Annual Report on the Operation of

The Canadian Multiculturalism Act

2002–2003

CANADA'S DIVERSITY
Respecting *our* Differences

Canada

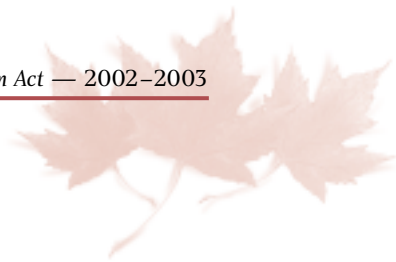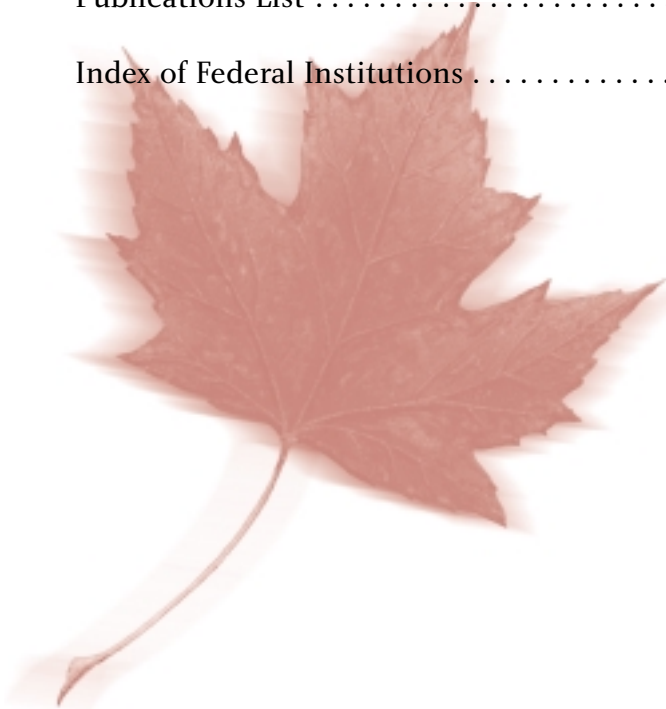Annual Report on the Operation of
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Message from the Honourable Jean Augustine

Multiculturalism is an ethic of Canadian society. As Minister of State for Multiculturalism, I am pleased to provide leadership to ensure that values of inclusion and respect for diversity are advanced nationally and internationally. This Annual Report on the Operation of the *Canadian Multicultural Act* 2002–2003 provides a synopsis of the work of the Multiculturalism Program, and activities undertaken by other federal departments and agencies, to advance the values and principles of multiculturalism.

Canada is a multicultural society in terms of its fundamental values and its demographic composition. Diversity has always been a fundamental characteristic of Canadian society. From the beginning, more than 50 different Aboriginal peoples with their own unique languages and cultures interacted with each other throughout Canada. They were later joined by Europeans and people of African and Asian descent, all of whom helped to build the Canada we value today.

Since the introduction of Canada's first multiculturalism policy in 1971 and the proclamation of the *Canadian Multiculturalism Act* 15 years ago in 1988, Canada's population has continued to become more diverse. This rich ethnocultural, racial and religious diversity has been fostered and supported by a strong multiculturalism policy that encourages people to maintain their culture and identity within a Canadian framework that values fundamental human rights and freedoms. Today there are more than 200 different ethnic groups living together in Canada and visible minorities comprise 13 percent of the population, a majority of whom live in Canada's major cities. Immigration has now outpaced the natural birth rate and accounts for 53 percent of the overall population growth.

Creating and maintaining a strong and cohesive civil society, free of racism and discrimination, is critical to the continued growth and success of Canada. I have been pleased to promote Canada's multiculturalism policy and program across the country and internationally. I have met with individuals and organizations from coast to coast to coast who are working in their communities to address the key multiculturalism priorities of combating racism and discrimination, promoting cross-cultural understanding and a sense of shared citizenship, and helping to make Canadian institutions more representative of Canadian society. The

Canada

Multiculturalism Program provides direct support to organizations and communities to implement these priorities. In recognition of how important this work is to all Canadians, I have implemented a new approach to multi-year funding that will support more long-term initiatives within the existing accountability frameworks.

I have also worked to strengthen research on issues relating to multiculturalism, which will assist in the realization of more effective programs and policies. To this end, the Multiculturalism Program embarked on a new partnership with Statistics Canada to conduct the Ethnic Diversity Survey (EDS). The objective of the EDS is to further our knowledge base on multiculturalism issues in Canada and to provide decision-makers with key information on the emerging needs and challenges of our diverse society. The EDS was designed to understand how Canadians conceptualize and report their ethnicity. It provides ground-breaking data on key areas such as ethnic and racial self-definition, perceived discrimination, knowledge and use of languages, social networks, belonging, and socio-economic activities. The EDS preliminary results were released in September 2003, which the Multiculturalism Program will utilize in the coming years.

While research plays an important role in helping us to understand who we are as Canadians, we must also be attentive to the day-to-day experiences and challenges faced by Canadians. The relationship between police services and Aboriginal and multicultural communities is one such challenge. This became an important topic of discussion following media reports of racial profiling by some police services and incidents affecting members of Arab, Muslim, African Canadian and Aboriginal communities.

In an effort to make progress on this important issue, I hosted a national forum to discuss policing in a multicultural society. The forum strengthened partnerships between police and communities across the country and shared tools and best practices. Participants from law enforcement agencies, ethnic and racial communities, academia and public institutions discussed and developed specific strategies on each of the three themes: i) Recognizing and Embracing Diversity; ii) Policing with a National Security Agenda at the Forefront; and iii) Public Participation: Civilian Oversight and Governance. The Multiculturalism Program supports the implementation of these strategies across the country.

I have positioned the Multiculturalism Program to play a stronger role in facilitating the implementation of the Multiculturalism Policy across all federal government departments and agencies, and this Report documents existing and new federal initiatives that play a key role in recognizing and promoting diversity in Canadian society. I would like to recognize the contribution of the federal institutions that have provided valuable feedback and identified best practices that facilitate the implementation of the *Canadian Multiculturalism Act* across Canada. Indeed, it is only through the efforts of all stakeholders that we will create a fully inclusive society, free of discriminatory barriers.

While we have made significant progress over the last 15 years, Canada continues to be a "work in progress." We are still learning and seeking to achieve our vision of an inclusive society where all Canadians, regardless of their religion, origin, race or culture can participate fully. We recognize our diversity as a national asset, and as a basis for leadership in an increasingly complex world of economic globalization. We also recognize that we still have serious challenges that will require a deliberate approach to eradicate racism, and inequity. While much remains to be done, I am proud of what we have achieved so far and confident that by working together we can continue to make meaningful progress in furthering our collective vision.

As Canadians, it is our common responsibility to ensure that multiculturalism remains a source of strength and creativity and that it continues to play a pivotal role in making Canada a modern, forward-looking country. I am proud of the work that is being done here in Canada. Our approach toward multiculturalism is based upon the cooperation of governments, communities and groups, to build a society in which all Canadians can realize their full potential. I hope that this report will help give Canadians a better understanding of the activities initiated by the federal government in support of the objectives of the *Canadian Multiculturalism Act* and I look forward to the future.

The Honourable Jean Augustine, P.C., M.P.

PART 1: The *Canadian Multiculturalism Act* — 15 years later

Part I: The *Canadian Multiculturalism Act* — 15 years later

Moving towards multiculturalism: a short legislative history

Diversity has been a fundamental characteristic of Canada since its beginnings. The legislative framework that supports Canada's approach to diversity has been expanded and strengthened throughout our history. Beginning in 1947, the *Citizenship Act* increased the focus on equality and human rights. In 1969, the *Official Languages Act* established English and French as the official languages of Canada. It included recommendations that addressed non-English and non-French groups, and encouraged federal institutions and agencies to promote "…the preservation of human rights, the development of Canadian identity, the reinforcement of Canadian unity, the improvement of citizenship participation and the encouragement of cultural diversification within a bilingual framework."

These recommendations, coupled with the changing social, cultural, economic and political face of Canada, led to the announcement of the Canadian Multiculturalism Policy in 1971. The policy contributed to the building of an inclusive Canada by expressing support for linguistic, ethnocultural and ethnoracial pluralism within the framework of Canada's commitment to individual rights. This framework was strengthened with the introduction of the *Canadian Human Rights Act* in 1977 and the *Canadian Charter of Rights and Freedoms* in 1982. In 1986, the

How We Got Here

Towards a more inclusive society

1947	Passage of the first *Canadian Citizenship Act*, recognizing the equality of all citizens, whether born in Canada or naturalized
1948	International Convention on the Prevention and Punishment of the Crime of Genocide
1948	The Universal Declaration of Human Rights
1958	The International Convention Concerning Discrimination in Respect of Employment and Occupation
1960	Passage of the *Canadian Bill of Rights*
1963	Establishment of the Royal Commission on Bilingualism and Biculturalism
1965	The International Convention on the Elimination of All Forms of Racial Discrimination (Canadian ratification in 1969)
1966	The International Covenant on Economic, Social and Cultural Rights (Canadian ratification in 1976)
1966	The International Covenant on Civil and Political Rights (Canadian ratification in 1976)
1969	Book IV of the Bilingualism and Biculturalism Commission report emphasizing the bilingual and multicultural nature of Canada
1969	Introduction of the *Official Languages Act*
1971	Introduction of Canada's Multiculturalism Policy
1977	Passage of the *Canadian Human Rights Act*
1982	Adoption of the *Canadian Charter of Rights and Freedoms*
1984	Special Parliamentary Committee Report, *Equality Now,* calls for a multiculturalism act
1986	Passage of the *Employment Equity Act*
1988	Passage of the *Canadian Multiculturalism Act*

Employment Equity Act called on federal institutions and agencies to ensure that women, Aboriginal people, persons with disabilities and members of visible minorities achieve fair representation and participation in their work forces.

In July 1988, both Houses of Parliament unanimously passed the *Canadian Multiculturalism Act*. This marked a milestone towards urging federal institutions to respect Canada's multicultural character and reflect the cultural, ethnic and racial diversity of Canadian society. The Act had its roots in a body of legislation that had grown with the increasing diversity of the country's population. From the *Broadcasting Act* of 1991 to the creation of the Canadian Race Relations Foundation in 1996 and the launch of the Embracing Change Action Plan in 2000, many federal organizations have shown persistence and creativity in translating the Act's directions into effective policies and programs. They will be challenged to do even more as each year steady numbers of people from around the world decide to make Canada their home.

A world first: the *Canadian Multiculturalism Act*

The *Canadian Multiculturalism Act*, adopted by Parliament in July 1988, made Canada the first country in the world to pass a national multiculturalism law clearly reaffirming multiculturalism as a fundamental value of Canadian society. The Act builds on Section 27 of the *Canadian Charter of Rights and Freedoms*, which calls for the Charter to be interpreted "in a manner consistent with the preservation and enhancement of the multicultural heritage of Canadians." It draws its strength from the equality provisions in the *Citizenship Act*, the *Canadian Human Rights Act* and the *Official Languages Act*, and fully supports international human rights agreements.

