more inclusive and welcoming communities for newcomers. **Statistics Canada** (STC) received funding from **Canadian Heritage** through the Action Plan in 2004–2005 to conduct national consultations with police services and the Police Information and Statistics Committee of the Canadian Association of Chiefs of Police regarding the collection of police data on hate-motivated crimes. STC implemented a national standardized collection strategy for police-reported, hate-motivated crime data that will include the collection of hate-motivated crime statistics, a training program for police services, assistance to police services to modify operations to report such crimes, and the provision of analysis and dissemination. Also as part of the *Action Plan Against Racism*, the **HRSDC—Labour Program** began developing activities to help remove barriers facing the employment and promotion of members of visible minorities and Aboriginal peoples in Canada. The strategy will help integrate skilled people in Canadian workplaces by developing tools, guidelines, and educational materials for employers, managers, employees and the public.

Other strategies were also developed to combat racism and discrimination. The **Royal Canadian Mounted Police** (RCMP) created a draft "Bias-Free Policing Policy" to ensure that all communities receive policing services in a respectful, professional, fair, and impartial manner. The policy will enhance the relationship between ethnocultural communities and the RCMP. The RCMP engaged community representatives in developing its policy. The **Canadian Race Relations Foundation** (CRRF) held ongoing consultations and engaged in partnerships and educational initiatives with community and public service groups that are developing anti-racism programs. Those assisted in the reporting year include Sûreté du Quebec's Hate Crimes Unit, the Toronto Police Service, the Women's Intercultural Network, the Global African Congress (Canadian Chapter), the Canadian Council of Christians and Jews, the Chinese Canadian National Council, and the Ontario Black History Society. The CRRF also funds community programs to fight racism. In 2004–2005 these included "Rwanda Project Radio Jeunesse" in Montreal, where teenagers are producing a radio series aimed at removing social barriers faced by young Rwandan immigrants; a project to develop and implement anti-racist policies, curricula, and resources at the newly created University of Ontario Institute for Technology in Oshawa; and a conference held in Saint John to discuss possible actions to enforce more equitable policies, practices, and programs to increase minority and immigrant representation in employment in New Brunswick.

Research and Data that Support the Development of Relevant Federal Policies, Programs and Practices (Section 3(2)(d))

"all federal institutions shall … collect statistical data in order to enable the development of policies, programs and practices that are sensitive and responsive to the multicultural reality of Canada,"

Collecting and Disseminating Information

Several departments conducted research directly on multiculturalism and disseminated it to better understand and serve target communities. **Citizenship and Immigration Canada**'s *Recent Immigrants in Metropolitan Areas Profile Series* presented a portrait of recent immigrants living in Canada at the time of the 2001 Census of Population. This series of 14 profiles (one of Canada as a whole and 13 of major urban centres) provided information on the origin and background of immigrants, on family and household structure, on participation in the economy, on income, and on housing.

In 2004–2005, **Industry Canada**, using its database on small business financing, released the report *Small Business Financing Profile on Visible Minority Entrepreneurs*, which provided a portrait of visible minority-owned businesses and examines how these characteristics affect the financing of their businesses. This information was intended for use by policymakers when developing policies, programs, and services that meet the needs of visible-minority owned firms.

> **Visible minority entrepreneurs**
> - In 2001, 7 percent of Canada's 1.5 million commercial small- and medium-sized enterprises (SMEs) were owned by a visible minority.
> - Visible minority entrepreneurs are slightly more likely to use personal savings and money from friends and relatives to finance their SMEs.
> - The distribution of visible minority-owned SMEs reflects immigration settlement patterns, with highest concentrations in Ontario (45 percent), British Columbia (21 percent), and Alberta (16 percent).
> - Visible minority entrepreneurs play an important role in the knowledge-based economy: 11 percent of visible minority-owned SMEs operated in a knowledge-based industry.
>
> *– Small Business Financing Profile on Visible Minority Entrepreneurs*, Industry Canada.

Statistics Canada (STC) continued to collect, analyse and disseminate information on multiculturalism in Canada. Among the many articles it published in 2004–2005 were portraits of the largest visible minority groups (Blacks, Chinese, and South Asians), a portrait of the ethnocultural diversity of the Canadian population in 2017, and an article on the scholastic performance of children of immigrants. STC also made available detailed Public Use Microdata Files from the 2001 Ethnic Diversity Survey and provided a number of custom tabulations from this survey in support of research on Canadian diversity. **Canadian Heritage** was active in disseminating these files. In 2005–2006, STC plans to add livelihood questions to the Ethnic Diversity Survey. This will enable the production of national labour market statistics on immigrants to Canada and further understanding on the success of newcomers to integrate into Canadian society and the economy. The **Immigration and Refugee Board of Canada** (IRB) collaborated internationally to research worldwide refugee patterns. In 2004–2005, the IRB continued to participate in the work of the "Country of Origin Information Working Group" of the Intergovernmental Consultations (IGC) on Asylum, Refugee, and Migration Policies in Europe, North America and Australia; as a member of the Canadian delegation to Eurasil, the European Community forum on refugee matters; and as a member of IGC's Data Working Group. These groups study comparative data on refugee claims made in the various member countries and the state of conditions within countries throughout the world. These information exchanges allowed Canada to more effectively equip itself for changes in refugee claimant flow patterns. In 2004-2005, the **Canadian Museum of Civilization Corporation**'s research on various cultures included an examination of Chinese-Canadian history, social organization, and cultural traditions in Alberta, in the context of multiculturalism and ethnic studies.

Federal institutions continued participating in the Metropolis Project, an international research and policy forum on migration and diversity in our cities. The Metropolis Project in Canada is supported by a consortium of federal partners through the Metropolis Project Secretariat, housed at **Citizenship and Immigration Canada**. In 2004–2005, a considerable amount of research on multiculturalism was conducted and published as Working Papers or in other formats. These are available on the project's Web site, at www.canada.metropolis.net. In May 2004, the Metropolis project released the publication "Our Diverse Cities," addressing issues of diversity and municipal policy. **Canadian Heritage** was one sponsor of an international conference called "The Multicultural Futures Seminar," held in Prato, Italy in September 2004. Many of the world's top thinkers and practitioners considered how multiculturalism has responded to the policy challenges posed by diversity, such as policing, political participation, and religion.

Other departments included multicultural components in larger research projects. The **Canada Mortgage and Housing Corporation** (CMHC) continued collecting and analysing data on the housing market, in particular the demand for housing based on immigration patterns and demographics, which aimed to inform policymakers, researchers, the housing industry, and the targeted communities. A priority for CMHC was to meet the housing needs of recent immigrants and Aboriginals and close the gap in living conditions with the general population. In 2004–2005, **Infrastructure Canada** completed preliminary research and analysis on how changes in Canada's social fabric, due to immigration and other factors, are shaping current and future needs for public infrastructure across the country. Improving understanding in these areas has also been identified as a priority by the "Horizontal Research Roundtable on the State of Infrastructure," which is chaired by **Infrastructure Canada** with representation from 26 other federal institutions. More research is planned for 2005–2006.

Funding Research Projects

The **Canadian Race Relations Foundation** regularly supports research on anti-racism measures. In the past year, it committed funding to four new research initiatives: on the situation facing skilled immigrants of visible minorities in Quebec's labour market; on how new immigration and security policies formulated in the aftermath of the September 11th attacks are affecting Arab and Muslim communities in New Brunswick and Nova Scotia; on the systemic barriers (such as language, licensing, credentials certification, and discriminatory practices) that hinder the full social and economic integration of Asian immigrants in Canadian society; and on how issues of race, gender and foreign credentials influence employment opportunities for immigrant women in Canada.

Canadian Heritage (PCH) continued to support and develop qualitative and quantitative research in key policy areas pertaining to the *Canadian Multiculturalism Act* including civic participation, ethnocultural diversity, creative cities, social capital, and cultural expression. PCH has a comprehensive Policy Research Plan with some 170 projects planned for 2005–2006, many of which are multi-year and multi-partner.

The **Canadian Institutes of Health Research** (CIHR), Canada's premier health research funding agency, provides grants for projects to research how to reduce health disparities for vulnerable populations, among other issues. This past year, CIHR grants supported projects researching issues such as promoting equity in access to post-trial HIV vaccines for Black women in Canada, intersecting barriers to health for immigrants with precarious status, and links between obesity and heart disease in British Columbia Chinese, South Asian, and European immigrant communities.

The **International Development Research Centre** funded several cross-cultural research and knowledge-sharing projects. Examples include a three-day workshop held by the United Church and the Canada DPR Korea Association on women and peace-building in Korea; a one-day roundtable on engaging the African Diaspora in capacity-building efforts in Africa, held by the Association for Higher Education and Development; and a series of workshops and lectures to examine current and future economic, political, cultural, and private sector relations between Canada and the Arab world, organized by the National Council on Canada-Arab Relations.