The Act acknowledges multiculturalism as a fundamental characteristic of Canadian society with an integral role in the decision-making process of the federal government. Designed to preserve and enhance multiculturalism in Canada, the Act seeks to assist in preserving culture, reducing discrimination, enhancing cultural awareness and understanding, and promoting culturally sensitive institutional change at the federal level. Federal institutions and agencies implement the Act by incorporating sensitivity and responsiveness to the multicultural reality of Canada into their programs, policies and services.

Over the years, federal institutions have striven to ensure that their policies and programs respond to the interests and concerns of all Canadians. This will continue to require sustained efforts by the federal government as the Canadian population continues to change.

The Canadian Race Relations Foundation

The Canadian Race Relations Foundation was established as one part of the 1988 Japanese Canadian Redress Agreement to work at the forefront to combat racism and all forms of racial discrimination in Canada. Under the terms of the agreement, the Canadian Race Relations Foundation received a one time endowment of $24 million.

The *Canadian Race Relation Foundation Act* was proclaimed by the federal government in October 1996, and the Foundation opened its doors in November 1997. The Canadian Race Relations Foundation focuses its efforts on eliminating racism against racial minorities and Aboriginal peoples, with particular emphasis on systemic discrimination in education and employment.

Evolving Canadian diversity

The Multiculturalism Policy is more relevant than ever. Canadians listed more than 200 ethnic groups in their responses to the 2001 census question on ethnic ancestry, reflecting the country's varied and rich cultural mosaic.

In 2001, approximately a quarter of a million people from all parts of the globe immigrated to Canada. That year's census found that foreign born Canadians made up 18 percent of the population, up from 17 percent in 1996. In 1950, nearly all (92%) of the population growth was a product of the birth rate; today, immigration has outpaced the birth rate, accounting for 53 percent of overall population growth.

Did you know?
When asked to describe Canada, 85 percent of Canadians described Canada as being a multicultural society.
(*Communications Canada*)
survey on "Role of Social Values", March 2003

Half a century ago, most immigrants came from Europe. Now most are from Asia and, as a result, the number of visible minorities in Canada is growing. In the 1990s, visible minorities made up 73 percent of all immigrants to Canada, compared to 52 percent in the 1970s. From 1996 to 2001, the visible minority population increased by 25 percent, compared to 4 percent for the population as a whole. Visible minorities now make up 13.4 percent of the Canadian population. This figure rises to 37 percent in Vancouver and Toronto; Toronto has one of the highest proportions of foreign-born residents of any city in the world. It is predicted that visible minorities will make up 20 percent of the Canadian population by 2016.

The experiences of the past 15 years will no doubt prove invaluable as federal institutions work to apply the *Canadian Multiculturalism Act* in the context of an increasingly diverse and complex society. While progress has been made, challenges remain immense: members of visible and ethnocultural minority groups continue to encounter racism and other barriers to full participation in the country's economic, social, cultural and political life. Working with all sectors of society, the government will continue to develop policies and programs that make inclusion and respect for diversity part of everyday life for all the people of Canada.

PART II: The Multiculturalism Program

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The Multiculturalism Program at Canadian Heritage pursues three overall policy goals. These are:

- **Identity:** fostering a society that recognizes, respects and reflects a diversity of cultures such that people of all backgrounds feel a sense of belonging and attachment to Canada.

- **Social Justice:** building a society that ensures fair and equitable treatment and that respects the dignity of people of all origins.

- **Civic Participation:** developing, among Canada's diverse people, active citizens with both the opportunity and the capacity to participate in shaping the future of their communities and their country.

Based on the *Canadian Multiculturalism Act*, these goals are aimed at helping all Canadians to participate fully in the economic, political, social, and cultural life of the country.

> **Did you know?**
> 80 percent of Canadians agree that multiculturalism enhances the value of Canadian citizenship.
> (*Centre for Research and Information on Canada, Oct. 2003*)

Since 2002, the Program has identified, within these policy goals, four priority objectives on which it is focussing its attention:

Identity:

- **Fostering cross-cultural understanding**—supporting programs and initiatives that facilitate understanding of cultural differences and allow the integration into Canada's overall culture, in urban and rural communities.

Social Justice:

- **Combatting racism and discrimination**—encouraging more Canadians to get involved in finding positive ways to stop racial discrimination.

Civic Participation:

- **Promoting shared citizenship**—making sure all Canadians feel a part of Canada and can take part in its economic, cultural and social life.

- **Making Canadian institutions more reflective of Canadian diversity**—ensuring that public institutions are responsive to and representative of an increasingly diverse population.

The Multiculturalism Program carried out various activities and supported a number of projects furthering these goals. It works closely with public institutions and civil society to address concerns and needs at the national, regional, as well as the local level. The following section provides examples.

Meeting Evolving Needs

One of the key issues that arose in 2002–2003 was the relations between police forces and ethno-cultural and ethno-racial communities which raised concerns that needed to be addressed. The Multiculturalism Program paid specific attention to these issues by supporting initiatives as described below:

Policing in a multicultural society

In February 2003, the Secretary of State (Multiculturalism) called a Forum on Policing in a Multicultural Society. The Forum, organized in partnership with the **Royal Canadian Mounted Police**, built and strengthened partnerships between police and communities and showcased tools and best practices. Participants from law enforcement agencies, Aboriginal, ethnic and racial communities, academia and public institutions discussed and developed strategies in three areas:

     i)   recognizing and embracing diversity;

     ii)   policing with a national security agenda at the forefront; and

     iii)   civilian oversight and governance.

The result of these discussions and the strategies proposed by the participants can be found in the report of the Forum (http://www.pch.gc.ca/progs/multi/pubs/police/index_e.cfm).

Guiding Principles

The following guiding principles or best practices emerged from deliberations of the Policing Forum to assist law enforcement agencies, government, and ethnic and racial communities across Canada.

- Law enforcement agencies must reflect the ethnic, racial, cultural and religious communities they serve.

- Effective training must be available to all front line law enforcement officers. Competent and professional diversity educators must design, deliver and critically evaluate cultural awareness training programs.

- Benchmarks for proactive equitable employment processes and outcomes must be developed, implemented and evaluated— particularly at middle and senior management.

- To facilitate the understanding of diversity and inclusion issues, partnerships must be created between community leaders, police organizations, government, ethnic, racial and cultural communities, academia and professional change managers.

- A transparent independent policing and policy oversight mechanism must be implemented that includes partners from communities, law enforcement agencies, and academia.

- Research must be supported in the areas of diversity, education, oversight and accountability mechanisms, and community policing initiatives and their outcomes.

The Program also supported several projects that met specific needs at the regional levels in the area of policing. Two examples:

- **Edmonton Police Service.** Following the events of September 11, 2001, the Secretary of State (Multiculturalism) hosted a series of roundtables in Alberta to discuss community concerns and assess the impact of the events on their communities. This lead to the establishment of a Hate/Bias Crime Unit at the Edmonton Police Service, with support from Canadian Heritage and the Calgary Police Service. The Edmonton Police Service dedicated personnel to hate/bias crimes, provided them with training and set up a centralized reporting mechanism. Information has been shared with concerned communities and authorities, and relationships of trust with communities and stakeholders were built and fostered.

- **Saskatoon Police Service.** The Saskatoon Police Service has responded to concern in Aboriginal and multicultural communities by developing a multi-year project to make major changes internally and in its relationship with them. Cultural sensitivity, inclusive hiring practices and community input are key to delivering police services that respond to the needs of all Saskatoon communities.

In the course of 2002–2003, the Program supported several initiatives and projects to advance the four priority objectives that it has identified. Here are some examples to illustrate the type of work that was accomplished under each of these objectives at the national, regional and local levels.

Fostering Cultural Understanding

The Department of Canadian Heritage, in partnership the Canadian Teachers Federation, continues the annual Mathieu Da Costa Challenge, in existence since 1996. The challenge is an opportunity to illustrate the meaning of multiculturalism and explore the contributions made by Aboriginal peoples and individuals of diverse racial and ethnocultural backgrounds. It encourages students aged 9 to 18 to explore the diversity that has shaped our nation's history. In 2002–2003, students submitted 376 essays and 192 art works for the challenge.

Did you know?
18.4 percent of the total population was born outside Canada, the highest percentage of immigrants in 70 years.
(*2001 Census, Statistics Canada*)

The *PEI Association for Newcomers to Canada* undertook a very successful project to organize, promote and deliver 10 educational sessions to the public that included presentations by first-generation Canadians, immigrants and refugees living in Prince Edward Island. The presentations gave newcomers an opportunity for meaningful social interaction with the province's communities.

Cultivating Peace in the 21st Century, funded by **Canadian Heritage** and **Citizenship and Immigration Canada**, provides teachers, students and parents with meaningful learning materials that promote conflict resolution, understanding and the value of peace in the aftermath of the September 11 tragedy.

Combatting Racism and Discrimination

As part of its anti-racism campaign, the Government of Canada sponsors the *Racism. Stop It!* national video competition each year. Youth between the ages of 12 and 18 from across Canada are invited to produce 60- to 90-second videos on eliminating racial discrimination. The top 10 are

edited into 30-second public service announcements and broadcast nationally on television. In 2002–2003, 229 teams submitted videos. The competition aims to raise awareness and inspire youth to get involved in anti-racism activities in school.

A project by the *Muslim Education Network Training and Outreach Services (MENTORS)* entitled "Towards Understanding: Moving Beyond Racism and Islamophobia" aimed to address discrimination, harassment, hate crimes and racial profiling directed at Arab, South Asian, Afghani and Muslim Canadians as a result of the September 11 events. By developing anti-racism and anti-Islamophobia resource kits, including a children's video, and workshops for schools in the Toronto, York and Halton districts, the organization promotes an inclusive model of multiculturalism and citizenship and the development of greater respect and cross-cultural understanding among children and youth in the Greater Toronto Area.

The Saskatchewan-based *Elimination of Racism in Sports and Recreation Committee*, with members representing sport, multicultural and Aboriginal organizations, has increased acceptance of the fact that racism exists in sport and must be dealt with. In 2001, the committee developed a series of videos and training manuals for coaches and sport councils and delivered 30 training workshops. A large number of communities, including Saskatoon, agreed to post "Racism-Free Zone" signs in their sport venues. "Working, Living, and Playing Together," the group's project for 2002–2003 to 2004–2005, is using these messages and resources to assist coaches, sport/recreation professionals, and athletes in other parts of the Prairies and Northern Region in combatting racism, with the intent to reach across Canada before the 2005 Canada Games in Regina. The committee has already made valuable contacts in the Northwest Territories and Manitoba.

The Centre for Research-Action on Race Relations (CRARR), a Quebec based group, organized a regional round-table on racism and hate crimes as a response to the World Conference on Racism in Durban and in response to the backlash against people of Arab, Muslim or Asian descent after September 11, 2001. The project reached out to experts and stakeholders in order to disseminate information concerning hate crimes in Canada. The project identified strategies to assist public institutions in identifying the problem, creating policies that counteract it and improve the public institutions' abilities to respond to ethnocultural and religious minorities. The project, completed in June, 2002, has helped CRARR to establish a mid-term to long-term intervention policy to fight hate-crimes, to create a prevention and education plan for the general public, and a training tool to help victims of hate crimes address the situation and take legal steps to help counteract the problem.