The **National Film Board of Canada** was the principal sponsor of a 2004 study commissioned by "Women in Film and Television" on employment in Canadian film and television. The study, entitled *Frame Work: Employment in Canadian Screen-Based Media*, provided, among other things, an in-depth examination of the employment of women, members of visible minorities, and Aboriginals in the film and television industry.

Language Skills and Cultural Understanding of Individuals of all Origins (Section 3(2)(e))

"all federal institutions shall … make use, as appropriate, of the language skills and cultural understanding of individuals of all origins."

Maximizing Employee Language Skills

Many departments have employees who speak a third language. Often, these skills are used to communicate with the public. In 2004–2005, 23 percent of the **Canada Mortgage and Housing Corporation**'s workforce, for example, reported speaking at least one non-official language. At the **Business Development Bank of Canada**, employees can now have their name on their business cards written in their mother tongue. When a third language is a workplace asset or requirement, some employers provide training. Employees of the **Canadian Food Inspection Agency** who needed to speak Spanish in carrying out their duties were given mandatory Spanish training. **Industry Canada** offered staff in-house language training (at their own expense) in Spanish, Chinese and Japanese during work hours. In 2005–2006, the **Canada Firearms Centre** and the **Canadian Air Transport Security Authority** plan to survey employees to create an inventory of the languages they speak and find meaningful ways to utilize these skills in order to better serve the public.

"THE DIVERSITY OF OUR WORKFORCE IS CRUCIAL TO EXPORT DEVELOPMENT CANADA'S BUSINESS SUCCESS. OUR DIVERSE POPULATION BRINGS INSIGHT, DIFFERENT PERSPECTIVES AND IDEAS, AND KNOWLEDGE AND UNDERSTANDING OF DIFFERENT CULTURES AND LANGUAGES."

– EXPORT DEVELOPMENT CANADA

Chinese Influences
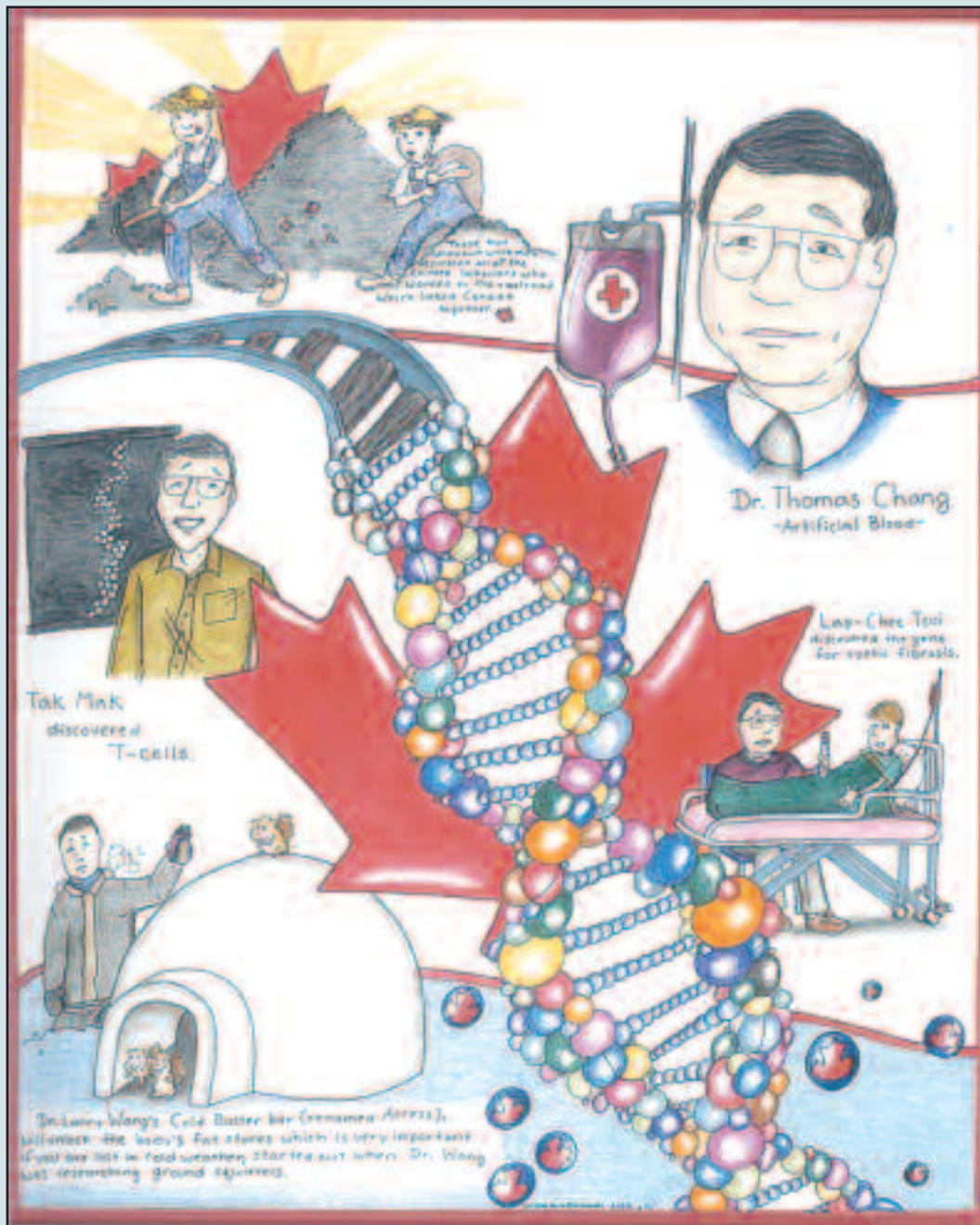
As depicted in the artwork *Chinese Influences*, the Chinese influence can be felt throughout Canadian society. Imprints include Dr. Thomas Chang's building of the artificial blood cell; Lap-Chee Tsui's identification of the defective gene that causes cystic fibrosis; and Tak W. Mak's cloning of the human T-cell receptor.

Kristin Blackmore

Leo Hayes High School

Fredericton, NB

Mathieu Da Costa Challenge

National Creative Writing and Artwork Contest

2002–2003
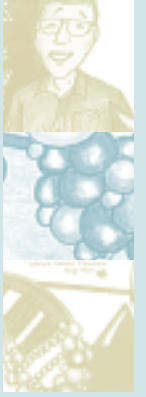
Part III: Best Practices

The *Canadian Multiculturalism Act* requires all federal institutions to execute Canada's multiculturalism policy in their everyday activities and long-term planning. What follows are two examples of innovative strategies undertaken in this reporting year to implement the Act to its fullest.

Federal Election: Engaging All Canadians in the Democratic Process

On June 28, 2004, Canadians headed to the polls for the 38th general election. **Elections Canada** took extensive measures to ensure that all eligible voters, regardless of ethnicity or mother tongue, had every opportunity to cast their ballots.

Reaching Out to All Voters

To address the needs of members of groups that might previously have experienced difficulty exercising their right to vote—particularly members of ethnocultural groups, Aboriginal peoples, and young electors—**Elections Canada** created an Outreach Steering Committee, headed by the Chief Electoral Officer.

In advance of the 2004 election, each returning officer in all 308 electoral districts prepared an Outreach Action Plan detailing the steps they would take to ensure that minority groups could fully access the electoral system and voting process.

Returning officers hired community relations officers in more than 200 electoral districts to contact ethnocultural, Aboriginal, and youth groups and encourage their participation in the election. In some cases, community relations officers set up information booths at community events about the electoral process, recruited and trained staff from target groups, and identified appropriate locations for polling stations.

- A total of 58 ethnocultural community relations officers were appointed in 48 of the 50 eligible electoral districts with significant ethnocultural populations.
- A total of 164 Aboriginal community relations officers were appointed in 124 of the 137 eligible electoral districts with significant Aboriginal populations.

Elections Canada worked with national Aboriginal associations, local Native Friendship Centres, band chiefs and council members, elders, high schools, and business leaders to inform Aboriginal people about the election and solicited their suggestions concerning areas for targeted revision.

Through the Aboriginal Elder and Youth Program, **Elections Canada** brought elders and youth to polling stations located on reserves to assist, interpret, and provide information for Aboriginal electors. In all, 173 elders and 182 youth assisted at 262 polling stations in 48 electoral districts.

Elections Canada encouraged returning officers to place polls, where possible, in Native Friendship Centres and on or near reserves. Returning officers were also encouraged to hire staff from within the communities they would serve. Some 1,008 deputy returning officers and 1,068 poll clerks were Aboriginal persons.