International Convention on the Elimination of all Forms of Racial Discrimination

The Multiculturalism Program is one of the key instruments by which the Government of Canada carries out its obligations under the International Convention on the Elimination of all Forms of Racial Discrimination (ICERD). The Program was involved in preparations for Canada's appearance before the United Nations Committee on the Elimination of Racial Discrimination, which reviewed Canada's 13th and 14th reports on the implementation of ICERD in August 2002.

On August 26, 2002, the Committee issued its Concluding Observations. The Concluding Observations took the form of positive remarks, as well as concerns and recommendations based on the review of the reports and information received about Canada. The text of the Convention, Canada's most recent reports and the UN Committee conclusions on these reports can be found at: http://www.pch.gc.ca/progs/pdp-hrp/docs/cerd_e.cfm.

Promoting Shared Citizenship

Foreign credential recognition

The Multiculturalism Program worked with other federal departments in promoting the recognition of foreign credentials as a means of removing barriers to the full participation of new immigrants in the Canadian workplace, whether in urban, rural or remote settings. The Program uses a variety of means to engage affected communities in the issue, and to inform and influence the policies of government, professional, trade and regulatory bodies. The Program has supported two projects in this area:

- **Policy Development Roundtable on the Integration of Internationally Trained Professionals and Tradespeople.** The Ontario-based Council of Agencies Serving South Asians is creating a mechanism to facilitate community-based input to government policy development in the area of foreign credential recognition. The mechanism will support research and development on policies and programs for recognizing foreign credentials and integrating internationally trained professionals and trades people into the labour market.

- **BC Network of Associations for Foreign Trained Professionals.** The Surrey Delta Immigrant Services Society, MOSAIC BC and the Immigrant Services Society of British Columbia have undertaken a project to strengthen the involvement of ethnocultural groups in five British Columbia communities in policy development related to the recognition of foreign credentials. They aim to connect these communities with regulatory bodies and to facilitate the establishment of associations and networks of foreign-trained professionals.

Family violence

Canadian Heritage is one of seven departments and agencies that fund and implement the Family Violence Initiative (FVI). The FVI was established by the Government of Canada in 1988 to reduce violence against women, children and elders. It has made a commitment to increase its responsiveness to the family concerns of four populations: Aboriginal people, people with disabilities, people living in rural and remote communities, and ethnocultural communities.

The Department has been successful in reaching immigrants and first-generation Canadians about the risk factors in family violence. The use of ethnic media has been the most effective strategy for engaging ethnocultural and ethnoracial communities. The Department funded multilingual radio and television broadcasts—developed through community partners—in the three cities with the largest immigrant populations in Canada: Montréal, Toronto and Vancouver. In total, 98 original television programs and 174 radio programs were produced for 48 linguistic and cultural communities. An award-winning Public Service Announcement with the message "Violence Hurts Us All," produced and aired in 16 languages, continues to be shown on Canadian ethnic television.

With a continued focus on engaging immigrants of neither English nor French speaking origins, new Canadians, and ethnocultural and ethnoracial populations, the next five years of the FVI will build on the current approach of using ethnic media to raise awareness and will broaden its expertise in collaborating with communities and the private and public sectors.

Downtown East Side Crime Prevention/Revitalization Project

The Downtown East Side Crime Prevention/Revitalization Project, now entering its fifth and final year, helps members of the diverse communities in Vancouver's downtown east side address safety, crime prevention and community development. Building on the strengths of the community and using a social development approach, the project relies on focus groups and community meetings to encourage members of ethnic groups to work with local service providers, businesses and residents' associations to ensure that serious issues are collectively addressed. This is an intergovernmental collaboration involving the Multiculturalism Program, **Justice Canada**'s National Crime Prevention Strategy, **Human Resources Development Canada**, **Status of Women Canada**, and the Attorney General of British Columbia.

Canadian Institutions Reflect Diversity

An 18-month institutional development project by *United Way / Centraide Windsor-Essex County* helped non-profit organizations, particularly those in the social service and health sectors, to be more aware of the need to reflect and be accessible to ethnoracial communities in their governance, structure and service delivery. The project reached out to ethnoracial communities by promoting and encouraging their participation on the planning committees and boards of non-profit organizations. The goal was to empower members of ethnocultural communities, improve their capacity for participation, identify barriers to participation, and develop measures to overcome these obstacles.

PART III: Results across the Government of Canada

Part III: Results across the Government of Canada

The architects of Canada's *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 contains five specific instructions under which federal organizations shall:

- *ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in those institutions* (section 1 – Equal opportunity in federal institutions);

- *promote policies, programs and practices that enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada* (section 2 – Capacity building);

- *promote policies, programs and practices that enhance the understanding of and respect for the diversity of the members of Canadian society* (section 3 – Enhancing the understanding of and respect for diversity);

- *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* (section 4 – Research and data that support the development of relevant policies, programs and practices); *and*

- *make use, as appropriate, of the language skills and cultural understanding of individuals of all origins* (section 5 – Language skills and cultural understanding of individuals of all origins).

This section of the report provides an overview of the activities of federal departments, agencies and Crown corporations to implement the Act in these five areas.

The Multiculturalism Program is working towards developing a mechanism that will enable us to measure the progress of federal institutions in implementing innovative approaches and best practices in relation to the *Canadian Multiculturalism Act*.

Equal Opportunity in Federal Institutions

Government-wide policies that support multiculturalism, such as the government's employment equity program, are one part of ensuring that federal public servants reflect the country's diversity. So are the inclusive staffing policies and practices adopted by each federal department and agency. But building a corporate culture that embraces diversity is equally important. This involves providing diversity training, and employment related opportunities to employees of all ethnocultural origins.

Government-wide staffing: employment equity and beyond

Under the *Employment Equity Act*, the federal government must ensure that members of designated groups—women, Aboriginal peoples, persons with disabilities and people who are visible minorities—achieve equitable representation and participation in its workforce. Progress is reported in employment equity annual reports, available at http://www.tbs-sct.gc.ca/ee/ar-ra/ar-ra_e.asp.

Embracing Change in the Federal Public Service: The Report of the Task Force on the Participation of Visible Minorities in the Federal Public Service, served as a reminder that visible minorities are the only designated group significantly under-represented across the federal public service when compared with their availability in the Canadian labour market. The Task Force action plan highlighted the need for concerted efforts on several fronts for the federal public service to become fully representative of the Canadian population. A mid-term stocktaking exercise completed in 2002 found widespread, high-level commitment across the public service to the principles and goals of the action plan. It also found that attention to employment equity activities in departments and agencies had increased substantially. Implementation of the action plan continues to result in improvements in the participation of visible minorities, who now account for more than 7 percent, compared with 5.5 percent in 2000. While this represents significant progress, the results are not adequate, specifically for the executive levels.

The **Treasury Board Secretariat** continues to work closely with consultative bodies such as the National Council of Visible Minorities in the Federal Public Service and the External Advisory Group on *Embracing Change* in implementing the action plan. The initial financial support provided by the government of up to $10 million annually for three years ended in March 2003.

On June 14, 2002, the Standing Committee on Human Resources Development and the Status of Persons with Disabilities tabled its report, entitled "Promoting Equality in the Federal Jurisdiction: Review of the *Employment Equity Act*", in the House of Commons.

In November 2002, the government response recognized the need for a more representative public service and, in particular, measures to continue addressing concerns about the gaps in representation of visible minorities. The response also reiterated the accountability of the Treasury Board for employment equity in the federal public service, and for meeting the employer's obligations under the *Employment Equity Act*.

The **Public Service Commission of Canada** (PSC) is responsible for setting standards for staff selection and for overseeing a staffing system that does not discriminate under the prohibited grounds described in the *Canadian Human Rights Act*. In addition, its shared employer obligations set out in the *Employment Equity Act* requires the PSC to eliminate employment barriers and implement positive policies and practices to achieve a representative workforce. The PSC contributed to the recruitment of more than 3,000 visible minorities into the federal public service in less than two years as part of *Embracing Change*. Further, the PSC implemented and encouraged a number of recruitment and retention initiatives in support of a representative workforce.

The PSC continued to support departments and agencies with tools to help them create an inclusive workforce that represents Canada's labour market and values the contributions of employees from all backgrounds. In 2002–2003, the PSC developed or revised three educational tools:

- *Profile of Public Service Leadership Competencies* (revised). Competencies now integrate the key elements required for managing diversity in the workplace across all leadership profiles and competencies.

- *Guidelines for Fair Assessment in a Diverse Workplace: Removing Barriers to Members of Visible Minorities and Aboriginal Peoples* (new). Managers and human resources specialists now have generic principles for fair assessment of all candidates, and information on how these can be implemented to create barrier-free practices.

- *Values-Based Staffing in Canada's Public Service* (new). This tool for managers examines the integration of the policy frameworks for staffing values and recourse.

A staffing program that promotes diversity: the essential elements

Planning for and fostering diversity

Many federal organizations have formal diversity strategies and champions responsible for ensuring that these strategies come to fruition. For example, 2002–2003 marked the first full year of implementation of the **Transport Canada** diversity strategy including:

- identifying diversity champions and hiring one diversity advisor in each region to help implement the strategy;

- forming a national Diversity Steering Committee to oversee regional diversity committees, all of which developed detailed work plans;

- launching a national diversity Web site;

- hiring an external consulting firm to develop and deliver a five-day diversity facilitator training session to approximately 60 volunteers, who have gone on to give half-day diversity dialogue sessions to all employees;

- administering a Diversity Climate Survey to more than 250 employees;

- creating a Diversity Declaration and delivering it to all employees;

- designing and building a common kiosk for each region to use for promoting diversity;

- arranging for the Transport Canada Diversity Champion to give several presentations on the diversity strategy to different parts of the department, and to a national, interdepartmental Regulatory Inspection Community Conference in Montréal; and

- beginning work on a 10-minute Web video on diversity that will be part of the orientation program for new employees.

Dedicated to diversity

Committees dedicated to fostering a diverse workforce are common across the federal government. Many go beyond a focus on employment equity targets to ensuring that diversity is entrenched in the organization's corporate culture.

For example, in 2002–2003, the **Canadian Radio-television and Telecommunications Commission**'s Employment Equity Advisory Committee re-branded itself as the Diversity and Equity Committee (DEC). The intent was to send a message that a diverse workplace is more than numbers and specific designated groups; that diversity is about inclusiveness of all cultures, faiths, backgrounds and abilities, both in program delivery and in creating a work environment that attracts, retains and promotes people of diverse backgrounds.

> **Did you know?**
> Immigration now accounts for more than 50 percent of total population growth in Canada.
> (*2001 Census, Statistics Canada*)

Targeted recruitment

Making an effort to recruit employees from diverse backgrounds is a normal part of operations for most federal departments and agencies. **Via Rail Canada**, for example, ensures that its recruitment efforts reflect its commitment to a diverse workforce. Via Rail posts its employment ads on the Native Career Magazine Web site and has plans to better target its recruitment messaging by identifying organizations able to help the corporation draw on the widest possible pool of candidates.

The **Royal Canadian Mounted Police**'s Aboriginal Cadet Development Program (ACDP) has enabled more than 200 young Aboriginal people to develop the skills to join the RCMP. Individuals enrolled in a three-week assessment at the RCMP Training Academy in Regina and then returned to a detachment in or near their home community to complete an individualized program under the supervision of RCMP members. The program was administered in partnership with **Human Resources Development Canada** and the provinces and territories. It is now offered only on a limited basis in some RCMP divisions in partnership with local colleges or universities.