After the election, focus groups across the country provided feedback on the ethnocultural community outreach campaign, so that improvements could be made for the next general election.

Voter Information

For the 38th general election, **Elections Canada** provided an extensive voter information program that reflected and respected Canada's many ethnocultural groups. The overall message was that voting is a right and an opportunity to shape the future. In an effort to make all electors aware of their right to vote, the need to have their names on the list of electors, the ways they could cast their ballot, and the key dates in the election process, **Elections Canada** advertised widely in national and local mainstream and multilingual media.

- English- and French-language television advertisements featured people of various ages and cultural identities. The ads were also adapted with voice-overs in 12 languages.

- Radio advertisements were aired in 23 languages and newspaper advertisements appeared in 24 languages.
- Advertisements targeting Aboriginals appeared on TV (the Aboriginal Peoples Television Network and CBC North), 39 Aboriginal radio stations, and in 32 Aboriginal print publications. Radio and newspaper advertisements were produced in English, French, and Inuktitut.

In addition, **Elections Canada** provided the following:

- Voter information in 11 Aboriginal languages on its Web site;
- A revised voter information guide in 26 languages (in print and online). The Canadian Ethnocultural Council verified the translations and provided a list of national associations. More than 76,000 guides were ordered by ethnocultural associations; a further 101,000 copies were requested by community relations officers and returning officers. The languages were selected using 2001 Census data, taking into account the total population speaking each language as a mother tongue; immigration and citizenship figures; and the availability of ethnic media outlets;
- Interpreting services in more than 100 languages, available for callers to the **Elections Canada** call centre and the office of the returning officer in each electoral district;
- Information about the electoral process, distributed to more than 5,000 national, provincial, and local associations representing young and other first-time voters, Aboriginal people, and ethnocultural communities;
- More than 1,700 information kits to Aboriginal associations, Métis, and Inuit organizations and Native Friendship Centres and 240,000 voter information guides to Aboriginal communities, with the assistance of the National Aboriginal Women's Association; and
- A trilingual reminder card (English, French, and Inuktitut) in Nunavut.

Research and Surveys

During the election, an opinion survey was conducted of Aboriginal persons living on and off reserve concerning Elections Canada's services and aspects of the electoral process. The aim was to provide input for evaluating and refining **Elections Canada**'s programs and services for Aboriginal electors.

In January 2005, an article in **Elections Canada**'s *Electoral Insight* magazine examined statistics about Aboriginal candidates in the 2004 general election and offered suggestions on ways to increase Aboriginal representation in the House of Commons.

Ensuring Canada's Security in a Multicultural Society

In April 2004, the federal government issued Canada's *National Security Policy*. The policy is a long-term strategic framework focused on three core national security interests: protecting Canada and Canadians at home and abroad; ensuring that Canada is not a base for threats to our allies; and contributing to international security.

Creating the Cross-Cultural Roundtable on Security

A key element of the National Security Policy is the establishment of the Cross-Cultural Roundtable on Security. The Roundtable was created in February 2005 to build a respectful dialogue on national security issues between the federal government and members of various ethnocultural communities and to better inform policymakers by providing insights on how national security measures may affect Canada's diverse communities.

The goal of the Roundtable is to ensure that security-related decisions by the Government of Canada continue to be well informed and that various communities are similarly well informed regarding security matters. Through dialogue, the Roundtable seeks to promote the protection of civil order, a common understanding of the federal government's approach to national security, and mutual respect for the diversity of Canadian society.

The Roundtable is composed of 15 members drawn from across Canada. They were selected based on a demonstrated commitment to intercultural dialogue and an appreciation of the importance of healthy, safe, and diverse communities. As members of various ethnocultural communities, the role of the Roundtable members is to provide their personal perspective, as opposed to speaking on behalf of any specific organization or association. The Roundtable is not intended to represent the views of all ethnocultural communities, but to help facilitate a broad exchange of information between the Government and diverse communities.

Getting Down to Work

The inaugural meeting of the Roundtable was held in Ottawa in March 2005. The meeting brought together the Roundtable members, the Minister of **Public Safety and Emergency Preparedness Canada** (PSEPC), the Minister of **Justice Canada**, the Minister of State for Multiculturalism, and senior officials from the **Department of Justice Canada**, **Canadian Heritage**, PSEPC, the **Canadian Security Intelligence Service**, the **Royal Canadian Mounted Police**, and the **Canada Border Services Agency**.