Diversity training

Diversity modules are part of staff training programs in most federal institutions. The following are just a few examples of training conducted in 2002–2003.

Public Works and Government Services Canada (PWGSC) has integrated content related to multiculturalism and employment equity into its training programs and courses, including a one-day diversity course, a mandatory staffing course, a management orientation course, and orientation sessions for new employees and students.

PWGSC's three-day staffing course for managers is a mandatory course designed to assist managers with delegated staffing authority. It includes a section on obligations and tools for implementing employment equity and helps participants gain a better understanding of the staffing process. It incorporates bias-free selection to train managers to recognize and eliminate barriers that may exist in the staffing process and, in particular, in interviews and the assessment of candidates. During 2002–2003, 23 courses were delivered to approximately 300 managers in the National Capital Region and four were delivered to 56 managers in the Western Region.

In October 2002, PWGSC provided its Executive Committee with a six-hour session to enhance awareness and provide them with an understanding of personal biases, with a second half-day session on cultural differences in communication styles planned for May 2003. Nineteen senior managers at the Assistant Deputy Minister and Director General levels attended these courses. In addition, PWGSC's one-day diversity training course uses a cascade approach, in which staff and supervisors and managers learn about and share employment equity and diversity information groups or work units.

The **Natural Sciences and Engineering Research Council** (NSERC) created and delivered the first module of its Valuing Diversity training in 2002–2003. NSERC plans to offer the module again in 2003–2004. Work began on the second module, entitled Communicating Across Cultures, to be delivered in 2003–2004. NSERC employees continued to participate in various employment equity and diversity training events, including conferences, workshops, PSC workshops and internal briefing sessions.

Accommodating differences

As the proportion of public servants from diverse backgrounds increases, departments and agencies have begun to recognize the importance of accommodating their needs.

Canada Post organized ceremonies throughout the country to mark multicultural activities. In offices in Toronto, for example, employees were given access to prayer rooms during Ramadan. The Crown corporation was pleased to announce that the Public Service Alliance of Canada and the Union of Postal Communications Employees negotiated a new collective agreement in 2002 that includes special provisions related to multicultural groups. The wording on bereavement leave with pay, for example, was amended to provide expanded coverage needed by employees of diverse cultures.

The **Canadian Food Inspection Agency** makes efforts to accommodate all its employees. The Ontario area, for example, allows employees of the Muslim faith to perform their daily prayer during working hours and, where operationally feasible, accommodates religious observances such as Eid-Ui-Fitr (a day of prayer and feast in the Muslim religion) by temporarily changing working hours or granting leave.

The **Canadian Forces** publication *Religions in Canada,* which was disseminated to all commands, units and chaplains, contains descriptions of all major religious and spiritual requirements and tenets, including celebrations and observances, and dress, dietary, medical and health requirements.

Open dialogue

Creating opportunities for people to speak frankly with each other about diversity in the work place helps ensure greater understanding between people and fosters a climate of inclusion and a sense of connection.

Transport Canada holds dialogue sessions where all employees can learn about diversity and voice concerns about diversity in the department. It is also committed to holding a national Diversity Conference each year. Last year, the first was held in Vancouver with more than 100 participants. Next year's conference will be held in Halifax, and at least as many participants are expected. The department's Atlantic region ensures that at least one article concerning diversity is featured in every issue of its *Atlantic Connexions* newsletter. The region also holds an annual Diversity Day to promote ongoing awareness among employees.

The **Canadian Transportation Agency** (CTA) encourages the participation of individuals from various ethnic backgrounds on important working committees that provide input on Agency policies and programs. For example, individuals from different ethnic backgrounds participate on the CTA's Training and Development Committee, and on the Employment Equity Committee. A succession plan ensures that job opportunities and career development are open to all Agency staff.

Capacity Building

Through multiculturalism, Canada recognizes the potential of all people to shape the direction of the country of which they are a part. When everyone has an opportunity to contribute, the result is a stronger social fabric, more innovative economic development, richer cultural expression and a wider lens through which to understand and protect our heritage.

Consultation

In 2002–2003, the **Department of the Solicitor General** collaborated with visible minority organizations on the issues of restorative justice and effective corrections, and worked with the **Royal Canadian Mounted Police** on a project to better engage immigrant and refugee communities in developing culturally appropriate policies and programs. Department officials also consulted multicultural groups that may be affected by proposed legislation related to national security.

In 2002–2003, as part of a broader policy review exercise for the development of a national Heritage Policy Framework, **Canadian Heritage** consulted with a broad range of organizations, including voluntary organizations. The criteria for engaging these organizations in policy fora included cultural diversity and the inclusion of Aboriginal communities. Topics for discussion included the ever-broadening nature of Canada's multicultural heritage and the capacity of diverse communities and heritage institutions to preserve, present, interpret and facilitate access to this evolving legacy.

Through its Sectoral Involvement in Departmental Policy Development (SIDPD) component, the **Voluntary Sector Initiative** is strengthening the capacity of voluntary organizations to contribute to policy development and increasing opportunities for them to do so. The SIDPD funded several projects led by various federal departments to support organizations and activities involving ethnocultural communities.

Social development

Human Resources Development Canada (HRDC) recognizes that immigrants, members of visible minorities and other persons from diverse ethnocultural backgrounds are often excluded from full participation in society. The department funds projects focused on creating, applying and disseminating effective practices and developing innovative models to reduce, and even eliminate, barriers to social inclusion. An example is the Caledon Institute's Vibrant Communities project, whose goal is community-based poverty reduction.

HRDC's National Literacy Secretariat works with provinces and territories, other government departments, business and labour, the voluntary sector and non-governmental organizations to lower barriers to access in literacy programs and to develop culturally sensitive learning materials. Many of these projects target the literacy needs of specific groups, including Aboriginal people, first-generation Canadians and members of visible minorities.

HRDC has funded projects that focus on the needs of immigrant children and children from a broad range of ethnocultural backgrounds in Canada. For example:

- The department's funding has enabled the Mosaic Centre of the Calgary Immigrant Aid Society to expand and update its manual, entitled *A Handbook for Developing a Resource Centre for Immigrant and Refugee Families with Children 0–6*, to respond to the growing needs of immigrant families and their children.

> **Did you know?**
> In 2002, the visible minority population represented 37 percent of Toronto and Vancouver, and is projected to represent 50 percent by 2016.
> (*Canada: a demographic overview 2001*, *Canadian Heritage*)

- The department also supports Ryerson University's project to improve support for immigrant parents and families by researching the needs of, and resources available to, immigrant parents of young children in Vancouver, Montréal and Toronto.

Access to financial assistance for post-secondary education is a key requirement for integrating newcomers into Canadian society and the labour force. HRDC has extended eligibility for loans and grants under the Canada Student Loan Program, which was limited to Canadian citizens and permanent residents, to protected persons (as defined in the *Immigration and Refugee Protection Act*).

Industry Canada's First Nations School Net Program (http://www.schoolnet.ca/aboriginal/) supports Internet connectivity for First Nations schools under federal jurisdiction. It has connected all First Nations schools that applied, or more than 80 percent of all First Nations schools. The program also supported the development of the First Peoples' Homepage, featuring Aboriginal curriculum resources in English, Cree and Syllabics; cultural collections; and profiles of Aboriginal organizations and communities.

The **Natural Sciences and Engineering Research Council** (NSERC) provides grants to Canadian university researchers holding an academic appointment at a Canadian university and working in the natural sciences or engineering, provided they are Canadian citizens or permanent residents. By opening competitions to permanent residents, the Council promotes multiculturalism within academia.

In 2000, NSERC studied the participation of designated groups in its programs. As a result of this study, eligibility under the University Faculty Awards Program (UFA), which was initially restricted to women, was expanded to include Aboriginal men as a measure to address their under-representation in science and engineering disciplines. The Council also targeted funding for Aboriginal applicants for the 2002 scholarship competition at the undergraduate, master's, doctoral and postdoctoral levels. NSERC also provided funding for special activities and outreach programs for Aboriginal youth through its PromoScience program and the President's discretionary fund.

Status of Women Canada (SWC) worked with **Citizenship and Immigration Canada** (CIC) on the *Immigration and Refugee Protection Act*, which came into force in June 2002. The new Act explicitly refers to the Canadian Charter's equality rights provisions and upholds the principles of equality and freedom from discrimination. It will help immigrants and refugees contribute to the evolution of Canada by ensuring the protection of their rights and their full participation in Canadian society. The effectiveness of the Act will be examined in CIC's annual report to Parliament.

In 2002–2003, SWC's Women's Program provided funding and technical assistance to 240 initiatives at local, regional and national levels. Approximately 12 percent pertained to ethnocultural women under three distinct but complementary areas: women's economic status, elimination of systemic violence against women and the girl child, and social justice. Some examples include:

- Work by the Asian Society for the Intervention of AIDS to document and draw public attention to the isolation, violence, exploitation and legal victimization experienced by Asian women trafficked into Vancouver's sex trade. This work formed part of a larger international project that examined trafficking of women from their countries of origin to their countries of destination.

- An examination of the barriers to employment of immigrant women by three groups:

a) Immigrant Women of Saskatchewan–Saskatoon Chapter focused on developing strategies to work with potential employers to enhance immigrant women's access to the labour market;

b) the Calgary Immigrant Women's Association worked on encouraging corporate employers to make their organizations more accessible to immigrant women; and

c) the African Community Working Group in Edmonton pursued ways to increase the number of African immigrant women in leadership positions and decrease their under-employment.

- Funding to the South Asian Women's Community Centre to prepare a brief and a report of findings and recommendations for development of policy and institutional support to aid women asylum-seekers who are vulnerable to exploitation. The project includes the development of a resource guide for community workers and other groups doing similar work and multilingual pamphlets distributed to women seeking refugee status in Montréal.

Services for new Canadians

Citizenship and Immigration Canada funds a range of programs designed to help immigrants and refugees contribute to the economic, social and cultural life of communities across Canada.

- The **Language Instruction for Newcomers to Canada** (LINC) program provides language instruction in one of Canada's official languages to adult newcomers to the country. The LINC curriculum includes information that helps orient newcomers to the Canadian way of life and, in turn, helps them to participate in Canadian society as quickly as possible.

- Through the **Immigrant Settlement and Adaptation Program** (ISAP), organizations received funding to provide services such as reception, orientation, translation, interpretation, referrals to community services, para-professional counselling and employment assistance.

- The **Host Program** enables Canadians to personally meet and welcome newcomers and provide them with support and friendship. Volunteers help newcomers use services, practice English and French, find contacts in their field of work and participate in the community. At the same time, hosts learn about other cultures, lands and languages, thus enriching the Canadian culture.

- The **Refugee Resettlement and Humanitarian Program** is designed to help refugees rebuild their lives in Canada and integrate into and contribute to. Canada is one of ten countries that resettle refugees from abroad. The program provides income support and immediate, essential services to government-assisted refugees, including basic orientation to Canadian society.

Finding a suitable and affordable place to live and a receptive environment is a vital component of the immediate and long-term integration process for newcomers. The **Canada Mortgage and Housing Corporation** (CMHC) has launched a new research program to investigate the role housing and communities play in the successful integration of newcomers into Canadian society. Research will focus on housing needs and preferences, housing conditions, living arrangements, lifestyles, housing experiences and histories of newcomers as they progress towards achieving the goal of integration. Barriers, obstacles and success stories in jurisdictions across Canada will also be examined. CMHC's Quebec Business Centre met with key welcome centres in January 2003 to learn more about newcomers' needs and concerns. These centres could become CMHC's key partners to distribute housing information to help newcomers. A pilot project is under way.