The Roundtable has considered issues such as the impact of the *Anti-Terrorism Act*, which represents a challenge to the balance of civil liberties and human rights with national security imperatives, and methods to address perceptions of racial and religious profiling at borders and airports.

Participants came away with a common understanding of the *National Security Policy*; the security threat environment for Canada; the expectations, role and responsibilities of the Roundtable; and the priorities established by the members for future meetings.

Additional meetings of the Roundtable are expected to take place in 2005–2006. The Roundtable members will also continue their activities in their respective communities: bring back lessons-learned; explain the mandate and work of the Roundtable; and invite government officials to help demystify some of the communities' perceptions regarding government security measures and practices. These activities of the Roundtable members are in keeping with their mandate to facilitate a broad exchange of information between the government and diverse communities, with the goal of promoting a safer and more secure Canada.

For further information about the Cross-Cultural Roundtable on Security, consult
http://www.psepc.gc.ca/prg/ns/ccrs/index-en.asp.

Conclusion

A Shared Heritage: Diverse Faces, different places. One Country.

The artist of *A Shared Heritage: Diverse Faces, Different Places. One Country*, writes, the Maple Leaf in the moon symbolizes the changes and development of Canada, the bridges represent the journey from past to future, and the combination of the talents, cultures, and insights that Canadians of all backgrounds contribute to the development of our nation for future generations.

Lucus Duchany

Pope John Paul II Secondary School

Scarborough, ON

Mathieu Da Costa Challenge

National Creative Writing and Artwork Contest

1998–1999

Conclusion

> "…the Government of Canada recognizes the diversity of Canadians as regards race, national or ethnic origin, colour and religion as a fundamental characteristic of Canadian society and is committed to a policy of multiculturalism designed to preserve and enhance the multicultural heritage of Canadians while working to achieve the equality of all Canadians in the economic, social, cultural and political life of Canada."
>
> *– Canadian Multiculturalism Act*

One of the most important tools Canada has to foster its rich ethnic diversity is the *Canadian Multiculturalism Act*. Federal institutions, including **Canadian Heritage** and its Multiculturalism Program, achieved many accomplishments in 2004–2005 to realize the Act's goal of promoting a cohesive, equitable, and respectful society. But challenges remain. Departments and agencies must be vigilant to continually respect and embrace the spirit of the Act and to build on the commitment that Canada has made to creating a respectful society for everyone. While federal institutions must be aware of their obligations under the Act, the Multiculturalism Program stands ready to help them fulfil their obligations under the Act.

Multiculturalism has helped bind us together as Canadians, benefiting us not only individually, but also collectively. Canada has grown into the prosperous nation it is today thanks to the members of many cultures who continue to make countless contributions.

Canada will continue to be increasingly multicultural. By 2017, it is estimated that one in five Canadians will be a member of a visible minority. The Government of Canada is preparing for this future; a future that presents opportunities to build on Canada's strengths—social, political, cultural, and economic—and which are rooted in our position as one of the most multicultural nations on earth. As the Act states, multiculturalism is "an invaluable resource in the shaping of Canada's future."

As Canada moves toward an increasingly diverse society, the Government will strive to make multiculturalism a proud and integral feature of every federal policy, program, and service to Canadians.

Publications Available Free of Charge
From the Multiculturalism Program Resource Centre

Different Faces

Canadian society is comprised of a mosaic of different faces—women and men, adults and children, from different cultures, ethnic groups, religions, generations, backgrounds, skills and abilities.

Sharon Bersma

Lambton Central Collegiate Vocational Institute

Petrolia, ON

Mathieu Da Costa Challenge

National Creative Writing and Artwork Contest

2002–2003

Publications Available Free of Charge From the Multiculturalism Program Resource Centre

A Canada For All: Canada's Action Plan Against Racism – Report

Annual Report on the Operation of the *Canadian Multiculturalism Act* 2003-2004

Canada a Demographic Overview 2001, 2003, by Ravi Pendakur, Jaime Hedges, Emily King

Canadian Diversity Intersections of Diversity, Vol. 3:1, Winter 2004

Canadian Diversity, Multicultural Futures, International Approaches to Pluralism, Vol. 4:1, Winter 2005