Economic development

Western Economic Diversification provides support for the economic development of Aboriginal communities. In 2002–2003, it offered support for:

- the Nuxakl National Community Centre's construction and retrofit of a museum to showcase and sell local Aboriginal artwork and house activities such as cultural dancing and language classes;

- Grande Prairie Regional College's development of a distance-learning project that will expand its programs for people in the North and reach a number of Aboriginal communities; and

- the Terrace Nisga'a Society's undertaking of a First Nations Quality Assurance Demonstration Project to obtain ISO certification and document the process to develop an ISO template guide for other First Nations to use for organizational capacity building.

Canada Economic Development for the Regions of Quebec provides financial assistance to a number of intermediary organizations dedicated to developing a specific community, including:

- Fondation du maire de Montréal pour la jeunesse. [Montréal Mayor's Youth Foundation] This non-profit organization helps young Montréalers with low incomes get started in business or carry out a cultural project. It received funding for operating costs—with an agreement to increase the diversity of grant recipients—and for a pilot project that offers technical support and guidance to young entrepreneurs from ethnocultural communities.

- Youth Employment Services (YES). This organization received funding to help with the expansion of the following services: access to individual counselling services in entrepreneurship, the addition of a structured follow-up system for clients, the development of an information clinic and referral team, increased participation in the Annual Entrepreneurship Conference and support for community partners. Given the diversity of the English-speaking community in Montréal, a high proportion of YES's clientele is from ethnocultural minority groups, including the Portuguese, South-East Asian, West Indian, Filipino and Indian communities.

- Coalition of Outremont Hasidic Organizations. This organization provides entrepreneurship services aimed at meeting the needs of young Hasidic women and men in Outremont and surrounding areas.

On the East Coast, the **Atlantic Canada Opportunities Agency** is putting more effort into ensuring that ethnic and racial minority communities—specifically the Aboriginal community across the region, the Black community in Nova Scotia, and the Innu and Inuit communities in Labrador—are aware of and participate in programs aimed at improving the economy of Atlantic communities.

Aboriginal people across the country participate in **Aboriginal Business Canada** (ABC) (www.abc-eac.ic.gc.ca), an Industry Canada program that promotes the growth of commerce as a means of economic self-sufficiency for all Aboriginal people. ABC works in partnership with Aboriginal financial and business organizations and a range of other organizations to strengthen business skills and promote greater awareness of Aboriginal business achievement.

Did you know?
Almost 1 million people, 3 percent of the total population, report having an Aboriginal identity. (*Canada: a demographic overview 2001, Canadian Heritage*)

ABC has invested more than $30 million in Aboriginal business start-ups and expansions, leveraging more than $50 million in

additional investment. ABC has also worked in partnership with the Federal Economic Development Initiative for Northern Ontario, regional agencies and Indian and Northern Affairs Canada to deliver the Aboriginal Business Development Initiative which improves access to capital funds and to federal programs for Aboriginal businesses.

Cultural development

The **Canada Council for the Arts** increased its grants to culturally diverse artists and arts organizations by 6.6 percent, from $10.2 million in 2001–2002 to $10.9 million in 2002–2003. Of the total, $4.4 million was in indirect funding (such as a grant to a publisher that publishes a book by an author who is a visible minority).

Only 4 percent of arts organizations funded by the Council in 2001–2002 were culturally diverse. In response, the Council launched a $5.75-million, three-year capacity building initiative that offers grants and opportunities for networking and development to culturally diverse arts organizations. The networking and development opportunities are offered in partnership with **Canadian Heritage**. The initiative also offers training and internships to culturally diverse arts managers, through the University of Waterloo's Income Managers Program. So far, 61 organizations have received grants and support for networking and professional development, and five culturally diverse graduates of the Income Managers Program have held internships at national arts institutions.

To ensure that the broadcasting system provides programming *by and for* Canadians of all origins, the **Canadian Radio-television and Telecommunications Commission** continued to license more television and radio services directed to Aboriginal and ethnocultural minority groups in 2002–2003. As a result, more diverse Canadian voices are being heard, and more programming is being produced that engages, includes, integrates and informs Canadians from a variety of backgrounds, particularly new Canadians. The ownership of the broadcast system is becoming more diverse as new players from a variety of origins join the system; and more Canadian talent is being nurtured, benefiting the broadcasting system as a whole.

The **National Film Board** (NFB) sees openness and commitment to diversity as lying at the very heart of its mission to interpret Canada to Canadians. The NFB maintains programs and measures that ensure conditions favourable to the emergence of artists from intercultural communities and that provide them with means and opportunities to assert themselves and express conditions in their communities. Achievements in 2002–2003 include:

- *Program and competition for Aboriginal filmmakers.* In 2002–2003, 15 filmmakers received support from the Aboriginal Filmmaking Program. The NFB has invested approximately $1.1 million in the program, $100,000 more than in the previous year. The *Cinéastes autochtones* competition enabled filmmaker Elisapie Isaac to make a film entitled *Si le temps le permet*.

- *Nouveaux Regards competition.* In May 2002, the French Program welcomed the three winners of its *Nouveaux Regards* competition, open to French-speaking filmmakers from visible minorities. Hind Benchekroun's project takes an unusual look at identity through the life of a Muslim woman singer. Hyacinthe Combary, a native of Burkina Faso, encourages us to review our perceptions with respect to popular beliefs in a world in which values and traditions are vanishing. Michka Saäl proposes an exploration of social questions and intercultural relations from the perspective of the police.

- *Reel Diversity competition.* In 2002 the English Program launched the second national competition, a $1 million investment that gives five upcoming filmmakers from visible minorities across Canada an opportunity to produce a 40-minute documentary for broadcast on CBC Newsworld and Vision TV, competition partners. Two of the five winners of the previous competition finished their films this year— Andrew Faiz, who directed *Flemingdon Park: The Global Village*, and Atif Siddiqi, who directed *Solo*.

- *Professional development assistance program.* The French and English programs also manage special professional training assistance programs aimed at members of visible minorities and Aboriginal communities wishing to broaden their knowledge in a field related to film or video production. In 2002–2003, a $180,000 investment by the NFB enabled 120 upcoming filmmakers to attend workshops or engage in training in various film-related trades, in collaboration with industry partners.

As one of Canada's most important cultural institutions, **CBC/Radio-Canada** continues to find innovative ways to support and showcase new talent, new voices and new faces. The "Reflect Yourself" project is aimed at increasing the diversity of faces, opinions and attitudes in and on English TV news, current affairs and Newsworld. The project began by focusing on three of Canada's most diverse cities—Montréal, Toronto and Vancouver. A small number of people from each city attended a local one-day workshop and then went out to act as interviewers, to find out what co-workers of different backgrounds and experience would like to see reflected in programming.

Canadian Heritage promotes the creation, dissemination and preservation of diverse Canadian cultural works, stories and symbols that reflect our past and express our values and aspirations. The department engages in a range of activities to support diversity in cultural expression in all policies and programs. Examples of this support in 2002–2003 are well illustrated in its arts training and musical diversity support programs.

- *The National Arts Training Contribution Program* (NATCP) supports independent, non- profit, incorporated, Canadian organizations that train Canadians for professional artistic careers. In 2002–2003, $13.6 million was invested in arts training through the program. In April 2002, the application form was revised to make the eligibility and assessment criteria more open to support training in Aboriginal arts and in arts related to non-European cultural traditions. Special Advisory Committees were established. As a result, the client base of the NATCP almost doubled, from 18 organizations in 2001–2002 to 32 in 2002–2003; half of funding recipients (16 of 32) in 2002–2003 were offering training in Aboriginal arts and in arts related to non-European cultural traditions.

- Administered by the **Canada Council for the Arts**, the *Canadian Musical Diversity Program* helps artists, record companies and distributors produce, promote and distribute sound recordings of specialized Canadian music reflective of the diversity of Canadian voices in six genres: folk, world music, Aboriginal music, jazz and *musique actuelle*, classical and new music, and electroacoustic music. One of the Council's objectives in 2002–2003 was to increase grants for specialized music sound recording. To meet that objective, the Council added a second competition for the grants. As a result, the number of applications increased by 33 percent over 2001–2002. Grants totalling $876,100 were awarded to 78 successful recipients, representing 18 percent of total applicants and an increase of 5 percent in the number of recipients over the previous year. Examples of projects funded are:

    - Orchid Ensemble: *Ten Thousand Miles to Kashgar* (with Lan Tung, Mei Han, J. Bernard—Chinese traditional instrumentation);

    - Kiran Rennie Ahluwalia: *2nd CD of Ghazals and Punjabi Folk Music* (Indian/Pakistan/Arabic vocal);

    - Muna Mingole: *Mianga M'am My Roots* (African French/Douala vocal); and

    - Anne Lederman: remastering of an extensive collection of Métis music.

International development

The **International Development Research Centre** (IDRC) serves as an excellent example to Canadians and citizens of other countries of how people of different cultures and national origins can effectively work together to address serious concerns that transcend borders and nationalities and, sometimes, threaten the very existence of the greater global community.

The Centre's Canadian Partnerships Program fosters alliances and promotes the sharing of knowledge among scientists, university researchers and Canadian civil society in general, on development, and on social, economic and environmental issues of concern to Canada and countries of the South. Individuals and organizations that received grants under the program in 2002–03 included the following:

- Chilean activists Carlos Pilquil and Armando Naverrete received a grant to participate in the 2002 General Assembly of the United Nations Permanent Forum on Indigenous Issues. Pilquil and Naverrete are the coordinators of the Chilean Committee for Human Rights, a Montréal-based non-governmental organization (NGO). They offered their perspectives to the debate and networked with fellow Mapuche activists (http://www.un.org/esa/socdev/pfii/).

- With a grant from IDRC, the Pacific Peoples' Partnership, an NGO in British Columbia, was able to bring seven Pacific Island participants to the 2002 Conference on Governing the Environment: Pan-Pacific Perspectives on Indigenous Governance, Local Resources and Aid, which also hosted 20 First Nations speakers. As a result of the conference, Pacific delegates have established a Pacific Peoples' Partnership reference group, aimed specifically at translating the learnings of the conference into collaborative research and programming (http://www.pacificpeoplespartnership.org/).

- The Association for Higher Education in Development (AHEAD) received a grant for a research project examining the significance of capacity building initiatives instigated by diaspora communities, with a focus on Ethiopia (http://www.aheadonline.org).

- Eight small grants were made to various universities and NGOs in Canada, in support of programs that help Canadian youth better understand the links between Canada and different people and cultures in the world. Most of these grants were contributions to study/work-abroad programs.

Enhancing the Understanding of and Respect for Diversity

Understanding and respect for diversity can be seen in how we represent ourselves to each other and the world, the extent to which all can speak out and be heard, and the kinds of stories we tell about the people and events that shaped the country.

How we represent ourselves: reflecting diversity

As a public producer, the **National Film Board** (NFB) has a role in broadening understanding of and respect for diversity in Canadian society. Of the 60 films, videos and multimedia products produced or co-produced by the NFB in 2002–2003, 20 percent were directed by filmmakers from visible minority and Aboriginal communities. Others, by filmmakers from various other cultural communities, focused on facets of cultural diversity. Films produced or co-produced by the NFB last year included:

- Nisha Pahuja's *Bollywood Bound,* the story of four young actors in search of celebrity;

- Yung Chang's *Earth to Mouth,* an exploration of the cultivation of Asian vegetables destined for Chinese markets and restaurants;

- Andrew Faiz's *Flemingdon Park: The Global Village,* an examination of subsidized housing that accommodates refugees and immigrants;

- Jill Haras's *Joe,* a profile of Seraphin "Joe" Fortes, an artist born in Barbados;

- Cheryl Foggo's *The Journey of Lesra Martin,* which focuses on an illiterate youth who played a key role in freeing boxer Rubin "Hurricane" Carter;

- Moira Simpson's *Kosovo: Fragile Peace,* which reveals life in the aftermath of war;

- Alison Reiko Loader's *Showa Shinzan,* a short animated film set in Japan;

- Jari Osborne's *Sleeping Tiger: The Asahi Baseball Story,* which features a baseball team of Japanese origin; and

- Atif Siddiqi's *Solo,* which pays tribute to a young homosexual's bold transition to personal fulfilment.

Aboriginal filmmaker Alanis Obomsawin directed *Is the Crown at war with us?* which focuses on events in Miramichi Bay in New Brunswick. Young filmmaker Elisapie Isaac, winner of the French Program's *Cinéastes autochtones* competition and a native of Salluit, Nunavik, completed her film *Si le temps le permet*, an examination of her origins in the form of a cinematographic letter, and Catherine Anne Martin completed *The Spirit of Annie Mae*, which recounts the remarkable life and tragic death of Annie Mae Pictou Aquash, a figurehead in the American Indian Movement assassinated in 1975.

Expression awards

The **National Film Board** joined CHUM Television to launch the Expression Awards, celbrating diversity in the arts and media in Canada. The gala, sponsored by the **Department of Canadian Heritage**, took place during the Forum on Diversity and Culture and was broadcast by various networks, including CHUM, MuchMusic, MusiquePlus, Star and Bravo.

The **Royal Canadian Mint** (RCM) uses artists from various regions and ethnocultural communities to ensure that its products reflect the country's cultural diversity. In 2002–2003, the RCM introduced 50 cent sterling silver coins celebrating legends from Newfoundland, Nova Scotia and Quebec; the Shoemaker in Heaven coin, inspired by a Polish-Canadian tale; and coins in the popular Chinese Lunar coin series.

In addition, **Canada Post** issued for the seventh consecutive year, a commemorative stamp to celebrate the Chinese Lunar New Year. A number of events and activities were organized to promote the Year of the Ram, including launches in the Chinese communities of Winnipeg, Toronto and Vancouver. Other stamps issued during the year included a joint issue with Hong Kong Post, a stamp to mark World Youth Day in Toronto—billed as the largest multicultural gathering in the history of Canada—and Christmas stamps featuring three spectacular works of art by world-renowned Aboriginal artists.

In 2002–2003, the **Canadian Radio-television and Telecommunications Commission** (CRTC) continued to implement and develop its policy of ensuring that Canada's diversity is reflected in all broadcasting services. To ensure that English- and French-language TV is reflective and inclusive in its operations and programming, all commercial TV services must file diversity corporate plans, addressing:

- corporate accountability—to ensure that cultural diversity principles are considered in all decisions and at all levels of operations that affect on-screen presence and portrayal;

- programming—to ensure that news, information and entertainment programming accurately reflects Canadian reality; and

- community involvement—to ensure effective input and feedback from diverse communities with respect to the reflection of cultural diversity in each station's programming.

An expanded multicultural dimension was added to the **National Capital Commission**'s 2002 Canada Day celebrations. Confederation Park in Ottawa was dedicated to special programming focused on multicultural communities featuring shows by dance groups and musicians such as the Turquoise Turkish Folk Dancers, Mexico Lindo, Reggae Cowboys; activities such as origami, yoga, mehndi and Afro-Canadian hair-braiding; and concessions with ethnic culinary delights.

Encouraging dialogue and understanding

Different perspectives and new ways of understanding issues can be achieved through open dialogue. **Citizenship and Immigration Canada** continued in 2002–2003 its "Canada: We All Belong" campaign, to help facilitate better understanding of and respect for diversity among newcomers and others in Canadian society. Three main values—freedom, respect and belonging—are widely promoted in resource materials, speeches and activities organized for such occasions as Celebrate Canada Week, Citizenship Week and Flag Day.

The Speaker's Bureau initiative in Toronto was also active, bringing immigrants and refugees into schools to speak about their experiences as newcomers to Canada. There are plans to extend the program to Vancouver.

CIC also continued its program aimed at distributing several educational resources for youth to increase understanding and respect among diverse cultural groups and promote peaceful means of conflict resolution. Examples include:

- *Cultivating Peace in the 21st Century*, co-financed by **Canadian Heritage**, a teaching resource for high schools and community organizations that promotes conflict resolution, understanding and the value of peace. It is targeted to youth in grades 10 and 11; and

- *My Commitment to Canada*, for youth in grades 7 to 10, which stimulates thinking and debate about citizenship.

CIC also continued its Settlement Workers in Schools (SWIS) initiative, which facilitates the integration of immigrant children into Canadian schools. Settlement workers provide services in schools with high numbers of immigrant children and act as cultural brokers or facilitators between students, parents and schools by enabling the parties to better understand each other's perspectives. SWIS workers address issues such as school rules, teacher expectations and the grade placement process, domestic violence, and Canadian society, culture and climate.

The **Social Sciences and Humanities Research Council of Canada** (SSHRC) is the primary federal funding agency for research and training related to the social sciences and humanities. In 2002–2003, SSHRC continued to fund investigator-driven research related to multicultural diversity. In addition, it supports and promotes targeted programs and joint initiatives with partners in government, non-governmental organizations or private foundations. Ethnic, official-language minority, Aboriginal and other community organizations can take advantage of SSHRC's continuing collaborative programs (see http://www.sshrc.ca/web/apply/organizations_e.asp for details).

> **Did you know?**
> Canada's labour force will grow to 17.8 million in 2010, an increase from 16 million in 2000. Approximately one quarter of the population entering the labour force will be young people. And another 10 percent of the labour force will be immigrants arriving in Canada between now and 2010.
> (*2001 Census, Statistics Canada*)

The **Canadian Race Relations Foundation** (CRRF) works to inform Canadians about—and enhance their understanding of and respect for—the diversity of Canadian society. In 2002–2003, the Foundation coordinated and hosted two summits on racial profiling that involved the government and police officials; reinforced ties with affected communities, primarily the Black community, and supported initiatives by other organizations, such as the Coalition of Black Community Organizations and the Ontario Human Rights Commission; and established a working group to share concerns and explore responses.

Through its Initiatives Against Racism Sponsorship Program, the CRRF provides small grants to organizations working to increase critical understanding and expose the causes and manifestations of racism and racial discrimination in Canada, and to inform the general public of facts and misconceptions about and highlight the contributions of groups affected by racism and racial discrimination, notably Aboriginal peoples and racial minorities. In the past six years, the program has received applications from close to 300 applicants and has funded just over half.

Research commissioned by the CRRF in 2002–2003 investigated issues such as the lack of policy and legislative support for Aboriginal post-secondary institutions, the racialized impact of welfare fraud control in British Columbia and Ontario, Aboriginal homelessness in Sioux Lookout, and systemic racism in employment in Canada.

A strong Canadian presence in the worldwide fight against intolerance

In February 2003, a Canadian Heritage representative participated in a meeting, jointly organized by the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the United Nations Human Rights Commision, aimed at developing education tools to fight against racism, discrimination, xenophobia and intolerance. In consultation with the **Department of Foreign Affairs and International Trade** and in collaboration with the Canadian Commission for UNESCO, the department also prepared Canada's position on drafting and adopting new strategies related to human rights and the fight against racism and intolerance, during UNESCO's 32nd General Conference.

Canadian Heritage also collaborated closely with the **Department of Foreign Affairs and International Trade** in preparing Canada's contribution to the work of the 58th session of the General Assembly of the United Nations, particularly on proposed resolutions directly related to human rights and the elimination of racism, racial discrimination, xenophobia and intolerance.

Promoting our diverse heritage

A key objective of **Canadian Heritage**'s Virtual Museum of Canada (VMC) is to engage audiences of all ages in Canada's heritage by providing them with access to a rich on-line tapestry reflecting the diversity of Canadian experiences. The initiative seeks to strengthen a shared understanding of Canada's evolving heritage. More than 1,000 member institutions of all sizes from all regions of Canada have contributed to the VMC, approximately 45 of the 1,000 dedicated to the heritage of specific ethnocultural communities. Other members have collections that draw on many cultural traditions.

In 2002–2003, VMC launched a new program that enables smaller museums to create content for the Web by supporting development of on-line local history exhibits. *Community Memories* presents historical exhibitions drawn from museum collections and the treasures and reminiscences of members of communities across the country. Through images, words, sounds and videos, these exhibitions paint a unique picture of the history of Canada, offering new insights into the values and experiences that form our collective identity.

During the year, 129 exhibitions were posted on the VMC site, many of which reflected Canada's cultural diversity. These included *Celebrating Community*, from the Fort Frances Museum; *L'Aboiteau de Barachois et les aboiteaux d'Acadie*, from l'Église historique de Barachois; *Women of Labrador*, from the Labrador Interpretation Centre; *Cariboo Treasures: Perspectives on a Cariboo Civilization*, from the Quesnel and District Museum and Archives; *The Francophones of Newfoundland and Labrador*, from the Corner Brook Museum and Archives; and *Introduction to St'á'imc (Lillooet) Basketry*, from the Upper St'á'imc Language, Culture and Education Society.

Research and Data that Support the Development of Relevant Policies, Programs and Practices

Data collected by Statistics Canada is used by a variety of federal organizations. For example:

- *Unequal Access: A Canadian Profile of Racial Differences in Education, Employment, and Income*, a report commissioned by the **Canadian Race Relations Foundation**, made use of data from the 1996 Census and focus groups across Canada to raise important issues about diversity and employment. The report's findings—that good jobs and promotions elude many visible-minority and Aboriginal men and women in Canada—attracted significant national media coverage.

- **Status of Women Canada** works with **Statistics Canada** to ensure that data is collected on both women and men, including statistics on Aboriginal, immigrant and visible-minority women. Key examples of such collaboration are the gender-based statistical report *Women in Canada*, published by Statistics Canada every five years, and the recently published *Women and Men in Canada: A Statistical Glance.*

- New questions about the ethnocultural background of respondents to Statistics Canada's 2002 *Survey of Approaches to Educational Planning* and *Postsecondary Education Participation Survey* will help **Human Resources Development Canada** evaluate whether Canadians from all backgrounds are benefiting from the Canada Education Savings Grant program.

In Canada, providing statistics is a federal responsibility. As the country's central statistical agency, Statistics Canada is legislated to serve this function for the whole of Canada and each of the provinces.

Statistics Canada provides statistical information that is crucial to the assessment and development of federal government policies, programs and practices, including those relating to multiculturalism. New data needs are identified through discussions with federal departments on policy challenges that are likely to arise in Canadian society in the next several years as a result of economic, demographic and social trends.