Canadian Diversity, Vol. 2:1, Spring 2003

Canadian Heritage Fact Sheet – Culture and Diversity

Canadian Heritage Fact Sheet – Multiculturalism

Canadian Heritage Quick Facts on Diversity in Canada

Canadian Issues, Spring 2005

June 21 – Canadian Multiculturalism Day Poster

Multiculturalism Respecting Our Differences – Information Kit

National Forum on Policing in a Multicultural Society – Report on Strategies, Recommendations and Best Practices. February 2003

Our Diverse Cities number 1, Spring 2004

Policy Forum Stratégique. Canada 2017. Serving Canada's Multicultural Population for the Future. Policy Forum, March 22-23, 2005. Discussion Papers

Sharing Canadian Stories, Cultural Diversity at Home and in the World 2005 Edition

The *Canadian Multiculturalism Act*

The Multiculturalism Policy of Canada – available in 26 languages

Eunadie Johnson

Eunadie Johnson is Crisis Centre Director in Manitoba, Saskatchewan. She has done much to eliminate the racial barriers that exist for minorities in Canada, especially in Northern Manitoba. Johnson's fight to work with the issue of family violence has been an uphill battle since most communities deny that violence is a part of their lives.

Kelly McMillan

Colonel Gray Senior High School

Charlottetown, PEI

Mathieu Da Costa Challenge

National Creative Writing and Artwork Contest

2000–2001

Index of Federal Institutions

Mary Ann Shadd

Mary Ann Shadd (1823–1893) fought for integrated education and started the first integrated school in Canada. She later became the first female newspaper editor and the first black female attorney in North America.

Kylene Cachelin
Sahali Secondary
Kamloops, BC
Mathieu Da Costa Challenge
National Creative Writing and Artwork Contest
2002–2003

Submitted Reports by Federal Institutions

Agriculture and Agri-Food Canada
Atlantic Canada Opportunities Agency
Atlantic Pilotage Authority
Bank of Canada
Blue Water Bridge Authority
Business Development Bank of Canada
Canada Border Services Agency
Canada Council for the Arts
Canada Deposit Insurance Corporation
Canada Economic Development (for Quebec Regions)
Canada Firearms Centre
Canada Mortgage and Housing Corporation
Canada Pension Plan Investment Board
Canada Post
Canada Science and Technology Museum Corporation
Canadian Air Transport Security Authority
Canadian Artists and Producers Professional Relations Tribunal
Canadian Broadcasting Corporation
Canadian Centre for Occupational Health and Safety
Canadian Environmental Assessment Agency
Canadian Food Inspection Agency
Canadian Forces
Canadian Forces Grievance Board
Canadian Heritage
Canadian Human Rights Tribunal
Canadian Institutes of Health Research
Canadian International Trade Tribunal
Canadian Museum of Civilization
Canadian Museum of Nature
Canadian Race Relations Foundation
Canadian Security Intelligence Service
Canadian Transportation Agency
Citizenship and Immigration Canada
Correctional Services Canada
Defence Construction Canada
Department of Finance Canada
Department of Justice Canada
Department of National Defence
Elections Canada
Environment Canada
Export Development Canada
Farm Credit Canada
Financial Consumer Agency of Canada
Financial Transactions and Reports Analysis Centre of Canada
Foreign Affairs Canada
Freshwater Fish Marketing Corporation
Health Canada
House of Commons
Human Resources and Skills Development Canada
Immigration and Refugee Board of Canada
Indian and Northern Affairs Canada
Indian Residential Schools Resolution Canada
Industry Canada

Information Commissioner of Canada
Infrastructure Canada
International Development Research Centre
Library and Archives Canada
Military Police Complaints Commission
NAFTA Secretariat
National Arts Centre
National Capital Commission
National Film Board of Canada
National Gallery of Canada
National Parole Board
National Research Council Canada
Natural Resources Canada
Natural Sciences and Engineering Research Council of Canada
Office of the Auditor General of Canada
Office of the Commissioner of Official Languages
Parks Canada
Patented Medicine Prices Review Board
Privacy Commissioner of Canada
Public Safety and Emergency Preparedness Canada
Public Service Commission of Canada
Public Service Integrity Office
Public Works and Government Services Canada
Royal Canadian Mint
Royal Canadian Mounted Police
Standards Council of Canada
Statistics Canada
Telefilm Canada
The National Battlefields Commission
Transport Canada
Transportation Appeal Tribunal of Canada
Transportation Safety Board of Canada
Veterans Affairs Canada
VIA Rail Canada, Inc.
Western Economic Diversification Canada