Statistics Canada programs with particular relevance to multiculturalism in 2002–2003 include the Census, the Longitudinal Survey of Immigrants to Canada, the Ethnic Diversity Survey, the Longitudinal Immigration Database and the Aboriginal Statistical Program. As well, Statistics Canada is involved in such activities as the Metropolis Project.

Several departments and agencies also gathered their own statistics in 2002–2003.

The 2001 Census: new releases

The Canadian Census of Population, conducted every five years, provides detailed statistical information on the ethnocultural, linguistic, demographic and socioeconomic profile of Canada's population. The Census is the most comprehensive source of data on the multicultural make-up of the Canadian population and it provides this statistical information for all communities across Canada. Results of the 2001 Census were released throughout 2002–2003. Information on the linguistic make-up of the population was released in December 2002 and on the ethnocultural characteristics of the population (for example, ethnic origin, birthplace and visible minority status) in January 2003. In addition, 2001 Census releases on education, labour force and income provided some analysis of the progress of immigrants in Canadian society. All of these 2001 Census releases received extensive media coverage and were instrumental in informing the Canadian population about the country's diverse ethnocultural and linguistic communities.

Longitudinal Survey of Immigrants to Canada

In 2002–2003, Statistics Canada released the first results from a new Longitudinal Survey of Immigrants to Canada (LSIC) conducted jointly with **Citizenship and Immigration Canada** under the Policy Research Initiative. The release focused on the initial experiences of newcomers to Canada and included information on their choice of destination, pursuit of further training and entry into the workforce.

The survey will follow the sample of immigrants for four years. They will be interviewed three times: at about 6 months, 24 months and 48 months after their arrival in Canada. Collection is under way for the 24-month interview and content development has started for the questionnaire to be given at the 48-month mark.

Results from the Longitudinal Survey of Immigrants to Canada: social support, employment key to settlement

The first results from the Longitudinal Survey of Immigrants to Canada showed that the vast majority of newcomers had developed a strong attachment to the country. Networks of family and friends were key to the initial settlement of newcomers. For instance, a large proportion of immigrants (87%) already had some form of social support system within Canada when they immigrated: more than one-half (54%) had relatives and friends and another one-third (33%) had only friends living in Canada.

Joining family and friends who were already living in nearby areas was the major reason for newcomers to choose their destination. This was especially true for family-class immigrants, where almost all (95%) cited joining family or friends as their most important reason for settling where they did.

For most newcomers, the study found that employment was key to establishing a new life in Canada. In fact, within six months after their arrival, 44 percent had already found employment. The employment rate, however, varied by admission class. Newcomers who tried to enter the labour force faced several obstacles. Approximately 70 percent reported at least one problem. Over one-quarter (26%) of immigrants who encountered barriers when looking for employment cited lack of Canadian job experience as the most common problem. Almost as many immigrants (24%) indicated the transferability of foreign qualifications or experience as their most critical obstacle. Another major hurdle was a lack of official language skills, which was identified by 22 percent of immigrants who encountered a problem in their search for work.

Ethnic Diversity Survey

The Ethnic Diversity Survey, conducted in partnership with **Canadian Heritage**, was developed to provide information on the ethnic and cultural backgrounds of people in Canada and how these relate to their current lives in Canada. Conducted in 2002, this survey analysed the level of attachment people have to their own ethnocultural backgrounds, and how this affects their participation in the broader Canadian society. The survey results were released in September 2003.
(http://www.statcan.ca/english/freepub/89-593-XIE/free.htm)

The Multiculturalism Program of **Canadian Heritage** has made the Ethnic Diversity Survey a key component of its academic research call and is planning to make in-house research centered around the survey a priority in the coming years.

Results from Ethnic Diversity Survey: a sense of belonging

Overall, half of the population said that they had a strong sense of belonging to their ethnic or cultural group. Not surprisingly, immigrants who were relative newcomers to Canada were more likely to have greater attachment to their ethnic or cultural group than did immigrants who had been in Canada for many years or were second- and third-generation Canadians.

In addition to asking about ethnic ancestry, the survey also asked people to report their own ethnic or cultural identity. This identity might or might not be the same as the ancestry of their parents and grandparents. While many ancestries were reported, when people were asked about their own ethnic identity 11.6 million people, or 55 percent of the population aged 15 and older, said that Canadian was either their only ethnic identity (45%) or was part of their ethnic identity in 2002 (9%).

The survey also asked questions about participation in groups or organizations in the 12 months prior to the survey as a measure of the integration and participation of people of diverse ethnic backgrounds in broader Canadian society. Immigrants, regardless of length of time in Canada, were more likely to participate in ethnic or immigrant associations than were Canadian-born people in subsequent generations, with about 6 percent of immigrants belonging, compared with 1 percent of those who had been two or more generations in Canada. In contrast, participation in non-ethnic organizations was somewhat lower for immigrants (35%) than for the Canadian-born population aged 15 and over (47%).

The survey also asked whether people had been discriminated against or treated unfairly in Canada in the past five years because of their ethnicity, culture, race, skin colour, language, accent or religion. The vast majority of all Canadians aged 15 and over (93% or 20.4 million) said they had never, or rarely, experienced discrimination or unfair treatment because of their ethnocultural characteristics. However, perceived discrimination or unfair treatment varied by visible minority status. While 80 percent of visible minorities reported that they had never or rarely been discriminated against or treated unfairly, 20 percent did report having been discriminated against or treated unfairly sometimes or often in the five years prior to the survey because of their ethnocultural characteristics. About the same proportion of visible minorities reported discrimination or unfair treatment because of ethnocultural characteristics, regardless of the length of time in Canada.

Blacks were more likely to report feeling that they had been discriminated against or treated unfairly by others because of their ethnocultural characteristics. Nearly one-third (32%) of Blacks, or 135,000, said that they had had these experiences sometimes or often in the past five years, compared with 21 percent of South Asians and 18 percent of Chinese.

Longitudinal Immigration Database

Statistics Canada continued in 2002–2003 to develop the Longitudinal Immigration Database (IMDB) which combines administrative data on immigration and taxation into a comprehensive source of information on the economic behavior of immigrants in Canada. Statistics Canada worked closely with Citizenship and Immigration Canada, other federal departments and provincial governments to make information from the database accessible to users and to enhance the database to support policy research in the area of immigration.

Aboriginal Statistical Program

As a result of data needs identified by a number of departments, Statistics Canada developed a proposal to take all of these requirements into account. Statistics Canada went to Cabinet and obtained approval to proceed with the proposed plan to develop a blueprint for a comprehensive Aboriginal Statistical Program that would permit the collection of integrated, ongoing policy relevant information and outcome measures. This two-year project has three components: consultation; data development; and capacity building.

Language Skills and Cultural Understanding of Individuals of All Origins

Under paragraph 3(2)(e) of the *Canadian Multiculturalism Act*, it is the policy of the Government of Canada that all federal institutions shall "make use, as appropriate, of the language skills and cultural understanding of individuals of all origins." This provision works in tandem with the policy of equal opportunity in employment by requiring federal institutions not only to hire and promote Canadians of all origins, but to actively incorporate the linguistic skills and cultural insight of these employees into service delivery and policy-making functions.

Canadian society benefits in many ways from the skills and understanding of a culturally diverse federal workforce. Public servants who are, for example, first-generation immigrants are able to help their employers deliver services more effectively and sensitively to other new immigrants. Canada owes at least part of its success as a tourism destination to its ability to serve visitors from all over the world in their native tongue. Furthermore, a country that depends so heavily on global markets stands to gain considerably from public servants and advisory bodies who are conversant with the cultural norms of client nations or who speak languages other than English or French.

International relations

Many federal institutions have occasion to use linguistic and cultural talents to good advantage. For example, **Industry Canada** and the **Department of Foreign Affairs and International Trade** routinely avail themselves of the linguistic skills of their employees to promote Canadian interests abroad through trade negotiations and mutual recognition treaties. The Government of Canada's International Business Development Strategy also parlays the cultural savvy of Canadians into business opportunities abroad.

Export Development Canada (EDC), a Crown corporation operating as a commercial financial institution, provides trade finance and risk management services and foreign market expertise to Canadian exporters and investors in up to 200 markets. Operating as it does in the global arena, EDC depends for its success on its knowledge and management of cross-cultural relationships. To this end, it actively recruits candidates with diverse backgrounds to build a workforce with strong cultural and linguistic diversity.

The ability of EDC employees to serve customers in many languages is vital to its success. For front-line customer service teams, the ability to speak several languages is integral to supporting the business interests of a

multicultural clientele. In addition to providing training in Canada's two official languages, EDC provides full financial support to its employees for training in non-official languages.

To help EDC employees find the in-house experts they need to meet the needs of a diverse customer population, the EDC maintains a database of information on the experience, skills and specific expertise of each employee. Among other things, the database stores information regarding the linguistic knowledge of employees. A recent review of the database revealed that employees have registered linguistic skills in 35 languages, including Afrikaans, Bengali, Croatian, Estonian, Gujarati, Hindi, Lithuanian, Mandarin Persian, Russian, Serbian, Somali, Swedish, Tagalog, Turkish, Urdu and Vietnamese. During 2002–2003, employees conducted 1,445 searches on this database.

In a similar vein, the **Business Development Bank of Canada** plays a leadership role in delivering financial and consulting services to Canadian small business, with a particular focus on technology and exporting. Owned by the Government of Canada, the Bank has offices in more than 80 locations across the country. Many of its employees can communicate with customers in a language other than French or English and are encouraged to do so. Spanish, German, Mandarin, Cantonese, Hindi, Italian, Serbian, Portuguese, Greek, Vietnamese, Tamil, Arabic and Urdu are among the languages in which the Bank is able to offer services to its customers.

Similarly, **Canada Mortgage and Housing Corporation** (CMHC) shares its expertise with other countries. CMHC's expertise in such areas as housing technologies, housing finance, assisted housing and housing research enables it to offer a wide variety of technical assistance services, including market analysis, policy development, strategic planning, operational training and capacity building. Its success in maintaining strong client relations and a thriving business is attributable both to the linguistic and cultural competence of its staff and to their sensitivity to and genuine interest in the traditions and norms of client countries. Activities and achievements include an invitation by the State Council of China to help the country develop a business and implementation plan for its recently approved mortgage insurance system and a request by the U.S. Treasury Department to collaborate on projects in Africa. CMHC is also continuing to work on a World Bank project that will help define a vision for the housing finance sector in Algeria; a CMHC International staff member has been stationed in Algeria as an on-site advisor for an anticipated 14-month posting. CMHC International is participating as a member in a three-partner consortium that includes two other Canadian organizations.

Not surprisingly, one in eight CMHC employees is competent in a language other than English or French. In fact, the Corporation boasts a workforce conversant with more than 50 non-official languages, including Spanish, Cantonese, Mandarin and German.

Another organization that benefits from a multicultural workforce is the **International Development Research Centre** (IDRC), which helps developing countries use science and technology to find practical, long-term solutions to their problems. Given the global context

> **Did you know?**
> Of the 1.8 million immigrants who arrived during the 1900s, 17 percent were school children aged between five and 16.
> (*2001 Census, Statistics Canada*)

in which the IDRC must operate, the composition of its staff is multicultural, multinational and multilingual by design. Its employees originate in more than 50 countries and collectively speak more than 60 languages. Similarly, the **Canadian International Development Agency** draws on members of Canada's Ukrainian and Chinese Canadian communities in designing and implementing its cooperative development policies, programs and practices.

Using linguistic and cultural skills at home

Many other federal government organizations routinely avail themselves of the language skills and cultural understanding of their staff at home. The **Public Service Commission of Canada**, for example, benefits from the language skills of its recruitment officers when they engage in public outreach activities or participate in job fairs to attract prospective candidates for public service jobs from various ethnic communities. **Via Rail** and its passengers benefit from the language skills of staff who speak such languages as Japanese, German, Spanish and Italian.

Citizenship and Immigration Canada programs and initiatives routinely and of necessity take advantage of the language skills and cultural understanding of people from Canada's many immigrant communities. The organization funds service-provider agencies to deliver various programs to newcomers, and these agencies often hire immigrants and refugees to ensure that clients can receive services in their own language from people who understand their cultural background. The department also avails itself of the services of a wide spectrum of immigrants to focus test its orientation products for newcomers. Through its Integration-Net Web site, it engages nongovernmental organizations from Canada's various settlement communities to share best practices for helping newcomers from various cultural backgrounds to settle and adapt to life in Canada. The department's *Citzine* Web site for youth aims to engage young people from

all backgrounds in conversations about what it means to be Canadian (http://www.citzine.ca/). And its Metropolis project, a collaboration with more than 35 countries, draws on the linguistic skills of local and international scholars to conduct research in support of targeted programs to help newcomers integrate more rapidly into Canadian society.

At the **National Parole Board**, elders or cultural advisors provide language and cultural interpretation to Parole Board members during hearings for Aboriginal offenders. These intermediaries also help facilitate understanding between the Parole Board, the offender and the community. Through the work of the Ethnocultural Consultation project and revisions to the Parole Board's corporate policy, it is expected that the services of cultural advisors from a broad range of ethnically and culturally diverse communities will ultimately be available to provide assistance, interpretation and understanding at hearings for offenders of various cultural origins.

Meanwhile, **Statistics Canada** avails itself of the linguistic and cultural resources of its staff in several ways. When a survey includes a significant number of respondents who do not speak either of Canada's official languages, Statistics Canada adapts its survey materials so that the survey can be successfully administered to everyone in the sample. For example, the organization maintains a telephone workforce capable of providing service in Punjabi in Vancouver and in Italian and Chinese in Toronto, and it pays its employees a premium for these language skills. Sometimes staff create special tools to enable interviewers to interact more effectively with respondents who do not speak English or French. And when telephone interviewers determine that a respondent does not speak English or French, special arrangements are made to conduct the interview at another time in the respondent's language.

Casting a wider net

Some federal organizations are able to benefit from the cultural diversity of a Board of Directors or advisory committee in addition to that of their workforce. For example, the **Canadian Museum of Civilization Corporation** keeps its pulse on Canada's cultural mosaic by maintaining a Board of Directors whose members are drawn from among Canada's visible minority, Aboriginal, new-Canadian and established communities, and represent both official language groups. Since the Museum's programs and exhibitions are cultural in nature, the organization devotes much of its energy to cultural research. Advisory committees with representation from various cultural communities, embassies, cultural associations and research agencies will soon be established to monitor the progress of these research projects. Meanwhile, the Corporation also benefits from the insight
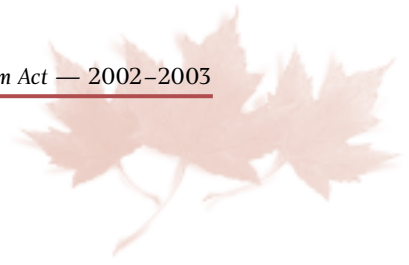
of Museum curators of Syrian, Chinese, Italian, Jewish, Polish and Ukrainian descent, and researchers and associates from the Caribbean, Portugal and elsewhere. Museum tour guides are able to communicate with visitors in Arabic, Italian, German, Spanish, Russian and Mandarin. Finally, the Corporation recruits volunteers from among Canada's many cultural communities. One in ten Children's Museum volunteers are members of a visible minority community, and about 30 percent of all Museum volunteers speak a language other than French or English. Volunteers are encouraged to share their cultural knowledge and experiences when taking part in program and exhibition activities. Finally, the Corporation routinely invites representatives of cultural organizations to help its volunteers and staff members better understand the cultural themes presented in the Museum's exhibitions.

Conclusion

Conclusion

Canada has always been a land rich in diverse peoples and cultures. Diversity has been a fundamental characteristic of Canada since its beginnings and multiculturalism has developed out of the dynamic diversity of its population. Today, diversity is a source of our strength. However, the Canadian multiculturalism approach is forever evolving, with the ultimate goal of achieving a shared and collective vision of an inclusive society.

Under the *Canadian Multiculturalism Act*, federal departments and agencies have successfully promoted the multiculturalism policy goals of civic participation, social justice and identity. Now, the Canadian government, and in particular the Multiculturalism Program, continue to strive to further the objectives of Canada's multiculturalism policy. It is important that we continue to move forward and address the significant challenges that remain. Some communities continue to face racism, discrimination, and religious intolerance. In spite of efforts and progress made, more must be done to address these issues and celebrate diversity.

Our historical record is not blameless with respect to racial discrimination. Thankfully, over the past few decades, significant progress has been achieved, crediting Canada with an international reputation of valuing, promoting, and celebrating multiculturalism. During this time, the Government of Canada has learned a great deal about the challenges presented by cultural and racial diversity, in addition to ways in which such diversity can be nourished, celebrated, and turned into a Canadian advantage. Canada's Multiculturalism Policy, bolstered by the 1982 *Charter of Rights and Freedoms* and the 1988 *Canadian Multiculturalism Act*, has provided a basis for peaceful resolution of conflict and for a growing pride in a society that has been enriched by citizens of all backgrounds. The federal government continues to draw on the uniqueness of its diverse society to build a more representative public service, a more responsive government, and a stronger country.

This report provides a snapshot of what has been accomplished in 2002–2003. Multiculturalism, however, is a dynamic reality. Thus, the government must adapt and modernize as the Canadian society evolves. This is precisely why, through its annual report, the Multiculturism Program of the Department of Canadian Heritage will continue to report on innovative governmental practices that contribute to building the multicultural leading nation we want.

While there is no doubt that progress has been made, much remains to be done to continue the journey of making the multiculturalism principles an integral part of policies and programs across all government institutions. It is clear that the focus on a horizontal approach for implementing multiculturalism must continue. It is also clear that only through the relentless efforts and determination of all that the collective vision for a cohesive inclusive society can be achieved. The Department of Canadian Heritage, through its Multiculturalism Program and its many partners, will continue to facilitate the on going development of government-wide relevant programs and policies in support of multiculturalism.

By continuing to work with communities, federal departments and agencies, and public institutions, the Multiculturalism Program will draw on the collective strengths to shape a cohesive Canadian society, a society that is based on the values of equality and mutual respect with regard to race, national and ethnic origin, colour and religion.

Publication List

Publications Available Free of Charge From the Multiculturalism Program Resource Centre

Annual Report on the Operation of the *Canadian Multiculturalism Act* 2001–2002

Canada: A Demographic Overview 2001

Canadian Diversity Vol. 2.1, Spring 2003

Canadian Diversity, Respecting our Differences

Canadian Ethnic Studies Special Issue Diversity and Identity Vol. XXXIII, No. 3, 2001

Canadian Issues — 1971–2001 30 years of Multiculturalism, February 2003

Funding for Multiculturalism — brochure

Immigrants and Civic Participation: Contemporary Policy and Research Issues

National Forum on Policing in a Multicultural Society — Report on Strategies, Recommendations and Best Practices

- National Forum on Policing in a Multicultural Society — Background Papers

Seminar on Social Justice and Multiculturalism: Contemporary Policy and Research Issues

Index of Federal Institutions

Index of Federal Institutions

Federal Institutions

The following departments, agencies and Crown corporations submitted reports on their activities with respect to the requirements of the *Canadian Multiculturalism Act*.

Atlantic Canada Opportunities Agency
Atlantic Pilotage Authority Canada
Bank of Canada
Blue Water Bridge Authority
Business Development Bank of Canada
Canada Council for the Arts
Canada Customs and Revenue Agency
Canada Deposit Insurance Corporation
Canada Economic Development for
    Quebec Regions
Canada Industrial Relations Board
Canada Lands Company Limited
Canada Mortgage and Housing
    Corporation
Canada Post Corporation
Canada Science and Technology
    Museum Corporation
Canadian Air Transport Security
    Authority
Canadian Artists and Producers
    Professional Relations Tribunal
Canadian Commercial Corporation
Canadian Environmental Assessment
    Agency
Canadian Food Inspection Agency
Canadian Forces
Canadian Heritage
Canadian Human Rights Tribunal
Canadian International Development
    Agency
Canadian International Trade Tribunal
Canadian Museum of Civilization
    Corporation

Canadian Museum of Nature
Canadian Nuclear Safety Commission
Canadian Race Relations Foundation
Canadian Radio-Television and
    Telecommunications Commission
Canadian Security Intelligence Service
Canadian Space Agency
Canadian Transportation Agency
Canadian Wheat Board
CBC/Radio-Canada
Citizenship and Immigration Canada
Commission for Public Complaints
    Against the RCMP
Communication Canada
Copyright Board of Canada
Defence Construction Canada
Enterprise Cape Breton Corporation
Environment Canada
Export Development Canada
Farm Credit Canada
Finance Canada
Financial Transactions and Reports
    Analysis Centre of Canada
Fisheries and Oceans Canada
Foreign Affairs and International Trade
Freshwater Fish Marketing Corporation
Hazardous Materials Information
    Review Commission
Human Resources Development Canada
Justice Canada
Indian Residential Schools Resolution
    Canada
Industry Canada

International Development Research
    Centre
Laurentian Pilotage Authority Canada
Law Commission of Canada
National Archives of Canada
National Battlefields Commission
National Capital Commission
National Defence
National Film Board of Canada
National Library of Canada
National Parole Board
National Research Council
Natural Resources Canada
Natural Sciences and Engineering
    Research Council of Canada
North American Free Trade Agreement
    Secretariat, Canadian Section
Northern Pipeline Agency Canada
Office of the Auditor General of
    Canada
Office of the Correctional Investigator
Office of the Information
    Commissioner
Office of the Privacy Commissioner
    of Canada
Office of the Superintendent of
    Financial Institutions Canada
Pacific Pilotage Authority Canada
Parks Canada
Patented Medicine Prices Review Board
Public Service Commission of Canada
Public Service Staff Relations Board

Public Works and Government
    Services Canada
Royal Canadian Mint
Royal Canadian Mounted Police
Royal Canadian Mounted Police
    External Review Committee
Secretary Canadian Intergovernmental
    Conferences
Social Sciences and Humanities
    Research Council of Canada
Solicitor General of Canada
Standards Council of Canada
Statistics Canada
Status of Women Canada
Telefilm Canada
The Federal Bridge Corporation
    Limited
Transport Canada
Transportation Safety Board of Canada
Treasury Board of Canada Secretariat
Veterans Affairs Canada
VIA Rail Canada Inc.
Western Economic Diversification
    Canada